



CATERING SERVICE

Credit Points	4 CP
Study course annotation	The course will introduce students to the fundamentals of catering service, which will assist them in understanding the process of public eating places and enable them to learn how to navigate the topic correctly and quickly.
Aim of the study course	To train a tourism services professional who is familiar with the organisation of restaurant work; plans, organises and executes quality guest service work processes in line with the interests of the guests and the business.
Tasks of the study course	<ul style="list-style-type: none"> • To plan and coordinate the work and service of the restaurant's departments within the limits of his/her competence, ensuring quality of service, knowledge of the restaurant's organisation, departmental activities, duties and responsibilities. • To observe and ensure generally accepted standards of service in the coordination and execution of guest service. • Plan, organise and coordinate banquets and other events organised by the company.
Description of the study course acquisition results and assessment criteria:	Knowledge
	Will know: 1.1. The restaurant's organisation, departmental activities, job duties and responsibilities. 1.2. Knows and evaluates the most appropriate technological equipment and materials to provide the service. 1.3. The rules for the preparation of documentation. 1.4. Know the food and beverages offered in the restaurant, their preparation technology, food and beverage compatibility. 1.5. The requirements for the preparation and decoration of the premises, the types and themes of possible events, the expectations of the clientele and the culture of service 1.6. The basics of guest service.
	Abilities
	Capable of: 2.1 Using rational working practices, organising the working environment and premises of the restaurant/unit, maintaining production and sales premises in compliance with the requirements of regulatory enactments. 2.2 Using restaurant/unit technological equipment and materials in accordance with operating rules and safety requirements. 2.3 Taking orders, selecting the appropriate service for the situation and the guests' preferences, and providing appropriate table settings. 2.4 Serving the guest at the table, observing the principles of business etiquette and basic hospitality. 2.5 Developing menus and beverage lists in accordance with customer demand, the type of service provided and the company's objectives. 2.6 Calculating the total cost of services and preparing the necessary reports. 2.7 Planning, organising and coordinating banquets and other events organised by the company
	Competences
	3.1 To plan and coordinate the work and service of the restaurant's departments within the limits of his/her competence, ensuring quality service.



	<p>3.2 To work with other professionals to provide additional services to the restaurant.</p> <p>3.3 To observe and ensure generally accepted standards of service when coordinating and carrying out guest service, assessing and deciding on the work to be carried out and the sequence in which it is to be carried out in order to provide service.</p> <p>3.4 To carry out research and evaluation of the service and quality of the restaurant in order to optimise its operation.</p> <p>3.5 Understand guest expectations, deal appropriately with non-standard situations and resolve conflict situations, be familiar with and, where necessary, carry out the duties of the restaurant's departmental staff.</p> <p>3.6 Work as part of a team and individually, evaluate own and team performance.</p> <p>3.7 Develop professional skills, evaluate and apply creative experiences and current trends in restaurant operations, using a variety of information sources.</p>
Study course plan:	
No.	Topics
	Restaurant organisation. Part 1.
1.	Restaurant concept
2.	Market analysis
3.	Designing a restaurant
4.	Restaurant production plan
5.	Organisational structure of the restaurant
6.	Restaurant marketing
7.	Restaurant advertising
8.	Financial plan for the restaurant
9.	Presentation and evaluation of the project work, defence
	Guest service in the restaurant. Part 2.
10.	Hall serveware, cutlery, glasses and their characteristics
11.	Types of table setting
12.	Basic Guest Service
13.	Barware, glasses, equipment
14.	Bar cards: drinks, cocktails, cigars, etc.
15.	Bar service
16.	Banqueting and reception services
Form of final examination:	
	Differentiated written examination
Description of the study course acquisition results and assessment criteria:	
<p>The completion of the study course is assessed on a 10-grade scale in accordance with the Regulations of the Cabinet of Ministers No. 141, No. 512, No. 240 and the "Regulations on Study Course Exams and Tests at the Baltic International Academy" approved by the BIA Senate. Decision No. 211 based on the following criteria: the volume and quality of knowledge acquired; skills acquired; acquired competence according to the planned learning outcomes (www.bsa.edu.lv)</p>	
Mandatory literature of the study course:	
<ol style="list-style-type: none"> Daniel Holmes Boardman. (2017) Your First Restaurant - An Essential Guide: How to plan, research, analyze, finance, open, and operate your own wildly-succesful eatery. Ēdināšanas uzņēmuma vadītāja rokasgrāmata. (2017) Rokasgrāmata sagatavota Mūžizglītības programmas Leonardo da Vinči Inovāciju pārnese projekta, Management Training System for Capacity Building in 	



Hospitality Industry” ietvaros, LLU. Pieejams:

https://llufb.llu.lv/LLUGramatas/PTF/Edinasanas_uzn_vad_rokasgramata.pdf

3. Kuliša, I. (2005) Restorānu bizness - no idejas līdz realitātei: mācību līdz. iesācējiem uzņēmējdarbībā. Rīga : ISMA.
4. Tehnoloģiskie procesi ēdināšanas uzņēmumos. (2019) Digitālais mācību līdzeklis izstrādāts ar Eiropas Savienības finansiālu atbalstu projektā. “Nozaru kvalifikācijas sistēmas pilnveide profesionālās izglītības attīstībai un kvalitātes nodrošināšanai” (vienošanās Nr. 8.5.2.0/16/I/001), Rīga, VISC. Pieejams: <https://dml.visc.gov.lv/my/>
5. Viesu izmitināšanas pakalpojumu organizēšana. (2021) Digitālais mācību līdzeklis izstrādāts ar Eiropas Savienības finansiālu atbalstu projektā “Nozaru kvalifikācijas sistēmas pilnveide profesionālās izglītības attīstībai un kvalitātes nodrošināšanai” (vienošanās Nr. 8.5.2.0/16/I/001), Rīga, VISC. Pieejams: <https://dml.visc.gov.lv/my/>

Study course supplementary literature:

6. ACADEMIA BARILLA DIGITAL GASTRONOMIC LIBRARY . Pieejams: <https://www.academiabarilla.it/en/>
7. Baltic Chefs The Cookbook (2021).
8. Bērziņš G. (2007) Bāra ABC. Bārmeņa rokasgrāmata. Turība.
9. Dallas M. (2013). Management of Risk: Guidance for Practitioners and the International Standard on Risk Management, ISO 31000:2009
10. Davis B., Lockwood A., Pantelidis I., Alcott R., (2012) Food and Beverage Management. 5th ed. London: Routledge
11. Džoša Vesons. Vīni un ēdieni. “Zvaigzne ABC”, 2009.
12. Ēdiena gatavošana, veidi un piederumi. (2010) Rīga, “Zvaigzne ABC”.
13. Hedviga Marija Štūbere, Angela Indiani. Gardēža rokasgrāmata. (2008) Rīga, Zvaigzne ABC, (tulkojums no vācu val.).
14. Joshua Weissman: An Unapologetic Cookbook. (2001) ASV, Alpha.
15. Kuliša I. (2014). Vadlīnijas ēdināšanas uzņēmumu ražošanas dokumentācijā. Darba burtnīca. – Rīga: ISMA, 104 lpp. ISBN 978-9934-14-265-9.
16. Kuliša, I. (2008) Kokteiļu grāmata 50 MIX & FIX. Rīga : ISMA, 208 lpp. ISBN 978-9984-7-2.
17. Kuliša, I. (2003) Bārs: dzērieni, kokteiļi, apkalpošana: māc.grām. Rīga : ISMA, 160 lpp. ISBN 9984-19-439-6.
18. Kuliša, I. (2009) Mācību grāmata tālmācībai „Ēdināšanas serviss I”. Rīga : SIA „BVK”.
19. Key C. The Keynote Guide to Planning a Successful Conference. Pieejams: https://spie.org/Documents/Students/Conference_guide.pdf
20. Latviešu nacionālā virtuve. Rakstu krājums, 2007;
21. Marčenko T. (2003) Higiēnas un sanitārijas pamatprincipi mazajos pārtikas uzņēmumos. – R.: Viesnīcu un restorānu mācību centrs
22. Paul Borosky. (2019) How to Write a Restaurant Business Plan in Ten Steps: 2019 Restaurant Business Plan Sample and Template Included Paperback.
23. Risk management (2011). Code of Practice and Guidance for the Implementation of BS ISO 31000. British Standards Institution
24. Ruciņš M., Meilngaile A. (2008) Sabiedriskās ēdināšanas uzņēmumu ražošanas organizācija. Rīga: LU Akadēmiskais apgāds.
25. Ruciņš M. (2001) Sabiedriskās ēdināšanas uzņēmumu iekārtas. No idejas līdz tās realizēšanai. Jelgava: LLU.



26. Reizenbergs A. Reizenbergs I.(2017) Rīgas kokteiļi/ Rīga cocktails – Rīga: Lienes Vilnītes izdevniecība, 2017.
27. Viesnīcu un restorānu vadības rokasgrāmata. (2006) Rīga, "Dienas bizness".
28. Vanaga V.(2009) Viesu apkalpošana/Vaira Vanaga. Pārstrādāts un papildināts izdevums. - Rīga: Biznesa augstskola "Turība".
29. Vanaga,V., Kuliša, I. (2009) Mācību grāmata tālmācībai „Ēdināšanas serviss II”. Rīga : SIA „BVK”.
30. Walker, John R., (2014) The restaurant: from concept to operation, 7th edition. - Hoboken, New Jersey.

During the study process changes and additions to the program and the list of references are possible