

HOSP-310 : Contemporary Hospitality and Service Management

An exploration of table service principles and skills with an emphasis on customer service in a public restaurant. The focus will be placed on wine, beer, coffee, tea, and non-alcoholic beverage service. Topics include guest relations, professional communications, order taking in an a la carte environment, service sequence, point of sale systems, cash handling, beginning merchandising, table skills, and dining room preparation.

Credits 3

Corequisites

Introduction to Hospitality and Customer Service (HOSP-210), and Wine Studies (HOSP-305) or Introduction to Wine Studies (HOSP-300).