



## AYDIN ADNAN MENDERES UNIVERSITY COURSE INFORMATION FORM

Course Title	Service Techniques								
Course Code	REM119	Course Level			First Cycle (Bachelor's Degree)				
ECTS Credit	4	Workload	101 (Hours)	Theory	2	Practice	1	Laboratory	0
Objectives of the Course	Food and Beverage Services, Food and Beverage businesses to pay attention to the rules and types of service staff to prepare students.								
Course Content	With this course; to apply international service methods, to make / serve breakfast, to prepare sauces to service, to serve the food groups, vip guests to gain competence is aimed.								
Work Placement	N/A								
Planned Learning Activities and Teaching Methods	Explanation (Presentation)								
Name of Lecturer(s)									

Assessment Methods and Criteria		
Method	Quantity	Percentage (%)
Midterm Examination	1	40
Final Examination	1	70

Recommended or Required Reading	
1	1. Sökmen, A. Konaklama Ve Yiyecek - İçecek İşletmelerinde Servis Tekniği ve Uygulamaları. Ankara: Detay Yayıncılık.

Week	Weekly Detailed Course Contents & Teaching Methods	
1	Theoretical	Yiyecek ve İçecek Servisi Bölümünün İşletmedeki yeri ve önemi.
2	Theoretical	Yiyecek ve İçecek Personeli Görev ve Sorumlulukları
3	Theoretical	Kişisel Hijyen, Servis Alanlarındaki Hijyen, Gıda ve Malzeme Hijyeni
4	Theoretical	Taşıma ve Temel Servis
5	Theoretical	Yiyecek İçecek Personelinin Servis ve Sorumlulukları
6	Theoretical	Servise Hazırlık
7	Theoretical	Kuver Çeşitleri
8	Intermediate Exam	Ara Sınav
9	Theoretical	Servis Usulleri
10	Theoretical	Ziyafet Banket Masaları ve Servisi
11	Theoretical	Menü Çeşitleri ve Tanzimi
12	Theoretical	Konuğa Servis Sırasında Yapılması Gerekenler ve Servis Kuralları
13	Theoretical	Soslar
14	Theoretical	Özel Servis ve Flambe
15	Theoretical	Kahvaltı Çeşitleri, Oda Servisi ve İçecek Servisi
16	Final Exam	Dönem Sonu Sınavı

Workload Calculation				
Activity	Quantity	Preparation	Duration	Total Workload
Lecture - Theory	14	1	2	42
Lecture - Practice	14	2	1	42
Midterm Examination	1	6	1	7
Final Examination	1	9	1	10
Total Workload (Hours)				101
[Total Workload (Hours) / 25*] = ECTS				4

\*25 hour workload is accepted as 1 ECTS

Learning Outcomes	
1	To apply international service methods
2	Serving / having breakfast, Preparing sauces



3	To have food groups served
4	Informing and appointing staff Meeting the guest
5	Monitoring and controlling the flow of the service

#### Programme Outcomes (Food and Beverage Management)

1	Having scientific and professional ethic values
2	To gain the ability of critical and analytical thinking
3	Having the consciousness of necessity of obtaining new abilities and life-long learning
4	To know the principle concepts related to tourism industry
5	Having the consciousness of tourism and natural, cultural and social environment relations
6	Having the knowledge of higher level of a foreign language to communicate and to follow the new researches and daily subjects at his/her own field
7	Being able to use another foreign language at middle level
8	Having the ability of doing teamwork
9	Being competent about information technologies
10	Having the ability of administrative knowledge buildup at his field
11	Being competent about the human behaviours and relations of tourism industry
12	Being able to follow the trends at his/her field
13	Being competent about the subjects of establishment procedures of an enterprise and entrepreneurship on the food and beverage management fields
14	Having the ability and knowledge about the subjects that are necessary at his occupation
15	Being able to use and having knowledge about the equipments and hardware systems used at food and beverage establishments
16	Having the ability of problem diagnosis, and to make decision toward problems at food and beverage establishments

#### Contribution of Learning Outcomes to Programme Outcomes 1:Very Low, 2:Low, 3:Medium, 4:High, 5:Very High

	L1	L2	L3	L4	L5
P1	2	2	2	2	2
P2	1	1	1	1	1
P3	3	3	3	3	3
P4	4	4	4	4	4
P5	2	2	2	2	2
P8	3	3	3	3	3
P9	1	1	1	1	1
P10	3	3	3	3	3
P11	4	4	4	4	4
P12	5	5	5	5	5
P13	1	1	1	1	1
P14	5	5	5	5	5
P15	1	1	1	1	1
P16	5	5	5	5	5

