

## OUTCOMES BASED LEARNING MATRIX

**Course: BUSN101 – Food/Beverage Service Management**

**Department: Business Administration**

This course introduces students to food and beverage service. Students learn about storeroom procedures and the preservation of foods, wines, and liquors. This course teaches the proper service of food and beverages to customers. Guest lecturers may be used from time to time, and students may take field trips. Because restaurants depend on keeping costs at a minimum, special emphasis is placed on techniques of cost comparisons, ingredient costing, and cost reduction. Prerequisite: BUSN103 Introduction to Hospitality Management.

Core Competencies for outcomes activities and assessment tools: Written Communication (WC); Quantitative Literacy (QL); Oral Communications (OC); Information Literacy (IL); Critical and Creative Thinking (CCT); Civic Engagement (CE); Integrative Learning (IG); Global Learning (GL).

<b>COURSE OUTCOMES</b>	<b>OUTCOMES ACTIVITIES</b>	<b>ASSESSMENT TOOLS</b>
<p>Upon completion of course, student will be competent in the following areas;</p> <ul style="list-style-type: none"> <li>• To introduce the Hospitality and Restaurant Industry as an interrelated industry</li> <li>• Emphasize problem solving tools within food service careers</li> <li>• Highlight food, beverage and labor cost controls</li> <li>• Focus on industry wide trends and work ethics</li> <li>• To guide in professional development and leadership skills</li> </ul>	<p>Each week, the following activities will be applied in to each of the classes.</p> <ol style="list-style-type: none"> <li>1. Reading assignment will be due for specific Chapters in their Hospitality and Restaurant Management and Controlling Foodservice Costs texts. (IL, OC QL, GL)</li> <li>2. Weekly lecture and discussions of hospitality and restaurant topics and trends directly related to the Food and Beverage Industry. (CCT, IL, OC, GL)</li> <li>3. Student will be assigned various questions and case studies to be discussed in class. (CCT, IL, QL, GL, IG)</li> <li>4. Student will become aware of hospitality and restaurant trends through videos, power point presentations and various handouts. (CCT, IL, OC, QL, WC, GL, IG)</li> </ol>	<ol style="list-style-type: none"> <li>1. Students will be tested weekly on specific hospitality and restaurant management procedures and skills. (WC, GL, IL, CCT)</li> <li>2. Students will be administered two certification exams. Upon successfully passing the exams, students will be furnished with a certificate in Hospitality and Restaurant Management and Controlling Foodservice Costs Certificates. (CCT, IL, QL, GL)</li> <li>3. Students will be critiqued in the following areas.             <ol style="list-style-type: none"> <li>1. Exams</li> <li>2. Homework and Assignments</li> <li>3. Attendance and participation</li> <li>4. Midterm Exam and Final Exam</li> </ol> </li> </ol>