

<b>POLI</b> ESCOLA SUPERIOR TURISMO HOTELARIA <b>TÉCNICO</b> <b>GUARDA</b>	<b>SUBJECT DESCRIPTION</b>	<b>MODELO</b> PED.014.03
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<i>Course</i>	<b>Hotel Management / Restauration and Catering</b>					
<i>Subject</i>	<b>Operation and Restaurant Service</b>					
<i>Academic year</i>	2023-2024	<i>Curricular year</i>	1st	<i>Study period</i>	1st semester	
<i>Type of subject</i>	Compulsory	<i>Student workload (H)</i>	Total: 108	Contact: 60	<i>ECTS</i>	4
<i>Professor(s)</i>	Nelson Manuel Loureiro Soares					
<input checked="" type="checkbox"/> <i>Area/Group Coordinator</i> <input type="checkbox"/> <i>Head of Department</i>	<i>(select)</i> Gonçalo Poeta Fernandes					

## PLANNED SUBJECT DESCRIPTION

### 1. LEARNING OBJECTIVES

*The subject aims to contribute to the training of students at the level of management in the department of food and beverages in hotel companies, restaurants or catering, particularly related to Restaurant services and all their issues.*

*Basically, it'll be transmitted the importance and sensitive awareness for professional gesture, as well as knowledge about the various techniques and production practices in food services.*

*It is intended that students gain theoretical and practical knowledge of methods and techniques in Restaurant services. In the end, the student should be able to participate, organize and plan the various tasks involving the production in Restaurant services.*

### 2. PROGRAM

#### RESTAURANT SERVICE

1. Restaurants typology and their history
2. Personal and Social Aspects of a waiter
3. Etiquette and Protocol
4. Restaurant Personnel
5. Restaurant service, Banquets and Catering
  - 5.1 Technical Terms
  - 5.2 Furniture, equipment, utensils and restaurant clothing
  - 5.3 Techniques for table service
  - 5.4 Types of cutlery for each the delicacies
  - 5.5 Banquets at round tables "Mise-en-place"
  - 5.6 Methods and levels of table service
  - 5.7 Menus and Wine list

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- 5.8 *Wine Service*
- 5.9 *Buffet Service*
- 5.10 *Breakfast, Desserts and Cheese Service*
- 5.11 *Other Services*

### 3. COHERENCE BETWEEN PROGRAMME AND OBJECTIVES

*The subject is essentially practical, students will be put into test environment simulated practice, providing evidence relating to the contents of the subject. Students will perform several tasks related to the contents with the proper supervision and guidance from teacher. In the future, the students will work in real companies they will have to be prepared for any task evolving the Restaurant service.*

### 4. MAIN BIBLIOGRAPHY

- Batista, P., Vicente, E., Brito, F., & Évora, V. (2010). Manual de Técnicas de Serviço de Restauração e Bebidas, Volume I. Lisboa: Turismo de Portugal, IP.*
- Cracknell, H. L., & Nobis, G. (1996). Manual Prático do Serviço de Restaurante (4ª Edição). Cetop*
- Flandrin, J. (1998). História da Alimentação 1. Dos primórdios à Idade Média, Terramar, Lisboa.*
- Flandrin, J. (2001). História da Alimentação 2. Da Idade Média aos tempos actuais, Terramar, Lisboa.*
- Gomes, V., & Revés, P. (2018). Catering e Banqueting - Organização e Prática. Lisboa: Lidel.*
- Luise, F. (2004). Emília e o Food Cost, Edições do Gosto, Lisboa.*
- Moser, F. (2002). Manual de Gestão de Alimentação e Bebidas, Edições Cetop, Lisboa.*
- Peterson, J. (2000). O Essencial da Cozinha, Edições Konemann, Colônia, 2000*
- Soares, N. (2021). Manual de Serviço de Restaurante para ESTH*
- UNHISNOR – União das Associações de Hotelaria e Restauração do Norte de Portugal (2001). Código de Boas Práticas de Higiene para a Restauração, Instituto UNHISNOR, Porto.*

### 5. TEACHING METHODOLOGIES (INCLUDING EVALUATION)

#### **Regular Evaluation**

*At the end of the subject, there will be a theoretical and practical test, from which to carry out the evaluation of acquired knowledge.*

*In addition to the theoretical and practical tests, the teacher may include a paper work taking part in the evaluation.*

*The result of the subject will be expressed on a scale of 0 to 20, reflecting the production in theoretical and practical components.*

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*A student is approved if the evaluation is higher than 9,5.*

*Weighting:*

*Theoretical exam - 40%*

*Practical exam - 40%*

*Theoretical and practical work - 20%*

*It is essential for carrying out this type of evaluation that the student has participated and attended at least 90% of theoretical, practical and theoretical-practical.*

*Exceptions to this rule, are the students with student-worker status.*

***Final Evaluation and Appeal***

*This type of evaluation consists of two tests, one theoretical and one practical, to be held at the end of the semester. In this regime have access students who have not obtained a minimum grade of 9,5 values.*

*This review will consist of a theoretical and practical test, crosscutting and comprehensive information related to the program. During the practical test, theoretical questions may be placed, to be answered orally as part of the same evaluation.*

*Weighting:*

*Theoretical exam - 50%*

*Practical exam - 50%*

**6. COHERENCE BETWEEN TEACHING METHODOLOGIES AND OBJECTIVES**

*With a specific practical content, students will be placed in the test environment simulated practice, providing evidence relating to the contents. Students will perform tasks related to the subject with the proper supervision and guidance of the teacher. Therefore, the evaluation should be performed in accordance with the contents and the students will perform the tasks that will contribute to a proper preparation for the training process in real companies.*

**7. ATTENDANCE**

*In the regular evaluation regime, it is essential that the student has participated and attended at least 90% of the theoretical, practical and theoretical-practical classes.*

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**8. CONTACTS AND OFFICE HOURS**

*Nelson Soares*

*Email – nelson.soares@ipg.pt*

*Office Hours: Mondays, from 16:00 to 18:00 (office C14)*

**9. OTHERS**

*Students will be asked to participate in activities organized by ESTH on a voluntary basis or not. This participation will be taken into consideration for a good performance in the subject.*

*It will be necessary for all students to have their own uniform to carry out practical tasks in a laboratory environment. The lack of mandatory clothing implies the marking of absence to the student and consequent prohibition to attend the class.*

**DATE**

**18 de setembro de 2023**

**SIGNATURES**

*Professor(s), Area/Group Coordinator or Head of Department signatures*

Professor

\_\_\_\_\_  
(signature)

Area/Group Coordinator

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(signature)