

ASIGNATURA DE LOGÍSTICA DE EVENTOS BIS

1. Competences	Manage events and gastronomic services, based on logistical 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	30
4. Practical hours	45
5. Total hours	75
6. Total hours per week	5
7. Learning objective	The student will develop an event through logistical planning, supervision and production of food and beverages on a large scale, in order to satisfy the customer needs and diversify the offer of gastronomic services.

Learning units	Hours		
	Theory	Practice	Total
I. Events planning	20	25	45
II. Events operation	10	20	30
Total	30	45	75

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LOGÍSTICA DE EVENTOS BIS

LEARNING UNITS

1. Learning unit	I. Events planning
2. Theoretical hours	20
3. Practical hours	25
4. Total hours	45
5. Learning unit objective	The student will plan the logistics of events to achieve the objectives of quality, resource optimization and customer satisfaction.

Topics	Knowledge	Skills	Values
Historical background and generalities of the events.	<p>Describe the historical evolution of the events and their importance in gastronomy industry.</p> <p>Identify the types of gastronomic events and their protocol.</p> <p>Classify gastronomic events:</p> <ul style="list-style-type: none"> -Social: weddings, XV years parties, baptisms -Internal events: Assemblies, Conventions, Incentive trips. -External events: Congresses, Conferences, Courses, Seminars, Symposiums, Fairs, Exhibitions and Presentations. -Recreational events: sports, concerts, dinner-dances. 		<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> <p>Teamwork</p> <p>Innovative</p>

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<p>Planning of event logistics.</p>	<p>Explain the process of event logistics and its components:</p> <ul style="list-style-type: none"> -Menu layout. -Budget. -Contracts. -Production and arrangement. -Closing of installations. <p>Explain the elements of the events master control.</p> <p>Describe the tools of event logistics:</p> <ul style="list-style-type: none"> - Order of Events - Logs - Check list - Order of service - Supplier selection - Format of times and movements - Lay out - Requisitions - Program of the event <p>Recognize the types of service.</p> <p>Recognize the budgeting process.</p>	<p>Propose types of service based on customer requirements.</p> <p>Prepare a budget for an event.</p> <p>Elaborate tools for event logistics.</p> <p>Plan the logistics of events according to the customer requirements.</p>	<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> <p>Teamwork</p> <p>Innovative</p>
<p>Calculation of capacity and distribution of areas.</p>	<p>Recognize types of arrangements for events.</p> <p>Describe the elements of the capacity calculation.</p> <p>Identify applicable regulations.</p> <p>Identify anthropometric criteria for event capacity.</p>	<p>Determine capacity and distribution of event areas</p>	<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> <p>Teamwork</p>

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			Innovative
Event planning elements.	<p>Identify the elements that form the service operation system in the dining room and kitchen:</p> <ul style="list-style-type: none"> - Capacity calculation. - Distribution of areas. - Kitchen and dining room equipment. - Personnel. - Supplies. - Menu approach - Service techniques. - Operating flows. - Operation rules. - Complementary services. <p>Recognize the types of events arrangement.</p>	Propose the operation system of the event according to the requirements of the client.	<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> <p>Teamwork</p> <p>Innovative</p>

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LOGÍSTICA DE EVENTOS BIS

ASSESSMENT PROCESS

Learning result	Learning sequence	Evaluation tools and instruments
<p>From an event, the following will be integrated into an evidence portfolio:</p> <ul style="list-style-type: none"> - Type of event. - Characteristics of the event - Type of service. - Planning of event logistics. - Event budget - Contract - Area distribution. - Planning of the operation system: - Schedule - Organization chart. - Capacity calculation. - Distribution of areas. - Layout - Role of activities. - Monitoring instruments - Supplies and equipment requirements for the dining room and kitchen. - Service logistics. - Operation flows. - Operation rules. - Complementary services. 	<ol style="list-style-type: none"> 1. Identify the types of gastronomic events and their protocols 2. Analyze the components of gastronomic event logistics. 3. Understand the procedure for calculating capacity and area distribution. 4. Understand the operation system of the service in the dining room and kitchen in events. 5. Plan the logistics of a gastronomic event. 	<p>Project Checklist</p>

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LOGÍSTICA DE EVENTOS BIS

TEACHING LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Project based learning. Collaborative teams. Case studies.	Multimedia equipment. Internet. Equipment and event furniture catalogues.

LEARNING SPACE

Classroom	Laboratory/workshop	Company
	X	

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LEARNING UNITS

1. Learning unit	II. Event operation.
2. Theoretical hours	10
3. Practical hours	20
4. Total hours	30
5. Learning unit objective	The student will operate an event to meet customer expectations and contribute to the profitability of the organization.

Topics	Knowledge	Skills	Values
Catering	<p>Explain the concept of catering.</p> <p>Describe the structure and facilities of operational areas and stands.</p> <p>Recognize major and minor kitchen equipment.</p> <p>Explain the pre-production process of kitchen and bar in catering.</p> <p>Identify the applicable regulations.</p>	<p>Verify the installation of operational areas, stands and equipment at events.</p> <p>Elaborate the <i>mise en place</i>.</p> <p>Cover the event furniture.</p>	<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> <p>Teamwork</p> <p>Innovative</p>
Decoration and setting of events.	<p>Describe the elements to be considered in the decoration and setting of events:</p> <ul style="list-style-type: none"> - Theme - Luminosity. - Temperature. - Musical sound. - Protocol of the event. 	<p>Select the decoration and setting of events.</p>	<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> <p>Teamwork</p> <p>Innovative</p>

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Large-scale food production.	<p>Recognize the methods, culinary techniques and standardization of dishes.</p> <p>Identify specialized large-scale production equipment.</p> <p>Explain the times and movements in the kitchen in large-scale production.</p> <p>Explain the handling of surpluses and shortages in large-scale production</p>	<p>Develop the <i>mise en place</i> of large-scale food preparation.</p> <p>Produce food on a large scale.</p>	<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> <p>Teamwork</p> <p>Innovative</p>
Preparation of beverages on a large scale.	<p>Recognize the preparation of beverages.</p> <p>Explain the bar structure in large-scale production.</p>	<p>Elaborate the <i>mise en place</i> of the preparation of drinks on a large scale.</p> <p>Produce drinks on a large scale.</p>	<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> <p>Teamwork</p> <p>Innovative</p>

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ASSESSMENT PROCESS

Learning outcome	Learning sequence	Assessment instruments
<p>From the execution of an event the student will deliver a report that includes:</p> <p>a) checklist of the installation of operational areas, stands and equipment at events.</p> <p>b) checklist of the <i>mise en place</i> with photographs.</p> <p>c) checklist of the setting and decoration with photographs</p> <p>(d) preparation of food:</p> <ul style="list-style-type: none"> - Planning of times and movements. - Standard recipe. - Checklist of the kitchen <i>mise en place</i> and hygiene and safety measures. - Checklist of the menu prepared according to the standard recipe. <p>e) Preparation of beverages:</p> <ul style="list-style-type: none"> - Planning of times and motion. - Standard recipe. - Checklist of the <i>mise en place</i> of bar and health and safety measures - Checklist of the prepared drink according to the standard recipe. 	<ol style="list-style-type: none"> 1. Understand the concept of catering and the structure of its operational areas and event stands. 2. Identify the elements to be considered in the decoration and setting of events. 3. Understand the procedure for planning and producing food on a large scale. 4. Understand the procedure of planning and production of drinks on a large scale. 	<p>Project Checklist</p>

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TEACHING LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Project based learning Collaborative teams Case analysis	Multimedia equipment. Internet Equipment and furniture for events catalogues.

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, activities 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, times, menu, advance payment, setting characteristics, location and areas involved. -Activities schedule: personnel, activities, roles, times 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 operating flow</p> <p>(b) Large-scale preparation</p> <ul style="list-style-type: none"> -Hygienic handling of supplies. - Storage management - Techniques and methods of culinary bases. - Organization of kitchen work: time of preparation of the <i>mise en place</i>, delivery time 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> <ul style="list-style-type: none"> - Ingredients: natural and processed food

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	<p>products.</p> <ul style="list-style-type: none"> - Production systems attached to regulations. - Production techniques and equipment in volume to be used. - Cooking, service and storing temperatures. - Photography of the final presentation. - Costs, portions and yields. - Nutritional contribution.
<p>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 client.</p>	<p>Supervise the operation of a gastronomic service and records 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
<p>Evaluate the gastronomic service by analyzing the results of the operation and measuring customer satisfaction, in order to propose strategies for continuous improvement.</p>	<p>Prepare 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
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Martínez Guillén, María del Carmen.	2013	Manual básico de protocolo empresarial y social.	Madrid	España	Díaz de Santos
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