[Syllabus Statements](#)

I. CATALOG DESCRIPTION

Course Number:	FSDT1030
Course Title	Guest and Beverage Service
Prerequisite(s):	None

Catalog Description: A study of the server's job, types of establishment, and different types of service. Current issues such as embracing diversity, preventing harassment and maintaining a good work place environment, taking reservations, preparing the dining room, greeting and serving the guests to presentation of the check and how to troubleshoot potential problems. Instruction given in responsible alcohol service techniques and to enhance the knowledge of liquor laws. Discussion on how to taste or drink wine, food with wine, proper maintenance of wine, different varietals, production of wine, beer and spirits, maintenance of alcohol inventories, cost control and profitability.

Credit Hours:	2.0
Class Hours:	30
Lab Hours:	0
Total Contact Hours:	30

II. COURSE OBJECTIVES: *Course will:*

A. Understand the functions, personal appearance, and value of a server
B. Knowledge of table settings, napkin presentations.
C. Discuss protocol and practices food and beverage service.
D. Knowledge of service readiness from the beginning of service to the end.
E. Understand wine and beverage service.
F. Discuss the importance of guest communication.
G. Define and list the 3 principal classifications of beverages
H. Explain the difference between a license state and control state.
I. Explain the primary purposes for establishing beverage purchasing controls.
J. Discuss the fundamentals and importance of responsible alcohol service.
K. Discuss Dram Shop Act and liquor law liability.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

A. Student Learning Outcomes: *Student will be able to:*
    1. Understand the concept of team work with co-workers and supervisors and the use of effective communication skills.
    2. Demonstrate proper table setting and placement.
    3. Create a training procedure for wait staff, including new employee orientation.
    4. Identify the two broad classifications of beer and distinguish between them.
    5. Describe the three general approaches to monitoring beverage operations, including opening and closing procedures.
    6. Describe methods of beverage control.
    7. Recognize differences between receiving, storing, and issuing control in beverage service.

B. General Education Learning Outcomes (GELOs)
    1. GELO #6: Career and Life Skills

Outcome 1: Employ effective interpersonal and intrapersonal communication skills.
Outcome 2: Develop skills that will support positive and fulfilling relationships with others.

**IV.   CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information)*
**
- **A.**   Server, professional appearance, settings.
- **B.**   Serving food and beverages.
- **C.**   Guest communication
- **D.**   Alcoholic beverages, legality, procurement, storage, management, and service
- **E.**   Marketing alcoholic beverages responsibly.

V.   INSTRUCTIONAL MATERIALS
- **A.**   Required Text(s):
  - **1.**   Saunders, Edward, E. Professional Server, The. 2nd Edition, Pearson, 2012 ISBN -10 : 0131709925
  - **2.**   Bar and Beverage management, ManageFirst, NRA, 1st ed., 2013. Pearson, ISBN 978-0-13-272573-6
- **B.**   Other Resources:
  - **1.**   Note taking materials and calculator
  - **2.**   Online websites/audiovisuals
  - **3.**   Class presentations
  - **4.**   Computer with internet access

VI.   METHODS OF PRESENTATION/INSTRUCTION
- **A.**   Methods of presentation typically include a combination of the following:
  - **1.**   Lecture
  - **2.**   Power Point, Handouts
  - **3.**   Videos
  - **4.**   Class Discussion/Presentations/Small Group Work

VII.   METHODS OF EVALUATION
- **A.**   Methods of evaluation typically include a combination of the following:
  - **1.**   Attendance and Participation
  - **2.**   Homework
  - **3.**   Projects
  - **4.**   Quizzes
  - **5.**   Exams
- **B.**   SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII.   SPECIFIC COURSE REQUIREMENTS:
- **A.**   Successful completion of all exams, projects and additional assignments.
- **B.**   A grade of 70% (C) or better needed in degree programs.