Course Syllabus

Code - Course Title	**TRZ288 - Services**
Course Type	II. SEMESTER
Laboratory + Practice	0+3
ECTS	**3.0**
Language of Instruction	Türkçe
Course Type	Area Elective Courses
Course Instructor(s)	ÖĞR. GÖR. ŞAFAK YÜKSEL VURAL

Mode of Delivery	This course is conducted only in the form of face to face teaching.
Place of Delivery	On Campus
Used Educational Platforms	Face-to-face
Prerequisites	There is no prerequisite or co-requisite for this course.
Courses Recomended	There are no other courses recommended for this course.
Recommended Resources	Denizer, D. (2012). Yiyecek İçecek Hizmetleri. Eskişehir: Anadolu Üniversitesi.Sökmen, A. (2011). Yiyecek İçecek Servisi. Ankara: Detay Yayıncılık.
Work Placement	The practical course will be conducted during the course.
Aims of the Course	The objective of this course is to provide students with knowledge and practical skills in the fundamental principles of food and beverage service, service organization, the duties and responsibilities of service staff, service tools and equipment, service preparation, different service methods, food and beverage service, customer relations, and table manners. The course aims to enable students to perform basic service procedures in accordance with professional standards, hygiene regulations, and service quality principles.

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 1	**LO-1**	The historical development of food and beverage services and the fundamental concepts of service	Lecture, Question & Answer
Week - 2	**LO-1**	Classification of the food and beverage industry and businesses	Lecture, Question & Answer
Week - 3	**LO-1** **LO-2**	Professionalism and professional ethics in the food and beverage sector	Lecture, Question & Answer, Discussion
Week - 4	**LO-1** **LO-2**	Service organisation, service staff, duties and responsibilities	Lecture, Question & Answer
Week - 5	**LO-1** **LO-2**	Professional knowledge, skills and behavioural characteristics of service staff	Lecture, Question & Answer, Discussion
Week - 6	**LO-1** **LO-2**	Guest relations, communication and complaints management	Lecture, Question & Answer, Discussion, Problem Solving, Brain Storming
Week - 7	**LO-1** **LO-2**	Preparation for service (mise en place) and table setting	Lecture, Question & Answer

Course Syllabus

Weeks	Learning Outcomes	Topics	Teaching Methods
Week - 8	LO-1	Utensils, tools and equipment used in food and drink service	Lecture, Question & Answer
Week - 9	LO-1 LO-2 LO-3	Service practices in modern food and beverage establishments	Lecture, Question & Answer, Demonstration and Practice
Week - 10	LO-1 LO-2 LO-3	Traditional serving styles: French, English, Russian and American	Lecture, Question & Answer, Demonstration and Practice, Practice/Practical Work/Workshop
Week - 11	LO-1 LO-2 LO-3	Meal service, service stages, breakfast and buffet arrangements	Lecture, Question & Answer, Demonstration and Practice
Week - 12	LO-1 LO-2 LO-3	Non-alcoholic and alcoholic drinks, and the basic principles of serving drinks	Lecture, Question & Answer, Demonstration and Practice, Practice/Practical Work/Workshop
Week - 13	LO-1 LO-2	Management of the service process and the duties of the service manager	Lecture, Question & Answer, Discussion
Week - 14	LO-1 LO-2 LO-3	Table manners, protocol and general service practices	Lecture, Question & Answer, Discussion, Demonstration and Practice, Practice/Practical Work/Workshop

Learning Outcomes

#	Learning Outcome
1	Will be able to have the knowledge about the food and beverage sector.
2	Will able to identify professional server
3	Will be able to serve according to the rules.

Sustainable Development Goals

✓ Decent Work and Economic Growth ✓ Responsible Production and Consumption ✓ Partnerships for Purposes

Course Theme

✓ Agriculture, Food and Livestock ✓ Innovation Skills

AKTS Workload

Activity	Duration (Hour)	Count	Workload
Teorik Derse Katılım	2.00	14	28
Sınıf Dışı Çalışma (Ön Hazırlık & Pekiştirme Amaçlı)	14.00	1	14
Ödevler	2.00	2	4
Proje - Rapor - Sunum Hazırlama	0.00	0	0
Ara Sınav Hazırlığı (sınav süresi dahil)	7.00	1	7
Final Sınavı Hazırlığı (sınav süresi dahil)	7.00	1	7
Uygulama (Laboratuvar, Müzik/Enstrüman Uygulaması, Atölye/Saha Çalışması vb.)	1.00	14	14
Staj Uygulaması	0.00	0	0
		Calculated ECTS	**3.0**

Assessment Method and Passing Requirements

✓ Multiple Choice Test ✓ Performance Assessment (Individual/Panel-Based)