

114-1 Full Curriculum of Da-Yeh University

| Information | | | |
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| Title | Food & Beverage Service and Operation (1) | Serial No./ID | 0704 / HOG1029 |
| Required/Credit | Required /3 | Time/Place | (Fri)1234 / B507 |
| Language | Chinese/English | Grade Type | Number |
| Lecturer /Full- or Part-time | CHIH-JIUN LIN /Full-time | Graduate Class | Non-graduating Class |
| School System /Dept /Class, Grade | /Department of Hospitality Management /Class 1, Grade 1 | | |
| Office Hour / Place | (Mon) 10:10~11:00, (Mon) 11:10~12:00, (Wed) 09:10~10:00, (Wed) 10:10~11:00, (Wed) 11:10~12:00 / D517 | | |
| Lecturer | n.a. | | |

Introduction

As a food and beverage practitioners must be the connotation of catering services, catering services and catering services planning and design have a basic understanding in order to play their own role in this field. Therefore, the modern food service management strategy is based on customer experience, really on the food and beverage products, service environment and service delivery and other three aspects of the overall planning and design, and to ensure that all employees of the restaurant every time with the customer instant service contact, can provide Customers look forward to the high level of service.









Outline

1. In terms of knowledge transfer: explain and explore the basic concept of modern catering service management. 2. In terms of skills transfer: Describe the essentials and basic skills of restaurant operations and catering services. 3. In the technical operation: the scene or industry examples of pictures introduced skills test catering services. 4. In the teaching objectives: in a written or oral manner to exercise and discussion, the use of creative to solve the problem.

Prerequisite

Food and Beverage service

The Relationship Between Courses and Departmental Core Competencies and Basic Skills

-  Cultivating professional knowledge for Hospitality
-  Cultivating professional skills for Hospitality
-  Planning and analysis capabilities
-  Capabilities for implementing civic responsibility
-  Capabilities for interpersonal communication and teamwork
-  Professional service attitude and working ethics
-  Capabilities for management and innovation
-  Capabilities for foundational hospitality foreign language and internationalization

| Teaching Plan | | | | | | |
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| Core Capability | Weight(%) 【A】 | Ability index(Performance Indicators) | Teaching Methods | Assessment and Weight | Core Competency Learning Outcomes 【B】 | Final Exam Grades 【C=B*A】 |
| Cultivating professional knowledge for Hospitality | 20 | Studing courses related to Hospitality Management Studing professional and skilled courses | Group Discussion Field Trips/Visits Lecturing Case Study Practical Operation (Experiment, Machine Operation Off-campus Internship | Assessment on Teamwork: 20% Process of Professional Service: 20% Course Participation: 20% Midterm Exam: 20% Achievement Presentation: 20% | Total: 100 | 20 |
| Cultivating professional skills for Hospitality | 20 | Cultivating professional technical courses Getting hospitality professional technical licenses | Group Work Practical Operation (Experiment, Machine Operation Film Appreciation Talk/Speech Special Report | Course Participation: 20% Midterm Exam: 20% Assessment on Teamwork: 20% Achievement Presentation: 20% Process of Professional Service: 20% | Total: 100 | 20 |
| Planning and analysis capabilities | 10 | Innovation and thinking Planning and analysis capabilities | Group Discussion Case Study Service Learning Interviews Student Presentation Off-campus Internship | Midterm Exam: 20% Course Participation: 20% Process of Professional Service: 20% Assessment on Teamwork: 20% Achievement Presentation: 20% | Total: 100 | 10 |

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| Capabilities for interpersonal communication and teamwork | 10 | Capabilities for grouping and cooperation learning Participation for group cooperation | Field Trips/Visits Group Discussion Lecturing Case Study Off-campus Internship Service Learning Group Work Practical Operation (Experiment, Machine Operation) | Process of Professional Service: 20% Assessment on Teamwork: 20% Course Participation: 20% Midterm Exam: 20% Achievement Presentation: 20% | Total: 100 | 10 |
| Professional service attitude and working ethics | 10 | Off-campus internship I Off-campus internship II | Group Work Service Learning Film Appreciation Student Presentation Special Report Interviews Talk/Speech | Process of Professional Service: 20% Assessment on Teamwork: 20% Course Participation: 20% Midterm Exam: 20% Achievement Presentation: 20% | Total: 100 | 10 |
| Capabilities for management and innovation | 10 | Capabilities for continue learning Capabilities for analysis and innovation | Lecturing Group Discussion Off-campus Internship Group Work Case Study Field Trips/Visits | Process of Professional Service: 20% Assessment on Teamwork: 20% Course Participation: 20% Midterm Exam: 20% Achievement Presentation: 20% | Total: 100 | 10 |
| Capabilities for foundational hospitality foreign language and internationalization | 10 | Passing foreign language test | Off-campus Internship | Midterm Exam: 20% Course Participation: 20% Assessment on Teamwork: 20% Process of Professional Service: 20% Achievement | Total: 100 | 10 |

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| Capabilities for implementing civic responsibility | 10 | 50 service hours | Field Trips/Visits Case Study Film Appreciation | Midterm Exam: 20% Course Participation: 20% Assessment on Teamwork: 20% Process of Professional Service: 20% Achievement Presentation: 20% | Total: 100 | 10 |
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Grade Auditing

Midterm Exam: 20%
 Achievement Presentation: 20%
 Assessment on Teamwork: 20%
 Process of Professional Service: 20%
 Course Participation: 20%

Book Type (Respect intellectual property rights. Please use official textbooks and do not illegally photocopy others' works.)

| Book Type | Book name | Author |
|-----------------|---------------------------------|--------------|
| Reference Books | food and beverage practitioners | CHIHJIUN LIN |

Lesson Plan

| Weeks | Content | Teaching Methods |
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| 1 | catering services planning and design & Intellectual Property Protection (use legitimate textbooks only) & Traffic safety Propaganda & Gender equality education promotion | Practical Operation (Experiment, Machine Operation、 Group Work、 Off-campus Internship |
| 2 | food and beverage practitioners | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 3 | food and beverage practitioners | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 4 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |

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| 5 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 6 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 7 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 8 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 9 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 10 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 11 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 12 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 13 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 14 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 15 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |
| 16 | catering services | Practical Operation (Experiment, Machine Operation、 Group Work、 Service Learning、 Off-campus Internship |

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| 17 | catering services & Flexible Teaching/Learning | Flexible Teaching - Communication and Interaction |
| 18 | catering services & Flexible Teaching/Learning | Flexible Teaching - Communication and Interaction |