



COURSE OUTLINE

COURSE NO.: HOTR234 COURSE NAME: Bar & Beverage Management
CREDIT HOURS: 2 CLASS HOURS: 2 LAB HOURS: 0
DATE: 2006 PREPARED BY: Anne Polenchar
TO BE UPDATED: 2007 APPROVED BY: Tom Lambrecht
Dean

PREREQUISITES: None

COURSE DESCRIPTION: This course is designed to provide the student with the basic understanding of managing a bar.

COURSE OBJECTIVES:

Upon completion of this course the student will be able to:

1. Critique the three primary legal concerns with regard to alcohol service.
2. Describe the nature and the growth of third party liability laws and the effect of these laws on bar and beverage operators today.
3. Analyze the techniques of server intervention and of monitoring alcohol consumption.
4. List and describe the "people skills" required of a bartender and the functions performed by an effective bartender.
5. Demonstrate the basics of mixing cocktails and the importance of standard recipes and standard measurements.
6. Describe a guest-oriented approach to service and explain why such an approach is necessary.
7. Critique the major steps in serving cocktails, pouring beer, and opening and serving a bottle of wine.
8. Identify potential labor pools.
9. Explain the importance of the guest profile in bar and beverage marketing.
10. Describe considerations affecting the choice of purveyors, and identify general practices of good storeroom management.
11. Explain how to determine product cost and ensure sales accountability.
12. Appraise the procedure for judging wines.
13. Prepare students to sit for the final examination issued by the Educational Institute of the American Hotel and Motel Association.

COURSE MATERIALS:

TEXT: Managing Bar and Beverage Operations,
by Lendal H. Kotschevar and Mary L. Tanke

The text is available online and is not necessary to purchase.

SAFETY PRACTICES:

None

TOPICAL OUTLINE:

WebCT Navigation Assignment

1. Email the Instructor - 10 points
2. Respond to a posting on the Discussion Board - 10 points

Chapter 1 - Assignment

1. 4 Review Questions - 8 points
2. Online Quiz - 15 points

Chapter 2 - Assignment

1. 12 Review Questions - 24Points
2. Online Quiz - 15 points

Chapter 3 - Assignment

1. 15 Review Questions - 30 points
2. Online Quiz - 15 points

Chapter 4 - Assignment

1. 5 Review Questions - 10 points
2. Online Quiz - 15 points

Chapter 5 - Assignment

1. 12 Review Questions - 24 points
2. Online Quiz - 15 points

Chapter 6 - Assignment

1. 6 Review Questions - 12 points
2. Online Quiz - 15 points

Chapter 7 - Assignment

1. Online Quiz - 15 points

Chapter 8 - Assignment

1. 8 Review Questions - 16 points
2. Online Quiz - 15 points

Chapter 9 - Assignment

1. 7 Review Questions - 14 points
2. Online Quiz - 15 points

Chapter10- Assignment

1. 5 Review Questions - 10 points
2. Online Quiz - 15 points

Chapter 11 - Assignment

1. Online Quiz - 15 points

Chapter 12 - Assignment

1. 5 Review Questions - 10 points
2. Online Quiz - 15points

Chapter 13 - Assignment

1. 4 Review Questions - 8 points
2. Online Quiz - 15points

Chapter 14 - Assignment

1. 3 Review Questions - 6 points
2. Online Quiz - 15points

Chapter 15 - Assignment

1. 7 Review Questions - 14 points

2. Online Quiz - 15points

Chapter 16 - Assignment

1. Online Quiz - 15points

Final Examination - 100 multiple choice questions 100 points

USE OF CELL PHONES OR OTHER ELECTRONIC DEVICES

Not applicable in the online delivery format.

STUDENT INSURANCE/COVERAGE

Hocking College insurance does not cover a student in case of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.

DISABILITIES NOTICE

If you have been diagnosed with a disability that impacts your academic success, please immediately contact the Access Center, Office of Disability Services in JL 249 regarding accommodations.

92-90 %	A-
89-86 %	B+
85-83 %	B
82-80 %	B-
79-76 %	C+
75-73 %	C
72-70 %	C-
69-66 %	D+
65-63 %	D
62-60 %	D-
59-Below	F
Incomplete	I

7. **POLICY REGARDING HONESTY:**

Honesty and integrity are major elements in professional behavior and are expected of each student. This is part of the Success Skill “Maintains Code of Ethics.” All work is assumed to be your own unless special permission is granted from the instructor or sources are appropriately cited. It is expected that you will be honest in all endeavors related to the completion of this course, just as you must be in all activities at work.

The definition of academic misconduct that is provided in the *Hocking College Student Guide* applies to this course and all other courses that you are taking at the College. It is a Code I Offense:

- A. **Academic Misconduct** refers to dishonesty in examination (cheating); presenting the ideas or writing of someone else as one’s own (plagiarism); knowingly furnishing false information to the college by forgery, alteration, or misuse of college documents, records or identification. Academic dishonesty includes but is not limited to:
1. Permitting another student to plagiarize or cheat from your work,
 2. Submitting an academic exercise, written work, project, or computer program that has been prepared totally or in part by another,
 3. Improperly acquiring knowledge of the contents of an exam,
 4. Using unauthorized material during an exam,
 5. Submitting the same paper in two different courses without knowledge and consent of all faculty members involved,
 6. Obtaining academic material through stealing or other unauthorized means,
 7. Falsification of research findings and methodology.

Academic misconduct is unacceptable behavior in all Hocking College courses. A student observed or found to be engaged in academic misconduct on a test or assignment in this course will receive a written report of the incident, signed by the instructor and the student, will be submitted to the Campus Judiciaries Office. Should a second incident of academic misconduct occur in any course, the student will again be referred to the Campus Judiciaries Office, and if the incident is in the same course the student will again be referred to the Campus Judiciaries Office, and if the incident is in the same course the student will fail the course.

Further information pertaining to Academic Misconduct can be found by contacting the Office of Campus Judiciaries, Oakley 210, or by referring to the *Student Guide* found on the Hocking College website (www.hocking.edu).

8. **FINAL GRADE CALCULATION:**

16 Online Quizzes

240 points

Projects and Homework	206
<u>Final Exam</u>	<u>100</u>
Total Points	546

NOTE: The certified final examination is a national test administered by The Educational Institute of the American Hotel and Motel Association. The test has 100 multiple-choice questions, of which 69 must be answered correctly to certify.

9. ACADEMIC GRADE APPEAL PROCESS:

Academic grade appeals consist of complaints from students concerning final grades given. The Appeals Process is available only for final grades not for an individually graded assignment. When a student believes that his or her academic performance has been unfairly or improperly graded, the first recourse will be communication with the faculty member in an attempt to resolve the complaint. Grade appeals will be considered only if grading was based on something other than performance, if different standards were used for different students, or if the grading was a departure from the instructor's previously stated final grade calculations. If the informal attempt at resolving the complaint between student and faculty is unsuccessful, a formal appeal will begin. A student appeal of a final grade must be formally initiated within one term of the grade being posted. Students should understand that the burden of proof will be theirs to demonstrate. The steps for the grade appeal process are available in each academic unit office and online in the current Student Code of Conduct found under the current student link on the Hocking College website.

10. STUDENT GRIEVANCE DUE PROCESS PROCEDURES:

Due process procedures for the College are located in the current *Student Code of Conduct* listed as Hocking College Student Grievance Procedures available online under the current student link on the Hocking College website.

11. STUDENT INSURANCE/COVERAGE:

Hocking College insurance does not cover a student in cases of an accident or illness. Students are responsible for providing their own health and accident insurance. The Hocking College Health Center provides information on a student health insurance plan. Please see the Health Center (JL 241) for information on costs, coverage, and how to enroll in the plan.