

MODULE DOCUMENTATION

Restaurant Service

HOSP06046

Mandatory

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Full Title	Restaurant Service		
Status	Uploaded to Banner	Start Term	2015
NFQ Level	06	ECTS Credits	05
Module Code	HOSP06046	Duration	Stage - (26 Weeks)
Grading Mode	Numeric	Department	Culinary Arts
Module Author	Diarmuid OConghaile		

Module Description

The overall aim of this module is to give the learner the knowledge, skills, attributes, and competencies necessary to perform at a professional level in restaurant operations.

Learning Outcomes

On completion of this module the learner will/should be able to:

1. Demonstrate technical abilities and skills in the practical delivery of restaurant service.
2. Recognise the importance of product knowledge in restaurant operations.
3. Practice excellent standards of communication and customer service.
4. Illustrate the importance of professional etiquette and teamwork.
5. Apply high standards of safe and hygienic work practices.

Indicative Syllabus

- **Restaurant service operations**
 - Service types and skills
 - Opening procedure for service
 - Operational tasks
 - EPOS systems
 - Closing procedure after service
 - Contemporary restaurant service
 - Applying effective cost control techniques during service
- **Product Knowledge**
 - Dietary requirements
 - Allergen awareness
 - Menu knowledge and terminology
 - Food accompaniments
 - Importance of general knowledge of the locality
- **Customer Service**
 - Communication
 - Anticipating the needs of the guests
 - Taking guests orders, offer advice and check for customer satisfaction
 - Greeting guests in a professional manner
 - Dealing with guests issues and complaints
- **Professional Etiquette**
 - Grooming standards
 - Teamwork

- **Safe & Hygienic Work Practices**

- Implement and demonstrate appropriate standards of personal hygiene
- Recognise the need for safe work practices in the workplace

Teaching and Learning Strategy

Overall the teaching and learning strategy will focus on active learning and be student centred. Therefore the learning experience of the student will be enhanced using practical demonstration and application, supported by relevant theory.

Assessment Strategy

Overall the assessment strategy must be valid, fair, consistent and aligned to learning outcomes. Therefore this module will have a formative and summative assessment of learning outcomes by way of continuous assessment.

Repeat Assessment Strategies

This module will be reassessed by way of a practical skills assessment.

Indicative Coursework and Continuous Assessment:		100 %		
Form	Title	Percent	Week (Indicative)	Learning Outcomes
Practical Evaluation	Continuous Assessment	100 %	OnGoing	1,2,3,4,5

Full Time Delivery Mode Average Weekly Workload:			4.00 Hours		
Type	Description	Location	Hours	Frequency	Weekly Avg
Practical	Practical	Restaurant	4	Weekly	4.00

Recommended Reading Book List

Adjey, Z., (2012). *Food & Beverage Service: Levels 1&2 S/Nvq*. Cengage Learning.
ISBN 1408007428 ISBN-13 9781408007426

Lillicrap, R., (2006). *Food & Beverage Service*. Edward Arnold.
ISBN 0340905247 ISBN-13 9780340905241

Davis, B., (2012). *Food and Beverage Management*. Routledge.
ISBN 9780080966700 ISBN-13 9780080966700

Online Resources

www.rai.ie
www.failteireland.ie
www.ehotelier.com
www.slowfoodireland.com
www.foodhospitality.ie

Programme Membership

GA_OCSKG_S06 201800 Certificate in Culinary Skills
GA_OCPCG_C06 202000 Higher Certificate in Arts in Culinary Arts - Professional Chef Programme
GA_OCGSG_B07 202000 Bachelor of Arts in Culinary and Gastronomic Sciences
GA_OCGSG_H08 202000 Bachelor of Arts (Honours) in Culinary and Gastronomic Sciences
GA_OCGSG_C06 202000 Higher Certificate in Arts in Culinary Arts (Exit)