

Course title:	Methodology of hotel and catering service				Code:
Field of study:	Tourism and recreation				Year/Semester: 1-3
Specialization:	Hotel Management and Catering Industry				Modes: F/E
Number of hours / semester 90/60					ECTS credits: 14
Lectures: 90/48	Classes:	Laboratories:	Projects: 0/12	Seminars:	

Department: Tourism Department

e-mail: wshig@wshig.poznan.pl

Course position in the study programme:

- field course

Objectives:

- to acquaint students with information on catering services rendered for the benefit of a consumer and a hotel guest

Course contents:

- the organization structure of catering industry
- sanitary and hygienic regulations in eating places
- rules of functional solutions in eating places
- requirements concerning facilities and interior decors in eating places
- cultural and entertainment activities in eating places
- workplaces in a trade department, staff qualifications
- self-catering systems in eating places
- menu in eating places
- the organization and technique of customer service and service general rules (waiter service); systems of waiter service
- the bar and its role in eating places, types of breakfasts – organization and technique of customer service, the assortment of table linen, dishes and place setting in eating places depending on the service level
- work connected with keeping waiter implements

- the BUFF system. The classification and rules of cold and hot appetizers, the classification and rules of soups service, the classification and rules of main dishes service
- the classification and rules of desserts service
- the classification, kinds, production and rules of cold refreshments and alcoholic drinks service
- kinds and rules of tea blanching and serving, kinds and rules of coffee blanching and serving
- the HACCP system and its role in eating places
- rules of preparing meals in front of the consumer (flambéing, filleting)
- kinds of special events
- cocktail bar and its role in the eating place. Room service. Catering

Teaching methods: lectures, projects (extramural mode)

Assessment methods: tests, project grade (extramural mode), written final quiz

Recommended reading:

Compulsory:

1. Jargoń R., Obsługa konsumenta cz. 1 i 2. WSiP, Warszawa 2000.

Supplementary:

1. Arens-Azewado, Technologia gastronomiczna cz. 1, 2, 3. Wydawnictwo REA Warszawa 1998.
2. Ostrowska J., Obsługa konsumenta. WSiP.
3. Lemnis M., Vitry H., Przewodnik sztuki kulinarnej. ISKRY, Warszawa 1976.
4. Jargoń R., Organizacja i technika usług gastronomicznych. WSiP. Warszawa 1977.