

MABALACAT CITY COLLEGE

INSTITUTE OF HOSPITALITY AND TOURISM MANAGEMENT

First Semester A.Y. 2023-2024

Outcome-Based Teaching and Learning Plan and Module Guide for Fundamentals of Food Service Operation-*HPC-FOODSERV*



VISION: Mabalacat City College envisions itself to be the top choice in the community it serves for quality education and training by 2025.

MISSION: The Mission of Mabalacat City College is to meet the needs of its community as a center for learning aiming for open admission policy.

COURSE DESCRIPTION:

The student will learn the necessary knowledge, develop various skills and cultivate the proper attitudes needed for the delivery of quality service of food and beverage operation in hotel and restaurant. Topics include the following; Clean and tidy bar and food service areas; Develop and maintain food and beverage product knowledge; Manage the responsible service of alcohol; Prepare and serve cocktail; Prepare and serve non-alcoholic beverage; Provide a link between kitchen and service area; Provide advice to patrons on food and beverage service; Provide room service; Provide Silver Service; Take food orders and provide courteous table service; Manage intoxicated persons.

PROGRAM INTENDED LEARNING OUTCOMES (PILO) (BASED ON CMO):

1. Demonstrate knowledge of tourism industry, local tourism products and services
2. Interpret and apply relevant laws related to tourism industry
3. Observe and perform risk mitigation activities
4. Utilize information technology applications for tourism and hospitality
5. Manage and market a service-oriented business organization
6. Demonstrate administrative and managerial skills in a service-oriented business organization
7. Prepare and monitor industry specific financial transactions and reports
8. Perform human capital development functions of a tourism-oriented organization
9. Utilize various communication channels proficiently in dealing
10. Produce food products and services complying with enterprise standards
11. Apply management skills in F & B service and operations.
12. Perform and provide full guest cycle services for front office





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13. Perform and maintain various housekeeping services for guest and facility operations
14. Plan and implement a risk management program to provide a safe and secure workplace
15. Provide food & beverage service and manage the operation seamlessly based on industry standards

PRE-REQUISITE: THC-SANITATION

NUMBER OF UNITS: 3 Units (2 Unit Lecture, 1 Units Laboratory)

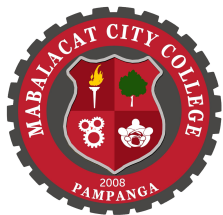
LEARNING OUTCOMES:

1. Demonstrates a mastery of the fundamental knowledge and skills required in food and beverage service functions.
2. Perform Food and Beverage Service Operation in Hotel and Restaurant.
3. Prepare and Serve Alcoholic and Non-Alcoholic Beverage
4. Provide knowledge for responsible alcohol service.
5. Provide room service
6. Provide Silver service

COURSE OUTLINE

Week	Topic	Learning Materials (with references following OER plagiarism and IPR policies)	Intended Learning Outcomes (ILO)	Assessment Tasks (Requirements with schedule or time allotment)	Sustainable Tourism Goals (SDG) Coherence
3	MCC Mission and Vision	PowerPoint Presentation : 60 minutes approximately Abridged Lecture Notes (PDF) : 60 minutes approximately	<input type="checkbox"/> Demonstrates a mastery of the fundamental		3- Good health and well being





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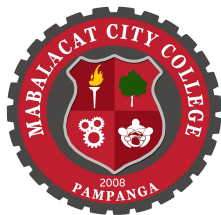
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	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrate understanding with the Vision, Mission and Objectives of Mabalacat City College <p>Food and Beverage History</p> <ul style="list-style-type: none"> <input type="checkbox"/> Sectors of the foodservice industry <ul style="list-style-type: none"> - Food and beverage operations - Duties of Food and Beverages Management - 	<p>Chapter 1: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes,</p> <p>Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M</p> <p>Video Presentation about History of Food and Service https://www.youtube.com/watch?v=VLctvmhlzZI</p>	<p>knowledge and skills required in food and beverage service functions.</p> <ul style="list-style-type: none"> <input type="checkbox"/> Perform Food and Beverage Service Operation in Hotel and Restaurant. 	<p>Recitation, Quiz (identification and multiple choices),</p>	<p>4- Quality Education</p> <p>5- Gender Equality</p> <p>8-Decent Work and Economic Growth</p> <p>9-Industry, Innovation and Infrastructure</p> <p>10-Reduced Inequalities</p> <p>17-Partnerships for Goals</p>
GLOBAL KNOWLEDGE					
4	<p>Classification of Food and Beverage Service Facilities</p> <ul style="list-style-type: none"> - Commercial Catering 	<p>PowerPoint Presentation : 60 minutes approximately Abridged Lecture Notes (PDF): 60 minutes approximately</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Demonstrates a mastery of the fundamental knowledge and 	<p>Recitation, Quiz (identification</p>	<p>3- Good health and well being</p> <p>4- Quality Education</p>





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	<ul style="list-style-type: none"> - Types of restaurant - Institutional Catering <p>Hierarchy for restaurant operations</p> <ul style="list-style-type: none"> - Qualifications of managers <p>Staff attributes, skills and knowledge</p> <ul style="list-style-type: none"> - Attributes of food and beverage service personnel - Health, safety and security 	<p>Chapter 2: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes</p> <p>Chapter 3: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes,</p> <p>Chapter 10 Food and Beverage Management 6th edition by Bernard Davis, Andrew Lockwood, Peter Alcott and Ioannis S. Pantelidis)</p> <p>Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M</p> <p>Video Presentations about Food Service; https://www.youtube.com/watch?v=l1yNOKUHgoc https://www.youtube.com/watch?v=TazdrItrqdE https://www.youtube.com/watch?v=zb4ee7d36Cg</p>	<p>skills required in food and beverage service functions.</p> <p><input type="checkbox"/> Perform Food and Beverage Service Operation in Hotel and Restaurant.</p>	<p>and multiple choices),</p>	<p>5- Gender Equality</p> <p>8-Decent Work and Economic Growth</p> <p>9-Industry, Innovation and Infrastructure</p> <p>10-Reduced Inequalities</p> <p>17-Partnerships for Goals</p>
4	<p>Laboratory Session 1: Table Napkin Folding</p>	<p>Perform the 7 Basic Napkin Fold</p>	<p>Performing and Familiarizing on the proper folding of Table Napkin</p>	<p>Student Activity Output Report</p>	
5-6	<p>The Menu and its Courses</p>	<p>PowerPoint Presentation: 60 minutes approximately</p>	<p><input type="checkbox"/> Demonstrates a mastery of the</p>		<p>3- Good health and well being</p>





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	<ul style="list-style-type: none"> - Purpose of the menu - Classic menu sequence - Types of menu 	<p>Abridged Lecture Notes (PDF): 60 minutes approximately</p> <p>Chapter 3: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes</p> <p>Chapter 4: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes,</p> <p>Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M</p> <p>Video Presentation about definition and types of Menu: https://www.youtube.com/watch?v=C1urL511-MY</p>	<p>fundamental knowledge and skills required in food and beverage service functions.</p> <ul style="list-style-type: none"> □ Perform Food and Beverage Service Operation in Hotel and Restaurant 		<p>4- Quality Education</p> <p>5- Gender Equality</p> <p>8-Decent Work and Economic Growth</p> <p>9-Industry, Innovation and Infrastructure</p> <p>10-Reduced Inequalities</p> <p>17-Partnerships for Goals</p>
5-6	<p>Laboratory Session 2: Table Set up with Menu Familiarization</p>	<p>Perform the 3 Standard Table Set up: American, French and Russian</p>	<p>Performing and Familiarizing on the proper standard American, French and Russian Set up</p>	<p>Student Activity Output Report</p>	





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7	<p>Food and beverage service Table Setting</p> <ul style="list-style-type: none"> - Tables appointment - Service ware - Table settings - Table manners 	<p>PowerPoint Presentation : 60 minutes approximately Abridged Lecture Notes (PDF): 60 minutes approximately</p> <p>Chapter 4: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes</p> <p>Chapter 9: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes,</p> <p>Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Utilize various communication channels proficiently in dealing with guests and colleagues <input type="checkbox"/> Demonstrates a mastery of the fundamental knowledge and skills required in food and beverage service functions. <input type="checkbox"/> Perform Food and Beverage Service Operation in Hotel and Restaurant <input type="checkbox"/> Provide room service 	<p>Recitation, Quiz (identification and multiple choices),</p>	<p>3- Good health and well being</p> <p>4- Quality Education</p> <p>5- Gender Equality</p> <p>8-Decent Work and Economic Growth</p> <p>9-Industry, Innovation and Infrastructure</p> <p>10-Reduced Inequalities</p> <p>17-Partnerships for Goals</p>
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			<input type="checkbox"/> Provide Silver service		
7	Laboratory Session 3: Sequence of food and beverage service Part 1	Perform the standard sequence of service	Performing and Familiarizing on the proper standard sequence of service	Student Activity Output Report	
MIDTERM EXAMINATION					





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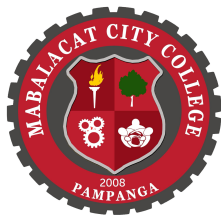
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11	<p>Food Service (Sequence of Service)</p> <ul style="list-style-type: none"> - Proper greeting and seating guests - Presenting menu - Service food course - Serving wine 	<p>Chapter 6: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes</p> <p>Chapter 9: Food and Beverage Service 9th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes,</p> <p>Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M</p> <p>Video presentation of Food service sequence: https://www.youtube.com/watch?v=X1Fbp5WIXCE https://www.hospitality-school.com/hotel-room-service-procedure/</p>	<ul style="list-style-type: none"> <input type="checkbox"/> Perform Food and Beverage Service Operation in Hotel and Restaurant. <input type="checkbox"/> Utilize various communication channels proficiently in dealing with guests and colleagues <input type="checkbox"/> <input type="checkbox"/> Provide room service <input type="checkbox"/> Provide Silver service 	<p>Recitation, Quiz (identification and multiple choices),</p>	<p>Goal 4: Quality Education</p> <p>Goal 5: Gender Equality</p> <p>Goal 6: Clean Water and Sanitation</p> <p>Goal 8: Decent Work and Economic Growth</p> <p>Goal 9: Industry, Innovation and Infrastructure</p> <p>Goal 12: Responsible Consumption and Production</p> <p>Goal 17: Partnership for the Goals</p>
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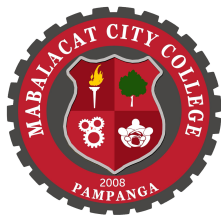
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11	Laboratory Session 4: Sequence of food and beverage service Part 2	Perform the standard sequence of service	<input type="checkbox"/> Performing and Familiarizing on the proper standard sequence of service	Student Activity Output Report	
12	Food Service (Self Service, assisted service and single point service) <ul style="list-style-type: none"> - Service Methods - Preparation for service - The order of service - Clearing during service - Clearing following service 	Chapter 7: Food and Beverage Service 9 th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes Chapter 9: Food and Beverage Service 9 th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes, Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1 st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M Video presentation of Food service sequence: https://www.youtube.com/watch?v=X1Fbp5WIXCE https://www.hospitality-school.com/hotel-room-service-procedure/	<input type="checkbox"/> Demonstrates a mastery of the fundamental knowledge and skills required in food and beverage service functions. <input type="checkbox"/> Perform Food and Beverage Service Operation in Hotel and Restaurant <input type="checkbox"/> Provide room service	Recitation, Quiz (identification and multiple choices),	Goal 4: Quality Education Goal 5: Gender Equality Goal 6: Clean Water and Sanitation Goal 8: Decent Work and Economic Growth Goal 9: Industry, Innovation and Infrastructure Goal 12: Responsible





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			<input type="checkbox"/> Provide Silver service		Consumption and Production Goal 17: Partnership for the Goals
12	Laboratory Session 5: Provide Wine Service	Perform the standard Wine service Procedure	<input type="checkbox"/> Performing and Familiarizing on the proper wine service procedure	Student Activity Output Report	
13	Enhanced Service Techniques <ul style="list-style-type: none"> - Gueridon Service - Introduction to carving, jointing and filleting - Flambe lamps, and hotpots - Hors d' oeuvre and other starters - Salads and dressing - Soups 	Chapter 10: Food and Beverage Service 9 th Edition by John Cousins, Dennis Lillicrap, Suzanne Weekes, Reading Material: Lab Manual (30 minutes) Fundamental in Food Service Operations 1 st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M Video presentation of Food service sequence: https://www.youtube.com/watch?v=X1Fbp5WIXCE https://www.hospitality-school.com/hotel-room-service-procedure/	<input type="checkbox"/> Demonstrates a mastery of the fundamental knowledge and skills required in food and beverage service functions. <input type="checkbox"/> Perform Food and Beverage Service Operation in Hotel and Restaurant	Recitation, Quiz (identification and multiple choices),	Goal 4: Quality Education Goal 5: Gender Equality Goal 6: Clean Water and Sanitation Goal 8: Decent Work and Economic Growth





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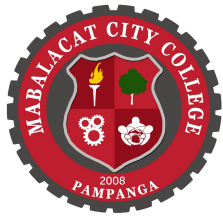
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	<ul style="list-style-type: none"> - Steaks and Meats - Poultry and Game - Sweet Dishes - Fresh Fruit 		<ul style="list-style-type: none"> <input type="checkbox"/> Provide room service <input type="checkbox"/> Provide Silver service 		<p>Goal 9: Industry, Innovation and Infrastructure</p> <p>Goal 12: Responsible Consumption and Production</p> <p>Goal 17: Partnership for the Goals</p>
13	Laboratory Session 6: Provide Gueridon and Room Service	Perform the standard Room Service Procedure and Gueridon Service	<ul style="list-style-type: none"> <input type="checkbox"/> Performing and Familiarizing on the proper room service procedure and gueridon service 	Student Activity Output Report	
NATIONAL KNOWLEDGE					
14-15	National Certification in Food and Beverage Service		<ul style="list-style-type: none"> <input type="checkbox"/> Assessment on the National Certification in Food and Beverage 		





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			Service focusing on Table Set up, Wine Service, Sequence of Food and Beverage Service		
FINAL EXAMINATION (National Certification II Food and Beverage Services)					

SUMMARY OF REVISIONS:

Revision	Date	Updated by	Short Description of Changes
1.0	August 18, 2022	Joven G. Ocampo	n/a
2.0	August 22, 2023	Joven G. Ocampo	<i>Additional chapters on Rooms Service and Gueridon Laboratory sessions National Certification Schedules</i>

GENERAL GUIDELINES AND POLICIES:

As the College currently follows Hybrid Delivery of Learning on its instruction, the following general guidelines and policies are set by the School to be followed by the faculty-in-charge and the students of the course.





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Attendance

Checking of attendance during face-to-face classes is a requirement and will be strictly observed.

Academic Integrity

Observance of the outmost academic integrity shall be observed by the students of the course. Plagiarism, cheating, and other forms of academic dishonesty shall not be tolerated by the faculty-in-charge nor the Institute.

Accomplishment of Requirements

All requirements given by the instructor/faculty-in-charge of the course to the students shall be called/referred to/addressed as "work output". Each work output must be accomplished by the students until the schedule set by the instructor/faculty-in-charge. Final student's output must also be accomplished by the schedule set by the instructor of the course.

Line of Communication

The course's official line of communication shall be through the following:

1. MS Teams/Outlook: joven.ocampo@mcc.edu.ph
2. Faculty number: 0928-503-9463

Time: 8:00-5:00 pm from Monday-Friday

The outmost respect and courtesy must be observed by students in communicating to their instructor/faculty-in-charge of the course and to their classmates and vice versa. Any form of disrespectful and discourteous way of communication shall not be tolerated by the school.

Instructional Materials (IMs)

Working students may avail of the modular type of teaching. MS Teams on-line platform may be utilized by the instructor/faculty-in-charge of the course to the students – adapting the flexible learning scheme.

Grading System:

Midterm: 50 %

Final: 50 %

-Formative & Summative Assessments (Quiz, Recitation, Laboratory Output)

60%





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-Major Examination/Final Output (Midterm and Finals)

40%

100%

Course Requirement:

- National Certification in Food and Beverage II

References:

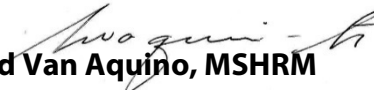
MCC Library resources: Food and Beverage Service 9th Edition (2014) by John Cousins, Dennis Lillicrap, Suzanne Weekes,

Other resources: Fundamental in Food Service Operations 1st Edition (2019) by Bajao, Grayfield T, Bachanicha, Rafael M

Prepared by:


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BSHM Program Head

Approved by:


Jennyfer Merza, MBA
IHTM Dean

cc:

Office of the Academic Affairs

