



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

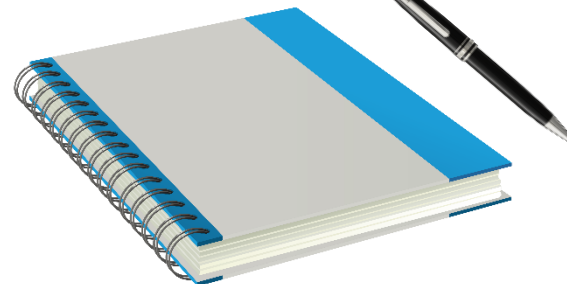
Tristan Hawkins PGCHE

t.hawkins@uwtsd.ac.uk

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What you'll need



2022

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

Week 1:

- Introduction to Module Tutor / Classmates
- Module Outcomes
- 10 Week Teaching Plan
- Assignments
- 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 aware of what reflective writing is and how to do it.

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

- **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

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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

Microsoft Teams interface showing the calendar view. The calendar displays a meeting titled "Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch" on Monday, September 26, 2022, from 09:15 to 13:00. The "Join" button is highlighted with a red circle. The meeting details panel shows the following information:

- My calendar
- Food & Beverage BMIH4002 Lecture with Ffion Cumberpatch
- 26 September 2022 09:15 - 13:00
- Join (highlighted)
- Edit
- Microsoft Teams Meeting
- <https://teams.microsoft.com/l/meetup-join...>
- Chat with participants
- Ffion Cumberpatch (Organiser)



Microsoft Teams Refresher

Food & Beverage Lecture with Ffion Cumberpatch

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



  Background filters 

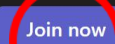
 Computer audio 

PC Mic and Speakers 
   

 Phone audio 

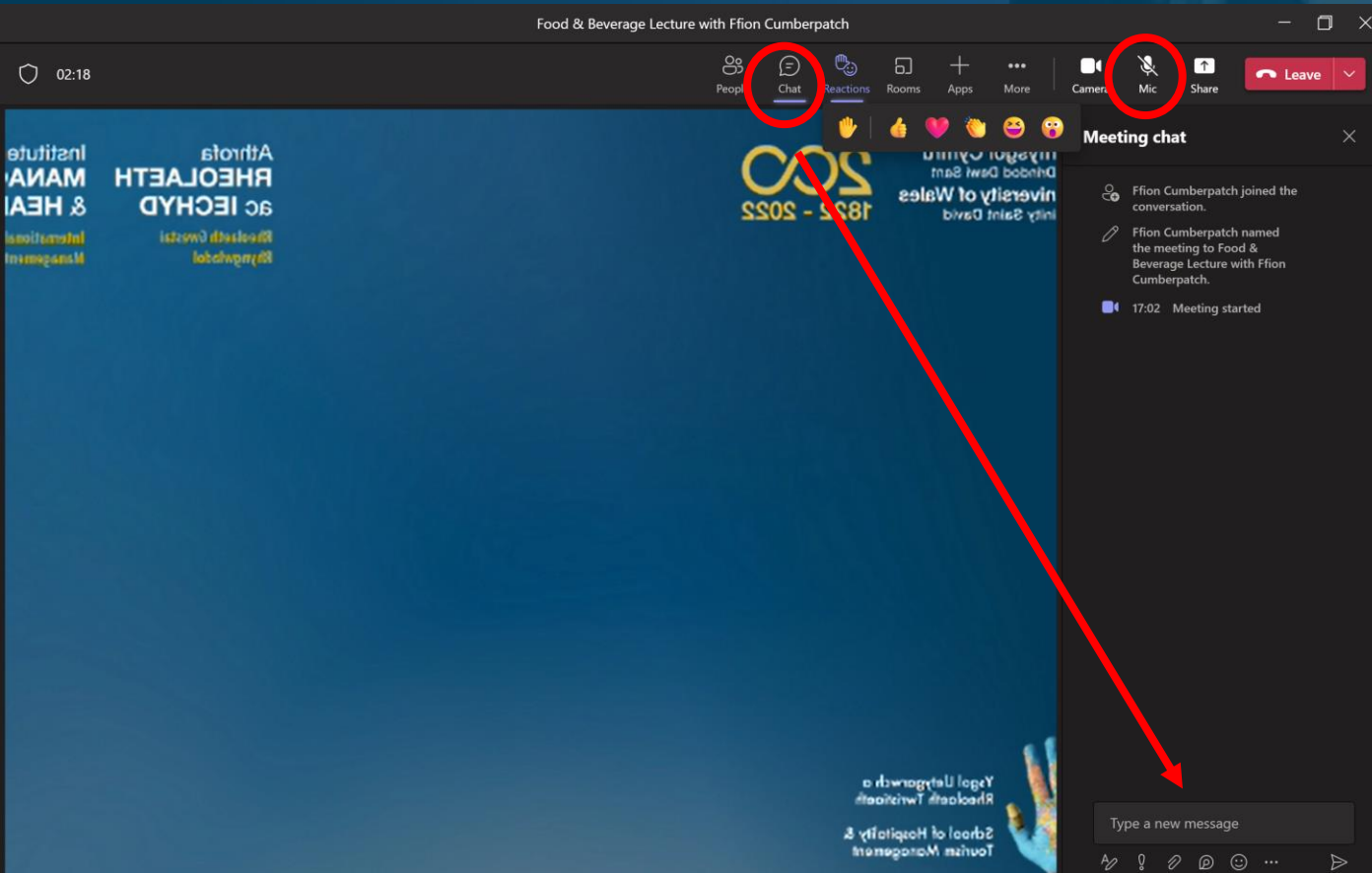
 Room audio 

 Don't use audio 

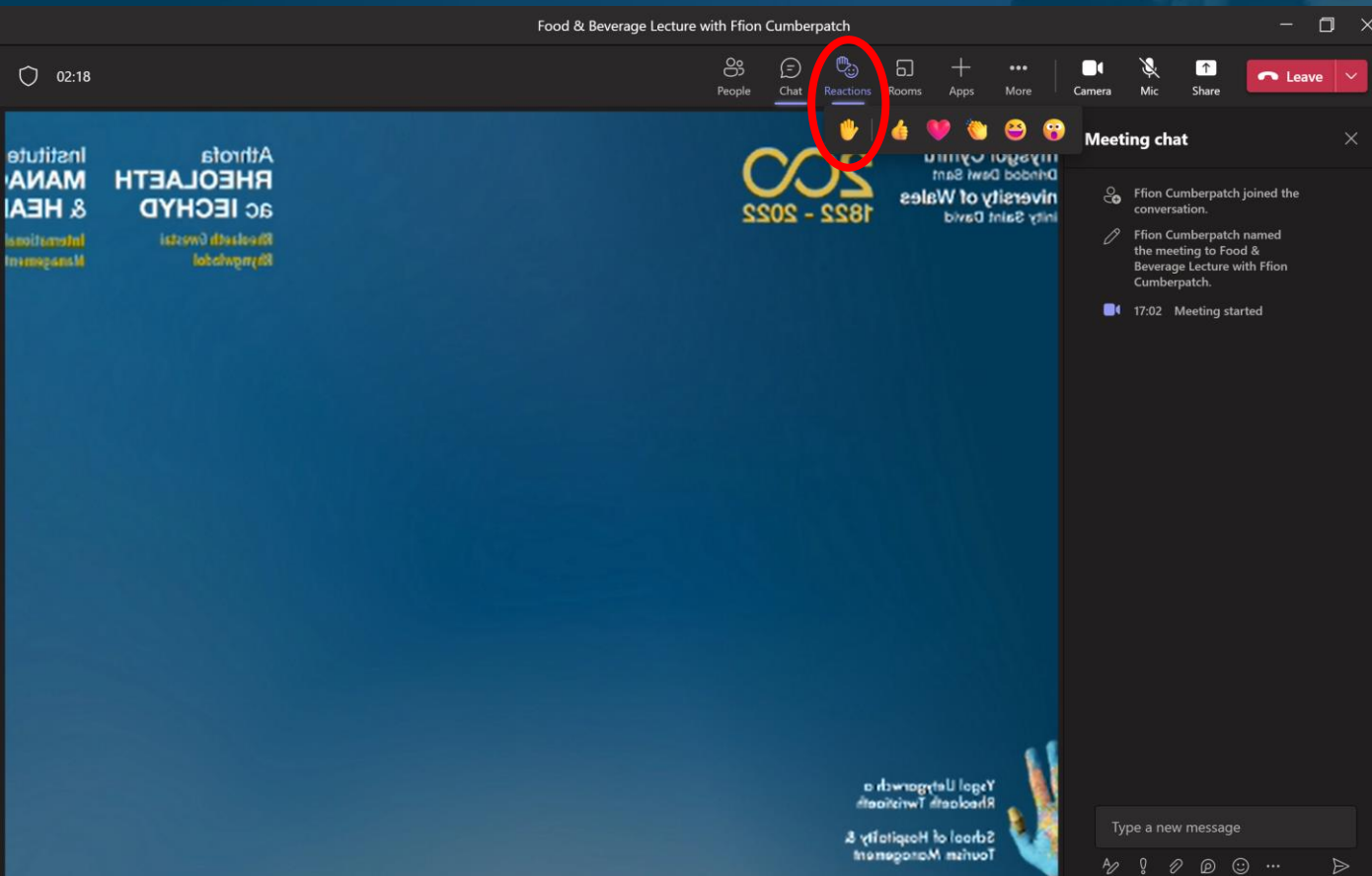
Cancel 



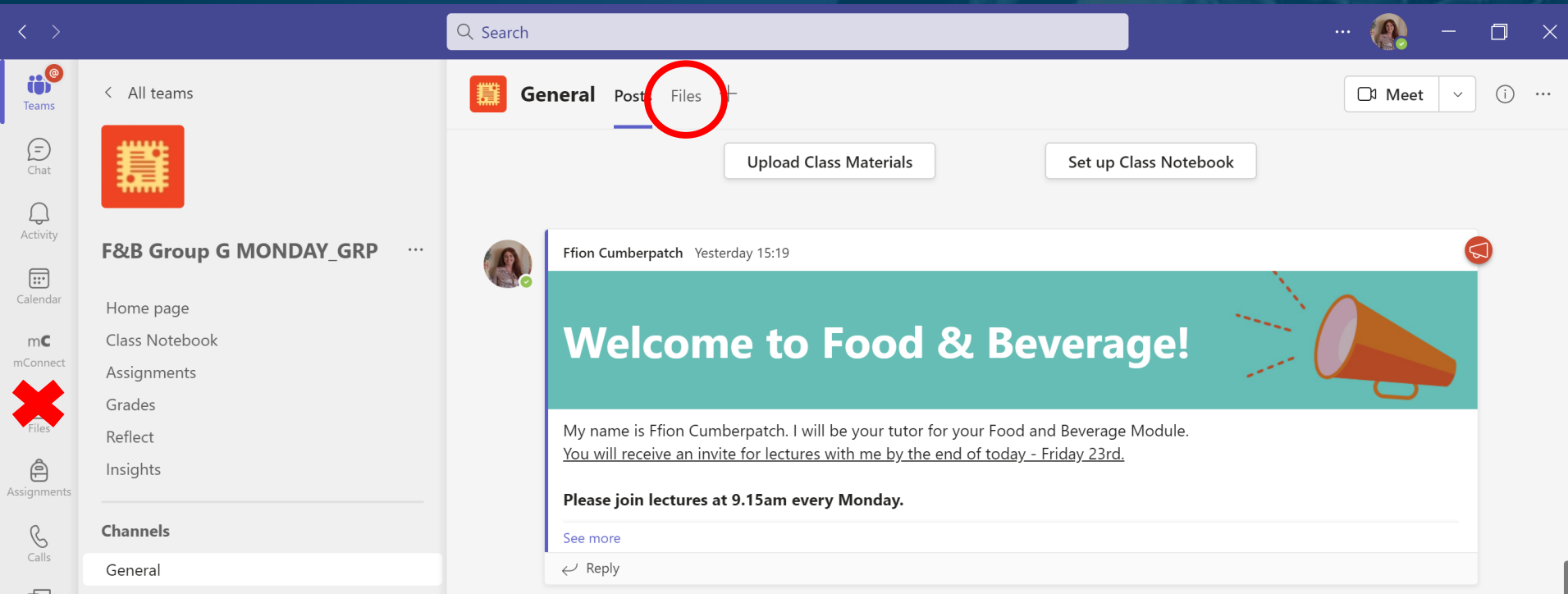
Microsoft Teams Refresher



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' channel. At the top of the channel, there are tabs for 'General', 'Post', and 'Files', with 'Files' circled in red. Below the tabs are buttons for 'Upload Class Materials' and 'Set up Class Notebook'. A message from Ffion Cumberpatch, dated 'Yesterday 15:19', is shown. The message content includes a welcome message, a brief introduction, and lecture details. A 'See more' link and a 'Reply' button are also visible.

Search

Teams

All teams

F&B Group G MONDAY_GRP

Home page

Class Notebook

Assignments

Grades

Reflect

Insights

Channels

General

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

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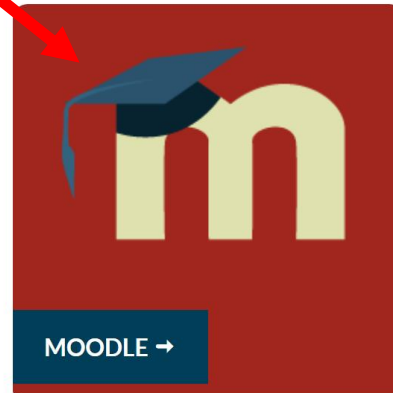
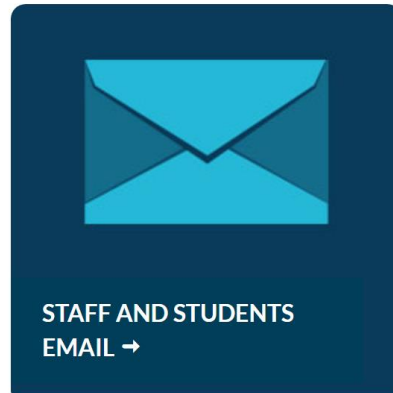
BOOK AN OPEN DAY ↗

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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 &
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(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 interface for the BMIH4002 module. The 'Module Information' block is highlighted with a red circle. The page layout includes a header with the university logo and name, a course title, and a breadcrumb trail. The main content area features a grid of blocks: 'Module Information' (circled in red), 'Assessment', 'Resits & Reworks', and six weekly blocks labeled 'WEEK 1' through '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)

Home / My modules / BMIH4002

Module Information

MODULE INFORMATION
New Activity

Week 1

Assessment

ASSESSMENT

Week 2

Resits & Reworks

RESITS & REWORKS

Week 3

WEEK 1

Week 4

WEEK 2

Week 5

WEEK 3

Week 6

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Quickmail

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Hotel Placement - Food & Beverage Operations (BMIH4002)

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
- ☒ View Scheduled Messages





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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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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

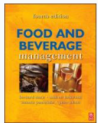


E-BOOK Food safety management : a practical guide for the food industry

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.

#IoHStudent

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Become a student member and get:

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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 FOH? - 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 28th of October 18th November 2022 10AM on the 5th 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 - DIY 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 & 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) - 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 17th of February 11.55PM	Deadline: Friday 10th of March 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 2pm 20th of March
[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 **2.05PM**, 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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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.

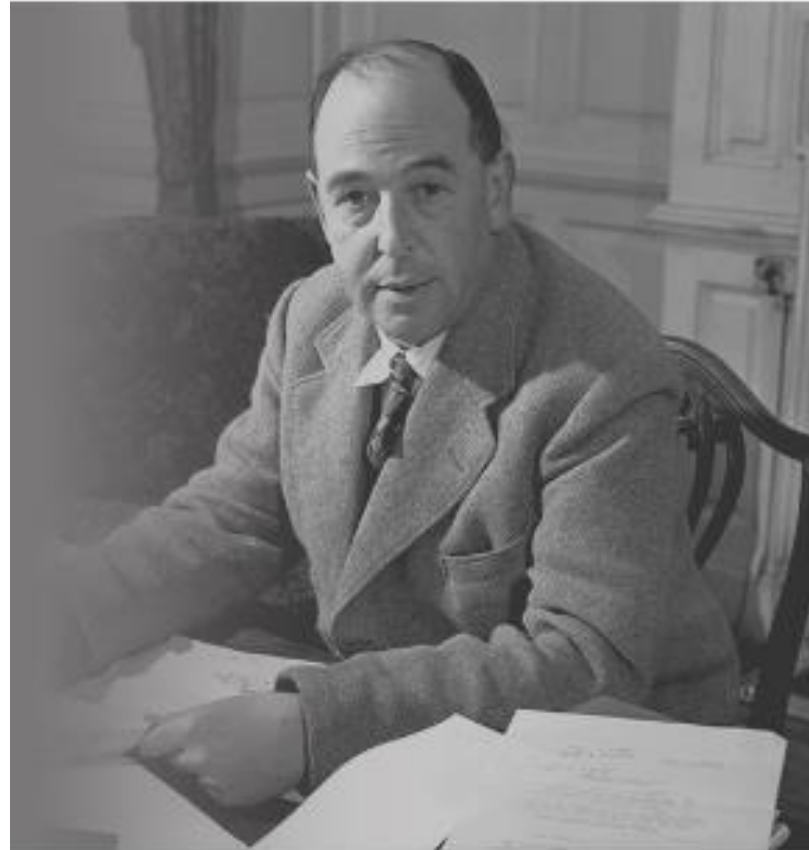
The key to reflecting is spotting the patterns and links in thoughts that emerge as a result of your experiences in life and in learning.

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).

References

Cottrell, S. (2019) *The Study Skills Handbook*. Fifth edition. London: Macmillan International Higher Education/Red Globe Press.

Jasper, M. (2013). *Beginning Reflective Practice*. Andover: Cengage Learning.

McMillan, K, & Weyers, J (2021) *The Study Skills Book*. Harlow: Pearson Education Limited.

Microsoft Office (N.D) Download Microsoft Teams. Available at: <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)

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 aware of how to write reflectively.

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Office Hours

Monday to Friday
8.30am – 5pm

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