

# 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:	Öğr. Gör. Sila AVGAN	
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:		
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:		
		<b>Course Content:</b>	
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	Midterm Exam	
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 Materials:	Food and Beverage Services Management Prof. Dr. Nilüfer KOÇAK
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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
TERM LEARNING ACTIVITIES	NUMBE R	WEIGHT		
Projects	0	0.00	0.00	0.00
Field Studies	0	0.00	0.00	0.00
Midterm exams	0	0.00	1.00	1.00
Others	0	0.00	0.00	0.00
Final Exam	1	60.00	1.00	1.00
Total Work Load				86.00
Total work load/ 30 hr		40.00		2.87
Contribution of Term (Year) Learning Activities to ECTS Credit of the Course				3.00

Contribution of Final Exam to Success Grade	60.00
Total	100.00

Measurement and Evaluation Techniques Used in the Course	
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24	ECTS / WORK LOAD TABLE
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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			