



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

200
1822 - 2022

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Food & Beverage Operations

BMIH4002

Week 1: Introduction to the Kitchen

Tristan Hawkins PGCHE

t.hawkins@uwtsd.ac.uk

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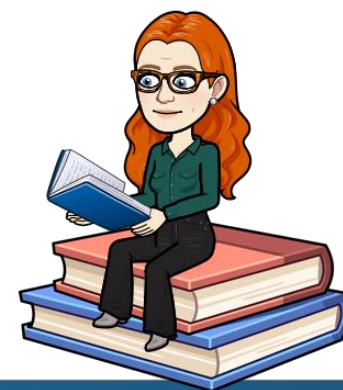
Module Learning Outcomes

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.

Exam Subjects

- Kitchen roles and responsibilities
- Allergies and intolerances
- Food safety
- Food hygiene
- 4 C's
- Beverages
- Fine Dining
- Restaurant Management
- Menu engineering and psychology





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Module Feedback Evaluation Form

Please log into Moodle
and take 10 Minutes to
complete the Module
Evaluation Form!

Hotel Placement - Food & Beverage Operations (BMIH4002)

Home / My modules / BMIH4002

Module Information

MODULE
INFORMATION

Week 1

WEEK 1

Assessment

ASSESSMENT

Week 2

WEEK 2

Resits & Reworks

RESITS &
REWORKS

Week 3

WEEK 3

Holiadur Adborth Modiwl /
Module Feedback
Questionnaire



Quickmail

- ✉ Compose Course Message
- 📧 View Drafts
- 📅 View Scheduled

Module Evaluation Questionnaire 22/23

...

Hi, Ffion. When you submit this form, the owner will see your name and email address.

* Required

1. Module Code *

BMIH4002

2. Module Name *

Food & Beverage Operations

3. Institute

- ☐ Wales Institute of Science and Art
- ☒ Institute of Management and Health
- ☐ Yr Athrofa: Education and Humanities
- ☐ Institute of Health and Social Sciences

1. BMIH4002

2. Food & Beverage Operations

3. Institute of Management & Health

4. Swansea, Business Campus

* Required

Teaching and Learning

5. Teaching and Learning *

	Definitely agree	Mostly agree	Neither agree nor disagree	Mostly disagree	Definitely disagree	Not Applicable
The content of the module has been explained in a way that I understand	☒	☐	☐	☐	☐	☐
The module has challenged me to achieve my best work	☒	☐	☐	☐	☐	☐
I have had opportunities to work with other students as part of this module	☒	☐	☐	☐	☐	☐

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**Provide valuable
comments**

11. Please comment on one thing that has been most enjoyable or interesting on this module

Enter your answer

12. Please comment on one thing that would most improve your experience of this module

Enter your answer

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15. Teaching Online *

	Definitely agree	Mostly agree	Neither agree nor disagree	Mostly disagree	Definitely disagree	Not Applicable
I have been able to access live classes via Microsoft Teams (or equivalent platform)	☒	☐	☐	☐	☐	☐
I have been able to download vidcasts or podcasts from Moodle	☐	☐	☐	☐	☐	☒
I have been able to access submission links on Moodle	☒	☐	☐	☐	☐	☐
I have found the video content helpful	☒	☐	☐	☐	☐	☐
I have used content on Panopto	☐	☐	☐	☐	☐	☒
I have been able to access reading material online	☒	☐	☐	☐	☐	☐
I have been able to interact with other students	☒	☐	☐	☐	☐	☐
I have been able to access appropriate learning support	☒	☐	☐	☐	☐	☐

Module Assignments & Deadlines

Assignment 3 In Class Test: Multiple Choice Exam 50%

**Monday
5th of December @ 10AM**

Assignment 3 requires you to complete a multiple-choice test, which will be based on the Food & Beverage content delivered to you throughout this module. There will be 45 multiple-choice questions overall.

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





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Revision

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Service methods

Table 1.6 Simple categorisation of the customer processes in food and beverage service

Service method	Service area	Ordering/selection	Service	Dining/consumption	Clearing
Table service	Customer enters and is seated	From menu	By staff to customer	At laid cover	By staff
Assisted service	Customer enters and is usually seated	From menu, buffet or passed trays	Combination of staff and customer	Usually at laid cover	By staff
Self-service	Customer enters	Customer selects items onto a tray	Customer carries	Dining area or takeaway	Various
Single point service	Customer enters	Orders at single point	Customer carries	Dining area or takeaway	Various
Specialised or in situ service	Where the customer is located	From menu or predetermined	Brought to the customer	Served where the customer is located	By staff or customer

(Cousins and Weekes, 2020)

Customer Needs

Hungry or Thirsty?

Physiological

Economic

Cheap or Quick?

Meet/Celebrate with
Friends or Family?

Social

Psychological

Need variety?

Convenience

Away from home and
unable to cook?

(Cousins and Weekes, 2020)

Front of House Roles: small to medium operation



HACCP

1. What does HACCP stand for?
2. What are the 7 Principles of HACCP?
3. What is HACCP relevance to Food Safety?

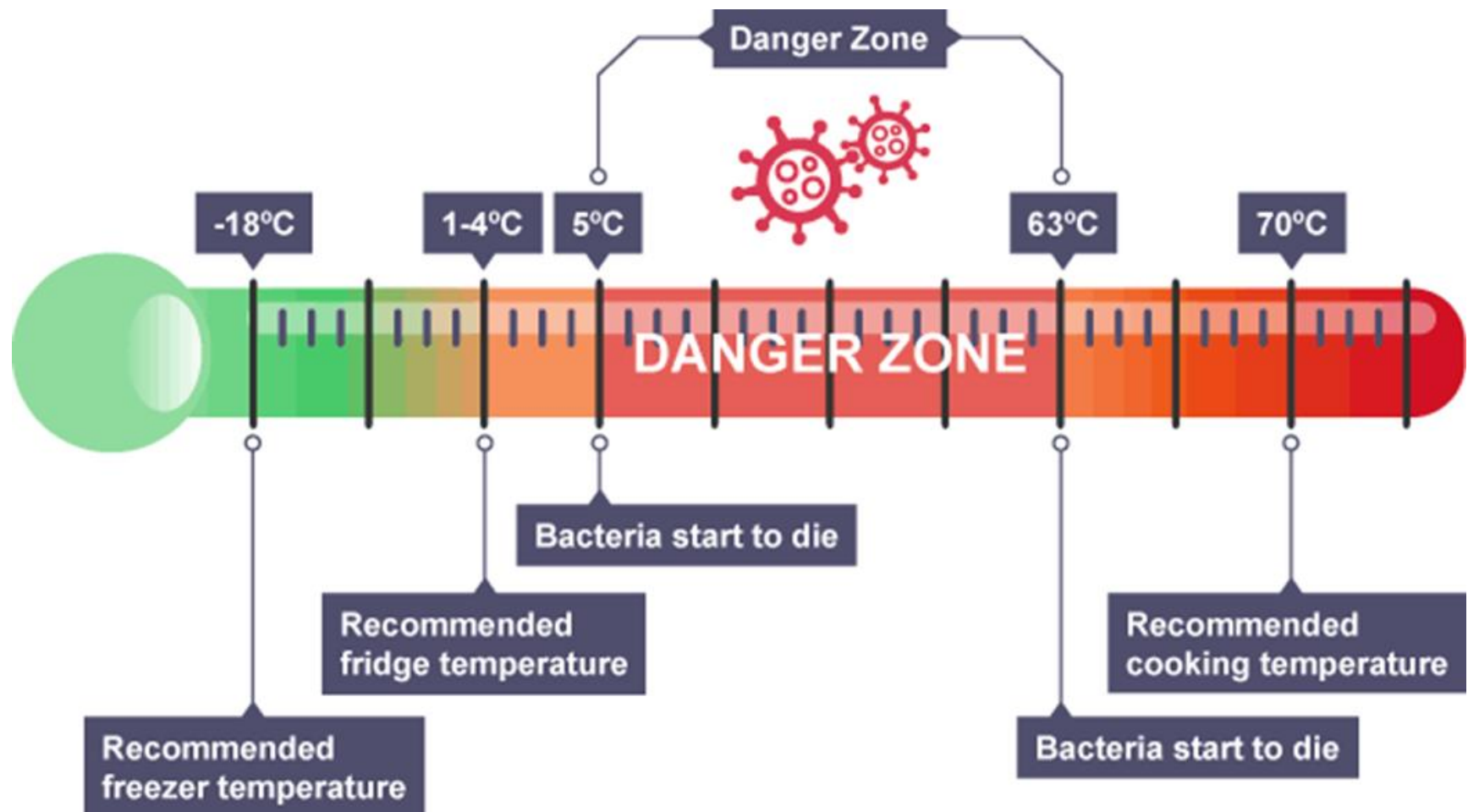
Temperatures for Food Safety

What is the “dangerzone”?

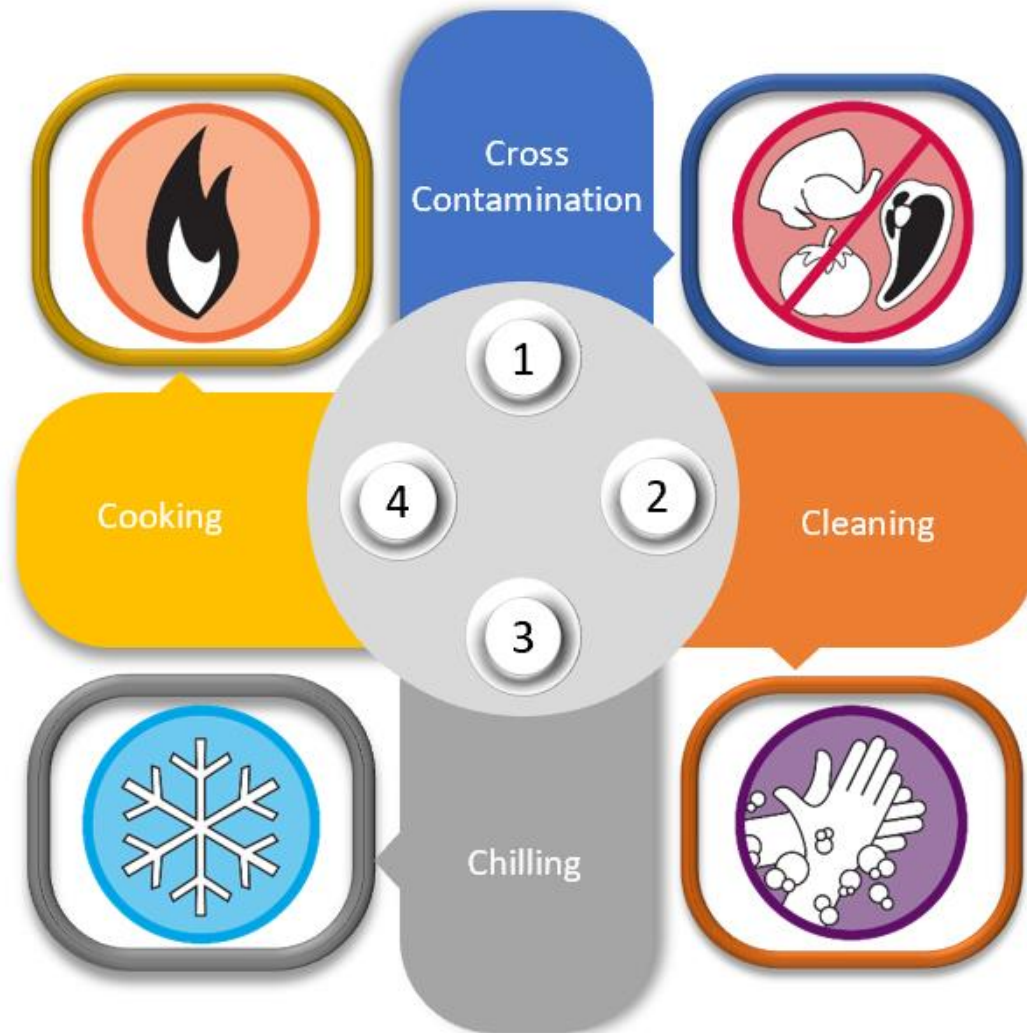
What is the recommended cooking temperature?

What is the recommended fridge temperature?

Temperatures for Food Safety



The 4 C's of Food Safety



Cross Contamination



What is Cross Contamination?

Why is it important to avoid Cross Contamination?

How can we avoid Cross Contamination?



Can you spot the
cross contamination
risks?



Cleaning

Why is washing our hands important?

What is the difference between a small circular sink in a kitchen and a big rectangular sink?

What are the steps to cleaning a surface we've done prep on correctly?

When should we be washing out hands?

Why do chefs have to wear chef whites?



Chilling



Why do we chill food?

What foods should be kept chilled?

What is the four hour rule for displaying chilled food?

How can we chill down hot food quickly?

What are some of the options we have to defrost food?

What temperature should the freezer be set to?

Cooking



Why do we have to cook food?

Can you give some examples of safe cooking times and temperatures?

What are some high risk foods we cook?

What does reheating mean?

How long can you display hot food if you cannot keep it at 63C?

What does SFBB stand for?

Why is SFBB useful?

What are the differences between a Food Allergy vs Food Intolerance?

A food allergy:

- can be life-threatening
- is a reaction by your immune system (your body's defence against infection). Your immune system mistakenly treats proteins found in food as a threat
- can trigger allergy symptoms, such as a rash, wheezing and itching, after eating just a small amount of the food (these symptoms usually happen quickly)
- is often to particular foods.

Common food allergies in adults include fish and shellfish and nut allergies. Common food allergies in children include milk, eggs, fish, peanuts and other nuts.

A food intolerance:

- does not involve your immune system – there is no allergic reaction, and it is never life-threatening
- causes symptoms that happen gradually, often a few hours after eating the problem food
- only results in symptoms if you eat a substantial amount of the food (unlike an allergy, where just traces can trigger a reaction)
- can be caused by many different foods

Common intolerances include lactose and gluten.

(NHS, 2019)

What are the 14 Major Allergens?



Cereals containing gluten such as wheat, rye, barley, oats, spelt or khorasan



Crustaceans for example prawns, crabs, lobster, crayfish



Eggs



Fish



Peanuts (which are legumes)



Soybeans



Milk (including lactose)



Nuts such as almonds, hazelnuts, walnuts, cashews, pecan nuts, Brazil nuts, pistachio nuts, macadamia (or Queensland) nuts



Celery (including celeriac)



Mustard



Sesame seeds



Sulphur dioxide



Lupin



Mollusc for example clams, mussels, whelks, oysters, snails and squid

Revision Techniques



drawing helps memory as it engages you to perform an action, elaborate upon data and use your visual memory



Remember your exam is on **Monday 5th of December at 10AM. Invites have been sent out previously.**

Next Week

You will need to be at a computer and in a quiet room to take the exam. Your camera will need to be on for the full duration.



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Office Hours

8.30AM – 5PM

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