

Wayland Mission Statement

Wayland Baptist University exists to educate students in an academically challenging, learning-focused, and distinctively Christian environment for professional success, and service to God and humankind.

Contact Information

Course: MGMT 3323 HI01 – Introduction to Food and Beverage Service

Campus: WBU – Hawaii, Kapolei Main Campus, 599 Farrington Hwy, Suite 300, Kapolei, HI 96707

Term/Session: Summer 2024 (Hybrid)

Instructor: Dr. Shanna A. Smith

Office Phone Number/Cell #: 210-485-9613

WBU Email Address: shanna.a.smith@wayland.wbu.edu

Office Hours, Building, and Location: Please email, or (if urgent) text, to schedule an appointment.

Appointments can be conducted via phone or an online platform (Zoom, Microsoft Teams, etc.). I will also make myself available before and after class.

Class Meeting Time and Location: This course will be held in-person on Mondays at the Kapolei campus, unless otherwise noted on the schedule grid. Class will begin at 5:30 p.m. HST and will conclude by 8:30 p.m. HST. As this is a hybrid course, please be prepared to collaborate online via Blackboard throughout each week of the course, outside of the physical classroom.

Catalog Description:

Students explore food and beverage service and management in the hospitality industry. Explore the basics of professional food and beverage service elements such as tipping, dining room management, catering, employee management, and other service topics

Prerequisite:

None

Textbook Information

Required Textbook(s) and/or Required Materials:

BOOK	AUTHOR	ED	YEAR	PUBLISHER	ISBN#
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If this is an UNDERGRAD class the textbook for this course is part of the Pioneer Academic Access Program. You will have access to an eBook and interactive learning material on the first day of class through your Blackboard course site. If the course requires a physical book you can order at bookstore.wbu.edu. The cost of all your materials are billed to your student account at \$26.00 per credit hour. You can choose to opt-out, however if you do you will lose access to all classes/materials and have to source through third party vendors You will be notified via email with access instructions and additional information. If you are in a GRADUATE class you will have an Automatic eBook which is billed directly to your student account or a physical book that can be purchased at bookstore.wbu.edu. If you do not wish to participate in the Automatic eBook program, you will have the first week of class to opt-out of the program (additional details will be outlined in your email instructions).

Optional Materials: APA 7th Edition Manual

Course Outcome Competencies:

- Discuss employee qualification and appearance expectations for the food service industry
- Understand the different styles of international table and food and beverage settings
- Discuss proper service etiquette
- Understand the importance of guest relationships
- Understand meal and beverage planning for catering and buffet-style events
- Discuss dining room management such as reservations, courtesies and complaints

Attendance Requirements

External Campuses

Students enrolled at one of the university's external campuses should make every effort to attend all class meetings. All absences must be explained to the instructor, who will then determine whether the

3: June 17 – 23	Chapter 5	Discussion Board + Two Responses Quiz (Chapters 1-5)	June 23
4: June 24 – 30	Chapter 6 Case Study	Case Study	June 30
5: July 1 – 7	Chapter 7	Discussion Board + Two Responses	July 7
6: July 8 – 14	Chapter 8 Case Study	Case Study	July 14

7: July 15 – 21 Chapters 9-10

further participate, collaborate and share pertinent resources surrounding food and beverage service, as well as earn extra credit.

Posting of Grades: Final grades will be posted on WBU Self Service and Blackboard.

Acknowledgement: This syllabus contains a general overview of the course only. The subject of ALL your emails should be MGMT 3323 Summer 2024 and you must include your first and last names in the email body. Once you have read and understood everything contained in the syllabus, please send me an email containing the following:

1. Your Full Name
2. Term: SUMMER 2024
3. Course Number (MGMT 3323)
4. Date
5. A Statement of Understanding as follows:

"I have read the syllabus for this course. I understand the course requirements and procedures. Since grades are an indicator of personal effort and performance, I understand that it is my responsibility to earn the grade I desire in this class."

(This statement must be verbatim.)