

## **Food and Beverage Service - ACF Course**

Welcome to the ACF e-culinary professional development “Food and Beverage Service” course. This is a 12-week, self-paced, instructor-moderated course. Successful completion of the course will provide you with 30 ACF Continuing Education Hours (3.0 CEHs) which can be used to satisfy ACF education requirements for initial and renewal certifications and will be accepted as an approved class for ACF apprenticeship training programs.

This course was developed to be taught with the text Dining Room and Banquet Management, Fourth Edition, by Anthony and Pamela Strianese (ISBN# 1418053694)

### **Food and Beverage Service - ACF Course**

Course goals include setting up service station and dining room service areas, identifying styles of service, beverage service, point of sales systems, and dining room management and banquet management.

The course schedule is 12 weeks with 12 units. Each unit has instruction, bulletin board discussions, Internet networking opportunities, and moderated learning. The weekly quizzes have 10 questions. A final exam consisting of 80 questions will be given at the end of class.

After successfully completing all 12 units of instruction, all 12 quizzes and all required bulletin board discussions the student will graduate from the course and be able to print off a certificate of completion.

General Course Outlines:

- The common myths about hospitality entrepreneurship: Restaurant, related small business, and other types of operations.
- Recognizing new opportunities for food and beverage and related business ventures
- Learn about the planning and objective setting elements in food and beverage operations.
- Identify the reasons why the menu is such a key to the planning (physical and financial) process of a food facility.
- Investigate operations in various segments of the hospitality industry.

- To develop a theme and market segment for a food service outlet, design a menu for that outlet (restaurant or other food service type) and then design the control systems for that food outlet.
- Develop an understanding of the supply side essentials and purchasing process.
- Analyze the factors of labor and labor cost control.

Week One	The Importance of Service
Week Two	The Importance of Sanitation and Appearance
Week Three	Styles of Service and Place Settings
Week Four	Proper Guidelines for Service
Week Five	Training the Service Staff
Week Six	Training the Service staff to serve the meal
Week Seven	Organizing the Dining Room
Week Eight	Planning Reservations and Blocking Tables
Week Nine	Managing the Dining Experience
Week Ten	Banquet Management
Week Eleven	Managing the Function
Week Twelve	The Banquet Event Order

A completion certificate will be awarded only to those students successfully completed the course. No partial credit is given for incomplete course work.

Participants must complete all assigned tasks and earn a 75% -C grade or better on their coursework in order to pass this course and receive a certificate of completion. No partial credit is given for incomplete course work. Participants can download and print out their completion certificate directly from their online classroom.

#### Grading Rubric

Reading the text = 10%

Discussions = 25%

Quizzes = 25%

Final Exam = 40%

Total = 100%