

COURSE OVERVIEW HE0623
Food & Beverage

Course Title

Food & Beverage

Course Date/Venue

February 16-20, 2025/Boardroom 1, Elite Byblos Hotel Al Barsha, Sheikh Zayed Road, Dubai, UAE

Course Reference

HE0623

Course Duration/Credits

Five days/3.0 CEUs/30 PDHs

Course Description



This practical and highly-interactive course includes real-life case studies and exercises where participants will be engaged in a series of interactive small groups and class workshops.



This course is designed to provide participants a detailed and up-to-date overview of Food and Beverage. It covers the types of businesses classified, the role of food and beverage sales in hotels and types of foodservices offered; the organization of the food and beverage departments and people in the food service; and the implementation of proper sanitation in food and beverage.



During this interactive course, participants will learn the professionalism and interpersonal skills; the various tools, equipment, menu styles, schedules and menu types; planning and designing a menu; the dining service, styles and procedures; the superior service and beverage service; the components of "Getting Ready for Service" and performing beverage services; and the various types of banquets and services for special banquets and catered events.

Course Objectives

Upon the successful completion of this course, each participant will be able to:-

- Apply and gain an in-depth knowledge on food and beverage
- Discuss food and beverage covering its types of businesses classified, role of food and beverage sales in hotels and types of foodservices offered
- Describe the organization of the food and beverage departments and people in the food service
- Implement proper sanitation in food and beverage as well as professionalism and interpersonal skills
- Identify the various tools, equipment, menu styles, schedules and menu types
- Plan and design a menu as well as carryout dining service, styles and procedures
- Provide superior service and beverage service
- List the components of “Getting Ready for Service” and perform beverage services
- Book and plan events and set-up banquet equipments
- Enumerate the various types of banquets and services for special banquets and catered events

Exclusive Smart Training Kit - H-STK®



Participants of this course will receive the exclusive “Haward Smart Training Kit” (H-STK®). The H-STK® consists of a comprehensive set of technical content which includes **electronic version** of the course materials conveniently saved in a **Tablet PC**.

Who Should Attend

This course provides an overview of all significant aspects and considerations of food and beverage for those who are involved in the kitchen department, cold kitchen, butchery, all type of hot and cold sauces, salad dressing, mirror and all art job including ice carving and service staff.

Training Methodology

All our Courses are including **Hands-on Practical Sessions** using equipment, State-of-the-Art Simulators, Drawings, Case Studies, Videos and Exercises. The courses include the following training methodologies as a percentage of the total tuition hours:-

- 30% Lectures
- 20% Practical Workshops & Work Presentations
- 30% Hands-on Practical Exercises & Case Studies
- 20% Simulators (Hardware & Software) & Videos

In an unlikely event, the course instructor may modify the above training methodology before or during the course for technical reasons.

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations


Certificates are accredited by the following international accreditation organizations: -

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The International Accreditors for Continuing Education and Training (IACET - USA)

Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units (CEUs)** in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

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British Accreditation Council (BAC)

Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Course Instructor(s)

This course will be conducted by the following instructor(s). However, we have the right to change the course instructor(s) prior to the course date and inform participants accordingly:



Dr. Hala Hashim, PhD, MSc, BSc, is a Licensed Medical Doctor and a Food Expert with over 30 years of extensive experience in Food Control and Public Health. Her experience covers Incident Investigation & Reporting, Environmental Health & Safety Management, Diagnosis of animal and common diseases, Isotopic techniques in sustainable animal production, Epidemiological and transboundary animal disease surveillance programme, the Hazard Analysis of Critical Control Points (HACCP), Industrial Hygiene, Food Safety Management, Food Hygiene, Food Sampling, Food Risk Analysis, Risk Assessment & Management, Public Health and Medical Statistics as well as Infection Control, Trauma Life Support (ATS), Techniques for Inspection of Feed and Animal Food, Animal Wealth and Agriculture Affairs, Incident Investigation & Root Cause Analysis, Incident Investigation (Basic), Process Hazard Analysis (PHA), Process Safety Management (PSM), Environment, Health & Safety Management, Process Risk Analysis, Cardiac Life Support (CLS), Critical Care Support and Communicable Disease Epidemiology. She is currently the Department Head and Professor of Public Health & Community Medicine. Further, she is a Certified Trainer & HRD Consultant (IBCT) and Assessor of promotion committee of professors and assistant professors.

As part of Dr. Hala's practical experience, she has played a big role to the community for being the **Food Analyst, Food Risk Assessor, Food Control Manager, Community Demonstrator, General Practitioner, Hospital Officer and Professor.**

Dr. Hala has **PhD and Bachelor** degrees in **Medicine & Surgery** and a **Master** degree in **Public Health**. Further, she is a respected member of various Professional Bodies such as the "Medical Education and Development Center (MEDC)", "Association of Community Medicine", "Association of Occupational Medicine" and "Egyptian Doctor Union". Her passion for development and acquiring new skills and knowledge has taken her to share her expertise in **numerous publications** worldwide.

Accommodation

Accommodation is not included in the course fees. However, any accommodation required can be arranged at the time of booking.

Course Fee

US\$ 5,500 per Delegate + **VAT**. This rate includes H-STK® (Haward Smart Training Kit), buffet lunch, coffee/tea on arrival, morning & afternoon of each day.

Course Program

The following program is planned for this course. However, the course instructor(s) may modify this program before or during the course for technical reasons with no prior notice to participants. Nevertheless, the course objectives will always be met:

Day 1: Sunday, 16th of February 2025

0730 – 0800	<i>Registration & Coffee</i>
0800 – 0815	<i>Welcome & Introduction</i>
0815 – 0830	PRE-TEST
0830 – 0930	Introduction to Food & Beverage <i>Foodservice Industry by its Markets • Types of Businesses Classified as Eating & Drinking Places • Role of Food & Beverage Sales in Hotels • Types of Foodservices Offered the Transportation Market • Foodservices for the Leisure Market • Retail Foodservices • Types of Business/Industrial Foodservices • Student Foodservices • How Foodservices are Offered in Health Care Facilities? • Types of Clubs & Foodservices They Offer</i>
0930 – 0945	<i>Break</i>
0945 – 1100	The Organization of the Food & Beverage Departments <i>The Historic Role Food & Beverage Operations Played in Lodging Properties • Importance of Food & Beverage to a Lodging Property • Primary Departments in a Large Hotel Food & Beverage Division • Mission of the Hotel Food & Beverage Division</i>
1100 – 1230	People in Food Service <i>Three Levels of Management • Line Form Staff Managers • Typical Production Positions • Typical Service Positions</i>
1230 – 1245	<i>Break</i>
1245 – 1420	Sanitation in Food & Beverage <i>Ways Employees Contribute to Safe Food Handling & Preparation • Ways Employees Prevent Contamination • Store Foods Safely and Properly • Temperature of Food and the Time it Spends in Danger Zones • Wash Clean, Rinse Clear, and Sanitize Safely • Food Safety Warning Signs</i>
1420 – 1430	Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i>
1430	<i>Lunch & End of Day One</i>

Day 2: Monday, 17th of February 2025

0730 – 0930	Professionalism & Interpersonal Skills <i>Focus on Attitudes • Time Management • Addressing Guest Complaints & Special Needs • Active Listening Skills – Verbal & Non-Verbal Communications • Explore Proven & Effective Teamwork Skills that Make the Job</i>
0930 – 0945	<i>Break</i>
0945 – 1100	Tools & Equipment <i>The Tools & Equipment Used in a Restaurant • The Impact on Food & Beverage Presentation Learn about Plateware, Glassware, and Cutlery</i>
1100 – 1230	Menu Styles & Schedules <i>The Importance of the Menu • Basic Categories of Menus • Fixed Menu Schedules • Cycle Menu Schedules</i>

1230 – 1245	Break
1245 – 1420	Menu Types Breakfast Menus • Lunch Menus • Dinner Menus • Common Types of Specialty Menus
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Two

Day 3: Tuesday, 18th of February 2025

0730 – 0930	Plan a Menu Types of Guest • Classify an Operation • Select Menu Items • Provide Menu Balance
0930 – 0945	Break
0945 – 1100	Design a Menu Elements Needed in Menus • Truth-in Menu Laws • Important Layout Elements • Elements of Good Cover • Common Menu-Design Mistakes
1100 – 1230	Dining Service Staff Positions Typical Dining Services Staff Positions • Work Performed by Servers • Work Performed by Bus Persons • Work Performed by Host • Work Performed by Cashier • Work Performed by Dining Room Managers
1230 – 1245	Break
1245 – 1420	Dining Services Styles & Procedures Basic Procedures of Plate Service • How Plate Service Affects Dining Room Procedures? • Tips for Providing Plate Service • Cart Service • How Cart Service is Offered in Foodservice Operations? • Platter Service • How Platter Service Affects Food Production & Service? • How Foodservice Operations Offer Family-Style Service • Buffet Service • Popular Buffet Service Layouts
1420 – 1430	Recap Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow
1430	Lunch & End of Day Three

Day 4: Wednesday, 19th of February 2025

0730 – 0930	Provide Superior Service Information Shared During Preshift Meetings • Components of Suggestive Selling • Importance of Service Guarantees • Resolve Guest Complaints • Team Approach to Service • Serve Guest Who have Disabilities
0930 – 0945	Break
0945 – 1100	The Beverage Service Types of Liability Laws • Verify Legal Drinking Age • Monitor Alcohol Intake • Cut Off Alcohol Service
1100 – 1230	Components of “Getting Ready for Service” How Managers Set Quality Standards? • Training Issues Managers Face • How the Table-Turn Rate Affects Service?
1230 – 1245	Break

1245 – 1420	<p>Performing Beverage Services <i>Take Reservations • Manage Waiting Guest • Greet and Seat Guests • Present Menu and Take Beverage Orders • Place Beverage Orders • Serve Beverages • Take Food Orders • Place and Pick up Orders in the Kitchen • Serve the Orders • Present the Guest Check • Serve Guests with Special Needs</i></p>
1420 – 1430	<p>Recap <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Topics that were Discussed Today and Advise Them of the Topics to be Discussed Tomorrow</i></p>
1430	<p><i>Lunch & End of Day Four</i></p>

Day 5: Thursday, 20th of February 2025

0730 – 0930	<p>Booking & Planning Events <i>Function Book & Its Role in Event Planning • Elements of a Contract or Letter of Agreement • Describe a Function Sheet</i></p>
0930 – 0945	<p><i>Break</i></p>
0945 – 1030	<p>Banquet Equipment & Setups <i>Types of Audiovisual Equipment • Standard Table Setups • How to Prepare a Table for a Function? • How to Install Telephones in Function Areas?</i></p>
1030 – 1230	<p>Types of Banquets <i>Define a function Room • How to Setup and Maintain a Buffet? • Describe Reception Service • Tasks Involved with Serving Continental Breakfasts • How to Refresh a Meeting Room?</i></p>
1230 – 1245	<p><i>Break</i></p>
1245 – 1345	<p>Services for Special Banquets & Catered Events <i>Challenges That Managers & Staff Members Face During Banquets • Beverage Payment Plans for Banquets & Catered Events • Examples of Protocol Issues</i></p>
1345 – 1400	<p>Course Conclusion <i>Using this Course Overview, the Instructor(s) will Brief Participants about the Course Topics that were Covered During the Course</i></p>
1400 – 1415	<p>POST-TEST</p>
1415 – 1430	<p><i>Presentation of Course Certificates</i></p>
1430	<p><i>Lunch & End of Course</i></p>

Practical Sessions

This practical and highly-interactive course includes real-life case studies and exercises:-



Course Coordinator

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