

## WSQ Manage Food and Beverage Operations - Blended (SSF)

Key items	Course
<b>Course Title:</b>	<b>Manage Food and Beverage Operations - Blended (SSF)</b>
<b>Course Reference No.:</b>	TGS-2019504924
<b>Course Unit Code:</b>	FSS-FBP-5015-1.1
<b>Funding Availability:</b>	<p style="color: red;">Note: Learners must achieve at least 75% attendance and pass all assessments components of the course to be eligible for funding for Certifiable Skills Training Courses.</p> <ul style="list-style-type: none"> <li>• SkillsFuture Funding</li> <li>• SkillsFuture Mid-career Enhanced Subsidy</li> <li>• Enhanced Training Support for SMEs</li> <li>• SkillsFuture Credit (SFC)</li> <li>• Post-Secondary Education Account (PSEA)</li> </ul>
<b>Course Overview:</b>	<p>This 2.5 day course covers the entire spectrum of F&amp;B operations management – understanding the distinct operational characteristics of various F&amp;B concepts, recruiting and grooming your team, developing cost-efficient duty rosters, managing the entire day-to-day store operations without a hitch, making profitable purchasing decisions all the way to developing and maintaining a PROFIT-driven F&amp;B operating budget.</p> <p>By the end of this course, you will have acquired the ability to manage the entire day-to-day store operations in F&amp;B establishments with confidence and finesse.</p>
<b>Who Should Attend:</b>	<p>This course is ideal for F&amp;B managerial personnel involved in managing F&amp;B operations, such as;</p> <ul style="list-style-type: none"> <li>• F&amp;B Consultants</li> <li>• Operations Managers</li> <li>• Restaurateurs</li> <li>• Entrepreneurs</li> </ul>
<b>Course Objectives:</b>	<p>Through our experiential classroom training, learners will learn how to:</p> <ul style="list-style-type: none"> <li>• Apply knowledge of various food and beverage concepts</li> <li>• Apply employee scheduling practices to match business demands</li> <li>• Manage opening, operating, and closing procedures</li> <li>• Administer purchasing and inventory systems</li> <li>• Interview, hire and train staff</li> <li>• Develop food and beverage operating budget</li> </ul>
<b>Course Duration:</b>	26 hours (Classroom Training – 21 hours, e-Learning – 1 hour, Assessment – 4 hours)
<b>Course Fees:</b>	\$900
<b>Mode of Instruction:</b>	<ul style="list-style-type: none"> <li>• Lecture</li> <li>• Discussion</li> <li>• Demonstration / Practice</li> <li>• Role Play</li> <li>• Observation / Feedback</li> </ul>
<b>Mode of Delivery:</b>	Part-time/Full-time

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<b>Mode of Assessment:</b>	At the end of the course, learners are required to complete a total of 4 hours of assessment, comprising a written assessment, written test, role play, practical performance and oral interview.
<b>Attendance Requirement:</b>	A 75% minimum attendance is required for learner to be eligible to complete a WSQ Qualification
<b>Passing Criteria:</b>	Learners must be deemed 'C' Competent in all the assessment components to pass.
<b>Qualification:</b>	Upon successful completion of course and assessment, learners will be awarded a Statement of Attainment (SOA) issued by the SkillsFuture Singapore (SSG).
<b>Entry Qualification:</b>	<ul style="list-style-type: none"> <li>• Learners must have a minimum pass in English (C6) for GCE 'O' Level Certificate and above or its equivalent (i.e. WSQ Work Place Literacy and Numeracy Skills Level 5).</li> <li>• For learners who do not meet the minimum requirements, an oral interview would be conducted to determine suitability for the course</li> </ul>
<b>Average Teacher to Student Ratio:</b>	1:12