

## **Course Description**

### **HFB2990 | CBE Food and Beverage | 1.00 - 12.00 credits**

This course is designed to assess learner mastery of the competencies and skills necessary for a successful career in the food and beverage industry. The competency-based approach allows learners the flexibility to self-direct their learning experience. As a result, the learning is much more individualized and can be significantly accelerated. Learners enrolled in this course also have the opportunity to achieve industry-recognized academic credentials, and will be prepared for positions such as restaurant server, room service attendant or banquet set-up staff.

### **Course Competencies:**

**Competency 1:** Students will demonstrate effective communication by:

1. Utilizing communication methods for interacting with sensitivity and respect with supervisors and co-workers, and empathic and critical listening skills to allow guests to express their concerns with the goal of resolving issues satisfactorily

**Competency 2:** Students will be able to demonstrate professionalism by:

1. Developing collaborative working relationships, exhibiting teamwork and cooperation, and maintaining professional behavior by acting in a consistent, responsible, appropriate and reliable manner in the workplace

**Competency 3:** Students will learn time management skills by:

1. Planning and prioritizing tasks to manage time and resources effectively and to accomplish assignments and meet deadlines efficiently, and to provide exceptional on-the-job performance

**Competency 4:** Students will demonstrate knowledge acquisition by:

1. Acquiring and retaining the fundamental knowledge related to the Food and Beverage Department, and applying that knowledge to contribute to the success of the organization

**Competency 5:** Students will learn the importance of customer service by:

1. Delivering exemplary customer service through understanding and anticipating guest needs, maintaining a positive attitude, and providing personalized service that results in a superior guest service experience

**Competency 6:** Students will learn about technology by:

1. Using business and reporting technology and related industry applications and software to convey, manage and retrieve information

### **Learning Outcomes:**

- Communicate effectively using listening, speaking, reading, and writing skills
- Formulate strategies to locate, evaluate, and apply information