

BAKE-255 : Beverages and Customer Service

The goal of this course is to give students a realistic working environment where they will be exposed to guest interactions and be able to identify customer needs and concerns in the industry. The student will learn the proper definition and feel of hospitality and what it is to provide accurate guest service. The course will provide an introduction to a wide variety of beverages and models of service, as well as the processes of receiving, storing, and preparing beverages. Instruction will emphasize hot beverages such as teas, coffees, coffee-based drinks, and cocoas; cold drinks such as beer, wine, spirits, juices, sodas, and fruit drinks; and the range of alcoholic and non-alcoholic drinks available to patrons of retail food and pastry establishments. In addition, students will learn to pair beverages with food items.

Credits 3

Prerequisite or Corequisite

[HMFB-210](#)