

Session is not running



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Welcome

Food & Beverage Operations (BMIH4002)

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Before we begin

As there are quite a few of us here, please ensure that your microphone is muted during all teaching until you are asked a question or there is a group discussion to prevent background noise.

You should attend every class and have a private space to work so that you can concentrate fully on the lesson.

You should not be at work, shopping, driving or caring for children. If you cannot fulfil this criteria you will be removed and marked as absent.

Your camera must be always on during lectures please. - use the Teams university background to protect your privacy.

YOU must join via a laptop or PC/MAC

You will be removed and logged as absent if you fail to adhere to these

This and all sessions will be recorded so that you can watch it again
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Why is this important?

This is a Full Time University course and as such the University definitions of engagement and decorum apply as they would in a physical classroom.

Your Cameras must remain 'On' for the duration of the session in order to ensure equal engagement and for your lecturers to observe your full attendance of the session which is a condition for student loans/maintenance to be authorised.

You should be using a **desktop or laptop device** with a camera, speakers and a microphone so that you will be able to engage in the session on equal footing with your classmates.

You will be asked to share your screen and "present" your work, access documents, engage in writing activities use websites and create presentations which are either difficult or impossible on a phone.

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Obtain a suitable device

- Therefore, we ask you to purchase a laptop if you don't already own one, **by the end of Week 2.**
- Failure to do so within this time period will result in you being reported to the Level Lead in Week 3.
- The University offers bursaries that can provide a suitable device and/or contribute towards connectivity costs if you need some financial help with this.

- Digital Connectivity Bursary Application Form

- Undergraduate Bursaries

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Microsoft Teams Refresher



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Microsoft Teams Refresher

< > Search

Calendar

Today < > September 2022 - October 2022

	26 Monday	27 Tuesday	28 Wednesday	29 Thursday
9	Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch Microsoft Teams Meeting Ffion Cumberpatch			
10				
11				
12				
13				
14				
15				





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Microsoft Teams Refresher

The screenshot displays the Microsoft Teams application interface. At the top, there is a search bar and navigation icons. The left sidebar contains icons for Teams, Chat, Activity, Calendar, mConnect, Files, Assignments, Calls, and OneNote. The main area shows the 'Calendar' view for 'September 2022 - October 2022'. A meeting titled 'Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch' is highlighted on Monday, 26 September 2022, from 09:15 to 13:00. A red circle highlights the 'Join' button in the meeting details pane. The details pane also shows the meeting type as 'Microsoft Teams Meeting', the join link 'https://teams.microsoft.com/l/meetup-join...', a chat link, and the organizer 'Ffion Cumberpatch'.

Calendar

Join with an ID Meet now New meeting

Today < > September 2022 - October 2022 Week

26 Monday 27 Tuesday 28 Wednesday 29 Thursday 30 Friday 01 Saturday 02 Sunday

My calendar

Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch

26 September 2022 09:15 - 13:00

Join Edit

Microsoft Teams Meeting

<https://teams.microsoft.com/l/meetup-join...>

Chat with participants

Ffion Cumberpatch
Organiser

Placement meeting
Lola Villard

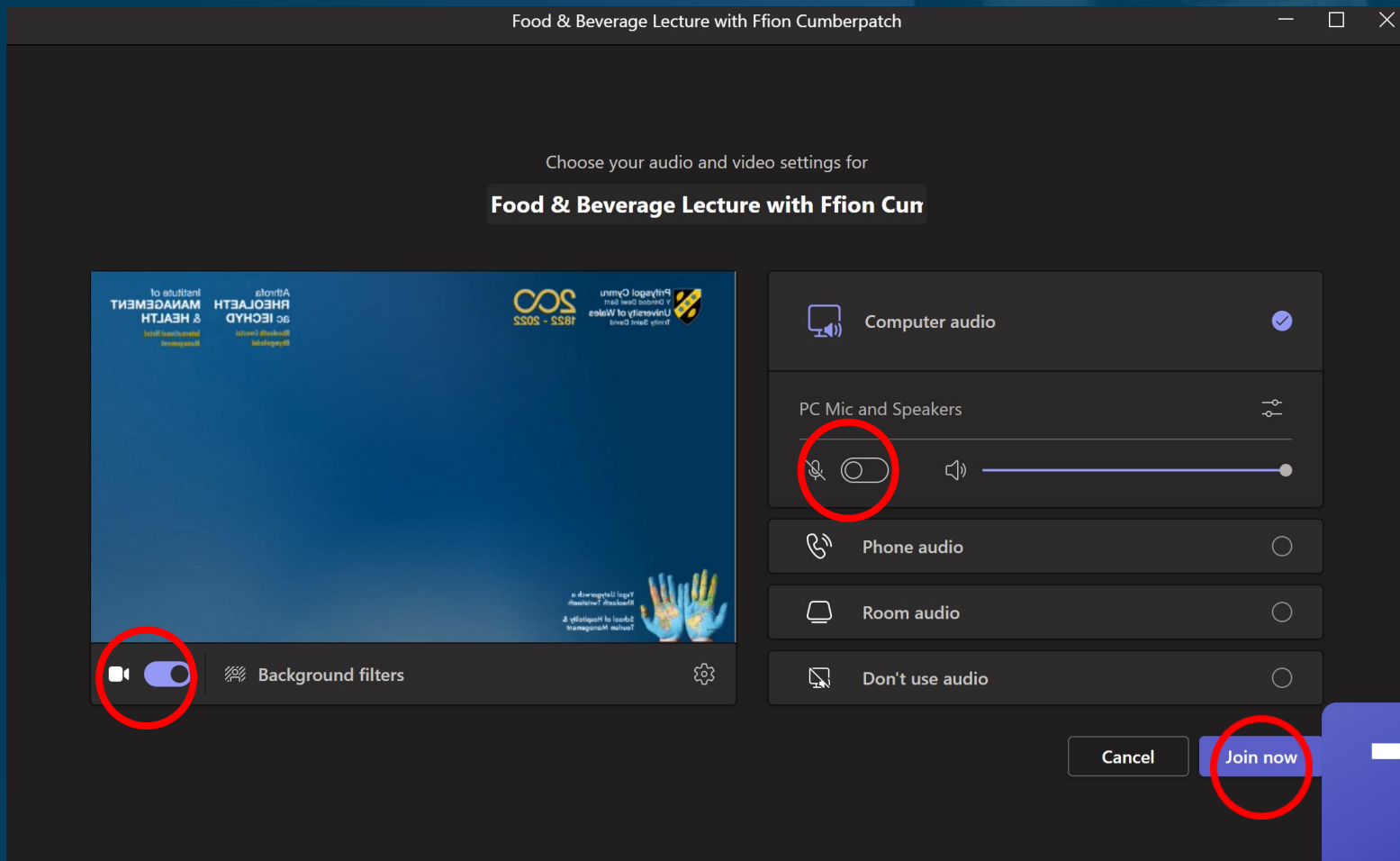




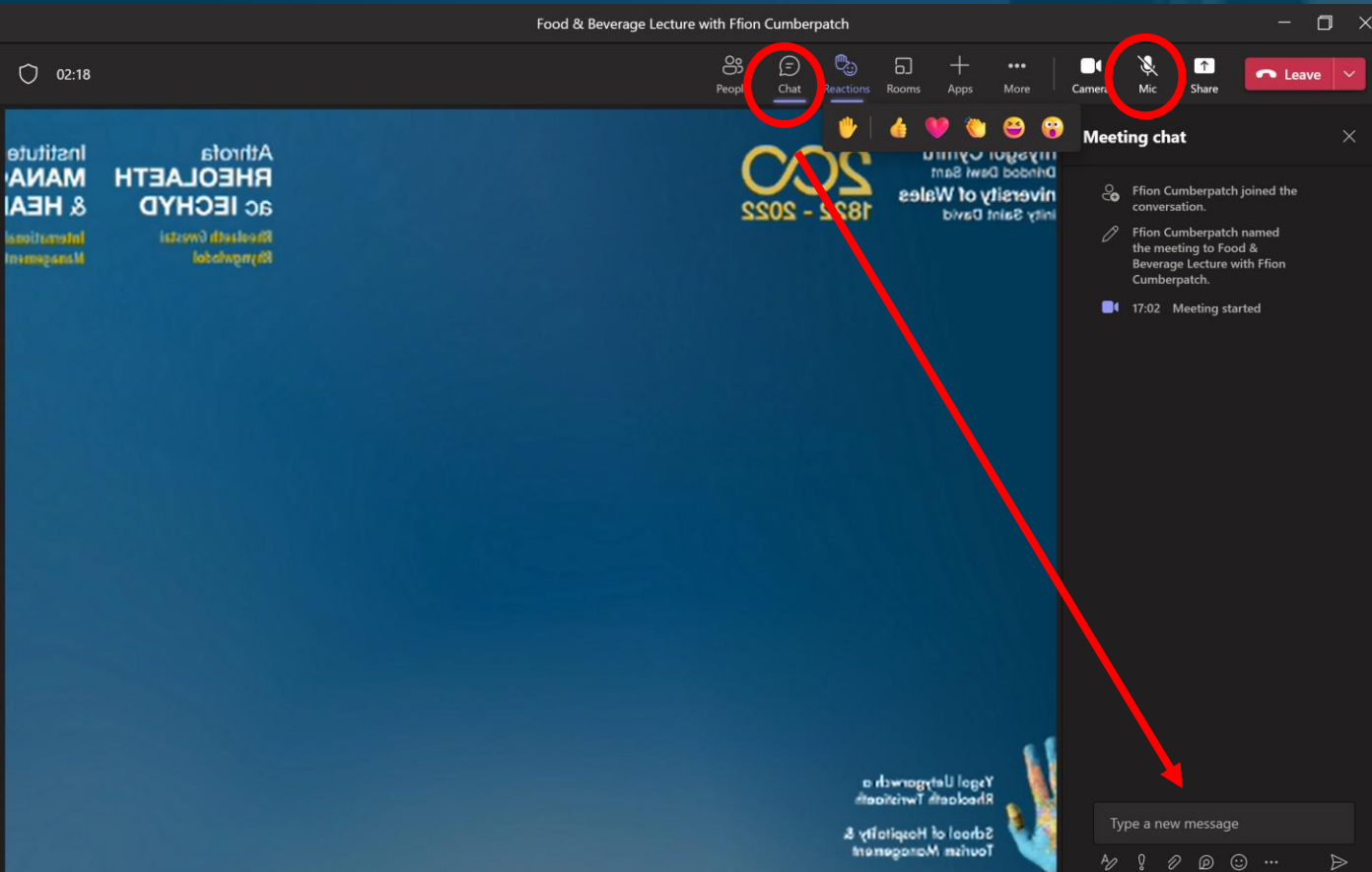
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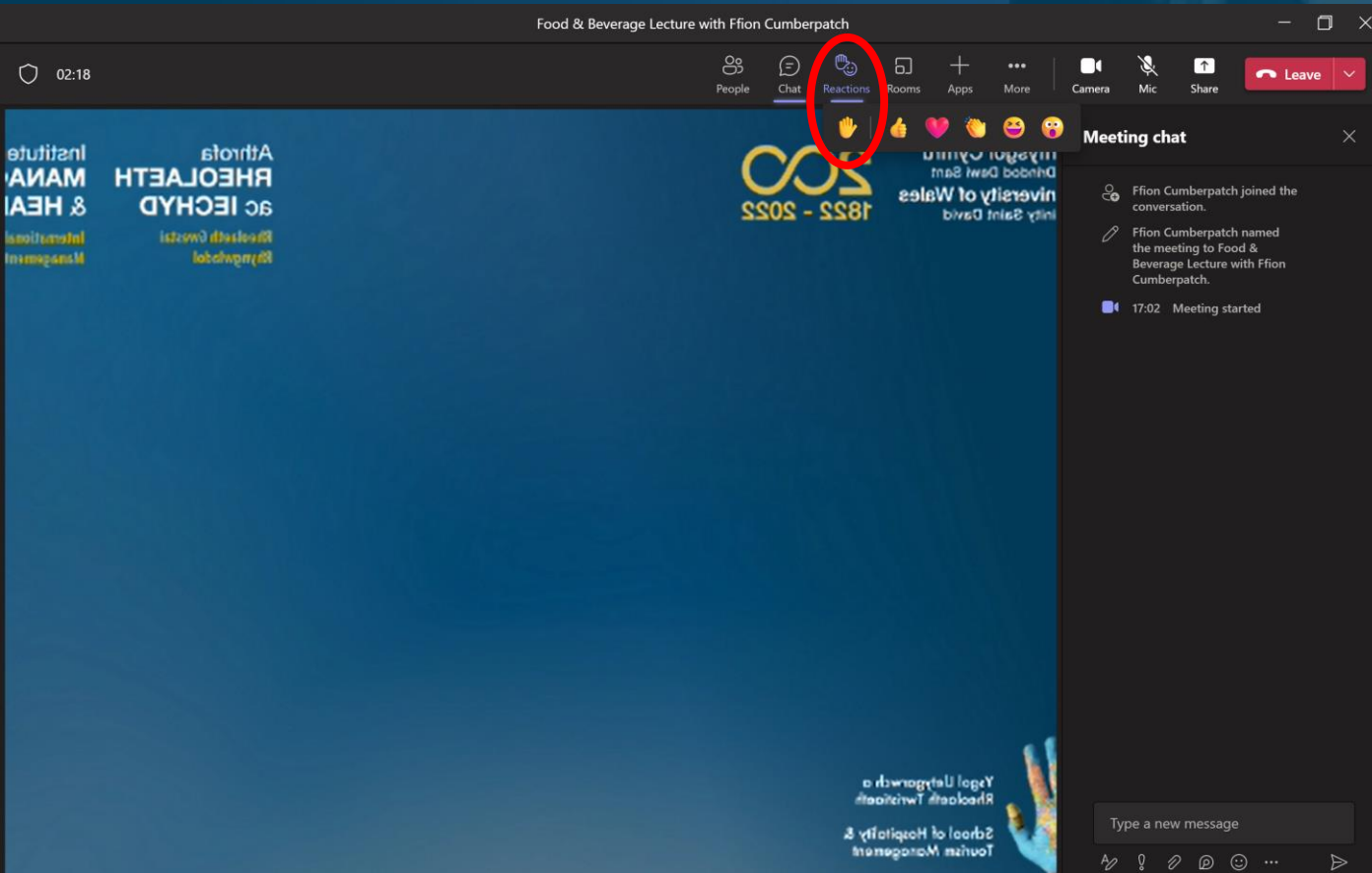
Microsoft Teams Refresher



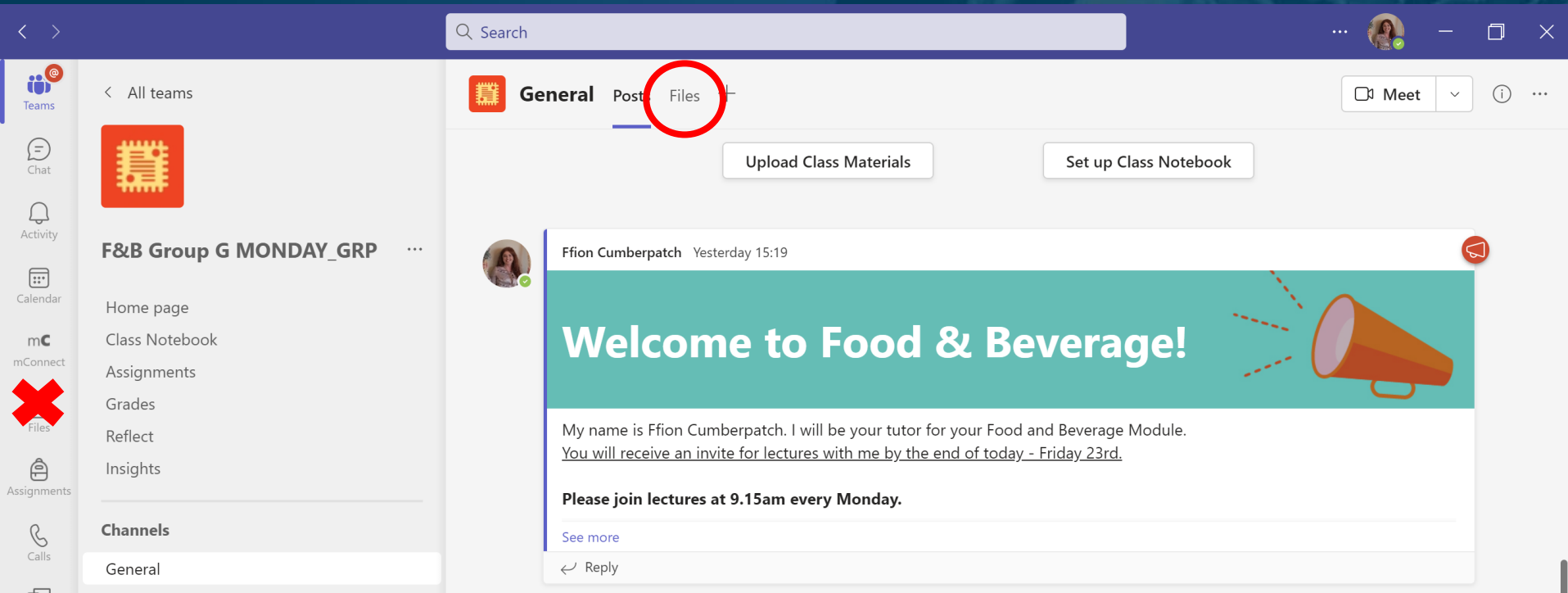
Microsoft Teams Refresher



Microsoft Teams Refresher



Microsoft Teams Refresher



The screenshot shows the Microsoft Teams application interface. On the left is a navigation pane with icons for Teams, Chat, Activity, Calendar, mConnect, Files (marked with a red X), and Assignments. The main area displays the 'F&B Group G MONDAY_GRP' team. The 'General' channel is selected, and the 'Files' tab is highlighted with a red circle. A welcome message from Ffion Cumberpatch is shown, featuring a green banner with a megaphone icon. The message text reads: 'Welcome to Food & Beverage!', 'My name is Ffion Cumberpatch. I will be your tutor for your Food and Beverage Module. You will receive an invite for lectures with me by the end of today - Friday 23rd.', and 'Please join lectures at 9.15am every Monday.' There are 'See more' and 'Reply' links at the bottom of the message.

< > Search

Teams

< All teams

General Post **Files**

Upload Class Materials Set up Class Notebook

Ffion Cumberpatch Yesterday 15:19

Welcome to Food & Beverage!

My name is Ffion Cumberpatch. I will be your tutor for your Food and Beverage Module.
You will receive an invite for lectures with me by the end of today - Friday 23rd.

Please join lectures at 9.15am every Monday.

[See more](#)

Reply





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News

Quick Links

Cymraeg



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Study

About

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VISIT US ON CAMPUS

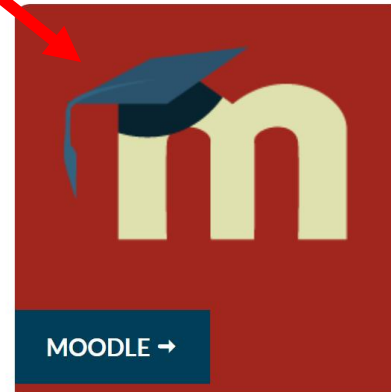
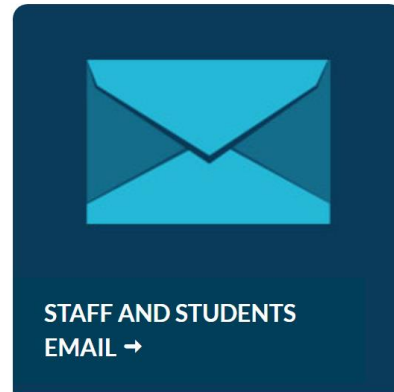
BOOK AN OPEN DAY ↗

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Quick Links

Access to email, support services, information and resources for UWTSD students and staff made easy.





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Hotel Placement - Food &
Beverage Operations
(BMIH4002)

Category: Hospitality and Tourism
Management

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Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002

Module Information

ASSESSMENT

RESITS & REWORKS

Week 1

Week 2

Week 3

WEEK 1

WEEK 2

WEEK 3

Week 4

Week 5

Week 6

WEEK 4

WEEK 5

WEEK 6

Holiadur Adborth Modiwl /
Module Feedback
Questionnaire



Quickmail

- ☒ Compose Course Message
- ☒ View Drafts
- ☒ View Scheduled Messages





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Hotel Placement - Food & Beverage Operations (BMIH4002)

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Module Information

MODULE INFORMATION
New Activity

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WEEK 1

Week 4

WEEK 4

Assessment

ASSESSMENT

Week 2

WEEK 2

Week 5

WEEK 5

Resits & Reworks

RESITS & REWORKS

Week 3

WEEK 3

Week 6

WEEK 6

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Home / My modules / BMIH4002

Module Information
MODULE INFORMATION
New Activity

Assessment
ASSESSMENT

Resits & Reworks
RESITS & REWORKS

Week 1
WEEK 1

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WEEK 2

Week 3
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WEEK 6

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Questionnaire



Quickmail

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WEEK 4

WEEK 5

WEEK 6

Week 7

WEEK 7

Week 8

WEEK 8

Week 9

WEEK 9

Week 10

WEEK 10

Week 11

WEEK 11

Last Term

LAST TERM

Alternate Emails
Configuration

Module Search

Go

Online Resource Lists

BMIH4002 - Food and Beverage
Operations (26 items)

Last updated about 3 weeks ago

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Utilise the Leganto Reading Lists

BMIH4002 - Food and Beverage Operations

 BMIH4002 (2021-50, Semester 2, Semester 3) [More info >](#)



Essential reading ⁽⁷⁾

Material which is an essential part of the course and students are expected to draw on as a core part of their learning. Must be available from the library and should be available online.



BOOK Food and beverage service

Cousins, John., Weekes, Suzanne., 10th edition, London :, Hodder Education Group, 2020., Total Pages 1 online resource (422 p.)

Note: You can access this resource via the Institute of Hospitality library. Check your Level 4 Teams page for further information.

Essential

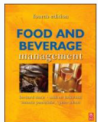


E-BOOK Food safety management : a practical guide for the food industry

Yasmine Motarjemi, Huub Lelieveld, Motarjemi, Yasmine.; Lelieveld, H. L. M., Illustrated edition, Amsterdam :, Academic Press, [2014], Total Pages 1 online resource (xxv, 1166 pages) :

Essential

[Check availability >](#)



BOOK Food and beverage management

Davis, Bernard., Alcott, Peter.; Pantelidis, Ioannis.; Lockwood, Andrew., 4th ed. /, Oxford :, Butterworth-Heinemann, 2008., Total Pages 425 p. :

Essential

Available at Swansea Business Campus Library Main Collection : 647.95068 FOO

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Some books on your reading list are available free on their online library.

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- Instant credibility on your CV
- Access to our specialist resources and librarian
- Event invitations and networking opportunities
- Access to our mentoring scheme
- Student discounts on leading retail and leisure brands

To register:

Simply visit www.instituteofhospitality.org/student

Enter username 230098419 and Password commitment



Scan to register



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Remember there is a
variety of support
available on the university
website:

Wellbeing
Financial
Study Skills



Student Services

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Module Learning Outcomes

Upon the successful completion of this module, the student should be able to demonstrate the ability to:

- Undertake efficiently a variety of different positions within food and beverage operations and appreciate the importance of the work based key skills within this area of hotel operation
- Develop food production and food service skill competencies to meet organisational requirements and standards
- Examine issues such as resource allocation, marketing, management styles, culture, health and safety and organisational/industry problems will be addressed.



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8 Week Teaching Plan

Week	Time	Lecture content – main themes to be covered	Supporting material	Assessment	Assessment submission date
1 W/C 26/09	9AM - 1PM	Introduction Week - Introduction to Module - Module Outcomes 10 Week Teaching Plan - Assignments - What is F&B? - Roles and Responsibilities - Job description, required skills and challenges	Presentation Group introductions and socialisation. Teams & Moodle Refresher Class Activity	Assignment 1 Assignment 2 Assignment 3	Friday 28 th of October 18 th November 2022 10AM on the 5 th Dec 2022
2 W/C 03/10	9AM - 1PM	Food & Beverage Operations - Food service Industry (Commercial vs Non-Commercial) - Fundamentals of Management - Consumer Needs - F&B Marketing - Recruitment - Training - Quality & Performance	Presentation Class Discussion		
3 W/C 10/10	9AM - 1PM	Restaurant Management - Licensing Act - Types of Service - Steps of Service - Staff Responsibilities (responsible service of alcohol) - Unique Dining Experiences - Crisis Management	Presentation Class Discussion		
4 W/C 17/10	9AM - 1PM	Menu Engineering - What is a menu? - When do we need a menu? - Types of restaurant menus - Menu inspiration - DIV Menu - Laws surrounding menus - Allergen Statement - Menu Psychology - Seasonal Menus	Presentation Example menus		
5 W/C 24/10		Reading Week / No Lecture		Assignment 1	Friday 28 th of October Student Journal 750 Words
6 W/C 31/10	9AM - 1PM	Beverages – Wine - What are Beverages - Coffee - Intro to Wine - Old World vs New World - Sparkling Wines - Wine Labels - Storage & Serving - Wine - Wine & Food	Presentation Wine Folly Website		
7 W/C 07/11	9AM - 1PM	Introduction to BOH - What is Back of House? - Introduction to Kitchen: - The Kitchen Brigade - The Kitchen Layout - Sections of a Kitchen - Personal Hygiene	Presentation Kitchen Layout Diagrams		

You can locate this within your Module Handbook on **Moodle**

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Module Assignments & Deadlines

Assignment 1 Student Journal <u>25%</u>	Assignment 2 Menu Engineering <u>25%</u>
Deadline: Friday 19th of May 2023 Drafts accepted until: Wednesday 10 th of May	Deadline: Friday 9th of June 2023 Drafts accepted until: Wednesday 31 st of May

****Please make a note of these in your *diary* or on your *phone calendar* so you do not forget.****



Module Assignments & Deadlines

Assignment 3 In Class Test: Multiple Choice Exam 50%

Thursday 15th June 2PM 2023
[A link will be sent out via email]

You will be observed via Teams whilst completing the exam and the questions provided to you via Moodle.

The questions will be multiple choice, you will have 1 hour to complete them.

Instructions will be provided from 2PM – 2.15PM. The teams meeting will be locked at 2.15PM, you will not be able to join and complete the exam after that time.

Exam conditions apply: cameras on, you must stay in camera view at all times. No phones permitted. If you are not in the Teams meeting, on camera you will receive 0.

Please make a note of these in your **diary** or on your **phone calendar** so you do not forget.



Assignment Submission

- Assignments must be submitted to Moodle via the **correct** Turnitin portal by the deadlines set.
- If you submit your assignment 7 days late you **will be capped at 40%**. If you submit your assignment more than 7 days late you will receive 0.



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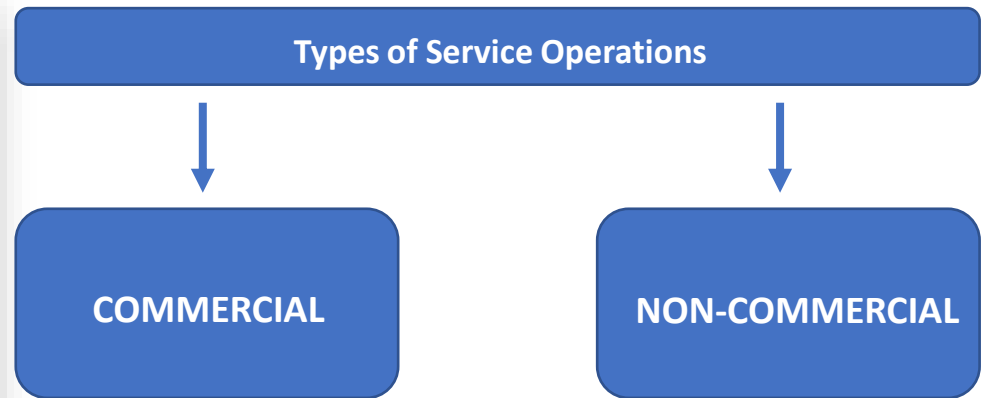
Week 1

- Defining Food & Beverage Operations
- Types of Restaurants
- Roles and Responsibilities in Restaurant Operations
- Skills for hospitality
- Assignment 1

Food & Beverage Operations

The food and beverage services sector contributes a great deal to the profits in the hospitality industry. Food and beverage professionals work tirelessly to intensify customers' experience through their service.

Food and Beverage (F&B) Services can be broadly defined as the process of preparing, presenting and serving food and beverages to customers / guests.



Types of Food & Beverage Operations

Full Service

- **Moderate**

Economical foods are prepared to order in a family-friendly, utilitarian setting.

- **Midscale**

These restaurants focus on casual dining with mainstream dishes and often feature a bar area and serve alcoholic beverages.

- **Upscale**

These restaurants serve superior quality foods with innovative approaches in a relaxed atmosphere and offer higher-end alcoholic beverage menus that include wine, spirits and beer.

- **Fine dining**

These restaurants serve only the finest quality foods, often farm-to-table, are frequently chef-owned, and create unique menu fare that is visually attractive.

Limited Service

- **Fast-food**

These restaurants prepare economical foods, in quantity, by a standardised method that can be dispensed quickly for consumption on the premises or for takeout.

- **Café/snack bar**

These businesses sell coffee drinks and other snack foods and beverages for consumption on the premises or for takeout.

- **Fast-casual**

Food is prepared to order with fresh (or perceived as fresh) ingredients; units serve innovative food suited to more sophisticated tastes, in an upscale interior design.

- **Cafeteria**

Units are primarily engaged in preparing and serving meals for immediate consumption using cafeteria-style or buffet serving equipment such as steam tables, refrigerated areas, display grills and self-service non-alcoholic beverage dispensing equipment.

(Canziani, 2016)

Terminology

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FOH: Front of House

The front of the house, also called the FOH, refers to all actions and areas that a customer will be exposed to during their stay at a restaurant, such as the lobby and dining area.

BOH: Back of House

The back of the house, also known as the BOH, encompasses all the behind-the-scenes areas that customers will not see. This acts as the central command centre in a restaurant because it's where the food is prepared, cooked, and plated before making its way to the customer's table.



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FOH: Front of House Team

This refers to the team working in the restaurant, serving customers. Employees who work in the front of the house should have excellent hygiene and adopt a professional, welcoming demeanour at all times.



BOH: Back of House Team

Usually referring to those behind the scenes, such as chefs and kitchen porters. All back-of-house staff should wear clean uniforms and aprons while on the job. The back of house also serves as a place for employees and managers to do administrative work.



Roles in Restaurant Operations

What roles are you currently aware of in Restaurant Operations?

Skills

“A skill is a type of work or activity which requires special training and knowledge.” (Collins Dictionary)

A skill is the ability to **perform an action with determined results** often within a given amount of time, energy, or both.

Skills are developed through **life** and **work experiences** and they can also be learned through **study**. There are different types of skills and some may be easier to access for some people than others, based on things like dexterity, physical abilities and intelligence.

What are hard skills?

Skills learned in school or training courses and that bring clearly defined value.

Think of an example

Raise your hand to share your idea



- Uni /college degree
- IT proficiency
- Languages
- Training/industry-specific certifications

(Institute of Hospitality, 2021)



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What are soft skills?

Talents and abilities you've picked up more organically through past work experiences and interpersonal relationships.

Showing hard skills on a resume is relatively easy, but soft skills are 'show and tell' skills

Think of an example

Raise your hand to share your idea



- Problem-solving
- Ability to work well in groups
- Communication skills
- Strong work ethic
- Time management
- Team leadership

(Institute of Hospitality, 2021)

Assignment 1: Student Journal

Title: Does the required skill set of a Food & Beverage employee change, based on the type of business and the type of service that is offered?

The main objective of this reflective essay is to compare and contrast a job role in different types of restaurants and to determine whether the required skill set of a Food & Beverage employee changes based on the type of business and the type of service that is offered. You should reflect throughout your assignment, include personal reflections, observations and experiences.

Task:

- Choose two different types of restaurants and choose one job role they both have (or similar).
- Research and evaluate the skills required for a specific job role in the restaurant industry. Compare and contrast the skills required for this job role in your chosen restaurants.
- Provide examples of how the skills required for this specific job role in the restaurant industry might differ based on the type of service that is actually offered. Explain how these differences impact the Food & Beverage employee's skill set and the restaurant operations.

Types of Food & Beverage Operations

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(Canziani, 2016)

Assignment 1: Student Journal

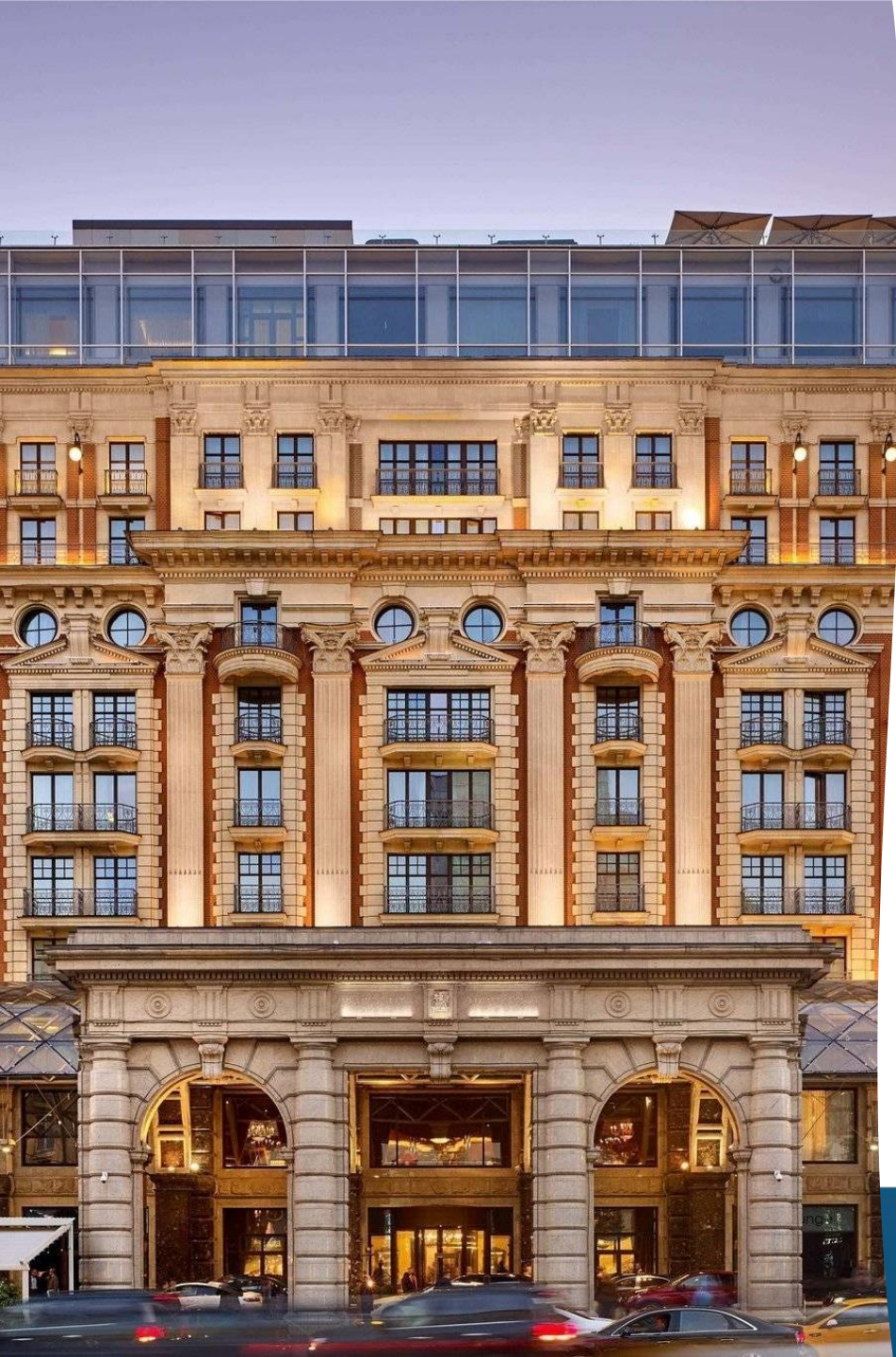
You must reference your work accordingly, by providing both in-text citations and a reference list containing a minimum of 8 references at the end, which must follow IHM's UWTSD Harvard Referencing Guide (this can also be located on Moodle, under the Module Information tile).

Microsoft Word settings

Please use:

- Arial Font 12
- Justify Text
- 1.5 line spacing

Wordcount: 750 words + - 10%. You must display your wordcount on your cover page.



Case Study



The Ritz-Carlton Hotel Company is a luxury hotel chain known for its high levels of service and attention to detail. The company places a strong emphasis on food and beverage operations, recognizing that dining experiences are an integral part of the overall guest experience.

To ensure the success of its food and beverage operations, The Ritz-Carlton employs a team of skilled professionals, including executive chefs, sommeliers, and restaurant managers. These individuals bring a wealth of culinary expertise and management skills to their roles, ensuring that the food and beverage offerings at each property meet the company's high standards.

Another example of The Ritz-Carlton's focus on food and beverage skills is the company's "Sommelier Series" program. This initiative brings together sommeliers from different Ritz-Carlton properties to share their expertise in wine pairing and tasting. Through this program, sommeliers are able to expand their knowledge and skills, which in turn enhances the dining experiences for guests.



[Click here](#)



[Click here](#)

Reference List

Canziani, B.F. *et al.* (2016) 'Classifying restaurants to improve usability of restaurant research', *International journal of contemporary hospitality management*, 28(7), pp. 1467–1483.

National Restaurant Association. (N.D.). History of Restaurants. Available at:
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Brunner, B. (2017, October 16). The History of American Restaurants. *Eater*. Available at:
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National Restaurant Association. (n.d.). Restaurant industry timeline. Retrieved March 24, 2023, from
<https://www.restaurant.org/research/timeline>

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Reflective Writing

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What is Reflection?

When we reflect, we consider deeply something that we might not otherwise have given much thought to. This helps us to learn.

Reflection is concerned with consciously looking at and thinking about our experiences, actions, feelings, and responses, and then interpreting or analysing them in order to **learn** from them.

Typically, we do this by asking ourselves questions about what we did, how we did it, and what we learnt from doing it.

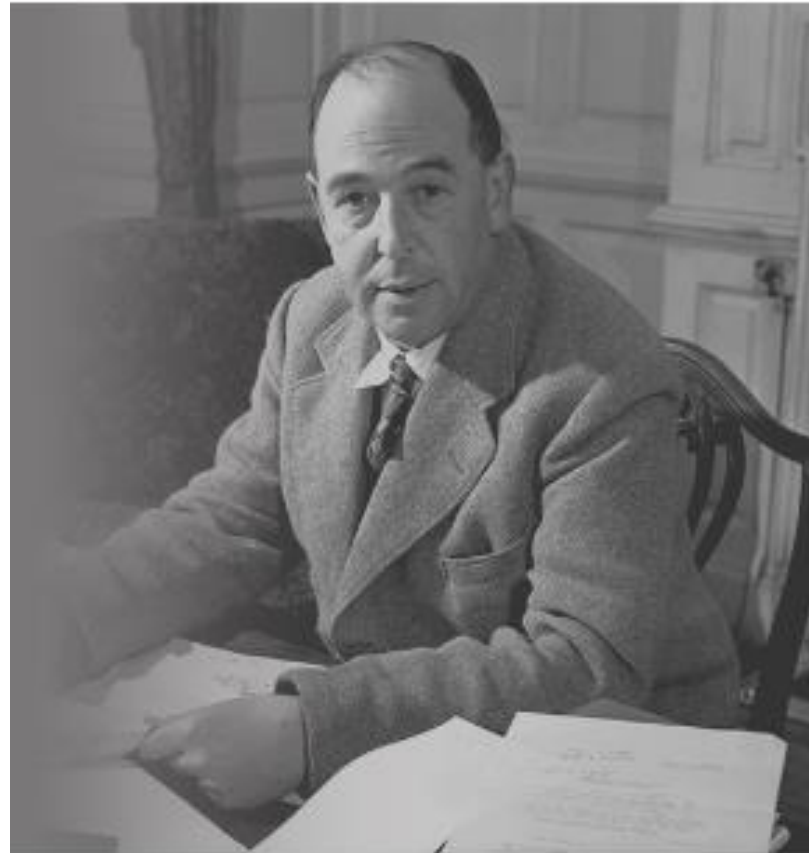
The key to reflecting is spotting the patterns and links in thoughts that emerge as a result of your experiences in life and in learning.

Becoming Reflective

We are all learning everyday through experience, trial and error and reflecting on how we could improve our performance.

The skills associated with stepping back and pausing to look, listen, and reflect is part of the critical thinking process, as reflecting requires you to **'unpack experiences'**. Through this process you will probably identify things you would not otherwise notice.

“Isn’t it funny that day
by day, nothing
changes, but when we
look back, everything
is different.” CS Lewis.



Reflective Practice

Reflective practice is the ability to reflect on your actions in order to engage in a process of continuous learning.

It can:

- help you identify your strengths and weaknesses
- help you identify personal and professional goals.
- help you challenge assumptions and become more creative.

(Cottrell, 2019)

Learning Through Reflection

Reflecting on academic or professional practice through questioning makes your personal beliefs, expectations, and biases more evident to you. Understanding yourself helps you to be more successful in your studies. You become aware of the automatic or uncritical assumptions you make as a result of your world view.

- What did I do?
- How did I do it?
- What did I learn?

(Cottrell, 2019)

Reflective Writing

Writing reflectively involves analysing an experience, writing about how it has impacted you and what you plan to do with what you have learned from the experience. It is used in educational and professional contexts.

Writing reflectively can help you gain a deeper understanding of what has happened as writing something down often helps you to think things through.

(McMillan and Weyers, 2021)

Reflective Writing – first person

A reflective essay is written in the **first person**. This means using terms such as 'I' and 'we' as they are more suitable for this type of assignment because you are reflecting on your own views and feelings on a particular subject.

The goal of a reflective essay is not just to establish what was learnt, but to discuss the personal experiences and findings resulting from this.

It can be helpful to use a reflective model or framework to think through the different phases of an experience or activity.

(McMillan and Weyers, 2021)

Gibbs' Reflective Cycle:



Gibb's Reflective Cycle

- Step 1 – **Description:** This should be a brief description of the experience or event to set the scene and give context.
- Step 2 – **Feelings:** Consider what you were thinking and how you felt before the experience. How did you feel during the experience? How did you feel after the experience? This is another short descriptive step, rather than being analytical. Description Feeling Analysis Evaluation Conclusion Action Plan
- Step 3 – **Evaluation:** Evaluation looks objectively at both positive and negative aspects of the experience. Describe key elements that went particularly well. Was there anything that did not go well or did not work? If appropriate, you can include what others did or did not do well.

Gibb's Reflective Cycle

- **Step 4 – Analysis:** Analysis attempts to explain why the experience was positive or negative and should form the largest section of your reflection. Take into account points made in the previous steps and identify any factors which helped you e.g. previous experiences, carrying out research or consulting with others. Consider your role in the experience and how you contributed to the success of this experience? If things did not go to plan, why do you think this was e.g. lack of preparation or external factors beyond your control?
- **Step 5 – Conclusion:** Focus on what you have learned. Are there any skills you developed as a result of the experience? If so, how would you apply them in future experiences or situations? Are there areas of knowledge or particular skills you now need to develop? Is there anything you would do differently in the future? Try to give specific examples.
- **Step 6 – Action Plan:** What specific actions can you now take to build on your knowledge or skills? You could include any training that would benefit you (formal or otherwise), as well as identifying sources of information or support (people or resources).

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