



Prifysgol Cymru
Y Drindod Dewi Sant
University of Wales
Trinity Saint David

200
1822 - 2022

Food & Beverage Operations

BMIH4002

Week 1: Introduction to Food & Beverage

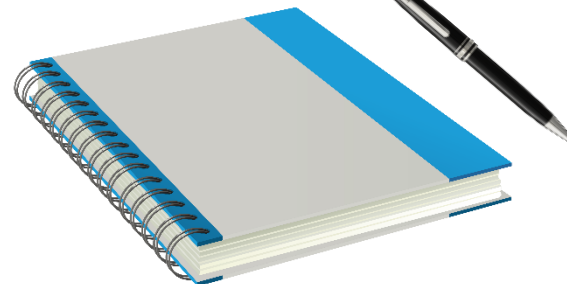
Tristan Hawkins PGCHE

t.hawkins@uwtsd.ac.uk

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What you'll need



2022

January	February	March
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31
April	May	June
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30
July	August	September
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October	November	December
S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30	S M T W T F S 1 2 3 4 5 6 7 8 9 10 11 12 13 14 15 16 17 18 19 20 21 22 23 24 25 26 27 28 29 30 31

Week 1:

- Introduction to Module Tutor / Classmates
- Module Outcomes
- 10 Week Teaching Plan
- Assignments
- FOH/BOH
- Roles
- Responsibilities
- Skills
- References





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- Hospitality Career
- Education and Qualifications



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Learning Objectives:

Upon completion of this **lecture**, you should:

- Be aware of the tools and resources available to you during this term and how to use them.
- Have an overview of this module and a good idea what you can expect to learn about over the next 10 weeks.
- Be able to list some of the front of house roles and responsibilities within food and beverage operations.

Expectations



You are enrolled on a full-time programme so attendance to your two lectures is mandatory.



You are to join your lectures on time, prepared to begin your classes.



Camera's must be on during lectures.



Get involved in your classes!



Respect each others thoughts, opinions and experiences

International Hotel Management Absence Policy

- Expects full-time students to attend all lectures and placement on a regular basis.
- The University does not sanction students taking holidays during term time.
- All absences must be reported in the first instance to their individual module tutor where possible at least 24 hours in advance, or in emergency circumstances prior to the start of the planned lecture.
- Students are expected to obtain medical evidence if absence is due to ill-health and to submit that evidence to the Module Tutor, copying in the Programme Manager.
- Any student who claims absence due to circumstances beyond their control **MUST** apply to the University by completing an ECP form (available on the Hwb). The decision as to whether an absence can be condoned will be made by the University **not** the module tutor nor the Programme Manager.
- Students who do not engage in lectures or miss the attendance register will be marked as absent.
- If students leave before the end of any timetabled session the module tutor will note that fact on the attendance register and the student will be deemed as not having attended that session.

Who should I contact?

- **Module related queries**

Contact your module tutor, for this module it's me, you can contact me via email: t.hawkins@uwtsd.ac.uk

- **Course queries**

Contact the admin team HotelManagement@uwtsd.ac.uk

- **IT issues**

You can log any IT issues on via the IT Help Desk on the university website.

They also provide telephone support 24 hours a day, 365 days a year. Simply call our IT Service Desk number to speak to a specialist on **0300 500 5055**.



Frequently asked questions: <https://uwtsd.ac.uk/ithelp/student-faqs/>



Academic Support

InfoSkills

- Finding and using information
- Referencing and plagiarism

infoskills@uwtsd.ac.uk

Study skills support is available to all University of Wales Trinity Saint David students who need assistance with their studies.

- Academic writing
- Avoiding plagiarism
- Critical thinking
- Exam revision
- Planning and organisation
- Presentation skills
- Referencing
- Researching

studyskillsdistance@uwtsd.ac.uk



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Microsoft Teams Refresher



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Microsoft Teams Refresher

The screenshot shows the Microsoft Teams application interface. On the left sidebar, the 'Calendar' icon is highlighted with a red circle. The main area displays the 'Calendar' view for the month of September 2022. A meeting titled 'Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch' is scheduled for Monday, September 26th, from 9:00 to 10:00. A red arrow points to this meeting. The meeting details are visible in a pop-up window, showing the title, location, and a link to join the meeting.

	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 shows the Microsoft Teams application interface. At the top, there is a search bar and navigation icons. Below the navigation bar, the 'Calendar' tab is selected. The calendar view shows a week starting from Monday, September 26, to Sunday, October 2, 2022. A meeting titled 'Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch' is scheduled for Monday, September 26, from 09:15 to 13:00. The meeting details are displayed in a pop-up window, showing the 'Join' button circled in red. The meeting is organized by Ffion Cumberpatch. The interface also includes a sidebar with icons for Teams, Chat, Activity, Calendar, mConnect, Files, Assignments, Calls, and OneNote.

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



Microsoft Teams Refresher

Food & Beverage Lecture with Ffion Cumberpatch

Choose your audio and video settings for
Food & Beverage Lecture with Ffion Cun



  Background filters 

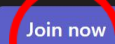
 Computer audio 

PC Mic and Speakers 
   

 Phone audio 

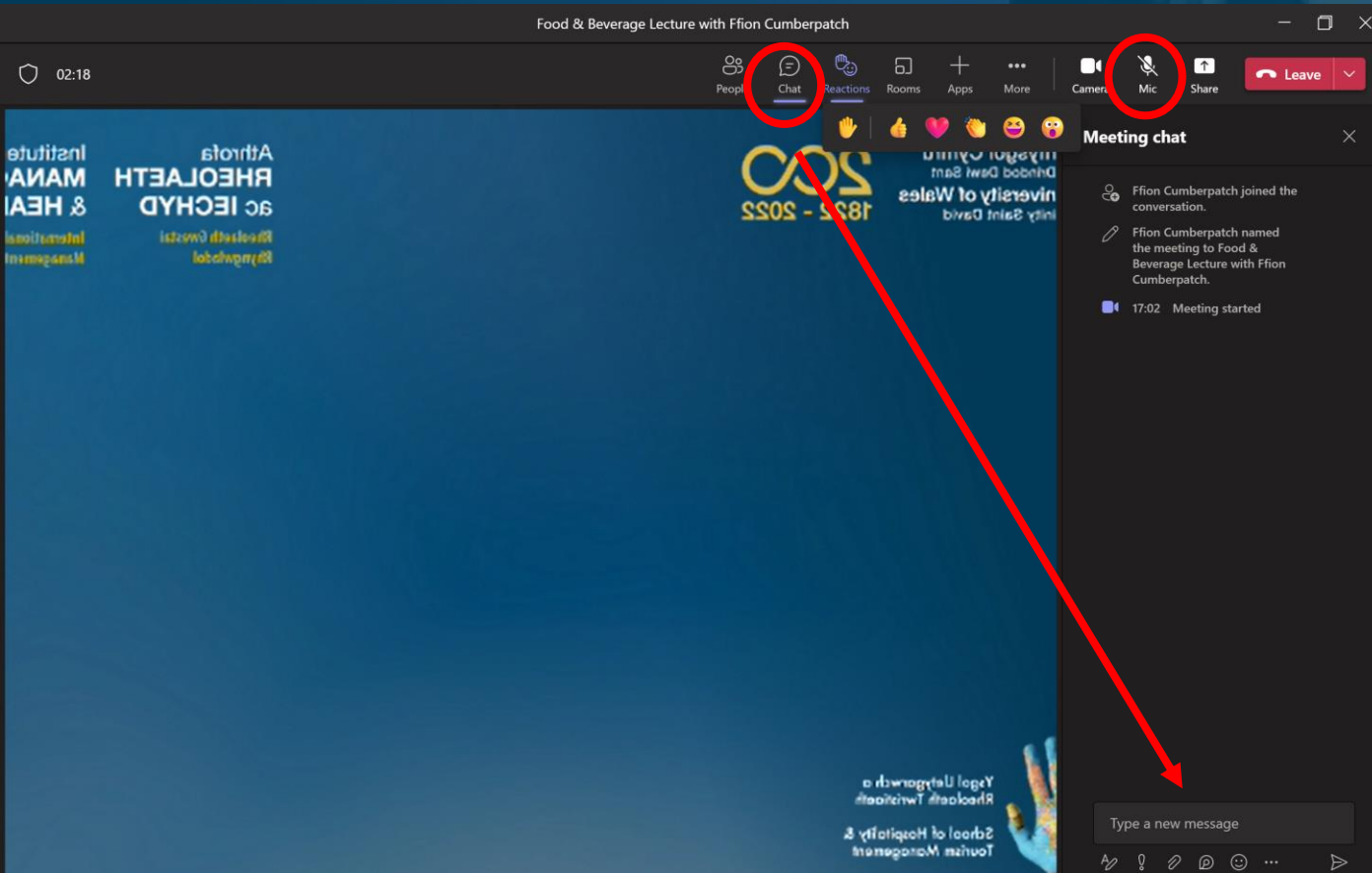
 Room audio 

 Don't use audio 

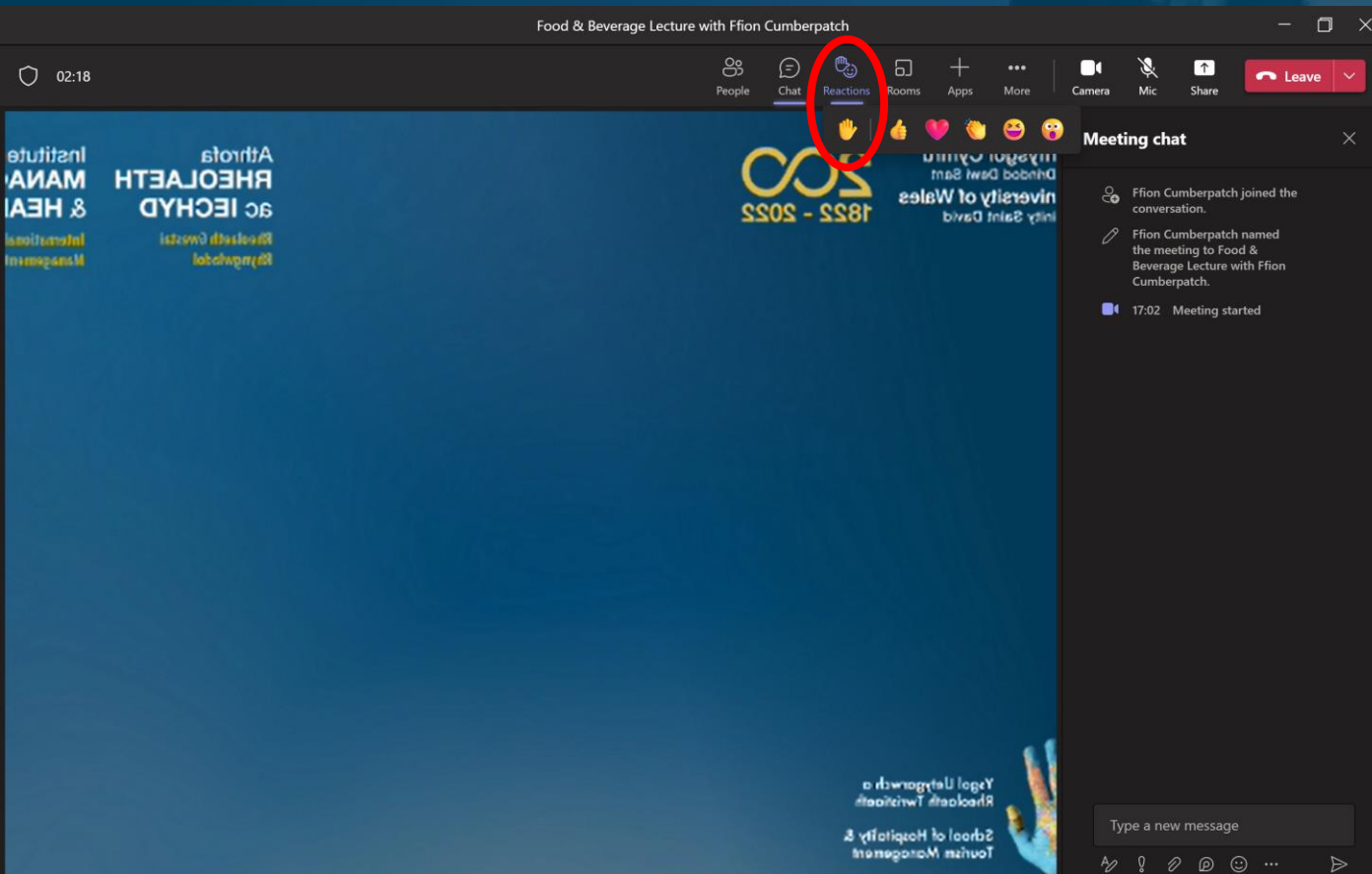
Cancel 



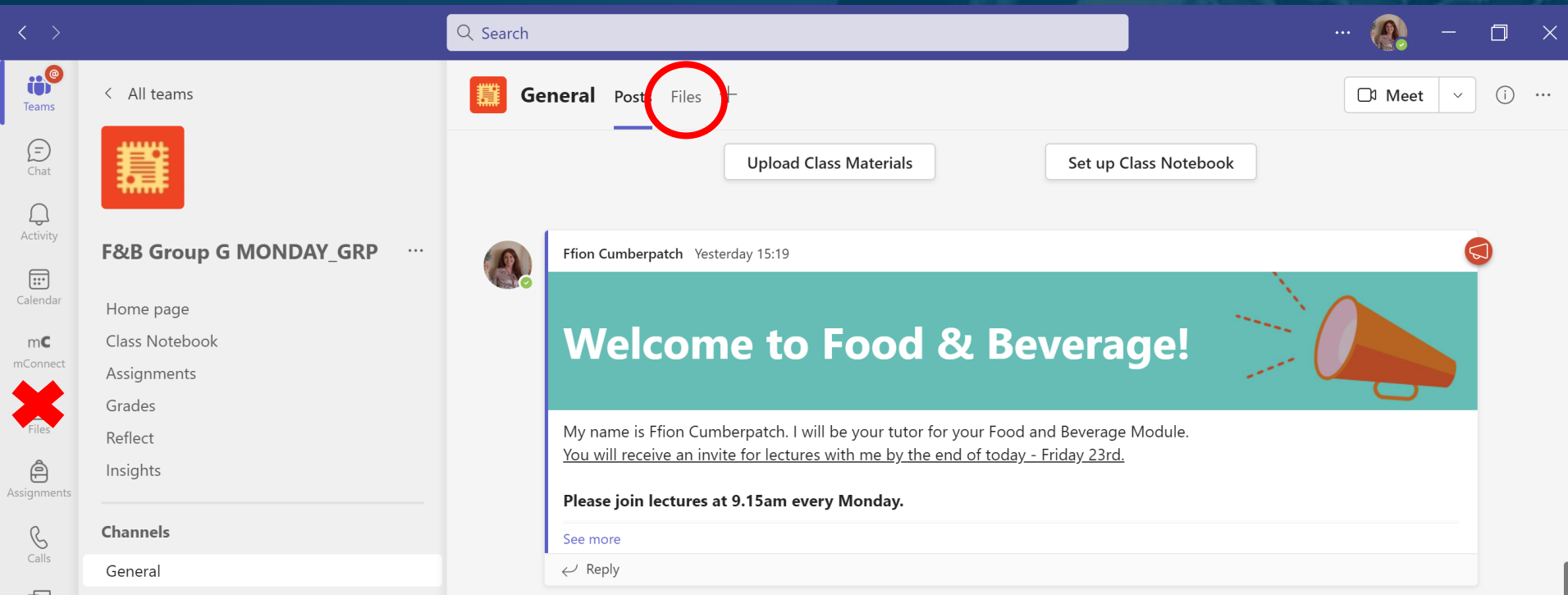
Microsoft Teams Refresher



Microsoft Teams Refresher



Microsoft Teams Refresher



The screenshot shows the Microsoft Teams 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 circled in red. A welcome message from Ffion Cumberpatch is shown, featuring a megaphone icon and text about the Food & Beverage Module. The message includes a 'See more' link and a 'Reply' button.

Search

Teams

Chat

Activity

Calendar

mConnect

Files

Assignments

Channels

General

All teams

F&B Group G MONDAY_GRP

Home page

Class Notebook

Assignments

Grades

Reflect

Insights

General

General

Post

Files

Upload Class Materials

Set up Class Notebook

Meet

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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Moodle Refresher



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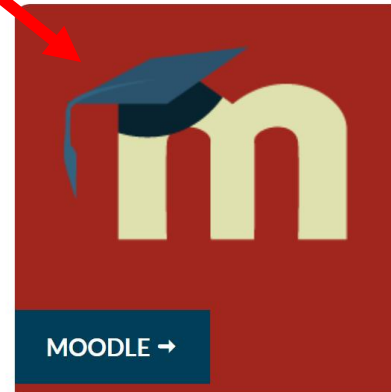
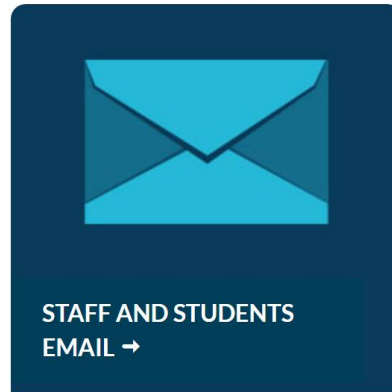
BOOK AN OPEN DAY ↗

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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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Moodle Refresher

Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002

The screenshot displays the Moodle course interface for BMIH4002. The main content area is organized into a grid of blocks. The first row contains three blocks: 'Module Information' (highlighted with a red circle and a 'New Activity' banner), 'Assessment', and 'Resits & Reworks'. Below these are six weekly blocks arranged in two rows of three, labeled 'WEEK 1' through 'WEEK 6'. The 'Module Information' block is the first block in the course sequence.

Holiadur Adborth Modiwl /
Module Feedback
Questionnaire



Quickmail

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





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Moodle Refresher

Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002

Module Information

MODULE INFORMATION
New Activity

Week 1

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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Questionnaire



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Home / My modules / BMIH4002

Module Information
MODULE INFORMATION
New Activity

Assessment
ASSESSMENT

Resits & Reworks
RESITS & REWORKS

Week 1
WEEK 1

Week 2
WEEK 2

Week 3
WEEK 3

Week 4
WEEK 4

Week 5
WEEK 5

Week 6
WEEK 6

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Questionnaire



Quickmail

- ☒ Compose Course Message
- ☒ View Drafts
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Moodle Refresher

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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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

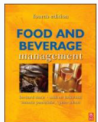


E-BOOK Food safety management : a practical guide for the food industry

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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Any Questions?





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Food & Beverage Operations (BMIH4002)

Introduction

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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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10 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 FCH? - Roles and Responsibilities - Job description, required skills and challenges	Presentation - Group introductions and socialisation. - Teams & Moodle Refresher - Class Activity	Assignment 1	Friday 28th of October
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	Assignment 2	18th November 2022
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	Assignment 3	10AM on the 5th Dec 2022
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 Student Journal 750 Words	Friday 28th of October
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		
8 W/C 14/11	9AM - 1PM	Food Safety & The Four C's - Introduction to Food Safety - Introduction to HACCP - The Four Cs - EHO and Food Hygiene Ratings - Allergies and Intolerances - Labelling - Trading standards and sampling for allergens.	Food Standards Agency (FSA) Website	Assignment 2 (Practical Task – Menu Development)	Friday 18th of November
9 W/C 21/11	9AM - 1PM	BOH – Food Hygiene - SFBB (Safer Food, Better Business) - Catering Pack and Recording Diary - Food Hygiene Ratings - Environmental Health Officers	SFBB (Safer Food, Better Business) Catering Pack and Recording Diary		
10 W/C 28/11	9AM - 1PM	Revision Week	Module Feedback Questionnaire		
11 W/C 05/12	9AM - 1PM	In-Class Test (1hr) Multiple Choice question paper, which will take place on Teams. Exam conditions will apply.	Microsoft Forms in-class test	Assignment 3 (Multiple choice paper – 1hr in-class test)	10AM on the 5th December
12 W/C 12/12					

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

Module Assignments & Deadlines

Assignment 1 Student Journal <u>25%</u>	Assignment 2 Menu Engineering <u>25%</u>
Deadline: Friday 28th of October 11.55PM	Deadline: Friday 18th of November 11.55PM

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%

Monday 10AM 5th of December
[A link will be sent out via email]

The exam will be on Teams and the questions provided to you via a Microsoft Forms link.

45 Multiple choice questions

The teams meeting will be locked at **10.05AM**, 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.

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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Food & Beverage Operations (BMIH4002)

Let's begin with some simple
terminology

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.



Terminology

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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.



Host

Servers

Food Runners

Bartenders

Supervisors & Team Leaders

Head Bartender

Who are the Front of House team?

Duty Managers

What do you think some of their responsibilities are?

Bar Manager

Assistant F&B Manager

Restaurant Manager

Food & Beverage Manager

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What is a skill?

- 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.



- **Hard and soft skills** matter in the hospitality job market and how to show **strengths in each area.**
- They are highlighted on CV's and often will make the difference between a strong and a weak candidate

But what are they? And what is the difference between Hard and Soft skills?

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

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)

Skills

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What skills do you think are
needed to become...

1. Food Runner
2. Server
3. Duty Manager

What skills do you think are
needed to become...

1. Restaurant Manager

Job Descriptions

When you're looking for a job, what do you look for?



- Pay
- Description of duties
- Recognisable businesses
- Benefits
- Experience requirements
- Education requirements

Let's have a look at
some examples

Learning Objectives:

You should now:

- Be aware of the tools and resources available to you during this term and how to use them.
- Have an overview of this module and a good idea what you can expect to learn about over the next 10 weeks.
- Be able to list some of the front of house roles and responsibilities within food and beverage operations.

Any Questions?



References

Indeed (N.D) *Restaurant Jobs Swansea*. Available at:

<https://uk.indeed.com/jobs?q=Restaurant&l=Swansea&redirected=1&vjk=c588416fbfe26f53> (Accessed on 20th September 2022)

Institute of Hospitality (2022) *Hard skills and soft skills – what's the difference?* Available at:

<https://www.instituteofhospitality.org/professional-development/hard-and-soft-skills-whats-the-difference/> (Accessed on 20th of September 2022)

Microsoft Office (N.D) Download Microsoft Teams. Available at: [https://www.microsoft.com/en-ww/microsoft-](https://www.microsoft.com/en-ww/microsoft-teams/download-app)

[teams/download-app](https://www.microsoft.com/en-ww/microsoft-teams/download-app) (Accessed on 20th September 2022)

University of Wales Trinity Saint David (N.D) *Quick Links*. Available at: <https://www.uwtsd.ac.uk/quick-links/> (Accessed on 20th September 2022)

Tristan Hawkins PGCHE
t.hawkins@uwtsd.ac.uk

Office Hours

Monday to Friday
8.30am – 5pm

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