

ASIGNATURA DE INTEGRADORA II BIS

1. Competences	Manage events and gastronomic services based on logistical planning, and 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	3
4. Practical hours	27
5. Total hours	30
6. Total hours per week	2
7. Learning objective	The student will demonstrate the competence to manage events and gastronomic services, based on logistical planning, and monitoring and evaluation techniques, in order to fulfill customer requirements and contribute to the economic development of the region.

Learning units	Hours		
	Theory	Practice	Total
I. Gastronomic event planning	3	17	20
II. Event execution	0	10	10
Total	3	27	30

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LEARNING UNITS

1. Learning unit	I. A gastronomic event planning
2. Theoretical hours	3
3. Practical hours	17
4. Total hours	20
5. Learning unit objective	The student will elaborate the planning of an event for its implementation.

Topics	Knowledge	Skills	Values
Event planning.	Identify the methodological structure of the project to be developed: <ul style="list-style-type: none"> - Introduction - Objective - Justification - Reference framework - Methodology - Development - Conclusions - Bibliography and sources consulted 	Prepare order of services. Integrate the event logistics planning.	Ethics Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytical Objective Teamwork Innovative
Objective and operative planning of the event		Establish project objectives. Integrate the planning of the kitchen and bar operation. Establish the organization of kitchen, bar and lounge brigades. Integrate the request of supplies.	Work ethics Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytical Objective Teamwork Innovative

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Topics	Knowledge	Skills	Values
Tasting menu		Develop a tasting menu	Work ethics Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytic Objective Teamwork Innovative

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ASSESSMENT PROCESS

Learning result	Learning sequence	Evaluation tools and instruments
<p>Based on an event, the student will include the following in an evidence portfolio:</p> <p>a) Service order:</p> <ul style="list-style-type: none"> - Name, date, folio, telephone, address, email, event type, number of customers, service type, complementary services, restrictions, recommendations, payment conditions, advance, cancelation rules, penalties. Event budget. <p>b) Planning the logistics of the event:</p> <ul style="list-style-type: none"> - Location, facilities, equipment, supplies, human resources, complementary services, selection of suppliers. <p>c) Planning and organization of the operation:</p> <ul style="list-style-type: none"> - Operation areas distribution, service flow, activities chronogram, event program, service techniques, layout. <p>d) Menu tasting</p> <ul style="list-style-type: none"> - Selected menu. - Standard recipe. - Checklist for the preparation of the menu tasting dishes. 	<ol style="list-style-type: none"> 1. Identify the activities to be carried out at the event. 2. Analyze kitchen, bar and lounge timing and movements. 3. Understand procedures for setting up menus. 4. Develop the planning of an event. 	<p>Project Rubric</p>

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INTEGRADORA II BIS

TEACHING LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Learning based on projects Collaborative teams Case analysis	Computer Multimedia equipment Internet Printed materials

LEARNING SPACE

Classroom	Laboratory/workshop	Company
	X	

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LEARNING UNITS

1. Learning unit	II. Event execution
2. Theoretical hours	0
3. Practical hours	10
4. Total hours	10
5. Learning unit objective	The student will develop an event to fulfill the customer requirements.

Topics	Knowledge	Skills	Values
Event production		<p>Food and beverages preparation.</p> <p>Set-up and atmosphere of the event.</p> <p>Instruments for supervising the installation and production of the event.</p>	<p>Work ethics</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>Analytic</p> <p>Objective</p> <p>Teamwork</p> <p>Innovative</p>
Event operation		<p>Provide food and beverages service to the diners.</p> <p>Instruments for supervising the event operation.</p>	<p>Work ethics</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>Analytic</p> <p>Objective</p> <p>Teamwork</p> <p>Innovative</p>

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Topics	Knowledge	Skills	Values
Event evaluation.		Evaluate customer service. Evaluate planning, production and operation of the event. Propose improvement actions.	Work ethics Honesty Punctuality Responsibility Communication Self-control Organized Systematic Innovative Proactive Analytic Objective Teamwork Innovative

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ASSESSMENT PROCESS

Learning outcome	Learning sequence	Assessment instruments
<p>The student will execute an event and integrate the following into the evidence portfolio:</p> <ul style="list-style-type: none"> a) Dishes and beverages <ul style="list-style-type: none"> - Standard recipe - <i>Mise en place</i> checklist. - Checklist for food and beverage production. b) Set-up and atmosphere: <ul style="list-style-type: none"> - Checklist for set-up and atmosphere of the event. - Photographs c) Food and beverage service. <ul style="list-style-type: none"> - <i>Mise en place</i> checklist for dining area. - Food and beverage service checklist. d) Evaluation of the event: <ul style="list-style-type: none"> - Analysis of the results of the service evaluation. - Analysis of the results of the operation. - Proposals for improvement. 	<ol style="list-style-type: none"> 1. Identify the dishes and beverages to be produced in the event. 2. Analyze the set-up and atmosphere of the event. 3. Understand food and beverage service procedures. 4. Analyze the evaluation indicators of gastronomic services and procedures. 	<p>Project Rubric</p>

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TEACHING LEARNING PROCESS

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CAPABILITIES DERIVED FROM THE PROFESSIONAL COMPETENCES WHICH CONTRIBUTE TO THE SUBJECT

Capability	Performance criteria
Determine the characteristics of service through the diagnoses of the customer requirements and the operation to offer alternatives of service.	Elaborate a diagnose for a gastronomic service that includes: <ul style="list-style-type: none"> - Requirements of the customer: type of event, number and type of people, menu, budget, event duration, schedule, date, and location. - Types of services. - Supplies requirements: raw material, staff, utensils and equipment and furniture. - At least 3 service alternatives: types of service, menu list and budget.
Plan the logistics of gastronomic service considering the characteristics of the event, the available resources, activities program and the enforced regulations to fulfill the customer requirements and optimize the resources.	Elaborate the logistical plan of a gastronomic service considering the enforced regulations that includes: <ul style="list-style-type: none"> - Even order: type of event, name of event, number of people, date, schedules, menu, advance, setting up characteristics, location and involved areas. Activities chronogram: staff, activities, roles, timing and people in charge. <ul style="list-style-type: none"> - Supplies requisitions.
Organize large-scale food and beverage preparation through the estimate of supplies, culinary bases, storage management, and production systems to cover the demand of consumption volumes required in commissary and social events.	Carry out a large-scale food and beverage preparation event; and integrate a plan of production considering the requirements of the customer that contains: <ul style="list-style-type: none"> a) Operation of production flow. b) Great scale preparation. <ul style="list-style-type: none"> -Hygienic management of supplies. - Storage management. -Methods and techniques of culinary bases. - Organization of kitchen work: time of preparation of <i>mise en place</i>, time of delivery and requirements of workforce. c) Setting up and presentation at great scale. <ul style="list-style-type: none"> - Cleaning - Organoleptic characteristics according to the standard recipe: smell, color, flavor, texture

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	<p>and temperature.</p> <ul style="list-style-type: none"> - Size of the portion according to the standard recipe. -Aesthetics: balance, unity, focal point, flow (BUFF). - Type of crockery to be used. <p>d) Standard recipes at a great scale.</p> <ul style="list-style-type: none"> -Ingredients: natural and processed food products. -Production systems according to the regulations. - Techniques and volume production equipment to be used. -Cooking, service and storing temperatures. - Final presentation photography. - Costs, portions and output. -Nutritional value.
<p>Coordinate the gastronomic service operation according to the planning of determined logistics, supervision tools and resources management to solve contingencies and fulfill the client's requirements.</p>	<p>Supervise the gastronomic service operation and record it in a master control that contains:</p> <ul style="list-style-type: none"> - Activity in process: accomplishment and adjustment of roles, functions and timing, and supplies control. - Executed Activity: accomplishment and adjustment of the scheduled activities. - Observations and incidences.
<p>Evaluate the gastronomic service through the result analysis of the operation and measurement of the client satisfaction to propose strategies of continuous improvement.</p>	<p>Elaborate an evaluation report of the gastronomic service provided that includes:</p> <ul style="list-style-type: none"> - Instruments for measuring customer satisfaction. - Analysis of the master control and the results of customer satisfaction. - Correction and improvement proposals.

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REFERENCES

Author	Year	Title	City	Country	Publisher
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