



Universidad de  
**La Sabana**

**SUBJECT SYLLABUS**

**ACADEMIC OVERVIEW**

**INTERNATIONAL SCHOOL OF ECONOMIC & ADMINISTRATIVE SCIENCES**

**SUBJECT NAME AND CODE:** Front of the House Management (1522603)

**LEVEL OF STUDY:** Undergraduate Program

<b>GENERAL ACADEMIC INFORMATION</b>			
<b>LATEST UPDATE</b>	2017-1		
<b>ACADEMIC AREA</b>	Quality & Service		
<b>SUBJECT TYPE</b>	Elective		
<b>CREDIT POINTS</b>	2		
<b>CLASSROOM HOURS PER WEEK</b>	2		
<b>PRE-REQUISITES</b>	English Level IV		
<b>LANGUAGE</b>	English		
<b>INTERNATIONAL CONTENT</b>	<ul style="list-style-type: none"><li>• Reading materials include international journal articles</li><li>• Reading materials in English</li><li>• Research tasks on intercultural contexts</li><li>• Development of projects with international or intercultural focus</li><li>• Foreign speakers or professors visiting the classroom or participating online</li><li>• International cases are used and compared against national reality</li><li>• International bibliography is used</li></ul>		
<b>COURSE DETAILS</b>			
<b>COURSE DESCRIPTION</b>	The Front of the House Management from an interdisciplinary perspective between the back of the house y front of the house guarantee an ideal experience according to the concept of service. The service process goes beyond the service to the table, this includes prevention and resolution of problems with customers and their satisfaction. This course will include the perspective of American service required for hotels, cruises, casinos, restaurants, airlines, among others.		
<b>COMPETENCES DEVELOPED</b>	<b>Competence</b>	<b>Emphasis</b>	<b>Intended Learning Outcome (ILO)*</b>
	To Develop an analytical and objective perspective towards the service offered in hotels and restaurants to understand their	Skill	ILO01, ILO02, ILO04

	internal dynamics and to improve their operation.		BA&S ILO06 BA&S ILO07 BA&S ILO08
	Use effectively the basic communicative skills of reading, writing, speaking and listening; both in their native language and in another in order to communicate and interpret the communication with others in a more effective way.	Skill	ILO01, ILO02, BA&S ILO06 BA&S ILO08
	Generate self-learning processes for service and hospitality based on the models seen in class.	Context	ILO 01, ILO 02, BA&S ILO06 BA&S ILO07 BA&S ILO08.
<p><b>* Intended Learning Outcome</b></p> <p>ILO01: Global Vision: Demonstrate an understanding of multicultural environments both in local and global contexts.</p> <p>ILO02: Critical Thinking: Evaluate information using critical and analytical reasoning to address changing economic and business situations.</p> <p>ILO04: Ethics &amp; Social Responsibility: Demonstrate awareness of ethical issues in business environments and contribute to the improvement of social conditions.</p> <p>BA&amp;S ILO06: Understand the needs of people and organizations as well as the tendencies of service and hospitality, which prevail in the marketplace in order to design solutions that satisfy the needs of both internal and external customers.</p> <p>BA&amp;S ILO07: Understand transformational leadership to improve organizations and human resource development.</p> <p>BA&amp;S ILO08: Communication: Communicate effectively in written and spoken manner in Spanish and English and three levels of third language.</p>			
<p><b>COURSE CONTENTS</b></p>	<ul style="list-style-type: none"> <li>• Definition of service and contextualization of the approach seen in class</li> <li>• Hierarchical structure of a dining room and a Front Desk from the perspective of functions and service</li> <li>• Customer service as a component of the service</li> <li>• Texas alcoholic beverage commission rules T.A.B.C. And their cultural transference</li> <li>• Food sanitation and safety and its importance in all aspects of Front of the House</li> <li>• Lifetime value of a guest and its implications</li> <li>• "Expo" - the union between the dining room and the kitchen</li> <li>• Bad experiences and how to use those opportunities for everyone to win</li> <li>• Negotiation and its importance in the dining room</li> </ul>		

	<ul style="list-style-type: none"> <li>• Motivation of the work team</li> <li>• Practical laboratories to handle trays, take orders and solve problems</li> <li>• Integration with the EICEA'S school Restaurant</li> <li>• Tools for the analysis of restaurant concepts and the appropriate formulation to make the recruitment and training of the staff</li> </ul>
<b>METHODOLOGY</b>	<p>Lecture and Case Method</p> <p>Theoretical classes</p> <p>Participative classes :Small Groups Discussion and Course Discussions</p> <p>Workshops</p> <p>Practical Exercises</p> <p>Interactive Class</p> <p>Conversation-driven teaching</p>
<b>ASSESSMENT</b>	<p>Competence 1, 2 and 3 will be evaluated trough:</p> <p>1st period (30% of final grade)</p> <p>Research, readings and presentations 15%</p> <p>Punctuality, participation and behavior 15%</p> <p>Quizzes 10%</p> <p>Written Assessment 60%</p> <p>2nd period (30% of final grade)</p> <p>Research, readings and presentations, homework 15%</p> <p>Punctuality, participation and behavior 15%</p> <p>Quizzes 10%</p> <p>Written Assessment 45%</p> <p>3rd period (40% of final grade)</p> <p>workshops 15%</p> <p>Quizzes: 10%</p> <p>participation 15%</p> <p>Final practical project 45%</p>