# C:\Users\pc\Desktop\New folder\unnamed - Copy.pngHospitality Courses

**Course Description**

**Hygiene and Food Safety Management**

The course introduces the principles of hygiene and food safety management and the management principles that flow them.  The course provides an introduction to the legal frameworks relevant to hygiene and food safety.

**Dining Room, Service and Practice**

The course examines the contemporary competitive restaurant environment and focuses on the kinds of service that set businesses apart.  It provides a guide to the ins and outs of front-of-house operations, including taking reservations, greeting guests, basics service, table service, beverage service and payment handling.

**Beverage Operations Management**

The course introduces beverage in different contexts, including stand-alone bars and taverns, premises incorporated into hotels and restaurants and night clubs. It covers the bar operator’s needs and product and equipment knowledge, management skills, marketing skills, and insight into the latest trends. It provides a firm understanding of mixology and covers group sales, negotiations, contracts, computer applications and service methodologies.  An understanding beers, wines, tea, coffee and cocktails will also be included.

**Customer Relationship Management**

This course provides students skills on how to build good relationship with customers, customers’ loyalty, and customers’ satisfaction by using systematical marketing tools.

**Food and Beverage Cost Control and Purchasing**  
Students will be taught food and beverage cost control and analysis in this course.  Topics include sales and budgeting, catering reports, income and expenditure account, methods for cost analysis, ingredients purchasing and the factors affecting cost.

**Food and Beverage Operations**

This course provides students with practical skills and knowledge for effective management of food service operations. It presents basic service principles while emphasizing the importance of meeting the needs and, whenever possible, exceeding the expectations of guests.

**Food and Beverage Sales and Marketing**

The course introduces and analyzes the functions of food and beverage marketing in the context of hospitality, events and tourism. The areas of consideration will include group sales, negotiations, contracts, computer applications and service methodologies.

**Hospitality Accounting & Finance Management**

This course introduces the fundamental concepts and principles of financial accounting. Major topics include: accounting cycle, bookkeeping, inventory valuation, appraisal of fixed tangible assets and intangible assets, and preparation and analysis of accounting reports, financial report analysis; risk and return; capital budgeting; and valuation of stocks and bonds.

**Human Resources Management**

Principles and strategic purposes of human resources management will be explored in this course.  Students will acquire an understanding of the relations between human resources management strategies and business strategies that are necessary to maintain the competitiveness of the company.

**Crisis Management and Hospitality Regulations**

In this course, students will be provided with information concerning the Hospitality industry in major countries, Hospitality legislation, crisis management plans applying to the hospitality industry, regulations for hotels, restaurant and bartenders.  In addition, the possible consequences of failure to satisfy legal obligations will be examined.

**Buffet and Banquet**

This course introduces the students to practices and principles of effective buffet and banquet / event management from pre-planning to service and staffing to breakdown and cleanup. The course focuses on the proper preparation and display of buffet food and service.  Students will rotate through different positions in kitchen and dining room.

**Healthy Cooking**

This course focuses on nutritional guidelines and principles for menu development based on farm to table concept.  Students will apply the information received from Introduction to Farm-to-Table Management class to define seasonings, flavorings, herb and spices with appropriate cooking methods and techniques to yield the desired health cooking outcomes.

**Culinary Nutrition**

This course relates nutrition to the food service industry by ways of menu planning, studying nutrition deficiencies, diseases, and the retention of nutrients. It covers he basic principles for health conscious cooking.

**Banquet Planning and Management**

This course provides students with the understanding of banquet planning and management. Topics include organizational structure and the various positions in the banquet and sales division, banquet menu planning and seat planning, different types of banquets and program rundown.

**Wine Appreciation**

The course introduces the chemistry, botany, history and professional practice of viniculture and wine appreciation.  It covers the major and many minor wine producing regions and explains their differences, and identifies contemporary and future trends in wine appreciation.

**Restaurant Operations Management**

The course covers what the manager must know from the restaurant’s inception to its operation. It addresses all the major areas of restaurant operations focusing on the financial aspects, labor and product resources within the context of enhancing customer experiences.

**Hospitality Supervision**

This course provides students with basic skills in how to meet the expectations of their customers, upper management, colleague and even government as being a supervisor. In this course, students will learn not only theories but also learn from the discussion of cases for their future career path.

**Consumer Behavior**

This course offers a practical approach to help students apply consumer behavior principles to their studies in Hospitality industry. This course will help students to explore why as well as how consumers make specific decisions and behave in certain ways—what motivates them, what captures their attention, and what retains their loyalty, turning “customers” into “fans” of an organization.

**International Etiquettes**

This course will provide students with the proper tools to create a foundation of good manners that will enhance and enrich their life and professional image. The course will consider etiquette from a cross cultural perspective. Through this course, students will build up their confidence in different ways.

**Menu Design**

In this course, students will learn menu planning in order to build a successful foodservice concept. The subjects include concept development, design mechanics, and menu pricing.

**Personal and Professional Development**

The course covers professional codes of behavior such as greetings and etiquette in different cultures, dress, grooming and deportment. The course uses experiential learning to simulate real professional experiences such as writing resumes and covering letters, dress and deportment interview presentations, interview techniques.

**Seminars by Restaurant Managers**

In this course, top management from the industry will be invited to have a speech to share their experience and let the students understand what the industry is like. Students will also be given a topic for them to discuss after the speech. Through the discussion, students can learn more about the supervision and leadership.

**Franchising**

The course covers the origins and spread of the franchise business model and its relevance in the restaurant and hotel sectors.  The course looks at the different models of franchising and compares and contrasts the different legal frameworks adopted by different countries.

**Training and Development**

Training and development is an important part of Human Resources, especially Human Resources in Hospitality Industry. In order to provide quality of services consistently, the industry are getting more and more attention on training their staff and developing employees’ career path. In this course, students will learn to plan the standard operating procedures and design the training program for employees in all departments.