Course Code: 2208HSL
Course Name: International Food & Beverage Management
Semester: Semester 1, 2015
Program:
- Associate Degree in Commerce & Business
- Diploma of Hotel Management
Credit Points: 10
Course Coordinator: Joseph Endres

Teaching Team
Your lecturer/tutor can be contacted via the email system on the portal.

<table>
<thead>
<tr>
<th>Name</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amber Reiher</td>
<td><a href="mailto:amber.reiher@staff.qibt.qld.edu.au">amber.reiher@staff.qibt.qld.edu.au</a></td>
</tr>
<tr>
<td>Joseph Endres</td>
<td><a href="mailto:joseph.endres@staff.qibt.qld.edu.au">joseph.endres@staff.qibt.qld.edu.au</a></td>
</tr>
</tbody>
</table>

Staff Consultation
Your lecturer/tutor is available each week for consultation outside of normal class times. Times that your lecturer/tutor will be available for consultation will be given in the first week of lectures. A list of times and rooms will be published on the QIBT Portal under the “myTimetable” link.

Prerequisites
There are no prerequisites for this course

Brief Course Description
International Food and Beverage Management is a 10 Credit Point course within the Associate Degree in Commerce and Business. The course is situated within the second year of the program. The Associate Degree in Commerce and Business is designed to provide students with a pathway to:
- further university studies in Commerce, Business and related degrees or
- direct employment
International food and beverage management course attempts to prepare students in effectively managing operational aspects (i.e., product/service/process design, control and improvements) of food and beverage outlets commonly found in the large international hotels and resorts.

Rationale
In hotels and resorts the provision of food and beverages to their resident guests and non-resident guests play an integral part in providing the total hospitality. Indeed food and beverage operation within international hotels and resorts firstly makes significant economic contribution (i.e., increasing income and profitability) and secondly helps in building the business’s reputation. The international food and beverage management course is a core course within the program.

Aims
The international food and beverage management course aims to develop students’ operational and managerial skills in effectively managing food and beverages operations (i.e., product, service and processes) within an international hotel and resort. In addition, this course equips students with an up to date know how of food and beverage operations design and layout principles to ensure that the proposed outlet is market driven and financially viable.

Learning Outcomes
Upon successful completion of this course students will be able to...
1. Critically evaluate future trends affecting food and beverage operations;
2. Demonstrate knowledge and understanding of international dining practices and their application in providing an authentic meal experience;
3. Apply international design and layout principles in the food and beverage production and service areas;

4. Critically evaluate international food and beverage production and service systems;

5. Analyse food and beverage operational processes related to marketing, finance and total quality management.

Texts and Supporting Materials

Course resources including lecture notes and supplementary resources will be available for downloading from the course notes section of the QIBT portal.

Required Text:

Recommended References:

Journals:
* The Cornell Hotel and Restaurant Administration Quarterly
* International Journal of Hospitality Management
* International Journal of Contemporary Hospitality Management

Organisation and Teaching Strategies

Attendance:
Quizzes, assessed exercises and the demonstration component of the project can only be done within formal class time, you are required to attend all lectures and their nominated tutorial session every week.

Your attendance in class will be marked twice during a four hour class. To receive full attendance, you must be present in the classroom on both occasions. Therefore, you are encouraged to attend and participate in all classes throughout the semester.

Participation in Class
You are expected to actively participate in classes each week.

Consultant Times
Attendance during consultation times is optional but you are encouraged to use this extra help to improve your learning outcomes.

Course Materials
Lecture notes will be made available to you on the Learning@QIBT site on the student portal and you are expected to print these out and bring them to each class so that extra notes can be added. A tutorial program will be available on the Learning@QIBT site on the student portal. You are expected to print this out and bring to every tutorial.

Independent Learning
You are expected to reinforce your learning from class time by undertaking sufficient independent study (approximately 6 hours per week outside of class time) so that you can achieve the learning outcomes of the course. This may involve you spending time reviewing lecture notes and reviewing tutorial exercise.

Program Progression:
You are reminded that satisfactory Program Progression requires that attendance in classes is maintained at equal to or greater than 80%, and that GPA is maintained at equal to or greater than 3.0 [please see QIBT Policy Library- Program Progression Policy- for more information].

Class Contact Summary

Content Schedule

Weekly Teaching Schedule

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>Activity</th>
<th>Readings</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Introduction to International F &amp; B Management</td>
<td>Lecture</td>
<td>Chapter 1 pp. 1-11; pp.22-35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tutorial</td>
<td>Introduction, team formation, assessment details</td>
</tr>
<tr>
<td>2</td>
<td>Concept development for an international F &amp; B operation</td>
<td>Lecture</td>
<td>Chapter 2 &amp; Chapter 4. pp.102-118</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tutorial</td>
<td>Exercise 01, Assessment overview, assignment format and preparation</td>
</tr>
<tr>
<td>3</td>
<td>Menu &amp; Wine list planning &amp; design</td>
<td>Lecture</td>
<td>Chapter 5</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tutorial</td>
<td>Reading 1, Assignment preparation</td>
</tr>
<tr>
<td>4</td>
<td>Food service area (restaurant) area design</td>
<td>Lecture</td>
<td>Chapter 4 pp.118 - 128</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tutorial</td>
<td>Reading 2, Exercise 02, Restaurant review due</td>
</tr>
<tr>
<td>5</td>
<td>Food production area planning &amp; design</td>
<td>Lecture</td>
<td>Chapter 4 pp. 118 - 128</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tutorial</td>
<td>Reading 3, Exercise 03, Proposal preparation</td>
</tr>
<tr>
<td>6</td>
<td>Quality management practices in F &amp; B operations</td>
<td>Lecture</td>
<td>Chapter 11</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Tutorial</td>
<td>Exercise 05, Proposal preparation</td>
</tr>
</tbody>
</table>
Assessment

This section sets out the assessment requirements for this course.

Summary of Assessment

<table>
<thead>
<tr>
<th>Item</th>
<th>Assessment Task</th>
<th>Weighting</th>
<th>Relevant Learning Outcomes</th>
<th>Due Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Tutorial exercises and participation</td>
<td>10%</td>
<td>1,2,3,4</td>
<td>wk 1 - 13</td>
</tr>
<tr>
<td>2</td>
<td>Review of hotel/resort F&amp;B operation</td>
<td>10%</td>
<td>1,2</td>
<td>wk 4</td>
</tr>
<tr>
<td>3</td>
<td>Restaurant proposal</td>
<td>30%</td>
<td>2,3,4</td>
<td>wk 10</td>
</tr>
<tr>
<td>4</td>
<td>Restaurant presentation</td>
<td>10%</td>
<td>1,2,3</td>
<td>wk 9-11</td>
</tr>
<tr>
<td>5</td>
<td>Final Exam</td>
<td>40%</td>
<td>1,4,5</td>
<td>wk 14</td>
</tr>
</tbody>
</table>

Assessment Details

1. The tutorial participation (10%) aims to extend your understanding of the course material delivered in lectures and develop your ability to solve and discuss a wide range of tutorial exercises as well as provide an opportunity for on the spot feedback to the tutor.

2. The review of hotel/resort F & B operation (10%) in teams encourages students to conduct an on-line search of 4 or 5 star hotel/resort F & B operation and then critique two individual F & B outlet’s operation. The main aim of this piece of assessment is to develop students understanding of the intricacies involved in managing a hotel/resort F & B operation. Students’ involvement in the review of hotel’s F & B operation will show their level of aptitude related to the Learning Outcomes 1 and 2. Moreover, this assessment activity underpins the development of effective written communication, information literacy, critical evaluation and working in a team.

3. The group project (30%) & presentation (10%) allows you to research and write, and make an oral presentation on the aspects of food and beverage concept development. Your involvement in the group project and presentation will show your level of aptitude related to the Learning Outcomes 1, 2 & 3. Moreover, this assessment activity particularly underpins the development of the generic skills of effective written and oral communication, information literacy, critical evaluation and innovation skills.

4. The final exam (40%) assesses your individual mastery of the course content and its application to the food and beverage operations under controlled conditions. The exam paper will include short answer, calculations and brief discussion. Your involvement in the exam will reveal your level of aptitude related to the Learning Outcomes 1, 4 & 5.

Submission and Return of Assessment Items

Normally you will be able to collect your assignments in class within fourteen [14] days of the due date for submission of the assignment.

Retention of Originals

You must be able to produce a copy of all work submitted if so requested. Copies should be retained until after the release of final results for the course.

Extensions

To apply for an extension of time for an assessment item you must submit a written request to your lecturer via the Student Website at least 48 hours before the date the assessment item is due. Grounds for extensions are usually serious illness, accident, disability, bereavement or other compassionate circumstances and must be able to be substantiated with relevant documentation [e.g. medical certificate]. Please refer to the QIBT website - Policy Library - for guidelines regarding extensions and
deferred assessment.

Penalties for late submission without an approved extension

Penalties apply to assignments that are submitted after the due date without an approved extension. Assessment submitted after the due date will be penalised 10% of the TOTAL marks available for assessment (not the mark awarded) for each day the assessment is late. Assessment submitted more than five days late will be awarded a mark of zero (0). For example:

- > 5 minutes and <= 24 hours 10%
- > 24 hours and <= 48 hours 20%
- > 48 hours and <= 72 hours 30%
- > 72 hours and <= 96 hours 40%
- > 96 hours and <= 120 hours 50%
- > 120 hours 100%

Note:

- Two day weekends will count as one day in the calculation of a penalty for late submission.
- When a public holiday falls immediately before or after a weekend, the three days will count as one day in the calculation of a penalty for late submission.
- When two public holidays (e.g. Easter), fall immediately before or after, or one day either side of a weekend, the four days will count as two days in calculating the penalty for late submission.
- When a single public holiday falls mid-week, the day will not be counted towards the calculation of a penalty.

Please refer to the QIBT website - Policy Library > Assessment Policy for guidelines and penalties for late submission.

Assessment Feedback

Marks awarded for assessment items will also be available on the on-line grades system on the Student Website within fourteen [14] days of the due date.

Generic Skills

QIBT aims to develop graduates who have an open and critical approach to learning and a capacity for lifelong learning. Through engagement in their studies, students are provided with opportunities to begin the development of these and other generic skills.

Studies in this course will give you opportunities to begin to develop the following skills:

<table>
<thead>
<tr>
<th>Generic Skills</th>
<th>Taught</th>
<th>Practised</th>
<th>Assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Written Communication</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Oral Communication</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Information Literacy</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Secondary Research</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Critical and Innovative Thinking</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Academic Integrity</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Self Directed Learning</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Team Work</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Cultural Intelligence</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>English Language Proficiency</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
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</tbody>
</table>

Additional Course Generic Skills

<table>
<thead>
<tr>
<th>Specific Skills</th>
<th>Taught</th>
<th>Practised</th>
<th>Assessed</th>
</tr>
</thead>
<tbody>
<tr>
<td>Work Autonomously</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>

Additional Course Information

In addition to formal contact hours, you are provided with extra support through individual consultation with teaching staff, tutorials in English language, and self-access computer laboratories.

Academic Integrity

QIBT is committed to maintaining high academic standards to protect the value of its qualifications. Academic integrity means acting with the values of honesty, trust, fairness, respect and responsibility in learning, teaching and research. It is important for students, teachers, researchers and all staff to act in an honest way, be responsible for their actions, and show fairness in every part of their work. Academic integrity is important for an individual’s and the College’s reputation.

All staff and students of the College are responsible for academic integrity. As a student, you are expected to conduct your studies honestly, ethically and in accordance with accepted standards of academic conduct. Any form of academic conduct that is contrary to these standards is considered a breach of academic integrity and is unacceptable.

Some students deliberately breach academic integrity standards with intent to deceive. This conscious, pre-meditated form of cheating is considered to be one of the most serious forms of fraudulent academic behaviour, for which the College has zero tolerance and for which penalties, including exclusion from the College, will be applied.
However, QIBT also recognises many students breach academic integrity standards without intent to deceive. In these cases, students may be required to undertake additional educational activities to remediate their behaviour and may also be provided appropriate advice by academic staff.

As you undertake your studies at QIBT, your lecturers, tutors and academic advisors will provide you with guidance to understand and maintain academic integrity; however, it is also your responsibility to seek out guidance if and when you are unsure about appropriate academic conduct.

Please ensure that you are familiar with the QIBT Academic Integrity Policy; this policy provides an overview of some of the behaviours that are considered breaches of academic integrity, as well as the penalties and processes involved when a breach is identified.

For further information please refer to the Academic Integrity Policy on the QIBT website – Policy Library.

**Risk Assessment Statement**

There are no out of the ordinary risks associated with this course.

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