

# FOOD AND BEVERAGE SERVICES MANAGEMENT

1	Course Title:	FOOD AND BEVERAGE SERVICES MANAGEMENT	
2	Course Code:	TOTZ234	
3	Type of Course:	Compulsory	
4	Level of Course:	Short Cycle	
5	Year of Study:	2	
6	Semester:	4	
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:	No	
12	Language:	Turkish	
13	Mode of Delivery:	Face to face	
14	Course Coordinator:	Öğr.Gör. ŞAHİN MELİH SERENGİL	
15	Course Lecturers:	Öğr.Gör.Melih SERENGİL	
16	Contact information of the Course Coordinator:	Öğr.Gör.Melih SERENGİL UÜ.SBMYO mserengil@uludag.edu.tr Tel: 2615540/60541	
17	Website:		
18	Objective of the Course:	1) Food and beverage service businesses detailed various. 2) Small, medium and large-capacity food businesses various. 3) Understand Food and beverage service operation management, planning and organization of shapes.	
19	Contribution of the Course to Professional Development:		
20	Learning Outcomes:		
		1	Learn about food and beverage businesses
		2	Learn about Food and drink businesses management structure
		3	Learn about Food and drink businesses organizational structures
		4	Learn about Basic Nutrition information
		5	To have knowledge about the concept of the menu
		6	The ability to make the kitchen planning
		7	Service planning skills
		8	To have knowledge about Food And Beverage Cost Control
		9	
		10	
21	Course Content:		
		<b>Course Content:</b>	
Week	Theoretical	Practice	
1	Food and beverage industry and Management		
2	Food and beverage Businesses		

<b>3</b>	Food and beverage department and organizational structure	
<b>4</b>	Food and drink Businesses Hygiene and Sanitation	
<b>5</b>	The Importance Of Diet	
<b>6</b>	The Importance Of The Menu	
<b>7</b>	The Importance Of The Service	
<b>8</b>	Mid-term Exam and course review	
<b>9</b>	Kitchen and food production planning	
<b>10</b>	Food And Beverage Cost Control	
<b>11</b>	Food And Beverage Cost Control	
<b>12</b>	Guest Relations and dealing with Complaints	
<b>13</b>	Food and beverage Services Marketing	
<b>14</b>	Food and drink Businesses marketing practices	

22	Textbooks, References and/or Other Materials:	Sökmen, Alptekin (2010) Yiyecekliçecek Hizmetleri Yönetimi ve İşletmeciliği, Detay Yayıncılık, Ankara
----	---	---

23	Assesment
----	-----------

TERM LEARNING ACTIVITIES	NUMBER	WEIGHT
--------------------------	--------	--------

Midterm Exam	1	40.00
--------------	---	-------

Quiz	0	0.00		
------	---	------	--	--

Activites	Number	Duration (hour)	Total Work Load (hour)
-----------	--------	-----------------	------------------------

Total	2	100.00	3.00	42.00
-------	---	--------	------	-------

Practicals/Labs	0	0.00	0.00
-----------------	---	------	------

Self study and preparation	2	10.00	20.00
----------------------------	---	-------	-------

Contribution of Final Exam to Success Grade	100.00		
Homeworks	0	0.00	0.00

Total Projects	100.00	0.00	0.00
----------------	--------	------	------

Field Studies	0	0.00	0.00
---------------	---	------	------

Midterm exams	1	10.00	10.00
---------------	---	-------	-------

Others	0	0.00	0.00
--------	---	------	------

Final Exams	1	20.00	20.00
-------------	---	-------	-------

Total Work Load			92.00
-----------------	--	--	-------

Total work load/ 30 hr			3.07
------------------------	--	--	------

ECTS Credit of the Course			3.00
---------------------------	--	--	------

25	CONTRIBUTION OF LEARNING OUTCOMES TO PROGRAMME QUALIFICATIONS
----	---

[illegible]

ÖK5	0	2	0	0	0	0	0	0	0	0	0	0	0	0	0	0
ÖK6	2	0	0	0	3	0	0	3	2	0	0	2	0	0	0	0
ÖK7	0	0	0	0	3	0	0	3	2	0	0	2	0	0	0	0
ÖK8	0	0	0	0	0	0	0	0	0	0	0	2	0	0	0	0
LO: Learning Objectives    PQ: Program Qualifications																
Contribution Level:	1 very low			2 low			3 Medium			4 High			5 Very High			