

HOSP-320 : Formal Hospitality and Service Management

This course will expand upon information that students have learned in previous hospitality and service management classes. Concentrating on the application of service principles of fine dining and hospitality in an à la carte restaurant open to the public, the course will emphasize customer service, restaurant operations, sales, and beer, wine, and spirits. Students will study and engage in critical-thinking topics that are relevant to providing high-quality formal table service and customer service.

Credits 3

Prerequisite or Corequisite

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