



## F&B SERVICE PROFESSIONAL DIPLOMA



## Diploma description

Diploma holders are able to demonstrate the competencies required to be fully operational within different restaurant concepts, following the standards of a first-Class restaurant setting. Successful graduates have a deep understanding of how an F&B establishment is conducted, and the tools needed to be successful, and are well-equipped to enter the industry and reach a supervisory position within a short period of time.

## Credits

60 credits US (20 credits US per term).

## What you will learn

### Foundation

- On-the-Job F&B I
- F&B Service Techniques I
- Beverage Knowledge
- History and Contemporary Practice of Coffee & Tea
- Restaurant Sales Techniques
- Introduction to Customer Service
- Hygiene & Occupational Health Practices
- Introduction to Hospitality Operations
- Mathematics Fundamentals
- English Essentials

### Intermediate

- On-the-Job F&B II
- F&B Service Techniques II
- Basics of Oenology
- Customer Service Excellence
- Goods Management for F&B
- Introduction to Office Tools
- F&B Department Operations
- Verbal & Non-Verbal Communication
- Applied English

### Advanced

- On-the-Job F&B III
- F&B Service Techniques III
- Wine and Spirit Appreciation & Pairing
- MICE & Events Organization
- F&B Pop-up Concept Creation
- Principles of Restaurant Marketing
- People Training & Development
- F&B Administration Principles
- Business English