

HOSPITALITY AND SERVICE TECHNIQUES

1	Course Title:	HOSPITALITY AND SERVICE TECHNIQUES
2	Course Code:	SHUS215
3	Type of Course:	Optional
4	Level of Course:	Short Cycle
5	Year of Study:	2
6	Semester:	3
7	ECTS Credits Allocated:	3.00
8	Theoretical (hour/week):	3.00
9	Practice (hour/week):	0.00
10	Laboratory (hour/week):	0
11	Prerequisites:	
12	Language:	Turkish
13	Mode of Delivery:	Face to face
14	Course Coordinator:	Öğr.Gör. SILA AVGAN
15	Course Lecturers:	Meslek Yüksek Okulları Yönetim Kurullarının görevlendirdiği öğretim elemanları
16	Contact information of the Course Coordinator:	silaavgan@uludag.edu.tr
17	Website:	
18	Objective of the Course:	Providing information about food and beverage establishments, explaining the catering materials and types to be offered during the flight.
19	Contribution of the Course to Professional Development:	In this course, the students who are trained to work in airline companies, companies providing catering to airline companies and related fields; Learn about catering services, in-flight catering, airline catering companies and their operations.
20	Learning Outcomes:	
	1	Has information about food and beverage businesses and their classification.
	2	Has information about the management process in businesses that provide food and beverage service.
	3	Evaluating important issues in terms of delivery, loading and protection of the catering material and managing the process
	4	Develops awareness about hygiene and presentation procedures that should be considered in the catering service.
	5	Analyzes factors such as hours of the day, destinations, flight phases, flight duration, class differences and passenger need together, and decides the type and time of service accordingly.
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21	Course Content:	
	Course Content:	
Week	Theoretical	Practice

1	Scope and Importance of Food and Beverage Management			
2	Managerial Functions of Food and Beverage Businesses			
3	Managerial Functions of Food and Beverage Businesses			
4	Classification of Food and Beverage Businesses			
5	Production Process, Preparation and Hygiene Rules in Food and Beverage Businesses			
6	International Food and Beverage Terms			
7	Catering and Service on Board			
8	Catering and Service on Board			
9	Onboard Catering and Pre-Service Preparations			
10	Food and Beverage Service Rules			
11	Increasing the Catering and Service Quality			
12	Service Types and Catering Services to Passengers Requesting Special Meals			
13	New Trends in the Food and Beverage Industry			
14	New Trends in Food and Beverage Industry and Evaluation of the Period			
22	Textbooks, References and/or Other	Food and Beverage Services Management		
Activites		Number	Duration (hour)	Total Work Load (hour)
Theoretical		14	3.00	42.00
Practicals/Labs		0	0.00	0.00
Self study and preperation		14	3.00	42.00
Homeworks		0	0.00	0.00
Projects		0	0.00	0.00
23 Assessment		0	0.00	0.00
Field Studies		0	0.00	0.00
Midterm exams	R	1	1.00	1.00
Others		0	0.00	0.00
Quiz	0	0.00	1.00	1.00
Final Exams		1	1.00	1.00
Total Work Load				86.00
Final Exam		1	60.00	2.87
Total work load/ 30 hr				
ECTS Credit of the Course				3.00
Contribution of Term (Year) Learning Activities to Success Grade		40.00		
Contribution of Final Exam to Success Grade		60.00		
Total		100.00		
Measurement and Evaluation Techniques Used in the Course		Measurement and evaluation is carried out according to the principles of Bursa Uludag University Associate and Undergraduate Education Regulation.		
24	ECTS / WORK LOAD TABLE			

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS															
	PQ1	PQ2	PQ3	PQ4	PQ5	PQ6	PQ7	PQ8	PQ9	PQ10	PQ11	PQ12	PQ13	PQ14	PQ15	PQ16
ÖK1	2	5	2	1	4	4	3	5	5	5	0	0	0	0	0	0
ÖK2	2	4	3	3	5	5	4	5	5	5	0	0	0	0	0	0
ÖK3	3	5	4	3	5	4	4	5	5	5	0	0	0	0	0	0
ÖK4	3	5	4	2	2	4	4	5	5	5	0	0	0	0	0	0
ÖK5	4	5	5	2	2	5	5	5	5	5	0	0	0	0	0	0
LO: Learning Objectives PQ: Program Qualifications																
Contribution Level:	1 very low		2 low		3 Medium		4 High		5 Very High							