



COURSE OUTLINE : HRM 203

D Credit – Degree Applicable

COURSE ID 001513

Cyclical Review: July 2020

COURSE DISCIPLINE : HRM
COURSE NUMBER : 203
COURSE TITLE (FULL) : Catering and Banquet Operations
COURSE TITLE (SHORT) : Catering/Banquet Operations

CATALOG DESCRIPTION

HRM 203 introduces the hospitality student to the hands-on mechanics of catering and banquet services in the hospitality industry and provides a checklist of details, tips, and ideas on properly managing a banquet event. Additional emphasis is placed on the management of on-premise and off-premise catering events.

Total Lecture Units: 2.00

Total Laboratory Units: 1.00

Total Course Units: 3.00

Total Lecture Hours: 36.00

Total Laboratory Hours: 54.00

Total Laboratory Hours To Be Arranged:0.00

Total Contact Hours: 90.00

Total Out-of-Class Hours: 72.00

Prerequisite: None.



ENTRY STANDARDS

	Subject	Number	Title	Description	Include
1				basic knowledge of computer spreadsheets and word processing	Yes

EXIT STANDARDS

- 1 Describe appropriate methods of scheduling space, time periods, and staff for a variety of catering functions;
- 2 describe the appropriate set-up and staffing of a banquet room for service;
- 3 describe proper methods of etiquette for banquet food and beverage service;
- 4 describe guest payment methods;
- 5 identify and describe guest follow up procedures for a variety of catering functions;
- 6 develop standardized and custom unique menu styles for various event applications and particular clients;
- 7 design and create a large scale wedding event from booking to service using all of the forms, contractual documents and planning elements for successful outcomes.

STUDENT LEARNING OUTCOMES

- 1 Identify the basic elements of a catering function;
- 2 Apply the use of sales and marketing techniques
- 3 Identify the elements and requirements for on-premise and off-premise event types

COURSE CONTENT WITH INSTRUCTIONAL HOURS

	Description	Lecture	Lab	Total Hours
1	Catering: Booking and Planning <ul style="list-style-type: none"> • Number of guests and space requirements • Time requirements • Type of meal and service • Incidental requirements and arrangements • Arrangement of space and room set-up • Ordering incidentals • Staff scheduling 	6	0	6
2	Banquet Room Set-Up and Staffing <ul style="list-style-type: none"> • Meeting arrangements • Dining arrangements 	6	0	6



3	<p>Banquet Service</p> <ul style="list-style-type: none"> • Beverage service/cocktail parties • Food service • Preparation and set-up • Guest service • Clearing and cleaning up 	6	0	6
4	<p>Guest Payment and Follow Up</p> <ul style="list-style-type: none"> • Methods of payment • Deposits and partial payments • Billing arrangements • Follow up • Thank you letters • Evaluations • File systems for future 	10	0	10
5	<p>Specialized Functions</p> <ul style="list-style-type: none"> • Wedding requirements • Wedding service and servers • Wedding follow-up • Buffet requirements • Buffet theme parties • Buffet service and servers • Buffet follow-up 	8	0	8
6	<p>Laboratory</p> <ul style="list-style-type: none"> • Catering manager's job description • Packing list for an off-premise event • All day meeting event; planning and development • Hors d'oeuvres menu recipe, cost breakdown and pricing activity • Bar setup and diagramming exercise • Create a monthly marketing sales plan • Diagram a wedding reception room layout for 200 guests • Create a wedding package, cost breakdown and pricing • Design a table scape setting • Event bill calculation and tip distribution report • Complete an event project using the various elements taught above 	0	54	54
				90



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OUT OF CLASS ASSIGNMENTS

- 1 homework from course lectures assigned as handouts for completion
- 2 Laboratory assignments (e.g. written description of a a monthly marketing sales plan developed from text and lab activities)

METHODS OF EVALUATION

- 1 Homework and Lab activities
- 2 Hands-on (or virtual) training, i.e. students will participate in weekly restaurant settings by training in traditional front-house positions during weekly campus culinary events.
- 3 Midterm examination
- 4 Wedding planning project
- 5 Final examination

METHODS OF INSTRUCTION

- Lecture
- Laboratory
- Studio
- Discussion
- Multimedia
- Tutorial
- Independent Study
- Collaboratory Learning
- Demonstration
- Field Activities (Trips)
- Guest Speakers
- Presentations

TEXTBOOKS

Title	Type	Publisher	Edition	Medium	Author	ISBN	Date
On-Premise Catering: Hotels, Convention Centers, Arenas, Clubs, and More	Required	Wiley	2		Patti J. Shock	9781118099230	2012