



Course Information					
Code:	RER61031	Course:	TÉCNICAS DE SERVICIO DE ALIMENTOS Y BEBIDAS		
Coordination Area / Program:	FAC. HTG GASTRONOMIA			Mode: <b>Presencial</b>	
Credits: <b>03</b>	Tipo de hora	Presencial	Virtual	H. Totales	Autonomous Learning Hours: <b>96</b>
	H.Teoria	34	0	34	
	H.Práctica	28	0	28	
	H.Laboratorio	0	0	0	
Period: <b>2024-02</b>	Start date and end of period: <b>del 19/08/2024 al 08/12/2024</b>				
Career: <b>ARTE CULINARIO</b>					

Course Coordinators			
Surname and First Name	Email	Contact Hour	Contact Site
FERREYROS VERME, GIANNINA ANDREA	gferreyros@usil.edu.pe	9:00AM - 5:00PM	Facultad HTG

Instructors
You can check the timetables for each teacher in their INFOSIL in the <b>Classes Development Teachers</b> option <b>Teachers</b> .

Course Overview
Food and Beverage Service Techniques is a theoretical-practical subject within the specialized studies area, focused on developing competencies in networking within the culinary sector. The course covers the following thematic units: introduction to service, restaurant structure and implementation, food service, and beverage service. The course culminates in a project involving the preparation of a report and presentation on food and beverage service.

Competencias Profesionales y/o Generales			
Carrera/Programa	Sigla/ Denominación de la competencia	Nivel de la competencia	Aprendizajes esperados
Culinary Art	CP5: Generation of networking in the culinary sector	N2 Interpret, understand, and apply acquired knowledge in creating strategic alliances to propose culinary concepts that can be applied in future professional settings, thereby enhancing professional opportunities.	Identify strategic allies beneficial to a gastronomic business.  Interact with peers to explore new business opportunities and professional agreements for successful career growth.  Establish strategic alliances to maximize profitability through collaboration with other companies in the gastronomic industry.

General Course Result	Unit Result
At the end of the course, the student will justify the implementation and service of food and beverages in	1. At the end of the unit, the student will compare different types and systems of food and beverage

a business related to the sector, applying service techniques with responsibility and precision.	service delivery, considering customer satisfaction punctually and collaboratively.
	2. At the end of the unit, the student will identify the implementation and structure of a restaurant menu, considering standards with responsibility and ethical behavior
	3. At the end of the unit, the student will apply food service techniques seeking customer satisfaction and improving Revenue in Food and Beverage with precision.
	4. At the end of the unit, the student will apply beverage service techniques seeking customer satisfaction and improving Revenue in Food and Beverage with attention and respect.

Development of activities		
<b>Unit Result 1:</b> <i>At the end of the unit, the student will compare different types and systems of food and beverage service delivery, considering customer satisfaction punctually and collaboratively.</i>		
<b>Session 1:</b> <i>At the end of the session, the student will compare different types and systems of Food and Beverage service delivery, considering customer satisfaction with punctuality and in a collaborative manner.</i>		Semana 1 a 4
Learning Activities	Contents	Evidence
- Analyze the appropriate attitudes and appearance that restaurant service staff should have. - Compare different types of Food and Beverage businesses. - Analyze the organizational chart of a restaurant and the equipment in each area through a conceptual map. - Compare fluency methods through a comparative chart. SERVICE - Identify different types of service, personnel, areas, tableware, and equipment, applying mise en place and setup according to the methods of fluidity and menu.	Characteristics of the service Service staff Types of operations Area design and furniture Methods of fluidity	- Task 1: Types of recognized F&B operations - Task 2: Analysis of reviews of restaurants with the highest reputation - SERVICE Role-playing: Pre-service setting, mise en place
<b>Unit Result 2:</b> <i>At the end of the unit, the student will identify the implementation and structure of a restaurant menu, considering standards with responsibility and ethical behavior</i>		
<b>Session 2:</b> <i>At the end of the session, the student will identify the implementation and structure of a restaurant menu, considering standards with responsibility and ethical behavior.</i>		Semana 5 a 7
Learning Activities	Contents	Evidence
- Create a menu proposal, considering planning, types, structure, and tools of the menu through a practical case. - Relate the Tourism Code of Ethics to the session content through the practical case. - SERVICE - Apply different types of services, differentiating what each one consists of.	Implementation according to type and menu design. Tourism Code of Ethics - TedQual Certification	- Task 3: Technology in the menú - Task 4: Proposal for implementation and strategies based on the defined menu. Application of the ethical code. - Practice 1. SERVICE Evaluation 1 applying what has been learned.
<b>Unit Result 3:</b> <i>At the end of the unit, the student will apply food service techniques seeking customer satisfaction and improving Revenue in Food and Beverage with precision.</i>		
<b>Session 3:</b> <i>At the end of the session, the student will recognize and apply food service techniques seeking customer satisfaction and improving Revenue in Food and Beverage with precision.</i>		Semana 8 a 10
Learning Activities	Contents	Evidence
- Differentiate the flow and sequence of service through	Food Service	- Task 5: Service flow and its stages. - Task 6: Calculation of

resolving a practical case. - Propose improvement strategies considering revenue through a practical case. - SERVICE - Set the table according to the menu through the corresponding setup.		F&B income and application of strategies. Practice 2. - SERVICE Evaluation 2 applying what has been learned.
<b>Unit Result 4:</b> <i>At the end of the unit, the student will apply beverage service techniques seeking customer satisfaction and improving Revenue in Food and Beverage with attention and respect.</i>		
<b>Session 4:</b> <i>At the end of the session, the student will apply beverage service techniques seeking customer satisfaction and improving Revenue in Food and Beverage with attention and respect.</i>		Semana 11 a 16
<b>Learning Activities</b>	<b>Contents</b>	<b>Evidence</b>
- Analyze beverage service: characteristics of the bar, staff, equipment, wine cellar, wines, beers, cocktails, and similar through a comparative chart. - Analyze trends linking increased profitability in F&B with academic rigor. - Select a type of food and beverage business explaining the service techniques through a report. - SERVICE - Set the table according to the menu through the corresponding setup.	Beverage Service: - Trends to Increase Revenue in F&B: Analyzing ways to enhance profitability in the Food and Beverage sector.	- Task 7: Trends to increase revenue and how to determine average consumption and its impact on the food and beverage budget. - Practice 3. Presentation and exposition of the final report. - SERVICE Evaluation 3 applying what has been learned.

<b>Methodology</b>
The course will be developed based on the following methodologies: The course will be developed based on the following methodologies: Collaborative Learning, Content Learning, Participatory Learning, Active Method. The indicated methodologies will be used for the development of the course in a face-to-face modality.

<b>Assessment System</b>				
Each of the items of the evaluation scheme and the final grade of the course are rounded to whole numbers. The final grade of the course is the weighted average of the corresponding items: permanent evaluation, partial exam and final exam.  The averages calculated components of the item 'Permanent Evaluation' will keep your calculation with 2 decimals.				
Type Evaluation	%Weighing	Observation	Week Assessment	Rezag.
<b>Evaluación Permanente</b>	<b>70%</b>			
<b>Promedio de Prácticas</b>	<b>50%</b>			
Práctica 1	20%		Semana 6	No
Práctica 2	30%		Semana 10	No
Práctica 3	50%		Semana 14	No
<b>Promedio de Evaluaciones</b>	<b>30%</b>	Table service	Semana 15	No
<b>Promedio de Tareas</b>	<b>20%</b>		Semana 15	No
<b>Evaluación Final</b>	<b>30%</b>		Semana 16	No

<b>Attendance Policy</b>	
<b>Total Percentage Absences Permitted</b>	30%
Class attendance is mandatory. The student who reaches or exceeds the limit of thirty percent (30%) of absences in the course, defined by the total of effective hours, will be disqualified from taking the final evaluation, corresponding to said evaluation with a grade of zero (0).	

In hybrid classrooms, only synchronous virtual participation (via zoom) is allowed, up to a maximum of 50% of the total course.

#### Basic Required Reading

- [1] Feijóo, José Luis, (2018). *Alimentos y bebidas : su gerenciamiento en hoteles y restaurantes* /. (.). Ugerman Editor,. .
- [2] Tucker, Ken (2017). *Social media for restaurants* /. (.). [Columbia, SC] : Duct Tape. .
- [3] Durón García, Carlos (2017). *El plan de negocios para la industria restaurantera* /. (2a ed.). Trillas,. .

#### References Supplementary

- [1] Organización Mundial del Turism (2001). *Código ético mundial para el turismo.. OMT.*: .
- [2] Dittmer, Paul R. (2009). *Principles of food, beverage and labor cost controls* /. (9th ed.). John Wiley & Sons,. .

Prepared by:	Approved by:	Validated by:
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Date: 15/08/2024	Date: 16/08/2024	Date: 16/08/2024