



# College of Hospitality Industry Management

## TQF5 Course Report

**Course Code:** IHR2304

**Course Title:** Food and Beverage Service and Operations

**Credits:** 3 (3-0-6)

**Semester /Academic Year:** 1/2022

**Students:** Bachelor of Arts Program in Hotel Management

**Lecturer(s):** Ms.Yupaprn Kithwang

College of Hospitality Industry Management

Suan Sunandha Rajabhat University

## **Course Report**

**Institution** : Suan Sunandha Rajabhat University

**Campus/Faculty/Department** : College of Hospitality Industry Management

### **Section1: General Information**

**1. Course Code and Title:** IHR2304 Food and Beverage Service and Operations

**2. Pre-requisite (if any):** -

**3. Faculty Member(s) Teaching the Course and Sections**

**Sections:**

Room No. 206

**4. Semester and Academic Year**

Semester 1, Academic Year 2022

**5. Venue:** College of Hospitality Industry Management, Suan Sunandha Rajabhat University

## Section 2: Actual Teaching Hours Compared with Teaching Hours Specified in the Teaching Plan

### 1. Number of actual teaching hours compared with the teaching plan

Topics	No. of teaching hours in the plan	No. of actual teaching hours	Reason(s) (in case the discrepancy is more than 25%)
Chapter1: Introduction to Food and Beverage Industry	3	3	
Chapter2: Food and Beverage Divisions	3	3	
Chapter3: Preparation for Service	3	3	
Chapter4: Food and Beverage Products	3	3	
Chapter4: Food and Beverage Products (2)	3	3	
Chapter5: Service standard and training	3	3	
Chapter5: Service standard and training (2)	3	3	
Midterm exam	3	3	
Chapter6: Supervisory Aspects	3	3	
Chapter7: The Menu: Food and Beverage	3	3	
Chapter8: Principles of Restaurant Reservation	3	3	
Chapter9: Service Standard Training and GRM	3	3	
Chapter10: Table Etiquette Principles	3	3	
PBL (Project-Based Learning)	3	3	
Course summary	3	3	
Final Examination	3	3	
<b>Total</b>	<b>48</b>	<b>48</b>	

**2. Topics that couldn't be taught as planned**

Topics that couldn't be taught (if any)	Significance of the topics that couldn't be taught	Compensation
-	-	-

**3. Effectiveness of the teaching methods specified in the Course Specification**

Learning Outcomes	Teaching methods specified in the course specification	Effectiveness (Use ✓)		Problems of the teaching method(s) (if any) and suggestions
		Yes	No	
<p><b>1. Morals and Ethics</b></p> <p>1.1 Be able to deliver or to complete a required task at appointed time;</p> <p>1.2 Be able to do the right thing according to the values, beliefs, and principles they claim to hold;</p> <p>1.3 Be able to make decisions in business according to moral concepts and judgments.</p>	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Constructivist approaches</li> <li>• Cooperative learning: Jigsaw</li> </ul>	✓	-	
<p><b>2. Knowledge</b></p> <p>2.1 Be able to identify the proper theories and describe important case studies.</p> <p>2.2 Be able to provide an analysis and provide the solution to real world problems.</p> <p>2.3 Be able to organize self-study and sharing information to the class.</p>	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Constructivist approaches</li> <li>• Cooperative learning: Jigsaw</li> </ul>	✓	-	
<p><b>3. Cognitive Skills</b></p> <p>3.1 The ability to gather and summarize information, and conduct research;</p> <p>3.2 Self-study and sharing information to the class;</p> <p>3.3 The ability to solve problems from case studies.</p>	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Constructivist approaches</li> <li>• Cooperative learning: Jigsaw</li> </ul>	✓	-	

<p><b>4. Interpersonal Skills and Responsibilities</b></p> <p>4.1 Be able to use interpersonal English communication skills.</p> <p>4.2 Be able to collaborate well in teams for problem solving.</p> <p>4.3 Be able to show leadership skills.</p>	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Constructivist approaches</li> </ul> <p>Cooperative learning: Jigsaw</p>	✓	-	
<p><b>5. Numerical Analysis, Communication and Information Technology Skills</b></p> <p>5.1 Be able to use basic ICT skills and apply them daily;</p> <p>5.2 Be able to use statistics and mathematics to solve air transport business problems;</p> <p>5.3 Be able to use IT to search for new knowledge and apply numerical analysis in communication with emphasis on practical and real life experiences.</p>	<ul style="list-style-type: none"> <li>• Lecture and group discussion</li> <li>• Student-centered: Constructivist approaches</li> <li>• Cooperative learning: Jigsaw</li> </ul>	✓	-	
<p><b>6. Learning Management Skills</b></p>		✓	-	

#### 4. Suggestions for Improving Teaching Methods

### Section 3: Course Outcomes

**1. Number of registered students: 3**

**2. Number of students at the end of semester: 3**

**3. Number of students who withdrew (W): None**

#### **4. Grade distribution**

Grade	No. of students	Percentage
A	1	34
A-	-	-
B+	2	66
B	-	-
B-	-	-
C+	-	-
C	-	-
C-	-	-
D	-	-
D-	-	-
F	-	-
Incomplete (I)	-	-

**5. Factors causing unusual distribution of grades (If any)**

-

**6. Discrepancies in the evaluation plan specified in the Course Specification**

6.1 Discrepancy in evaluation time frame

Details of Discrepancy	Reasons
-	-

6.2 Discrepancy in evaluation methods

Details of Discrepancy	Reasons
-	-

**7. Verification of students' achievements**

Verification Method(s)	Verification Result(s)

**Section 4: Problems and Impacts**

**1. Teaching and learning resources**

<b>Teaching Problems: -</b>	<b>Impacts on students' learning: -</b>
<b>Learning Resources Problems: -</b>	<b>Impacts on students' learning: -</b>

**2. Administration and organization**

<b>Problems from administration</b> -	<b>Impacts on students' learning</b> -
<b>Problems from organization</b> -	<b>Impacts on students' learning</b> -

## **Section 5: Course Evaluation**

### **1. Results of course evaluation by students**

1.1 Important comments from evaluation by students

1.2 Faculty members' opinions on the comments in 1.1

### **2. Results of course evaluation by other evaluation methods**

2.1 Important comments from evaluation by other evaluation methods

2.2 Faculty members' opinions on the comments in 2.1

## **Section 6: Improvement Plan**

### **1. Progress of teaching and learning improvement recommended in the previous Course Report**

Improvement plan proposed in Semester... Academic year .....	Results of the plan implementation (In case no action was taken nor completed, reasons must be provided.)
1. ....	1. ....
2. ....	2. ....
3. ....	3. ....

### **2. Other improvements**



**3. Suggestions for improvement for Semester 1, Academic year 2023**

Suggestions	Time Frame	Responsible person

**4. Suggestions of faculty member(s) responsible for the course**

**Responsible Faculty Member/ Coordinator:** Ms.Yupaporn Kithwang



Signature

Submission Date Dec12, 2022

**Chairperson/Program Director:** .....

Signature..... Receipt Date .....