

DEPARTMENT of Business and Office Administration

COURSE OUTLINE – Fall 2026

HP2310 (A2): Food and Beverage Operations – 3 (3-0-1) 60 Hours for 15 Weeks

Northwestern Polytechnic acknowledges that our campuses are located on Treaty 8 territory, the ancestral and present-day home to many diverse First Nations, Metis, and Inuit people. We are grateful to work, live and learn on the traditional territory of Duncan's First Nation, Horse Lake First Nation and Sturgeon Lake Cree Nation, who are the original caretakers of this land.

We acknowledge the history of this land and we are thankful for the opportunity to walk together in friendship, where we will encourage and promote positive change for present and future generations.

INSTRUCTOR:	Bianca Dudenhoffer	PHONE:	(780) 539-2864
OFFICE:	C419	E-MAIL:	bdudenhoffer@nwpolytech.ca
OFFICE HOURS:	Tues/Thurs: 11:30 – 1:00pm, or by appointment, best way to contact: Email		

CALENDAR DESCRIPTION: This course will give students a basic understanding of the management processes involved in food and beverage restaurant operations. They will examine essential elements of the industry including sanitation, food safety, equipment and restaurant layout, marketing, menu planning, and service techniques. In addition, this course will include a general overview of liquor operations and bartending.

PREREQUISITE: BA1010

COREQUISITE(S): None

REQUIRED MATERIALS:

1. The following Open Educational Resources will be used for this course. (These **are free, open-source textbooks**. The PDF downloads are on the HP2210 D2L MyClass site.)



- The BC Cook Articulation Committee. (2015). Working in the Food Service Industry. Victoria, B.C.: BCcampus.
<https://opentextbc.ca/workinginfoodserviceindustry/>.
- BC Cook Articulation Committee. (2015). Basic Kitchen and Food Service Management. Victoria, B.C.
<https://opentextbc.ca/basickitchenandfoodservicemanagement/>.
- BC Cook Articulation Committee. (2015). Food Safety, Sanitation, and Personal Hygiene. Victoria, B.C.: BCcampus.
<https://opentextbc.ca/foodsafety/>.

2. Advanced Food Safety Course (online) or provide proof of completion – **approximately \$25.00** (Can.). <https://www.safecheck1.com/product/food-handler-cn/>
3. Cesim Simulation – **approximately \$62** (CAD funds)

DELIVERY MODE(S):

On-campus (face-to-face) – This type of course will be delivered on campus in a specific location which will be indicated on the student timetable. Students are expected to fully attend in person. Modules for the course will be posted online through myClass.

On a weekly basis, HP2410 has three hours of instructional time and one hour of lab time. The classwork will be comprised of lectures, class discussions, group work, presentations, and examinations. Where appropriate and when available, guest speakers and field study will be used, which may require flexibility in scheduling.

LEARNING OUTCOMES:

Upon completion of this course students will be able to:

1. Investigate and report on the emerging food and beverage industry trends and innovations with a focus on Canadian business.
2. Identify appropriate tools & equipment found in the food and beverage industry.
3. Distinguish the different restaurant types and ownership structures within the industry.
4. Describe how key factors (e.g., restaurant concept, style, and location) effect the success of a food and beverage operation.
5. Understand and explain the financial roles and responsibilities of a food and beverage manager in the success of the food and beverage business.
6. Describe an efficient purchasing, receiving, storing, and issuing control system for food and beverage operations.
7. Determine menu types appropriate to different food and beverage outlets.

8. Evaluate the restaurant menu as a marketing tool and investigate menu pricing methods.
9. Develop and maintain professionalism through appropriate appearance and effective communication techniques during the service of customers.
10. Define service styles and related duties.

TRANSFERABILITY:

Please consult the Alberta Transfer Guide for more information. You may check the transferability of this course at the Alberta Transfer Guide main page <http://www.transferalberta.alberta.ca>.

**** For courses with alpha (letter) grading, a grade of D or D+ may not be acceptable for transfer to other post-secondary institutions. Students are cautioned that it is their responsibility to contact the receiving institutions to ensure transferability.**

EVALUATIONS:

Assessment	Weighting
Canadian Food Industry Trends/Innovations Presentation	10%
Quizzes (10)	10%
Midterm Exam	20%
Cesim Restaurant Simulation Game	20%
Advanced Food Safety Course	5%
Serving at the President's Ball	5%
Final Exam	30%
Total	100%

ASSIGNMENT AND PROJECT POLICIES:

- You are strongly encouraged to complete all exercises, assignments, quizzes, and exams.
- You must contact the instructor to make arrangements if you anticipate missing an evaluation BEFORE the evaluation date. Valid reasons include conflict with religious beliefs, domestic problems, bereavement, or illness. In the case of illness (physical, mental, or emotional), medical documentation may be required.
- Late assignments will have a 10% reduction per day, with no acceptance after 9 days late.
- Turnitin plagiarism-detecting and AI detection software will be used in this course.



Quizzes

- There will be 10 quizzes administered through myClass throughout the semester. The student will be allowed 1 attempt for each quiz.
- All quizzes must be completed before the due date expires or the student will receive a mark of zero (0) for any missed quizzes. Once the quiz has been started, you must complete the entire quiz within the set time limit. Logging off or losing the internet connection during the quiz will result in a grade based only on the proportion of the exam that has been completed. It is important to have a reliable internet connection when attempting an exam.

Midterm Exam

- This midterm is to be taken in class, so please be sure to be present.
- The midterm format will be communicated to you through MyClass before the midterm date.
- If you miss an exam, you will have a grade of 0 for that test, unless you had prior permission with a valid reason. Valid reasons include conflict with religious beliefs, domestic problems, bereavement, or illness. In the case of illness (physical, mental, or emotional), medical documentation may be required.

Cesim Restaurant Simulation Game

- The Cesim software is a simulation of a restaurant. Teams of students will compete with their restaurants for market share and shareholder profitability.
- This is a fun, competitive, and real-life simulation game. Students are required to pay for the software in order to compete.

Final Exam

- Final exams will be written as scheduled by the Registrar's office during the exam period. Do not plan activities during this period. Examinations will start at the scheduled time. Extra time will not be allotted to students who arrive late for an examination.
- **The final exam for HP2310 will be 2 hours.**
- Students who fail to report for a scheduled examination, and who do not qualify for a deferred examination, will receive a grade of "F" for the missed examination.
- Deferred final examinations may only be granted when an examination has been missed or interrupted because of illness, domestic problems, or a conflict with religious beliefs. In the case of illness (physical, mental, or emotional), medical documentation may be required.

GRADING CRITERIA:

Please note that most institutions will not accept your course for transfer credit IF your grade is **less than C-**.

Alpha Grade	4-point Equivalent	Percentage Guidelines		Alpha Grade	4-point Equivalent	Percentage Guidelines
A+	4.0	95-100		C+	2.3	67-69
A	4.0	85-94		C	2.0	63-66
A-	3.7	80-84		C-	1.7	60-62
B+	3.3	77-79		D+	1.3	55-59
B	3.0	73-76		D	1.0	50-54
B-	2.7	70-72		F	0.0	00-49

COURSE SCHEDULE/TENTATIVE TIMELINE:

Module	Topic	Assessment
1	Course Information/Course Overview	
2	Introduction to the Food Service Industry	Quiz #1
3	Restaurants and Their Owners & Financing and Leasing	Quiz #2
4	Concept, Location, and Design	Quiz #3
5	Industry Trends Presentations	
6	The Menu	Cesim Strategy Plan Due 11:59 pm Quiz #4
7	Menu Engineering & Strategies	President's Ball Midterm Exam
8	Personal Hygiene, Attributes, and Professionalism	
9	Planning and Equipping the Kitchen	Quiz #5
10	Food Purchasing	Quiz #6
11	FALL BREAK (NO CLASSES)	
12	Bar & Beverages	Quiz #7
13	Budgeting and Control	Quiz #8 Advanced Food Safety Course Proof Due 11:59 pm

14	Food Production and Sanitation	Quiz #9 Cesim Reflection Due 11:59 pm
15	Training and Service	Quiz #10

*Course Schedule is approximate and may vary slightly at the discretion of the instructor

STUDENT RESPONSIBILITIES:

Registered students are expected to abide by the rules and regulations of NWP. It is the student's responsibility to be fully acquainted with and adhere to NWP's policies, procedures or rules; please see

<https://www.nwpolytech.ca/about/administration/policies/fetch.php?ID=69>

Attendance: Students are expected to attend all scheduled classes, arrive on time, and remain for the duration of the activities. Arriving late or leaving early is disruptive to the entire class. Frequent tardiness may be treated as absence. **Students with absences in excess of 6 classes may be refused permission to write the final exam.**

For more information, please refer to the Academic Regulations on Debarred from Exams at <https://www.nwpolytech.ca/programs/grading-systems.html>.

Time Management: Adopting and adhering to effective learning habits in this course will likely take up a great deal of time so plan your schedule accordingly. It is difficult to catch up once a student falls behind in required readings and exercises.

Cell Phones: The personal use of cell phones during class time is unprofessional and distracting to the instructor and fellow students. Texting and talking on a cell phone during class is therefore strictly prohibited. Cell phones must be either turned off or set to silent mode and placed out of sight.

Email: Email is the preferred option to communicate with your instructor. **Email correspondence to your instructor must be sent from your NWP student email account.** Emails should be professionally formatted and include a subject, correct spelling and grammar, and a reference to course material and/or textbook pages, etc. Emails that do not adhere to this format may not be responded to.

Recording: Photographing and/or recording course content is strictly prohibited unless advance permission is obtained from the instructor and any guest

presenter(s). In the event permission is granted, such recordings may only be used for individual study, and may not be reproduced, transferred, distributed or displayed in any public manner.

STATEMENT ON ACADEMIC MISCONDUCT:

Academic Misconduct will not be tolerated. For a more precise definition of academic misconduct and its consequences, refer to the Student Rights and Responsibilities policy available <https://www.nwpolytech.ca/about/polytechnic-leadership/policies-directory>.

****Note:** all Academic and Administrative policies are available on the same page.

Additional Information:

[Policies Directory | Northwestern Polytechnic](#)

USE OF GENAI:

You can use GenAI tools in this course, but your AI use depends on assessment (assignment) requirements. Follow all directions as provided. If you have any questions/concerns, please ask.

Learning to use AI tools well takes time and practice, so set aside time to 'play' with the AI tools used in this class. Since AI Literacy is an emerging skill (for instructors and students), we will experiment to discover how best to use AI tools for our academics. Familiarize yourself with AI strengths and weaknesses. AI is prone to fabrication (factual inaccuracies), so check AI outputs. Assume outputs contain errors unless you know the answer or can confirm the outputs using other supporting sources. You are responsible for any errors or omissions the AI tool provides that you fail to identify and resolve.

Important: AI is a tool, but one that **you need to acknowledge using transparently**. In addition to standard reference and citation expectations (*see the NWP Library's [Citing Generative AI](#)), **always include a supplemental reflective paragraph** (written only by you, the student)) at the end of any assignment that uses AI. Explain (in your own words) what you used the AI for and what prompts you used to get the results. Failure to provide a personal reflective paragraph in your own words may be considered academic misconduct.

Words of advice: If using GenAI, the primary challenge you face will be to ensure that AI use supports, rather than replaces, your learning. Be thoughtful.