

ASIGNATURA DE EVALUACIÓN DE SERVICIOS GASTRONÓMICOS BIS

1. Competences	Manage events and gastronomic services, based on logistic planning, supervision and evaluation techniques, in order to satisfy the customer requirements and contribute to the economic development of the region.
2. Four month term	Fifth
3. Theoretical hours	20
4. Practical hours	25
5. Total hours	45
6. Total hours per week	3
7. Learning objective	The student will diagnose and evaluate the quality through indicators of the gastronomic service for the development of actions of continuous improvement and to contribute to the competitiveness of the companies of the gastronomic sector.

Learning units	Hours		
	Theory	Practice	Total
I. Quality fundamentals	10	5	15
II. Instruments for the evaluation of food and beverage service quality	10	20	30
Total	20	25	45

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LEARNING UNITS

1. Learning unit	I. Quality fundamentals
2. Theoretical hours	10
3. Practical hours	5
4. Total hours	15
5. Learning unit objective	The student will evaluate the quality of gastronomic services in order to contribute to the satisfaction of the customer and the objectives of the organization.

Topics	Knowledge	Skills	Values
Generalities of quality management.	<p>Identify background and concepts of quality management:</p> <ul style="list-style-type: none"> - Quality - Total quality - Quality Management System - Continuous improvement <p>Identify the main authors of quality:</p> <ul style="list-style-type: none"> - William E. Deming - Kaoru Ishikawa - Phillip Crosby - Joseph M. Juran - Peter Drucker <p>Identify the principles of quality:</p> <ul style="list-style-type: none"> -Customer-focused organization -Leadership -Staff involvement -Process management -Management through continuous improvement systems. -Fact based decision making - Relationships with suppliers 		<p>Work ethic</p> <p>Honesty</p> <p>Punctuality</p> <p>Responsibility</p> <p>Communication</p> <p>Self-control</p> <p>Organized</p> <p>Systematic</p> <p>Innovative</p> <p>Proactive</p> <p>Analytical</p> <p>Objective</p>

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Quality tools.	Describe the main tools of quality control: -Pareto diagram -Checklist -Fish bone (Ishikawa) -Flowchart	Evaluate gastronomic services by means of quality control tools.	Work ethic Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytical Objective
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ASSESSMENT PROCESS

Learning result	Learning sequence	Evaluation tools and instruments
<p>Based on a case study, it will evaluate the quality of food and beverage service areas and deliver a report that includes:</p> <ul style="list-style-type: none"> - Service procedures. -Quality control tool used. - Justification of the selected tool - Results analysis - Conclusions. 	<ol style="list-style-type: none"> 1. Identifying the concepts of quality 2. Analyze the importance of quality in gastronomic services 3. Understand the tools of quality control. 4. Evaluate the quality of gastronomic services 	<p>Case Study Checklist</p>

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TEACHING LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Research Cases analysis Collaborative teams	Computer Internet Multimedia equipment Printed materials

LEARNING SPACE

Classroom	Laboratory/workshop	Company
X		

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LEARNING UNITS

1. Learning unit	II. Instruments for the evaluation of food and beverage service quality
2. Theoretical hours	10
3. Practical hours	20
4. Total hours	30
5. Learning unit objective	The student will develop actions of continuous improvement in the processes of production and gastronomic services for the satisfaction of the client.

Topics	Knowledge	Skills	Values
Classification of quality indicators in food and beverage establishments	Identify concept and classification of indicators of quality of food and beverage service. Identify concept and classification of food production indicators.	Determine quality indicators in food and beverage services. Determine quality indicators in food production.	Work ethic Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytical Objective
Quality measurement tools.	Recognize the methodology of qualitative and quantitative evaluation-measurement Recognize qualitative and quantitative quality measurement instruments.	Implement qualitative and quantitative quality measuring instruments in accordance with production and service procedures in the gastronomy sector.	Work ethic Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytical Objective
Detection of critical points.	Describe diagnosis of critical points.	Identify the critical points of production processes and gastronomic service. Determine the critical points of gastronomic	Work ethic Honesty Punctuality Responsibility Communication Self-control

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		production and service processes.	Organized Systematic Innovative Proactive Analytical Objective
Continuous Improvement	Describe the concept of continuous improvement. Describe improvement strategies. Identify the quality standards of production and gastronomic service. Identify the applicable regulations in force in the field of gastronomic establishments and services.	Determine the quality standard in the gastronomic service. Evaluate the quality of gastronomic procedures and services. Propose improvement actions.	Work ethic Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytical Objective

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ASSESSMENT PROCESS

Learning outcome	Learning sequence	Assessment instruments
<p>Based on a quality assessment case study, the student will produce a report that includes</p> <ul style="list-style-type: none"> - Measurement instruments - Quantitative and qualitative quality indicators - Diagnosis of critical points of quality control. - Evaluation of results - Quality standards - Improvement actions - Proposals for continuous improvement - Conclusions 	<ol style="list-style-type: none"> 1. Identify quality measurement instruments 2. Analyze quality indicators 3. Analyze the critical points 4. Understand the procedure for evaluating results 5. Develop improvement actions 	<p>Case Study Observation guides</p>

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TEACHING LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Research Case analysis Group discussion	Computer Internet Multimedia equipment Printed material

LEARNING SPACE

Classroom	Laboratory/workshop	Company
X		

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CAPABILITIES DERIVED FROM THE PROFESSIONAL COMPETENCES WHICH CONTRIBUTE TO THE SUBJECT

Capability	Performance criteria
Plan the logistics of the gastronomic service considering the characteristics of the event, the available resources, activity programming and the applicable regulations, in order to comply with the customer requirements and optimize the resources.	<p>Prepare the logistic plan of a gastronomic service, considering the applicable regulations, which it includes:</p> <ul style="list-style-type: none"> -Event order: type of event, name of the event, number of people, date, schedules, menu, advance payment, characteristics of the set-up, venue and areas involved. -Activity schedule: personnel, activities, roles, timing and people in charge. - Supplies requirements
Organize large scale food and beverage preparation through the estimation of supplies, culinary bases, storage management, and production systems, to cover the demand of consumption volumes required in commissary and social events.	<p>Carry out a large scale food and beverage preparation event, and integrate a production plan considering the customer requirements it contains:</p> <p>a) Production operation flow</p> <p>(b) Large-scale preparation</p> <ul style="list-style-type: none"> -Hygienic handling of supplies. - Warehouse management. - Techniques and methods of culinary bases. - Organization of the work in the kitchen: time of preparation of the <i>mise en place</i>, delivery times and requirements of workforce. <p>c) Set-up and presentation on a large scale.</p> <ul style="list-style-type: none"> - Cleaning. - Organoleptic characteristics according to the standard recipe: smell, color, taste, texture and temperature. - Portion size according to the standard recipe. - Aesthetics: balance, unity, focal point and flow (BUFF). - Type of crockery to be used. <p>d) Large scale standard recipes.</p>

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	<ul style="list-style-type: none"> - Ingredients: natural and processed food products. - Production systems attached to regulations. - Production techniques and equipment in volume to be used. - Cooking, service and storing temperatures. - Final presentation photography. - Costs, portions and yields. - Nutritional contribution.
Coordinate the operation of the gastronomic service according to the planning of the determined logistics, supervision tools and management of the resources, to solve contingencies and to fulfill the requirements of the customer.	<p>Supervise the operation of a gastronomic service and record it in a master control, which contains</p> <ul style="list-style-type: none"> - Activity in process: fulfillment and adjustment of roles, functions and times, and control of raw materials. - Executed activity: fulfillment and adjustment of programmed activities. - Observations and incidents
Evaluate the gastronomic service by analyzing the results of the operation and measuring customer satisfaction, in order to propose strategies for continuous improvement.	<p>Prepares an evaluation report of the gastronomic service provided, including:</p> <ul style="list-style-type: none"> - Instruments for measuring customer satisfaction. - Analysis of the master control and the results of the customer satisfaction. - Proposals for correction and improvement.

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REFERENCES

Author	Year	Title	City	Country	Publisher
Ishikawa, Kaoru	2013	Inroducción al control de la calidad	Madrid	España	Díaz de Santos
Izar landeta, Juan Manuel	2012	Calidad y mejora continua	México	México	LID
Cuatrecasas, Lluís y González Babón, Jesús	2017	Gestión integral de la calidad: Implantación, control y certificación	Barcelona	España	Profit Editorial
Montoya y Cerna, Claudia Patricia.	2009	Bases para la implementación del Sistema de Gestión de la Calidad de acuerdo con los requisitos de la Norma ISO 9001:2008	Bogota	Colombia	Universidad Tecnológica de Pereira
Pérez Torres,	2006	Calidad Total en la atención al cliente. Pautas para garantizar la excelencia en el servicio	Madrid	España	Ideas propias
William, Martink	2006	Guía de Servicio en Restaurantes: : Calidad en los servicios de alimentos.	México	México	Trillas
Francisco Moyado	2010	Gestión de la Calidad	México	México	Siglo XXI Editores
Juan Manuel Izar Landeta	2011	Calidad y Mejora Continua	México	México	Lid Editorial Empresarial
Dale H. Besterfield	2009	Control de Calidad	México	México	Pearson Prentice Hall

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