

Catering Management II

Code: 103732
ECTS Credits: 6

Degree	Type	Year	Semester
2502904 Hotel Management	OB	2	2

The proposed teaching and assessment methodology that appear in the guide may be subject to changes as a result of the restrictions to face-to-face class attendance imposed by the health authorities.

Contact

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Use of Languages

Principal working language: catalan (cat)
Some groups entirely in English: No
Some groups entirely in Catalan: No
Some groups entirely in Spanish: No

Other comments on languages

Language it is taught: Catalan-Spanish

Prerequisites

There are no prerequisites

Objectives and Contextualisation

At the end of the course the student will have to be able to:

1. Knowing the structure of a department of A & B as well as the skills, abilities and tasks of each job profiles that comprise it.
2. Manage and control costs effectively Department of A & B of a catering company.
3. Become familiar with managing and implementing effective management and control models.
4. Identify the route information and working in F & B department.
5. Manage and be able to perform various catering services provided in a hotel.
6. Knowing how to determine the procedures and adapt to customer expectations, the peculiarities of human capital and material resources available.
7. Take decisions and devise strategies for the development and improvement of the department.

Competences

- Analyse, summarise and evaluate information.
- Apply concepts related to the creation setting up, acquisition, maintenance and conservation of equipment in hotel and catering premises which are energy-sustainable and economically viable.
- Apply health and safety rules in the establishments of the hotel and catering sector.
- Apply knowledge in practice
- Apply the technology and practice acquired in the laboratory in the departments of catering, cooking and accommodation to real cases.

- Be able to search efficiently for the necessary information.
- Demonstrate knowledge of the production system, and operating procedures in the restaurant service.
- Demonstrate understanding of basic human nutrition and its repercussion on health and its application to food.
- Develop a capacity for independent learning.
- Identify and apply the basic measures of food hygiene and safety as well as the national and European regulations that have to be met by establishments and activities in the sector.
- Manage and organise time.
- Manage communication techniques at all levels.
- Work in teams.

Learning Outcomes

1. Analyse the structure of the sector.
2. Analyse, summarise and evaluate information.
3. Apply knowledge in practice.
4. Apply the technology and practices acquired in the practicals laboratory to department of catering, accommodations and back of house operations to real scenarios.
5. Be able to search efficiently for the necessary information.
6. Develop a capacity for independent learning.
7. Develop balanced menus for different groups.
8. Draw up small action plans for health and safety.
9. Identify and understand the different types of services and points of sale for a hotel establishment.
10. Identify health and safety systems in the hotel and catering sector.
11. Identify human nutritional requirements.
12. Manage and organise time.
13. Manage communication techniques at all levels.
14. Structure the different phases of opening of establishments.
15. Understand and apply the basic rules to be satisfied by hotel establishments in questions of food hygiene and safety.
16. Understand the essential steps for creating settings and promotion.
17. Understand the rules of hygiene, food handling and their application.
18. Understand the structure and management of the department as well as the competences and skills of the professional profiles in the area of catering.
19. Work in teams.

Content

Theoretical block

1. Value chain in restaurants
2. Analysis of different gastronomic offers
3. Analysis charts
4. Creating a menu
 - 4.1 Calculation and pricing Sales
 - 4.2 Omnes principles.
 - 4.3 Engineering menu.
 - 4.4 Systems costs, Direct Cost and Full Cost F & B department.
5. Personal ethics of service / customer care

5.1 Assets calculation, based on space and depending on the service model.

5.2 Personnel management I. Handbooks and Welcome

5.3 Personnel management II. Hours and Holidays

6. Marketing restoration

PRACTICE BLOCK RESIDENTS

1. Management and Operations daily dep. F & B
2. Management l'oferta different outlets
3. Management of spaces and rooms d'esdeveniments
4. Personnel management and distribution operations
5. Customer service and problem solving
6. Types of service
7. Differences in assemblies
8. Beverage service
9. Preparations before the client

Methodology

The theoretical and practical teaching block (teaching in the classroom) takes place in classrooms on the 2nd semester, forming 20% of the course.

The practical teaching block (Practice Residents / TPT's) develops throughout the course on the premises of the Hotel School Campus, forming 80% of the course. These practices, by reason of their characteristics, they offer different schedules and shifts to teaching in the classroom. For the realization of these practices requires a broad enough knowledge of the language used in the school (listening and speaking and writing) with industry-specific vocabulary.

- Practice Sessions Residents (PR).

Throughout the different consecutive weeks students subdivided into different groups on weekdays and dedication daily morning and evening, and different activities scheduled to participate in the preparation and provision of various services at the facilities of room hotel Campus, in order to consolidate knowledge about the various restoration activities carried out in a hotel. It should be mentioned that during the first week includes days of initiation and therefore only organized activity called contact, ie without the presence of customers (operations) in order to foster a climate of learning optimal.

- Sessions of preparation and service provision. On the constant presence of the instructor, the student makes rotate a series of activities at some point in the restoration of areas that has the hotel. For example: à la carte hotel services, coffee breaks, assembly halls, etc.

- feedback sessions. Where once the service or the activity, the monitor and the students reflect on the development of operations / activities carried out during the day ca. Students present their experiences and feelings and doubts monitor and carry out the required clarifications and comments rectification measures.

- TPT sessions.

Previous exhibition and demonstration of the theoretical part of the monitor, the student personally performs the activity developed previously. It should be mentioned that these sessions are held outside the premises of the hotel, ie, specialized classrooms that the school has to adapt the equipment to the development of these types of activities (classroom classroom demonstration and tasting).

- Guided experience (if applicable).

There will be visits to companies and / or professional conferences -demostracions. From these two activities the teacher will propose a series of works related to the topics.

Activities

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Problem resolution	7.5	0.3	2, 3, 4, 15, 16, 18, 6, 14, 12, 9, 5
Theoretical classes	22.5	0.9	1, 2, 3, 4, 15, 17, 16, 18, 7, 8, 6, 14, 13, 12, 10, 9, 11, 5, 19
Type: Supervised			
Resident practices	65.5	2.62	1, 3, 4, 15, 17, 16, 18, 7, 6, 14, 13, 12, 10, 9, 11, 19
Tutorial	4	0.16	2, 3, 4, 6, 13, 12, 9, 5, 19
Type: Autonomous			
Preparation of works	16	0.64	2, 3, 4, 15, 17, 16, 18, 7, 14, 12, 9, 19

Assessment

EVALUATION OPTIONS FOR 20% OF THE THEORETICAL PART

A) CONTINUES WITH FINAL EVALUATION TEST:

The evaluation system is organized with the weekly presentation of autonomous activities (practices, comprehension of individual texts, group and / or individual work, expositions in the classroom, evaluating exercises, etc.) plus the final test of continuous evaluation of interrelation and understanding of the theoretical themes and concepts worked on.

The professor of the subject will establish, for 20% of the theoretical part, the list of activities to be carried out, dates and frequency of delivery, evaluation, etc. The incidence rate on the final grade of all the contents subject to continuous evaluation will be 8%, the corresponding to the final continuous evaluation test 12%.

To be able to correctly follow this continuous evaluation system, a minimum of 80% of deliveries of the activities and tasks requested are required in the period established by the teacher before the final continuous evaluation test.

Students who do not pass the subject, through continuous evaluation, will be evaluated by the single evaluation system, not taking into account any of the marks obtained.

B) UNIQUE: Final exam (all the subject).

Established day and time, according to the academic calendar, found in the Official Program of the Center.

C) RE-EVALUATION:

Day and time established, according to academic calendar, to the Official Programming of the Center.

EVALUATION OF THE PART RESIDENT PRACTICES 80%

The resident practices are divided into 2 parts:

- Operational part, operational activities, service and customer service at the Hotel Campus 35%

- Functional part, development project of an F&B department 45%

Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Classroom activities	1%	3	0.12	1, 3, 16, 6, 14, 13, 5
Practical Case	7%	22.5	0.9	2, 3, 4, 16, 7, 6, 14, 12, 10, 9, 5, 19
Resident practices	80%	7	0.28	1, 3, 4, 15, 17, 16, 18, 7, 8, 6, 14, 13, 12, 10, 9, 11, 19
Test Evaluation	12%	2	0.08	1, 2, 3, 4, 15, 17, 16, 18, 7, 8, 6, 14, 13, 12, 10, 9, 11, 5, 19

Bibliography

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