



INTERNATIONAL
HOTEL SCHOOL
ONLINE

Food and Beverage Service Management



ADMISSION REQUIREMENTS
National Senior Certificate
or equivalent



DURATION
5-10 hours per week,
16 weeks



CERTIFICATION
Credit bearing short learning
programme with E-Certificate and
academic transcript

Introduction

This module will provide participants with practical skills and knowledge for creating and delivering guest-driven service, enhancing value, building guest loyalty, and promoting repeat business. Participants will learn how every aspect of a food service operation contributes to the guest experience and will explore unique features of a variety of food and beverage operations.

The Food and Beverage Service Management course aims to (1) provide you with the skills and knowledge to not only create a positive effect on the hospitality industry, but also improve the service experiences they provide to their guests; and (2) install a leadership culture throughout food and beverage operations that continues to delight guests with exceptional service (3) give you an insight into the kitchens, menu design, and creating food.

What will I learn?

- Identify factors that contribute to the creation of the guest experience
- Identify Health, safety and security issues and implement methods in workplace
- Identify and execute food and beverage services in relation to the appropriate standards
- Employ menu planning according to function themes and plan menus based upon dietary considerations
- Demonstrate the ability to use knives and kitchen equipment safely to prepare food.
- Define and apply cooking techniques accurately.
- Prepare and cook a variety of different food dishes.
- Define the requirements for service etiquette
- Prepare and serve a range of food and beverages correctly and appropriately