



The diploma provides a foundation for food and beverage staff to develop key skills and knowledge in all aspects of the food and beverage operations. It is designed to equip students with an in-depth understanding of both the theoretical and technical aspects of the industry. The student will be able to carry out skilled tasks in the food and beverage trade, manage and purchase stock, provide and manage quality customer service, work as a team and contribute to the organizations' goals

The course is designed to participants with an in-depth understanding of the theoretical and technical aspects. The breadth and depth of the materials in this course have been derived in close conjunction with the hospitality industry.

1. Hospitality Sales and Marketing

Students will be introduced to sales markets, consumer preferences, marketing principles, advertising, promotions, channels of distribution, and public relations.

2. Hospitality Financial Accounting

This module introduces students to accounting as an information system. Specifically, this unit addresses the purposes of accounting, users of accounting information, and the recording, presentation and analysis of financial information

3. Leadership and Management

This module encourages students to consider the concept of leadership and the skills involved. The module examines styles of leadership, the link between leadership and management, leadership in diverse workforces, and how to lead organizations or business units in times of change.

4. Quality Service in the Hospitality Industry

This module examines the concept of total quality service and its application to the hospitality industry. The need to develop pro-active approaches to service quality issues with some strategic focus will form the basis of this module.

5. Safety and Security in the Hospitality Industry

Analysis of contemporary safety and security concerns specific to the hospitality industries encompassing lodging, food & beverage and clubs. Includes knowledge of the typical range of hazards and risk associated with the industry and the measures that can be taken to address them.

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6. Human Resource Management

Today's labor pool is shrinking and changing. Be ready! Learn new management strategies for recruiting and selecting high caliber employees. This course gives you "how-to" knowledge for controlling your human resources costs and managing all aspects of the employees-side of your operation.

7. Controls and Purchasing

Learn the principles and practices of controls and purchasing. Obtain the knowledge you need for the receiving and controlling of major commodities and non- food supplies and learn to manage food purchasing. Learn to establish and implement an order and supply process and a stock control system.

8. Events Management

The module introduces and discusses the wide spectrum of the function market, individual needs of people who plan and are part of a group function, and ways to service effectively. Includes the skills and knowledge to effectively organize functions.

9. Food and Beverage Operations

Students are exposed to the typical workflow structure for service within a food and beverage service environment, the service styles and setups. Waste minimization techniques, environmental considerations and hygiene and safety issues in specific relevance to food and beverage service

10. Culinary Arts

Students will gain essential knowledge for professional culinary preparation including hot food preparation, garde manger (cold kitchen), and baking. Sanitation, proper storage, handling of food, and creative presentation of food are also discussed. Students will learn important kitchen terminology as well as why and how ingredients and processes are used.

11. Bar and Beverage Operations

This module includes knowledge of the underpinning reasons for and benefits of responsible service of alcohol reforms, information on the beverage family, the art of mixology, wine appreciation and the bar control system.

12. Business Communications

This module concentrates on successfully communicating ideas. Deals with communicating on the phone and other mediums to promote products and services, conflict resolution, plan and manage meetings as well as preparing and delivering presentations.

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