

SYLLABUS

Code-Course	053502 - Restaurant service procedures		
Thematic Area	Culinary process and management	Year	Third
Course Type	Optional	Credits	3 cr. ECTS
In-class Hours	30 hours	Hours of Individual Work	45

BRIEF COURSE DESCRIPTION

The aim of this course is to provide students with a overall view of the functioning of the front of house department in different types of restaurant businesses.

The key processes in different food and drinks service methods are explain as well as the organization systems, the communication techniques and the protocol and new trends.

GENERAL SKILLS

GS6 – Meet the customers' needs and expectations.

LEARNING OBJECTIVES

- Determine and coordinate the operations of installations, assemblies and service techniques, for the different types of restaurant service events, based on their organizational structures.
- Identify and differentiate the different types and styles of national and international wines, deepen the tasting methodology and adapt the service technology according to the product offered.

THEMATIC CONTENTS

1. Service process and technology.
2. Communication systems.
3. Decoration and atmosphere.
4. Introduction to cocktail bartending.
5. Wine service.

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LEARNING METHODOLOGY

This theoretical and practical course help students acquire the skills related to this subject by means of a general overview of the sector.

It combines lectures with exercises in order to achieve the aforementioned objectives; and with practical classes where students will learn the foundations food preparations. Students will also have to invest time in self-learning.

ASSESSMENT SYSTEM

The assessment system assesses the student's achievement of learning outcomes regarding the subject's own competences.

Students may choose between continuous assessments throughout the year or a final examination at the end of the course.

Continuous assessment: the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course.

Final examination: it assesses the students' learning outcomes by means of a final exam at the end of the course. Students who cannot come to class regularly due to justified reasons will be assessed at the end of the course.

Assessment systems	Continuous	Final
Assessment of practical exercises and written tasks	60 %	40 %
Final written exam	40 %	60 %

Review and Reassessment of the Course

The student has the right to review all the evidences that have been designed for the assessment of learning.

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If a student fails to achieve the learning objectives of the course, in order to opt for the reassessment of the course and submit a new reassessment task, it will be mandatory to fulfil one of these conditions:

A) Students must have been awarded a mean grade of 5.0 or higher in relation to the activities carried out throughout the semester without taking into account the final exam/s (both continuous assessment and single assessment) and having attended the final exam.

B) Students must have been awarded a final minimum grade of 4.0 in the overall course.

After the reassessment, the maximum grade is 5.0 in the overall course.

BIBLIOGRAPHY

Sánchez Feito, José Manuel (1995). *Procesos de servicio en Restauración*. Madrid. Editorial Síntesis.

Ministerio de Medio Ambiente. (2004) *Manual de Buenas Prácticas Ambientales en la Familias Profesionales: Turismo y Hostelería*. Madrid. Ministerio de Trabajo y Asuntos Sociales

López García, Socorro (2000). *Recepción y atención al cliente*. Editorial Paraninfo

M^a Soledad Muñoz Boda. *Protocolo y Relaciones Públicas*. Editorial Paraninfo

Abad Alegría, Francisco (2009) *Líneas maestras de la gastronomía y la culinaria española (siglo XX)*. Ed. Trea

Urbina, José Antonio de (2000) *El Protocolo en los Negocios*. Madrid. Editorial Temas de Hoy

Web resources:

<https://www.youtube.com/watch?v=56isSeS-FfE>

<https://www.youtube.com/watch?v=xdS3VGziNfQ>

www.protocolo.org

<http://www.termcat.cat/dicci/culinaris/index.html>

http://www.mma.es/polit_amb/fondos/redauto/pdf/turismobp.pdf

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