

Faculty of Higher Education

<b>Subject Code</b>	HOS602
<b>Subject Name</b>	Food and Beverage Service Management
<b>Credit points</b>	6
<b>Study Level</b>	Year 2
<b>Delivery mode</b>	On campus
<b>Location</b>	Melbourne
<b>Prerequisites</b>	None

<b>Subject Coordinator</b>
Tanya Harrowell
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<b>Subject Overview</b>	<p>In this subject students will build on the knowledge gained in HOS501, or current industry experience, to critique the design and management of food and beverage in a service environment. Students will contrast theoretical knowledge to current industry practices and consider the impact of explicit and implicit goals and objectives on key success factors in the management process.</p> <p>Focus is given to the dynamic nature of the industry through the investigation of influences such as workforce diversity (both within and across environments); and the volatile nature of customers and their engagement with the service 'performance'. Students will explore the evolution of food and beverage service management, review best practice examples and the contexts in which they exist, evaluate industry via case studies and use industry experiences and observations to highlight application of theory and critique the service performance.</p>
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<b>Learning Outcomes</b>	Illustrate historic, current and future trends and developments in commercial and non-commercial food and beverage operations.
	Critique principles of food and beverage service management and appropriateness to specified service contexts within industry.
	Evaluate the internal and external factors that affect food and beverage service organisations.
	Differentiate best practice for appropriate service contexts by correlating appropriate theoretical concepts and experience.

<b>Assessments</b>	<b>Details</b>	<b>Weighting</b>
	Essay	20%
	Research journal	30%
	Report	50%

<b>Graduate Attributes addressed in this subject</b>	Preparedness
	Ethical and social understanding
	Systematic and coherent body of knowledge
	Cognitive skills to analyse and critique knowledge
	Interpersonal skills
	Communication skills
	Personal attributes