

Syrian Arab Republic	 الجامعة الافتراضية السورية SYRIAN VIRTUAL UNIVERSITY	الجمهورية العربية السورية
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## Course Description: Operational Processes in Food Service

### 1- Basic Information:

<b>Course Name</b>	Operational Processes in Food Service
<b>Course ID</b>	THM503
<b>Contact Hours (Registered Sessions)</b>	30
<b>Contact Hours (Synchronized Sessions)</b>	24
<b>Mid Term Exam</b>	-
<b>Exam</b>	75 Min
<b>Registered Sessions Work Load</b>	54
<b>Synchronized Session Work Load</b>	24
<b>Credit Hours</b>	6
<b>Course Level</b>	5

### 2- Courses to be studied immediately before the course:

Course	ID
Introduction to Hotel Management	TGT406

### 3- Course General Objectives:

Hotel services work in hotel services, and they work in the field of hotel services, and they work in the field of hotel services and the desires of tourists to ensure the provision of services of the highest quality. Where the importance of hotel work lies in that it is the only and right way for the progress and advancement of nations and their peoples, and the

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hotel industry is an essential pillar of tourism for its functional services in the field of the national economy and a source of profit, as the success of the hotel as an economic project and as a social institution depends on its fame And the reputation of the individuals working in it. The public's demand for the hotel is due to the reputation and fame that the hotel has gained through its dealings with the public through the good services it provides to them. And the way the restaurant workers treat them, the quality of service the restaurant provides to them, and the efficiency of the chefs in the restaurant.

#### 4- Intended Learning Outcomes (ILO):

Code	Intended Learning Outcomes
ILO1	The student learns about hotels, their types, the origins of the name and the differences between them depending on the different names, services provided, and the main parts or sections that make up the hotel.
ILO2	The student understands the basics of hotel organization schemes, such as the management scheme and the catering and restaurant department.
ILO3	The student distinguishes between different types of restaurants from several aspects and the advantages of each of them in terms of the way the service is provided or the difference of these services depending on the culture adopted by the restaurant.
ILO4	The student learns about the parties that are held in restaurants and hotels, and explains the basic points of organizing parties, the workers in charge of each party and the function of each of them.
ILO5	The student shows the types of service in restaurants and the difference in the method of service according to the model used in each restaurant.

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<b>ILO6</b>	The student shows the types of food menus served to guests according to the reason for the hospitality, as well as the difference in the section provided in the restaurant.
<b>ILO7</b>	The student knows the order slip, its contents, its movement, and the methods for organizing and presenting invoices.
<b>ILO8</b>	The student learns about the types of breakfast served in restaurants and hotels, starting with the different types of food according to the type of breakfast served, in addition to the drinks served with breakfast, as it shows the different types of coffee and tea and the different methods of preparing them.
<b>ILO9</b>	The student explains how to prepare hot and cold non-alcoholic drinks, how to serve them and their ingredients.
<b>ILO10</b>	The student learns about the types of fabrics used in the restaurant and the equipment used, whether the utensils used to pour food and drinks or the tools used to eat them, and how to set the table to the fullest.
<b>ILO11</b>	The student shows in detail how to prepare the restaurant for training and explains the importance of having a wide place and comprehensive tools for types and preparation, and how to clean these tools manually or automatically, and how to deal with the machines used, whether for preparing food and drinks or cleaning machines.
<b>ILO12</b>	To familiarize the student with the principles of dealing to the fullest by knowing the etiquette of high-end dealing in the restaurant or bar, so that he clarifies the rules and skills of communication, art of speech and dealing with others, colleagues and guests.

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## 5- Course Syllabus (30 hours of total Recorded Sessions, 24 hours of total synchronized sessions)

- **RS:** Recorded Sessions; **SS:** Synchronized Sessions;

ILO	Course Syllabus	RS	SS	Type	Additional Notes
ILO1	<b>• Chapter One: Types of Hotels</b> 1. Hotel definition. 2. Knowing the main types of hotels and their types according to the engineering design. 3. Knowing the hotel departments according to the functional task or the functional department.	2	2	<input type="checkbox"/> Exercises <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Hotels are considered one of the main elements on which the tourism industry is based. There are many main types of hotels, including commercial, resorts, and residential hotels as well.
ILO2	<b>• Chapter Two: The organizational chart of a five-star hotel and the plan of the catering department</b> 1. The organizational chart of the management department. 2. Organization chart of the feeding department. 3. The organizational chart of the restaurant department. 4. The tasks of the restaurant workers. 5. The uniform of each worker in the restaurant.	2	2	<input type="checkbox"/> <b>Exercises</b> <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	The existence of an organizational structure for the hotel is one of the basics and is considered a standard for the quality of the hotel and ensuring the successful functioning of the work.

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ILO3	<b>• Chapter Three: Types of Restaurants</b> <ol style="list-style-type: none"> <li>1. Definition of the restaurant.</li> <li>2. Knowing the different types of restaurants.</li> <li>3. Knowing the style followed by each restaurant in terms of service and the ways of providing these services according to the culture followed in the restaurant.</li> <li>4. Informing the student that every restaurant has workers with different experiences and characteristics.</li> </ol>	2	3	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	The restaurant business was established not long ago, and despite that short time it has a very rich history and this history is still receiving many developments in order to reach perfection in terms of decoration, service and quality of food and drinks provided.
ILO4	<b>• Chapter Four: Parties</b> <ol style="list-style-type: none"> <li>1. The party section of the hotel.</li> <li>2. Types of parties and types of halls.</li> <li>3. The main points in organizing any party and booking in parties.</li> <li>4. Distribution of work in the hotel departments for a specific ceremony.</li> <li>5. Party guests.</li> <li>6. The foundations we rely on to organize the party.</li> <li>7. Distribution of work to workers.</li> <li>8. Stages of service at parties.</li> <li>9. Rules of party service.</li> </ol>	2	3	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Concerts are one of the most important programs offered in the tourist facility, and appropriate halls are allocated to it in terms of the type of occasion for which the party is held and the number of guests.

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<b>ILO5</b>	<b>• Chapter Five: Types of Service in Restaurants</b> 1. Types of service in restaurants. 2. Self-service. 3. Types of self-services. 4. Self-service features.	2	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	The guest service must be given special care completely in terms of sophistication and quality, and hotels are racing to train their cadres to reach the optimum service.
<b>ILO6</b>	<b>• Chapter Six: How to prepare different types of food lists</b> 1. Define the menu. 2. The structure of the menu. 3. Conditions for designing a specific menu and how to prepare the menu. 4. Basic rules for preparing food regulations and their types.	2	3	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	The information related to the menu should be clear to everyone, and its content creates an impression on the guest that reflects the level of the establishment and has an impact on selling promotion, especially if you explain the dishes in an appetizing and interesting way.
<b>ILO7</b>	<b>• Chapter Seven: Order Coupon and Bill Regulation</b> 1. The basic principle of using the application voucher. 2. The contents of the order slip. 3. The order voucher movement. 4. The stages of taking the request. 5. How to write the application. 6. Addition requests. 7. Return requests.	2	3	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	The presence of a voucher for the order and a voucher for the invoice is one of the basics of service in the restaurant.

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	8. Methods of dealing with application slips in other departments. 9. Selling skill and order writing. 10. Organizing and presenting invoices. 11. The contents of the invoice.				
ILO8	<b>• Chapter Eight: Morning Breakfast</b> 1. Know your morning breakfast. 2. Types of morning breakfast. 3. Food utensils for each breakfast. 4. Types of eggs provided in the morning breakfast. 5. Some types of coffee served in the morning breakfast and the methods of preparing it. 6. Some types of tea provided in the morning breakfast and methods of preparation.	2	3	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	He morning breakfast is one of the most important items of the program provided by the establishment, and it must be balanced and integrated, and it must be prepared and prepared under special care and importance.  On the face that satisfies the guest and shows interest in him.
ILO9	<b>• Chapter Nine: Non-alcoholic beverages</b> 1. Definition of sugar syrup. 2. Refreshing non-alcoholic drinks. 3. Refreshments. 4. Non-alcoholic mixtures. 5. Coffee and its types. 6. Hot chocolate and cocoa liquor. 7. Teas.	2	2	<input type="checkbox"/> Exercises <input type="checkbox"/> Assignments <input type="checkbox"/> Seminars <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Drinks should be of good taste and impress the guest when served in the tourist establishments.

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ILO10	<ul style="list-style-type: none"> <li>• <b>Chapter Ten: Preparing the table before serving</b></li> <li>1. Albedo.</li> <li>2. The whiteness industry and its types.</li> <li>3. The uses of whiteness.</li> <li>4. Techniques of individual whiteness.</li> <li>5. The way the tools are placed on the table.</li> <li>6. Napkins.</li> <li>7. Equipment and utensils.</li> </ul>	2	3	<input type="checkbox"/> Exercises <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> Projects <input type="checkbox"/> Practices <input type="checkbox"/> Others	Arranging the tables is of great importance before providing any kind of hospitality in the restaurant because it reflects the elegance of the restaurant, and it includes the cleanliness of the tables, the fabrics used to cover them, the linens on the table, and serving bowls of cups, plates, and other tools of various kinds.
ILO11	<ul style="list-style-type: none"> <li>• <b>Chapter Eleven: Preparing the Restaurant for Service</b></li> <li>1. Basic rules for preparing the restaurant for training.</li> <li>2. Cleaning and maintenance of service equipment.</li> <li>3. Dining utensils.</li> </ul>	2	2	<input type="checkbox"/> Exercises <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> <b>Projects</b> <input type="checkbox"/> Practices <input type="checkbox"/> Others	One of the essentials for the success of the tourism and hotel sector is the presence of trained cadres and crews, not limited to theoretical explanation, but sufficient practical training to carry out their tasks in a successful manner.
ILO12	<ul style="list-style-type: none"> <li>• <b>Chapter Twelve: Professional Rules of Service in a Restaurant</b></li> <li>1. Guest communication skills.</li> <li>2. The rules that must be adhered to.</li> <li>3. Professional and personal behavior and the arts of dealing.</li> </ul>	2	2	<input type="checkbox"/> Exercises <input type="checkbox"/> <b>Assignments</b> <input type="checkbox"/> <b>Seminars</b> <input type="checkbox"/> <b>Projects</b> <input type="checkbox"/> Practices <input type="checkbox"/> Others	Dealing with the guest reflects the policy of the establishment and reflects its sophistication, and also gives an elegant image of the place.

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## 6- Assessment Criteria (Related to ILOs)

<b>ISC</b>	Interactive Synchronized Collaboration	<b>Ex</b>	Exams	<b>Rpt</b>	Reports
<b>PF2F</b>	Presentations and Face-to-Face Assessments	<b>PW</b>	Practice Work		

ILO Code	ILO	Intended Results	Assessment Type				
			ISC	PW	Ex	PF 2F	Rpt
<b>ILO1</b>	The student learns about hotels, their types, the origins of the name and the differences between them depending on the different names, services provided, and the main parts or sections that make up the hotel.	The student remembers the vocabulary of the scientific content of the class by answering direct questions.	×		×		
<b>ILO2</b>	The student understands the basics of hotel organization schemes, such as the management scheme and the catering and restaurant department.	The student studies the process of organizing hotels through planning the hotel departments and the work team.	×		×		
<b>ILO3</b>	The student distinguishes between different types of restaurants from several aspects and the advantages of each of them in terms of the way the service is provided or the difference of these services depending on the culture adopted by the restaurant.	The student explains the features of the types of restaurants and services provided in each type.	×		×		×

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<b>ILO4</b>	The student learns about the parties that are held in restaurants and hotels, and explains the basic points of organizing parties, the workers in charge of each party and the function of each of them.	During the discussion with the teacher, the student determines the main points of the party planning process and the basis for selecting guests.	×		×		×
<b>ILO5</b>	The student shows the types of service in restaurants and the difference in the method of service according to the model used in each restaurant.	The student studies the types of service and its different methods according to the model by answering direct questions.	×		×		×
<b>ILO6</b>	The student shows the types of food menus served to guests according to the reason for the hospitality, as well as the difference in the section provided in the restaurant.	The student categorizes the types of food lists provided for hospitality according to the reason for the hospitality and the section provided in it.	×		×		×
<b>ILO7</b>	The student knows the order slip, its contents, its movement, and the methods for organizing and presenting invoices.	The student remembers the vocabulary of the scientific content of the class by answering direct questions.	×		×		×

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<b>ILO8</b>	The student learns about the types of breakfast served in restaurants and hotels, starting with the different types of food according to the type of breakfast served, in addition to the drinks served with breakfast, as it shows the different types of coffee and tea and the different methods of preparing them.	The student studies the types of breakfast served in restaurants and hotels and the methods of preparing the accompanying drinks by answering the questions raised and the discussion.	×		×		×
<b>ILO9</b>	The student explains how to prepare hot and cold non-alcoholic drinks, how to serve them and their ingredients.	The student mentions the methods of preparing non-alcoholic drinks and what are the ways to present them through dialogue and answering questions.	×		×		×
<b>ILO10</b>	The student learns about the types of fabrics used in the restaurant and the equipment used, whether the utensils used to pour food and drinks or the tools used to eat them, and how to set the table to the fullest.	The student remembers the vocabulary of the scientific content of the class by answering direct questions.	×		×		×

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<b>ILO11</b>	The student shows in detail how to prepare the restaurant for training and explains the importance of having a wide place and comprehensive tools for types and preparation, and how to clean these tools manually or automatically, and how to deal with the machines used, whether for preparing food and drinks or cleaning machines.	By looking at and discussing models, the student determines how to equip the restaurant, deal with the machines used in it, and ways to clean the tools in it manually and automatically.	×	×			×
<b>ILO12</b>	To familiarize the student with the principles of dealing to the fullest by knowing the etiquette of high-end dealing in the restaurant or bar, so that he clarifies the rules and skills of communication, art of speech and dealing with others, colleagues and guests.	That the student mentions the principles of high-end dealing to the fullest.	×		×		×

## 7- Practice Tools:

Tool Name	Description
non	-----

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## 8- Main References

- 1- Hotel motel and condominiums designs, planning Fred Lawson and maintenance.
- 2- Shinkechiku detail drawing collections hotel yozo Shibata.
- 3- Hotel planning and designs water a.rutes.
- 4- Pleaces for people jaeanne m.davern & jan v,white.
- 5- Technologie de restaurant edition jaque lanire-paris, vlle.
- 6- Guide du maitre D’hotel et du restaurant j. rey edition hotelia gsaad suiss 1873.
- 7- Running your own restaurant clive derby , chief executive british hotels, restaurant & catering association.
- 8- Food service / john w. stekes wm. C brown company publisher.
- 9- The waiter / john fuller .... Barrie & Jenkins-london.

## 9- Additional References

- 1- The author.
- 2- Curricula of the Syrian Ministry of Tourism.