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## 1. BACHELOR IN F&B MANAGEMENT STUDY PLAN

### 1.1 BACHELOR PROGRAM CONTENT FOR FIRST YEAR

#### 1.1.1 SEMESTER 1

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Kitchen Production I</b>						
Commissary & Knife Skills	1101	Practical	60	2	50%	
Fundamentals in Cooking Methods	1102	Practical	60	2		
Bakery	1103	Practical	60	2		
Dessert & Pastry Making	1104	Practical	60	2		
<b>Food &amp; Beverage Service I</b>						
Beverage Science & Lounge Service	1111	Practical	30	1		
Stewarding & Hygiene	1112	Practical	30	1		
<b>Food &amp; Beverage – Theory I</b>						
Food Safety & Nutrition	1121	Theory	30	2		
Introduction to F&B Management	1122	Theory	30	2		
<b>Communication &amp; Business Tools I</b>						
Applied English I	1131	Theory	45	3		
Or						
Foreign Language I	1132	Theory	45			
Computer Application I	1133	Theory	30	2		
International Business Protocol	1134	Theory	30	2		
Mathematics for Hospitality	1135	Theory	30	2		
<b>Total Hours</b>			<b>495</b>	<b>23</b>		

## PROGRAM CONTENT

### 1.1.2 SEMESTER 2

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Kitchen Production II</b>						
Individual Cooking	1201	Practical	60	2	50%	
Cooking in Restaurant Operation	1202	Practical	60	2		
<b>Food &amp; Beverage Service II</b>						
F&B Service Techniques in Restaurant Operation	1211	Practical	60	2		
F&B Service Techniques in Fine Dining	1212	Practical	60	2		
<b>Food &amp; Beverage – Theory II</b>						
F&B – Purchasing & Cost Control	1221	Theory	45	3		
Recipe Development & Menu Analysis	1222	Theory	30	2		
<b>Room Division – Theory &amp; Practice</b>						
Room Division I – Front Office	1241	Practical	30	1		
Room Division I – Housekeeping	1242	Practical	30	1		
Room Division I – Laundry & Public Areas	1243	Practical	30	1		
<b>Communication &amp; Business Tools II</b>						
Applied English II	1231	Theory	45	3		
Or						
Foreign Language II	1232	Theory	45			
Computer Application II	1233	Theory	30	2		
Human Behaviour & Performance in the Workplace	1234	Theory	30	2		
<b>Total Hours</b>			<b>510</b>	<b>23</b>		

### 1.2. BACHELOR PROGRAM CONTENT FOR SECOND YEAR

#### 1.2.1 SEMESTER 3 (INTERNSHIP)

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark
Industry Internship	2301	Practical	800	6	Pass/ Fail
<b>Total Hours</b>			<b>800</b>	<b>6</b>	

1.2.2 SEMESTER 4

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Foundation of F&amp;B Management</b>						
Direct Selling & Customer Service in F&B	2451	Theory	30	2	50%	
F&B Event Management & Operation	2452	Practical	90	3		
Principle of Marketing	2453	Theory	45	3		
Quality Management	2454	Theory	45	3		
<b>Communication &amp; Business Tools III</b>						
Academic Writing	2431	Theory	45	3		
Accounting – Uniform System of Accounting	2433	Theory	45	3		
Ethics & Law	2473	Theory	30	2		
Micro-economics	2435	Theory	45	3		
<b>Total Hours</b>			<b>375</b>	<b>22</b>		

1.3 BACHELOR PROGRAM CONTENT FOR THIRD YEAR

1.3.1 SEMESTER 5

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Applied F&amp;B Management</b>						
Facilities Management	3551	Theory	30	2	50%	
Managerial Accounting in Hospitality	3552	Theory	45	3		
Room Division II – Property Management System	3553	Theory	30	2		
<b>Communication &amp; Business Tools IV</b>						
Career Management	3531	Theory	45	3		
E-Marketing	3532	Theory	30	2		
Macroeconomics	3533	Theory	45	3		
<b>Specialization Electives I</b>						
1. Mice & Event Management	3571	Theory				
2. Tourism & Travel Business Management	3572	Theory	45	3		
<b>Total Hours</b>			<b>270</b>	<b>18</b>		

### 1.3.2 SEMESTER 6 (INTERNSHIP)

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark
Industry Internship	3601	Practical	800	6	Pass/ Fail
<b>Total Hours</b>			<b>800</b>	<b>6</b>	

## 1.4 BACHELOR PROGRAM CONTENT FOR FOURTH YEAR

### 1.4.1 SEMESTER 7

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark
<b>Integrated Business Analysis &amp; Management I</b>					
Statistics	4781	Theory	30	2	50%
Revenue Management	4782	Theory	30	2	
Project Management	4783	4783	45	3	
Or					
Research Methods	4784	Theory	45	3	
Marketing in F&B	4785	Theory	45		
Financial Analysis in F&B	4786	Theory	45		
<b>Specialization Electives II</b>			90	6	
1. Trends in F&B Franchising	4771	Theory	45	3	
2. Design & Financing New Touristic Products	4772	Theory			
3. Leadership & Professional Development	4773	Theory			
4. Luxury Brand Management in Hospitality	4774	Theory			
<b>Total Hours</b>			<b>285</b>	<b>19</b>	

## 1.4.2 SEMESTER 8

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Integrated F&amp;B Management</b>						
Developing Entrepreneurial Projects	4851	Theory	30	2	50%	
Innovation Management	4852	Theory	30	2		
Sustainable Development of Businesses in F&B	4853	Theory	30	2		
<b>Integrated Business Analysis &amp; Management</b>						
Crisis & Security Management	4881	Theory	30	2		
Corporate Strategy	4882	Theory	45	3		
Talent Management	4883	Theory	30	2		
<b>Integrated Project (6 weeks)</b>						
F&B Student Business Project	4891	Project	60	2		
<b>Total Hours</b>			<b>255</b>	<b>15</b>		

## 1.5 COURSE DESCRIPTION

### 1.5.1 Semester 1

#### 1.5.1.1 (1101) Commissary and Knife Skills

“Keep your knives sharp and join the commissary kitchen!”

The commissary kitchen prepares you to build all the essentials of becoming a future chef. You will develop skills whether it's following proper hygiene, energy conservation or wastage prevention. You will learn how to deal with knives and raw material to give a final product which will be used by other outlets like a la carte restaurants or for classical banquet production. Working with a variety of fruits, vegetables, proteins and understanding the structure and anatomy of different proteins will build your solid knowledge. The kitchen working environment will provide you with the opportunity to learn the proper use of knives and safety tips along with maintenance of kitchen equipment's. The practical class activities will foster skills in planning, prioritizing and time management. At the same time, you will learn to respect procedures and tasks. You will be encouraged to develop your sense of responsibility and teamwork. The theoretical knowledge learned is based on industry-relevant requirements and will assist you in selecting and combining ingredients correctly.

#### *1.5.1.2 (1102) Fundamentals in Cooking Methods*

In the childhood memories of every good cook, there's a large kitchen, a warm stove, a simmering pot and a chef with a long hat.

Success has no finish line; your journey of mastering culinary arts starts here! This course is the foundation of culinary arts. It will prepare you for the food service industry, with knowledgeable experienced facilitator, and it will offer you the opportunity to work hands on with many different raw ingredients. Moreover, this course is designed to help you develop your skills in basic French cooking methods applying standards, hygiene, energy conservation and wastage control. This is your opportunity to learn how to produce quality foods in an effective and efficient manner. You will also be exposed to main systems of food production from modern free-flow concept to Ala Carte, fast food and classical banquet production. At this level, the kitchen working environment will introduce you to the proper use and preventive maintenance of working place and kitchen equipment.

This course consists of two parts: a theoretical part which will prepare you for industry-relevant needs, and the practical hands on will develop your skills in planning, prioritizing, and time management.

#### *1.5.1.3 (1103) Bakery*

Bakery industry is growing on demand in the food service. Bakers are becoming pioneers in leading innovations.

This course is designed for happiness where master pieces of bakery will be created, starting with the aromatic bread, moving to the milky smell of the baked Croissants, Danishes, Puff Pastries and Swirls that will fill up your heart with joy.

Today, you will be the artist of the always admired breads, cookies, muffins.

The facilitator of the course will guide you through 6 years of experience where you will go through a unique journey, where you will learn scaling, kneading, baking, slicing, mixing, temperature and using bakery machines until you arrive to the most tempting part which is the tasting.

#### *1.5.1.4 (1104) Dessert & Pastry Making*

Since childhood, desserts have always occupied the biggest part of our hearts.

During this course, you will recognize the ingredients that are used in pastry and understand the functions of it and be able to make international dessert, macrons, nice cakes, and plated dessert that can be served in fine dining restaurants and banquet events with a Pastry Instructor who spent

more than 15 years in five- star hotels, pastry shops, restaurants, outside catering, ice cream and gelato shops, and private pastry business.

Pastry industry is growing on demand in the food service. Pastry Chefs are becoming pioneers in leading innovations, and that's why this course is designed to develop your skills and mastering the pastry operations, where you will learn scaling, mixing, folding, colouring, storing, slicing and using pastry machines.

#### *1.5.1.5 (1111) Beverage Science & Lounge Service*

“Yesterday I was clever, so I changed the world. Today I am wise, so I am changing myself.” – Rumi

The world of science is a whirlpool of knowledge. The more you increase your curiosity, the deeper you go. The more you learn, the faster you whirl. The course is designed to create the foundation of many aspects of the beverage world by analyzing and breaking down the relationship between the theoretical know how and practical application to have a better understanding of physical and chemical reactions occurring on a daily basis. Beverage science involves natural evolution of products such as fermentation, distillation and how both works together through sugars and alcohol. The course will widen the student's perspective on the art of pairing beverages with food, through relating the theoretical knowledge with practical application with the guidance of an experienced beverage specialists and a facilitator with years of experience in the field.

#### *1.5.1.6 (1112) Stewarding & Hygiene*

As a future food and beverage managers and chefs, one should cover all the positions and start from the basics, by cleaning. What defines a clean kitchen? How clean should an outlet be? How does the dishwasher machine work? And what is the proper way to clean and store equipment? In this course, the student will develop skills in selecting cleaning equipment and materials to work effectively, as well as a hands-on operation in the cleaning science lab where they will understand the back of house operation in details and the importance of the stewarding department. The correct use and proper organization of machine and manual washing will be evaluated. Furthermore, the students will master the fundamentals in setting up the operation before, during and after the event is done in a hassle-free form.



#### *1.5.1.7 (1121) Food Safety & Nutrition*

“The doctor of the future will no longer treat the human frame with drugs, but rather will cure and prevent diseases with nutrition” - Thomas Edison.

Food science is important to maintain health, prevent disorders and/or eliminate different diseases. This course is designed to help chefs and F&B Leaders understand the basic nutritional guidelines, recognize food groups and sources, while developing an appreciation for their role in Culinary Arts.

A qualified learning facilitator holding a Master’s degree in Human Nutrition and Dietetics with several years of experience working in the field will guide students throughout the course. The facilitator will help the students to understand and identify all the food safety risks and hazards throughout the food flow chain from farm to fork, and to provide knowledge of safe practices needed in the upcoming semesters and the near future. The students will be familiar with different operation types and the suitable food safety system for each type. In addition, they will be able to define the suitable prevention measures and corrective actions to minimize the hazards in the food production process.

The course material will be facilitated using different learning methodologies such as lecturing, group work and assignments. The assessment method will be according to RACA regulations as detailed in the course assessment section.

Moreover, the course will present food items and the practices of handling food to students from a different perspective that will raise their awareness to the significant role of “Food safety and Nutrition” to be an outstanding market leader.

#### *1.5.1.8 (1122) Introduction to F&B Management*

“True hospitality consists of giving the best of yourself to your guests” - Eleanor Roosevelt.

This course is designed to introduce passionate future industry leaders to the exciting world of Food and Beverage Management by exploring various concepts; such as, the role of the F&B department in the Hospitality industry, the main responsibilities of this department and the challenges associated to it, while providing students with a solid base to their educational journey in Food and Beverage Management.

Throughout the course, you will develop an appreciation of how extraordinary meal experiences are created through an exceptional set of standards related to menu choices, level of service, price-value relationship and unique setting design.

Students will also explore the most important financial aspects of running a Food and Beverage operation while getting an insight into basic principles of Supply Chain Management and acquiring a broader understanding of the Food and Beverage service methods most commonly used in the industry.

This course highlights one of the core values of Royal Academy of Culinary Arts which is 'Life-long Learning' that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to future courses in their journey. With the guidance of a hospitality industry expert facilitator, students will get the chance to practice and apply what they have learnt through a real F&B analysis project.

#### *1.5.1.9 (1131) Applied English I*

Speaking English is a necessity in the global culinary career and Food and Beverage Management Industry. Learning English will navigate you to different cultures, cuisines, books...etc. which will gradually build you a bright, blooming career with solid knowledge. For example, imagine yourself talking to a receptionist at a hotel in a German speaking country when you do not speak German! You definitely need a bridge language to communicate, which is most of the time "English".

Applied English I course will focus on the four main communication skills; namely, listening, speaking, reading, and writing. First, it will offer an opportunity to improve your listening skills by listening to various interesting TOEFL and IELTS audios with the aim to enrich your vocabulary bank and enhance your English language comprehension. Second, no matter where you choose to live, travel, or work, you will always need to communicate verbally in English with people; therefore, being competent in speaking skills is essential in this Hospitality industry. Hence, this course is designed to meet the need to practice speaking by conducting class discussions and conversation classes about various topics. Third, believing that reading is "the food of the soul," this course will enhance your reading skills by introducing you to the main reading comprehension techniques that will make you perceive any educational language material as a piece of cake. Finally, grammar and structure are given ultimate attention throughout the course, moving from building up proper sentence into writing well-structured paragraphs. Learning English will open you a lot of opportunities, you might be an international food blogger or a cookbook author one day!

After all, being equipped with these four language skills will be one of the major factors to open you well-paid opportunities in different regions and international markets around the world.

**1.5.1.10 (1133) Computer Application**

Being part of the Hospitality industry means that you have to be up to date with new trends including the most important factor which interferes everyone's life nowadays: technology!

In order to present your ideas, write your recipes, design and calculate your menu, you will always need Microsoft Office Applications.

Computer Application I will focus on two Microsoft Applications: Microsoft Word and Microsoft PowerPoint. You will be given an overview of the different features of Microsoft Word, including typing, formatting, editing, document spacing, margins, page numbering and saving a document, etc. Also, you will learn to use Microsoft Word to produce professional-looking documents. On the other hand, Microsoft PowerPoint aims to provide you with the essential skills needed to create, edit, and present professional looking presentations using text, tables, diagrams, charts and pictures.

Those two applications are expected to give students a foundation level of competence in mastering standard computer applications. Using computers, students will master the applications and systems upkeep of Microsoft Office Professional 2016. Upon successful completion, you will be competent using the functions and features in Microsoft Word and PowerPoint; you will be able to create Word documents and PowerPoint presentations effectively.

**1.5.1.11 (1134) International Business Protocol**

Anyone can do business; however, only professionals can stand out in the crowd! This International Business Protocols will take you on the ladder of professionalism step by step, starting from boosting your personal presence to enhancing your interpersonal and intercultural communication in business.

Believing that first impressions usually last in business, this course will not only provide you with the theoretical tips of making good first impressions, but also will give you the chance to demonstrate proper business grooming standards and dress code, greetings, and introductions through role-playing activities. After ensuring making a good first impression, communication skills come to the scene! In the hospitality industry, one can't deny the big role both verbal and non-verbal communication play in building and maintaining good intercultural, social, and professional relationships with others. Therefore, the course will arm you with the international protocols needed for taking calls, writing emails and instant messages to have a smooth communication in university or in the workplace. Moreover, as non-verbal signals form 55% of our daily

communication, interactive & group work activities were designed to help you read and use body language consciously to avoid miscommunication or misunderstanding. The last part of this course will shed the light on business presentations where you will be provided with the skills you need to plan, design, and deliver any idea in a structured manner. To achieve this, you will be given a chance to deliver individual presentations followed by detailed constructive feedback.

By practicing all the above-mentioned protocols, you will be expected to reach a high step on the ladder of professionalism and to represent yourself, RACA, and your future career the best way possible. All what you need is an open mind to different cultures, dedication to self-improvement, and a will to change!

#### *1.5.1.12 (1135) Mathematics for Hospitality*

This course is designed to equip students in both food and beverage management and culinary arts with essential numerical skills required by food and beverage industry. The course content includes percentages, ratios, weight/volume conversions between the American and metric systems, recipe costs, algebra, shopping for kitchen, labor cost, tax and social security, employee payroll, income statement, and inventory management. This course also covers the learning outcomes, skills and knowledge required to help the students in developing both problem- solving and decision-making skills that lead to broaden critical skills by using a range of calculation methods and techniques in Mathematics.

### 1.5.2 Semester 2

#### *1.5.2.1 (1201) Individual Cooking*

“We don’t copy paste we create; this is the art behind fine dining”.

Experience the world of fine dining and plating techniques that have been waiting for you. Cooking and plating alone is any chef’s dream. Experience the real endurance and techniques that the kitchen will hold. It is a lifestyle in the individual kitchen at RACA. You will now be applying, demonstrating and executing all the theoretical and practical knowledge that was taken in the first semester. The student will be dealing and preparing action plans, shopping lists, cooking all recipes given for the daily Banquet functions to produce a spectacular dish and show their abilities in knife skills and basic cooking methods which will open the opportunities to make you one step closer to your career in the near future.

#### *1.5.2.2 (1202) Cooking in Restaurant Operation*

A chef must think like a scientist, arrange like an accountant, plate like an artist, and cook like a grandmother.”

Welcome to the real world of cooking at the Top Restaurant! International and national buffets, Ala Carte menus, quick service recipes, and different cuisine stations will be prepared during this course. You will be able to apply all the theoretical and practical knowledge that was taken in the first semester, you will create menus, action plans for the day and shopping lists using a wide variety of ingredients and products from all over the world.

Live cooking, interacting with guests, showing new cooking skills will transfer the self-confidence of yourself to the next level.

Pre-preparation, preparation and creating menus through the semester will open the opportunities to shine individually and show your abilities to work in groups.

#### *1.5.2.3 (1211) F&B Service Techniques in Restaurant Operation*

“You cannot teach culture; you have to live it and experience it. You have to share it; you have to show it”. Brent Harris

Rule number one for creating a service culture or any culture for that matter is this; it starts at the top. It starts in the head and the heart of the leader and is passed on from one team member to the next. There is no other way it can happen. You might ask why I should take a service course if I am going to be a Chef, in order to escalate in the industry, you have to know all the ins and outs of it. So, this course is designed in order for you to have the fundamental service techniques. The Course is designed to teach the fundamental principles of table and restaurant service. Say goodbye to the old service trends and welcome to the new school of service where you will be taught about all the new trends and service techniques. Demonstrations, simulation and practical activities performed by the students will familiarize them with different aspects of service techniques. The course walks the students through the dining experience before, during and after the guest arrives and initiating service by using technical skills and displaying the energy, passion and commitment the waiter should have. In addition to the capability to operate a POS system and creating Cocktails.

#### *1.5.2.4 (1212) F&B Service Techniques in Fine Dining*

“We are what we repeatedly do. Excellence, then, is not an act, but a habit” – Aristotle

The service in hospitality industry is coming up with new food and beverage concepts every day. The expectations levels are on a rise. Being seated while waiting for food to be served is no longer exciting; guests want to be entertained. A great meal comes with great service, and there is not a greater joy than a satisfied guest. Proper servers, polished cutlery and glasses, and perfect ambiance at the banquet restaurant, take the guest through a unique dining journey, from appetizer to dessert. Every expectation in a fine dining restaurant, you will find at the banquet restaurant. At the banquet, the students will be offered foundation-level skills and knowledge of the food and beverage operation in fine dining restaurants. Demonstrations, simulations and practical activities performed by the students will familiarize them with aspects of modern and classical service techniques. Not only to develop technical skills but also develop the interpersonal and professional skills in a real work environment.

#### *1.5.2.5 (1221) F&B – Purchasing & Cost Control*

“Really? Equations and numbers again?!”

Being a chef is not just about exceeding guest’s expectations through food and beverage, it is managing and leading an operation of the sustainable standard with the high quality of ingredients and prices to match. Do I order the salmon whole? Do I order the chicken de-boned and cleaned? Does it really matter if it’s whole or fabricated? How much of a difference can it make in the recipe? Well, all the answers that you seek lay within a successful chef/purchasing manager. Breaking down and analysing ingredients according to yield is key to a consistent ever-growing business. Now, numbers and equations are not out of context. Purchasing provides the student with the fundamental principles of how an operation is managed through receiving, storing, stocks and food and beverage costs.

#### *1.5.2.6 (1222) Recipe Development & Menu Analysis*

“In hospitality there is respect, in kitchen there is heat, in service there is etiquette and in menus there are all”.

This course is designed to guide passionate future chefs through the process of menu writing and development using the knowledge and skills they will acquire. Students will be able to expand their understating of the different kinds of menus used in the industry and various factors involved in menu creation.

Throughout the course, students will develop an appreciation of how outstanding menus emerge from exceptional recipes carefully created and developed using the correct techniques. This course will also raise awareness of the importance of standardized recipes in waste and cost control management.

Students will acquire a broader understanding of the competition, target market, consumer and market trends with their influence on menu and recipe development. The course will provide an introduction to the menu costing process and how to apply it by learning and practicing the proper measures.

This course highlights the core values of the Royal Academy of Culinary Arts which is “Life-long Learning” that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to future-application in their journey. With the guidance of a hospitality industry expert facilitator, students will get the chance to practice and apply what they have learnt through a real menu creation project.

### *1.5.2.7 (1241) Room Division I – Front Office*

‘A good leader leads from the front. Don’t get stuck in the office. Get out, meet people and listen to their stories.’ – Richard Branson.

This course is designed to introduce future leaders to front office world as it is the “Nerve Center” for any hotel by exploring various concepts; such as the role of rooms department and its products and services, the different functions in a front office department and their responsibilities, identify the moments of truth in the guest cycle, compare computerized networks in the hospitality industry emphasizing on rooms division operations.

Throughout the course, students will be able to explain the importance of front office department and the connection between the front office department and the rest of the departments within the hotel.

Students will also discover the practical side of the course through hands-on experience of practicing a check-in and check-out process to be able to achieve the best first impression and last impression to guests throughout a memorable journey starting from the guest reservation process. This course highlights one of the core values of Royal Academy of Culinary Arts which is ‘Life-long Learning’ that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to

future courses in their journey. With the guidance of a hospitality industry expert facilitator, who brings several years of room division experience in five-star hotels.

#### *1.5.2.8 (1242) Room Division I – Housekeeping*

‘Hospitality starts with cleanliness, be sure to start to make it a beautiful place where anyone can feel content’. – Shoukei Matsumoto.

This course is designed to introduce future leaders to Housekeeping world, the aim of all accommodation establishments is to provide their guests with clean, attractive, comfortable and welcoming surroundings.

For the students to accomplish the course, they need to go through several topics such as; explaining the role and the importance of the housekeeping department in any hospitality and restaurant operation from both the customer and the management point of view, identifying the responsibilities of the various roles in a housekeeping department, gaining an insight on the standard operating procedures linked to the cleaning and maintenance of rooms, machines, and equipment.

Throughout the course, students will explore the main features of a guest room including the room status such as; (vacant, occupied, due out, due in) and others which is creating the connection between front office department and housekeeping department.

This course highlights one of the core values of Royal Academy of Culinary Arts which is ‘Excellence’ that brings to mind how housekeeping department takes a pride in keeping the hotel clean and comfortable, so as to create a ‘home away from home’.

#### *1.5.2.9 (1243) Room Division I – Laundry & Public Areas*

The term ‘laundry’ can be defined as a place where the washing and finishing of clothes and other washable articles are carried out.

The laundry department has always been one of the main contributors to the creation of a positive image for both employees and facilities of any hospitality institution. Exceptional leaders are ones who are knowledgeable of all the different areas that influence the flow and quality of their operation. As future Food and Beverage and Culinary leaders, this course will explain an important part of your on-going journey in the hospitality industry.

After completing this course, students will be able to understand the types of laundries and purpose of having a laundry department in a hotel, also to list the various roles of the laundry department including the linen exchange procedure for guestrooms and F&B areas, as well as the



operation of laundries from collection to the finishing of linens. Regarding the practical part of the course, students will have the opportunity to visit a hotel to explore the sections of a laundry department and the personnel needed to run the operation as well as to get familiar with the machines used in laundry departments in the industry.

This course highlights one of the core values of Royal Academy of Culinary Arts which is 'Excellence' that emphasizes the importance of appreciating the impact of the Laundry department on the overall success of any operation, with the guidance of an experienced hospitality industry facilitator who brings several years of room division experience in five-star hotels.

#### *1.5.2.10 (1231) Applied English II*

Speaking English is a necessity in the global culinary career and Food and Beverage Management Industry, and learning English language will gradually build you a bright, blooming career with solid knowledge. Therefore, being competent in English language can only be achieved by putting the language into practice. For example, imagine yourself as a food critic, with very good knowledge, who is required to write a report about a certain restaurant in English language, then you need to employ the four skills; explicitly, by listening to comments, reading notes, speaking out concerns, and specifically writing feedback in order to structure and document your report.

Applied English II course will focus on the four main communication skills; namely, listening, speaking, reading, and writing. First, it will offer an opportunity to improve your listening skills by listening to various interesting audios about the Hospitality industry with the aim to enrich your specialized vocabulary bank in the field and enhance your English language comprehension. Second, since English is the language that is used internationally, you will always need to communicate verbally in English with people; therefore, being competent in speaking skills is essential in this Hospitality industry. Hence, this course is designed to meet the need to practice speaking by conducting class discussions and debates about various topics. Third, this course will enable you to employ the main reading comprehension techniques on any educational language material. Finally, **technical writing was selected over the years as one of the best skills that employees must acquire when it comes to writing skills.** Besides, it will prepare you for the type of professional communication you are likely to engage in during your college, first post-college jobs, and beyond. Technical communication—the presentation of specialized information in an accessible way to a variety of diverse audiences who will expect clarity, accuracy, and professionalism from you, is what this course focuses on. Indeed, it will focus on the process of

writing, starting from employing the knowledge in writing correct sentence structures to essay writing where you research or create documents based on real world situations.

After all, having these four language abilities can help you gain access to well-paying jobs in a variety of areas and international marketplaces throughout the world. Remember, practice makes perfect!

#### *1.5.2.11 (1233) Computer Application II*

Being part of the Hospitality industry means that you have to be up-to-date with new trends including the most important factor which interferes everyone's life nowadays: technology!

In order to present your ideas, write your recipes, design and calculate your menu, you will always need Microsoft Office Applications.

Computer Application II will focus on two Microsoft Applications: Microsoft Excel and Microsoft Publisher. You will be provided with all the tools necessary to create and use basic spreadsheets. You will learn the various methods for entering and editing data. Additionally, you will study the various ways to write simple formulas. On the other hand, Microsoft Publisher offers a large collection of templates that provide a great way to start a new publication. Using Microsoft Publisher, you will create, format, edit, and share greeting cards, certificates, newsletters, menus, and other printed publications. You will perform basic tasks in the Microsoft Publisher interface, add content to a publication, format text and paragraphs, manage text, work with graphics, and prepare a professional-looking publication for printing and sharing.

Upon successful completion, you will be competent using the functions and features in Microsoft Excel and Publisher; you will be able to create spreadsheet and formulas on Excel, and design menus via Publisher. All combined together, you will be expected to be ready to employ your knowledge about Microsoft Office in real-life application!

#### *1.5.2.12 (1234) Human Behaviour & Performance in the Workplace*

'An organization, no matter how well designed, is only as good as the people who live and work in it' - Dee Hock.

This course is designed to help students who aspire to be future top leaders better understand the industry's organizational setting in terms of human behavior, attitude and performance while focusing on their interpersonal skills to ensure they have a smooth transition into any organization as employees in the future. The connection between human behavior and some contributing Organizational Behavior disciplines such as sociology and psychology are also highlighted.

'Respect' which is a core value at Royal Academy of Culinary Arts is highlighted in this course as students are provided with an insight into the behavior of culturally diverse individuals and groups in work settings while being introduced to methods used by leaders in structuring and managing their organizations. This insight will raise the students' awareness of the issues and challenges that employees and managers face on a daily basis.

With the guidance of a hospitality industry expert facilitator, the course will also improve the students emotional and cultural intelligence skills in order to have a deeper understanding of human behavior within an organization for a healthier working environment. Various organizational structures and business entities within the hospitality and tourism industry are explored.

### 1.5.3 Semester 3 (Internship)

#### 1.5.3.1 (2301) Internship

This whole semester course will provide students with work experience at nationally and internationally recognized establishments. Students will have the opportunity to apply the achieved skill levels and further deepen and develop new competencies and managerial skills by observing an existing operation and provide factual and constructive feedback.

This experience will prepare students to better comprehend proficiencies needed in the industry. The Royal Academy of Culinary Arts will closely supervise the desired learning outcomes through projects, work journals and site visits that the interns will have to submit during their internship.

### 1.5.4 Semester 4

#### 1.5.4.1 (2451) Direct Selling & Customer Service in F&B

On the surface, the division of labour between sales and customer service seems clear cut. Sales representatives reach out to prospects to earn new and repeat business. Customer service representatives help existing customers when they have questions or issues. Thanks to CRM tools, these departments might have access to the same basic customer information – name, contact date, last contact, etc. But when it comes down to it, a salesperson sells, and a customer service person serves. Simple right?

Maybe not. Ask any salesperson, and they will tell you that closing sales is a pretty small part of their day-to-day job. According to some research, sales representatives only spend less than 40% of their time selling. The rest of that time is generally spent nurturing relationships. They make phone calls, send follow-up emails and schedule meetings. They listen to customers' concerns, address their needs and consistently check in to ensure customers feel comfortable giving (or continuing to give) the company their business.

#### *1.5.4.2 (2452) F&B Event Management & Operation*

Knowledge is of no value unless you put it into practice' – Anton Chekhov.

Aspiring top chefs are not simply ones who succeed in the kitchen but ones who can run a full Food and Beverage operation effectively and efficiently. Banquet Operation Management is a vital part of that operation and only professional chefs can master the art of Event Management. Nowadays, whenever people gather together for several hours whether for a business meeting, social gathering, or any other celebratory occasion, they are going to require catering and event management services including Food and Beverage, entertainment and special set-up. These are **all prime opportunities that all chefs should be fully prepared for.**

At Royal Academy of Culinary Arts, the incorporation of such an intriguing course as part of the students' journey stems from the belief in its core values of Excellence, as well as Innovation and Entrepreneurship. Through the guidance of a hospitality industry expert facilitator with years of experience in the field, students will be inspired to turn the ordinary into extraordinary.

This course puts emphasis on banquet operation by examining its structure and characteristics, while evaluating the needs and requirements for successful management of all aspects of a banquet department. The course will encourage the students to identify the processes and analyse the factors that impact the planning, organizing, and staging of a banquet or catering function. Industry-relevant practices are highlighted and commonly applied scenarios in catering and event management are used. The course is divided into two distinct sections, one theoretical and one practical, whereby students will have to plan, organize, and sell a gala dinner event with a special theme of their choice for a real hands-on experience that not only meets but exceeds expectations.

#### *1.5.4.3 (2453) Principles of Marketing*

For any business to be successful, a good marketing strategy is vital. In basic terms marketing is about giving potential customers information about your products or services and the reasons that they should choose your company.

Good marketing educates customers so that they can find the products they want, make better and more informed choice about the products, and get the most value from them. Marketing helps facilitate exchanges between buyers and sellers for mutual benefits for both parties.

#### *1.5.4.4 (2454) Quality Management*

“Quality means doing it right when no one is looking” said Henry Ford. Then, it all starts with you! In today’s hospitality world, leaders understand the value of self-discipline and the importance of representing their brand. Not only you are the ambassador of your field, but you are also a representative of the company you work for. In our business, quality has a pragmatic interpretation as the non-inferiority or superiority of a matter. It is also defined as being suitable for its intended purpose while satisfying customer expectations.

This course helps students understand the concept of quality and quality management within a culinary setup. They will analyse the role of supporting departments in a day-to-day kitchen operation. They will be encouraged to develop constructive and critical personal reflection, seek practical feedback, and strive for continuous improvement. They will investigate the major quality schemes and evaluate them in terms of benefits to the organization and its customers.

Furthermore, basic effective supervisory skills and responsibility processes are studied. Topics addressed include using standard operation procedures (SOP) to ensure the implementation of quality, consistency and productive procedures, planning, forecasting, and communicating.

This course is particularly beneficial for students as many discussions will take place. They are strongly encouraged to actively participate throughout the module, take notes, and share their personal experience, reflecting on the past internship experience and expected situations in the future. Due to the nature of the course, many real-life examples will be discussed, including field visits where students will be able to experience the real application of what have been learned in class.

#### *1.5.4.5 (2431) Academic Writing*

“Either write something worth reading or do something worth writing”, Benjamin Franklin.

**Technical writing was selected over the years as one of the best skills that employees must acquire. It performs an irreplaceable support function in many sectors and provides a stable and consistent way.**

**This** course is designed to elevate your capability of understanding and practicing writing skills professionally, which will lead to the development of interpersonal skills. It demonstrates the

different formats of writing that emphasize on identifying the purpose of the communication and practicing the formats appropriately to various contexts.

Besides, it will prepare you for the type of professional communication you are likely to engage in during your college, first post-college jobs, and beyond. Technical communication—the presentation of specialized information in an accessible way to a variety of diverse audiences who will expect clarity, accuracy, and professionalism from you, is what this course focuses on. It also highlights the key skills that star a successful professional technical communicator. Explicitly, we will focus on the process of writing, starting from writing correct sentence structures to essay writing where you research or create documents based on real world situations

Course activities will give you, as students, the opportunity to advance your writing skills and develop different writing types and styles. Writing is varied as a required skill in any workplace. This course will weapon you with tools such as paraphrasing and summarizing that are implemented on daily basis tasks, as well.

#### *1.5.4.6 (2471) Accounting – Uniform System of Accounting*

The uniform system is a way for accounting and financial professionals to report the financial activities of a hotel or a F&B establishment in a common manner within the same industry. With the guidance, many errors or less desirable methods of reporting can be eliminated, and accounting becomes more transparent to all parties.

#### *1.5.4.7 (2473) Ethics & Law*

Ethics and laws are found in virtually all spheres of society. They govern actions of individuals around the world on a daily basis. They often work hand-in-hand to ensure that citizens act in a certain manner, and likewise coordinate efforts to protect the health, safety and welfare of the public. Though law often embodies ethical principles, law and ethics are not co-extensive. Based on society's ethics, laws are created and enforced by Governments to mediate our relationships with each other, and to protect its citizens. While laws carry with them a punishment for violations, ethics do not. Essentially, laws enforce the behaviors we are expected to follow, while ethics suggest what we ought to follow, and help us explore options to improve our decision-making.

*1.5.4.8 (2464) Microeconomics*

Microeconomics is the study of individuals, households and firms; behaviour in decision making and allocation of resources. It generally applies to markets to markets of goods and services and deals with individual and economic issues.

1.5.5 COURSE DESCRIPTION – Year 3 & 4

The course description of the 3<sup>rd</sup> and 4<sup>th</sup> year of the Bachelor will be published in an updated version of the Academic Catalogue that will be forwarded to the BA students in due time.

**For more information, please contact the Registration Office.**

## 2. CULINARY DIPLOMA STUDY PLAN

### 2.1. DIPLOMA PROGRAM CONTENT FOR FIRST YEAR

#### 2.1.1 SEMESTER 1

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Kitchen Production I</b>						
Commissary & Knife Skills	1101	Practical	60	2	50%	
Fundamentals in Cooking Methods	1102	Practical	60	2		
Bakery	1103	Practical	60	2		
Dessert & Pastry Making	1104	Practical	60	2		
<b>Food &amp; Beverage Service I</b>						
Beverage Science & Lounge Service	1111	Practical	30	1		
Stewarding & Hygiene	1112	Practical	30	1		
<b>Food &amp; Beverage – Theory I</b>						
Food Safety & Nutrition	1121	Theory	30	2		
Introduction to F&B Management	1122	Theory	30	2		
<b>Communication &amp; Business Tools I</b>						
Applied English I	1131	Theory	45	3		
Or						
Foreign Language I	1132	Theory	45	2		
Computer Application I	1133	Theory	30			
International Business Protocol	1134	Theory	30			
Mathematics for Hospitality	1135	Theory	30			
<b>Total Hours</b>			<b>495</b>	<b>23</b>		



2.1.2 SEMESTER 2

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Kitchen Production II</b>						
Individual Cooking	1201	Practical	60	2	50%	
Cooking in Restaurant Operation	1202	Practical	60	2		
<b>Food &amp; Beverage Service II</b>						
F&B Service Techniques in Restaurant Operation	1211	Practical	60	2		
F&B Service Techniques in Fine Dining	1212	Practical	60	2		
<b>Food &amp; Beverage – Theory II</b>						
F&B – Purchasing & Cost Control	1221	Theory	45	3		
Recipe Development & Menu Analysis	1222	Theory	30	2		
<b>Room Division – Theory &amp; Practice</b>						
Room Division I – Front Office	1241	Practical	30	1		
Room Division I – Housekeeping	1242	Practical	30	1		
Room Division I – Laundry & Public Areas	1243	Practical	30	1		
<b>Communication &amp; Business Tools II</b>						
Applied English II	1231	Theory	45	3		
Or						
Foreign Language II	1232	Theory	45	2		
Computer Application II	1233	Theory	30			
Human Behaviour & Performance in the Workplace	1234	Theory	30			
<b>Total Hours</b>			<b>510</b>	<b>23</b>		

2.2 DIPLOMA CONTENT FOR SECOND YEAR

2.2.1 SEMESTER 3 (INTERNSHIP)

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark
Industry Internship	2301	Practical	800	6	Pass/ Fail
<b>Total Hours</b>			<b>800</b>	<b>6</b>	

## 2.2.2 SEMESTER 4

Course name	Code	Pathway	Total Contact Hours	RACA Credits	Pass Mark	
<b>Foundations of F&amp;B Management</b>						
F&B Event Management & Operation	2452	Practical	90	3	50%	
Principles of Marketing	2453	Theory	45	3		
Quality Management	2454	Theory	45	3		
<b>Applied Culinary Specialization</b>						
Advanced Pastry	2461	Practical	60	2		
Modern Cooking Techniques	2462	Practical	60	2		
Sensory Evaluation & Flavour Pairing	2463	Practical	60	2		
Small Business Management & Entrepreneurship	2464	Practical	90	3		
Sustainability in F&B & Environmental Awareness	2465	Theory	30	2		
<b>Communication &amp; Business Tools III</b>						
Business Communication in English Language	2436	Theory	45	3		
Ethics & Law	2434	Theory	30	2		
<b>Total Hours</b>			<b>555</b>	<b>25</b>		

## 2.3 COURSE DESCRIPTION

### 2.3.1 Semester 1

#### 2.3.1.1 (1101) Commissary and Knife Skills

“Keep your knives sharp and join the commissary kitchen!”

The commissary kitchen prepares you to build all the essentials of becoming a future chef. You will develop skills whether it's following proper hygiene, energy conservation or wastage prevention. You will learn how to deal with knives and raw material to give a final product which will be used by other outlets like a la carte restaurants or for classical banquet production. Working with a variety of fruits, vegetables, proteins and understanding the structure and anatomy of different proteins will build your solid knowledge. The kitchen working environment will provide you with the opportunity to learn the proper use of knives and safety tips along with maintenance of kitchen equipment's. The practical class activities will foster skills in planning, prioritizing and time management. At the same time, you will learn to respect procedures and tasks. You will be encouraged to develop your sense of responsibility and teamwork. The

theoretical knowledge learned is based on industry-relevant requirements and will assist you in selecting and combining ingredients correctly.

#### 2.3.1.2 (1102) *Fundamentals in Cooking Methods*

In the childhood memories of every good cook, there's a large kitchen, a warm stove, a simmering pot and a chef with a long hat.

Success has no finish line; your journey of mastering culinary arts starts here! This course is the foundation of culinary arts. It will prepare you for the food service industry, with knowledgeable experienced facilitator, and it will offer you the opportunity to work hands on with many different raw ingredients. Moreover, this course is designed to help you develop your skills in basic French cooking methods applying standards, hygiene, energy conservation and wastage control. This is your opportunity to learn how to produce quality foods in an effective and efficient manner. You will also be exposed to main systems of food production from modern free-flow concept to Ala Carte, fast food and classical banquet production. At this level, the kitchen working environment will introduce you to the proper use and preventive maintenance of working place and kitchen equipment.

This course consists of two parts: a theoretical part which will prepare you for industry-relevant needs, and the practical hands on will develop your skills in planning, prioritizing, and time management.

#### 2.3.1.3 (1103) *Bakery*

Bakery industry is growing on demand in the food service. Bakers are becoming pioneers in leading innovations.

This course is designed for happiness where master pieces of bakery will be created, starting with the aromatic bread, moving to the milky smell of the baked Croissants, Danishes, Puff Pastries and Swirls that will fill up your heart with joy.

Today, you will be the artist of the always admired breads, cookies, muffins.

The facilitator of the course will guide you through 6 years of experience where you will go through a unique journey, where you will learn scaling, kneading, baking, slicing, mixing, temperature and using bakery machines until you arrive to the most tempting part which is the tasting.

#### 2.3.1.4 (1104) *Dessert & Pastry Making*

Since childhood, desserts have always occupied the biggest part of our hearts.

During this course, you will recognize the ingredients that are used in pastry and understand the functions of it and be able to make international dessert, macrons, nice cakes, and plated dessert that can be served in fine dining restaurants and banquet events with a Pastry Instructor who spent more than 15 years in five- star hotels, pastry shops, restaurants, outside catering, ice cream and gelato shops, and private pastry business.

Pastry industry is growing on demand in the food service. Pastry Chefs are becoming pioneers in leading innovations, and that's why this course is designed to develop your skills and mastering the pastry operations, where you will learn scaling, mixing, folding, colouring, storing, slicing and using pastry machines.

#### 2.3.1.5 (1111) Beverage Science & Lounge Service

"Yesterday I was clever, so I changed the world. Today I am wise, so I am changing myself." –

Rumi

The world of science is a whirlpool of knowledge. The more you increase your curiosity, the deeper you go. The more you learn, the faster you whirl. The course is designed to create the foundation of many aspects of the beverage world by analyzing and breaking down the relationship between the theoretical know how and practical application to have a better understanding of physical and chemical reactions occurring on a daily basis. Beverage science involves natural evolution of products such as fermentation, distillation and how both work together through sugars and alcohol. The course will widen the student's perspective on the art of pairing beverages with food, through relating the theoretical knowledge with practical application with the guidance of an experienced beverage specialists and a facilitator with years of experience in the field.

#### 2.3.1.6 (1112) Stewarding & Hygiene

As a future food and beverage managers and chefs, one should cover all the positions and start from the basics, by cleaning. What defines a clean kitchen? How clean should an outlet be? How does the dishwasher machine work? And what is the proper way to clean and store equipment? In this course, the student will develop skills in selecting cleaning equipment and materials to work effectively, as well as a hands-on operation in the cleaning science lab where they will understand the back of house operation in details and the importance of the stewarding department. The correct use and proper organization of machine and manual washing will be evaluated. Furthermore, the students will master the fundamentals in setting up the operation before, during and after the event is done in a hassle-free form.

#### 2.3.1.7 (1121) Food Safety & Nutrition

"The doctor of the future will no longer treat the human frame with drugs, but rather will cure and prevent diseases with nutrition" - Thomas Edison

Food science is important to maintain health, prevent disorders and/or eliminate different diseases' signs and symptoms. This course is designed to help future chefs understand nutritional guidelines, recognize food groups and sources, while developing an appreciation for their role Culinary Arts. Throughout the course, students will be able to plan and modify their own recipes based on the acquired knowledge and skills.

A qualified learning facilitator holding a Master's degree in Human Nutrition and Dietetics with several years of experience working in the field will guide students throughout the course. The facilitator will help the students learn and practice the fundamentals of nutrition science by facilitating the course material using different learning methodologies such as lecturing, group work and assignments.

The course will present food items to students from a different perspective that will raise their awareness to the significant role of Nutrition in the culinary field. Furthermore, this course will develop your culinary skills in food preparation and recipes development, which are essential for chefs to be outstanding market leaders.

#### 2.3.1.8 (1122) *Introduction to F&B Management*

“True hospitality consists of giving the best of yourself to your guests” - Eleanor Roosevelt.

This course is designed to introduce passionate future industry leaders to the exciting world of Food and Beverage Management by exploring various concepts; such as, the role of the F&B department in the Hospitality industry, the main responsibilities of this department and the challenges associated to it, while providing students with a solid base to their educational journey in Food and Beverage Management.

Throughout the course, you will develop an appreciation of how extraordinary meal experiences are created through an exceptional set of standards related to menu choices, level of service, price-value relationship and unique setting design.

Students will also explore the most important financial aspects of running a Food and Beverage operation while getting an insight into basic principles of Supply Chain Management, and acquiring a broader understanding of the Food and Beverage service methods most commonly used in the industry.

This course highlights one of the core values of Royal Academy of Culinary Arts which is 'Life-long Learning' that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to future courses in their journey. With the guidance of a hospitality industry expert facilitator, students will get the chance to practice and apply what they have learnt through a real F&B analysis project.

#### 2.3.1.9 (1131) *Applied English I*

Speaking English is a necessity in the global culinary career and Food and Beverage Management Industry. Learning English will navigate you to different cultures, cuisines, books...etc. which will gradually build you a bright, blooming career with solid knowledge. For example, imagine yourself talking to a receptionist at a hotel in a German speaking country when you do not speak German! You definitely need a bridge language to communicate, which is most of the time “English”.

Applied English I course will focus on the four main communication skills; namely, listening, speaking, reading, and writing. First, it will offer an opportunity to improve your listening skills by listening to various interesting TOEFL and IELTS audios with the aim to enrich your vocabulary bank and enhance your English language comprehension. Second, no matter where you choose to live, travel, or work, you will always need to communicate verbally in English with people; therefore, being competent in speaking skills is essential in this Hospitality industry. Hence, this course is designed to meet the need to practice speaking by conducting class discussions and conversation classes about various topics. Third, believing that reading is “the food of the soul,” this course will enhance your reading skills by introducing you to the main reading comprehension techniques that will make you perceive any educational language material as a piece of cake. Finally, grammar and structure are given ultimate attention throughout the course, moving from building up proper sentence into writing well-structured paragraphs. Learning English will open you a lot of opportunities, you might be an international food blogger or a cookbook author one day!

After all, being equipped with these four language skills will be one of the major factors to open you well-paid opportunities in different regions and international markets around the world.

#### *2.3.1.10 (1133) Computer Application*

Being part of the Hospitality industry means that you have to be up-to-date with new trends including the most important factor which interferes everyone’s life nowadays: technology!

In order to present your ideas, write your recipes, design and calculate your menu, you will always need Microsoft Office Applications.

Computer Application I will focus on two Microsoft Applications: Microsoft Word and Microsoft PowerPoint. You will be given an overview of the different features of Microsoft Word, including typing, formatting, editing, document spacing, margins, page numbering and saving a document, etc. Also, you will learn to use Microsoft Word to produce professional-looking documents. On the other hand, Microsoft PowerPoint aims to provide you with the essential skills needed to create, edit, and present professional looking presentations using text, tables, diagrams, charts and pictures.

Those two applications are expected to give students a foundation level of competence in mastering standard computer applications. Using computers, students will master the applications and systems upkeep of Microsoft Office Professional 2016. Upon successful completion, you will be competent using the functions and features in Microsoft Word and PowerPoint; you will be able to create Word documents and PowerPoint presentations effectively.

*2.3.1.11 (1134) International Business Protocol*

Anyone can do business; however, only professionals can stand out in the crowd! This International Business Protocols will take you on the ladder of professionalism step by step, starting from boosting your personal presence to enhancing your interpersonal and intercultural communication in business.

Believing that first impressions usually last in business, this course will not only provide you with the theoretical tips of making good first impressions, but also will give you the chance to demonstrate proper business grooming standards and dress code, greetings, and introductions through role-playing activities. After ensuring making a good first impression, communication skills come to the scene! In the hospitality industry, one can't deny the big role both verbal and non-verbal communication play in building and maintaining good intercultural, social, and professional relationships with others. Therefore, the course will arm you with the international protocols needed for taking calls, writing emails and instant messages to have a smooth communication in university or in the workplace. Moreover, as non-verbal signals form 55% of our daily communication, interactive & group work activities were designed to help you read and use body language consciously to avoid miscommunication or misunderstanding. The last part of this course will shed the light on business presentations where you will be provided with the skills you need to plan, design, and deliver any idea in a structured manner. To achieve this, you will be given a chance to deliver individual presentations followed by detailed constructive feedback.

By practicing all the above-mentioned protocols, you will be expected to reach a high step on the ladder of professionalism and to represent yourself, RACA, and your future career the best way possible. All what you need is an open mind to different cultures, dedication to self-improvement, and a will to change!

*2.3.1.12 (1135) Mathematics for Hospitality*

This course is designed to equip students in both food and beverage management and culinary arts with essential numerical skills required by food and beverage industry. The course content includes percentages, ratios, weight/volume conversions between the American and metric systems, recipe costs, algebra, shopping for kitchen, labor cost, tax and social security, employee payroll, income statement, and inventory management. This course also covers the learning outcomes, skills and knowledge required to help the students in developing both problem-solving and decision-making skills that lead to broaden critical skills by using a range of calculation methods and techniques in Mathematics.

### 2.3.2 Semester 2

#### 2.3.2.1 (1201) *Individual Cooking*

“We don’t copy paste we create; this is the art behind fine dining”.

Experience the world of fine dining and plating techniques that have been waiting for you. Cooking and plating alone is any chef’s dream. Experience the real endurance and techniques that the kitchen will hold. It is a lifestyle in the individual kitchen at RACA. You will now be applying, demonstrating and executing all the theoretical and practical knowledge that was taken in the first semester. The student will be dealing and preparing action plans, shopping lists, cooking all recipes given for the daily Banquet functions to produce a spectacular dish and show their abilities in knife skills and basic cooking methods which will open the opportunities to make you one step closer to your career in the near future.

#### 2.3.2.2 (1202) *Cooking in Restaurant Operation*

A chef must think like a scientist, arrange like an accountant, plate like an artist, and cook like a grandmother.”

Welcome to the real word of cooking at the Top Restaurant! International and national buffets, Ala Carte menus, quick service recipes, and different cuisine stations will be prepared during this course. You will be able to apply all the theoretical and practical knowledge that was taken in the first semester, you will create menus, action plans for the day and shopping lists using a wide variety of ingredients and products from all over the world.

Live cooking, interacting with guests, showing new cooking skills will transfer the self-confidence of yourself to the next level.

Pre-preparation, preparation and creating menus through the semester will open the opportunities to shine individually and show your abilities to work in groups.

#### 2.3.2.3 (1211) *F&B Service Techniques in Restaurant Operation*

“You cannot teach culture; you have to live it and experience it. You have to share it; you have to show it”. Brent Harris

Rule number one for creating a service culture or any culture for that matter is this; it starts at the top. It starts in the head and the heart of the leader and is passed on from one team member to the next. There is no other way it can happen. You might ask why I should take a service course if I am going to be a Chef, in order to escalate in the industry, you have to know all the ins and outs of it. So, this course is designed in order for you to have the fundamental service techniques. The Course is designed to teach the fundamental principles of table and restaurant service. Say goodbye to the old service trends and welcome to the new school of service where you will be taught about all the new trends and service techniques. Demonstrations, simulation and practical activities performed by the students will familiarize them with different aspects of service techniques. The course walks the students through the dining experience before, during



and after the guest arrives and initiating service by using technical skills and displaying the energy, passion and commitment the waiter should have. In addition to the capability to operate a POS system and creating Cocktails.

2.3.2.4 (1212) *F&B Service Techniques in Fine Dining*

“We are what we repeatedly do. Excellence, then, is not an act, but a habit” – Aristotle  
The service in hospitality industry is coming up with new food and beverage concepts every day. The expectations levels are on a rise. Being seated while waiting for food to be served is no longer exciting; guests want to be entertained. A great meal comes with great service, and there is not a greater joy than a satisfied guest. Proper servers, polished cutlery and glasses, and perfect ambiance at the banquet restaurant, take the guest through a unique dining journey, from appetizer to dessert. Every expectation in a fine dining restaurant, you will find at the banquet restaurant. At the banquet, the students will be offered foundation-level skills and knowledge of the food and beverage operation in fine dining restaurants. Demonstrations, simulations and practical activities performed by the students will familiarize them with aspects of modern and classical service techniques. Not only to develop technical skills but also develop the interpersonal and professional skills in a real work environment.

2.3.2.5 (1221) *F&B – Purchasing & Cost Control*

“Really? Equations and numbers again?!”

Being a chef is not just about exceeding guest’s expectations through food and beverage, it is managing and leading an operation of the sustainable standard with the high quality of ingredients and prices to match. Do I order the salmon whole? Do I order the chicken de-boned and cleaned? Does it really matter if it’s whole or fabricated? How much of a difference can it make in the recipe? Well, all the answers that you seek lay within a successful chef/purchasing manager. Breaking down and analysing ingredients according to yield is key to a consistent ever-growing business. Now, numbers and equations are not out of context. Purchasing provides the student with the fundamental principles of how an operation is managed through receiving, storing, stocks and food and beverage costs.

2.3.2.6 (1222) *Recipe Development & Menu Analysis*

“In hospitality there is respect, in kitchen there is heat, in service there is etiquette and in menus there are all”.

This course is designed to guide passionate future chefs through the process of menu writing and development using the knowledge and skills they will acquire. Students will be able to expand their understating of the different kinds of menus used in the industry and various factors involved in menu creation.

Throughout the course, students will develop an appreciation of how outstanding menus emerge from exceptional recipes carefully created and developed using the correct techniques. This

course will also raise awareness of the importance of standardized recipes in waste and cost control management.

Students will acquire a broader understanding of the competition, target market, consumer and market trends with their influence on menu and recipe development. The course will provide an introduction to the menu costing process and how to apply it by learning and practicing the proper measures.

This course highlights the core values of the Royal Academy of Culinary Arts which is “Life-long Learning” that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to future-application in their journey. With the guidance of a hospitality industry expert facilitator, students will get the chance to practice and apply what they have learnt through a real menu creation project.

#### *2.3.2.7 (1241) Room Division I – Front Office*

‘A good leader leads from the front. Don’t get stuck in the office. Get out, meet people and listen to their stories.’ – Richard Branson.

This course is designed to introduce future leaders to front office world as it is the “Nerve Center” for any hotel by exploring various concepts; such as the role of rooms department and its products and services, the different functions in a front office department and their responsibilities, identify the moments of truth in the guest cycle, compare computerized networks in the hospitality industry emphasizing on rooms division operations.

Throughout the course, students will be able to explain the importance of front office department and the connection between the front office department and the rest of the departments within the hotel.

Students will also discover the practical side of the course through hands-on experience of practicing a check-in and check-out process to be able to achieve the best first impression and last impression to guests throughout a memorable journey starting from the guest reservation process.

This course highlights one of the core values of Royal Academy of Culinary Arts which is ‘Life-long Learning’ that emphasizes the importance of continuous learning by building a solid base for students with essential knowledge and skills that they can carry forward and use as a bridge to future courses in their journey. With the guidance of a hospitality industry expert facilitator, who brings several years of room division experience in five-star hotels.

*2.3.2.8 (1242) Room Division I – Housekeeping*

‘Hospitality starts with cleanliness, be sure to start to make it a beautiful place where anyone can feel content’. – Shoukei Matsumoto.

This course is designed to introduce future leaders to Housekeeping world, the aim of all accommodation establishments is to provide their guests with clean, attractive, comfortable and welcoming surroundings.

For the students to accomplish the course, they need to go through several topics such as; explaining the role and the importance of the housekeeping department in any hospitality and restaurant operation from both the customer and the management point of view, identifying the responsibilities of the various roles in a housekeeping department, gaining an insight on the standard operating procedures linked to the cleaning and maintenance of rooms, machines, and equipment.

Throughout the course, students will explore the main features of a guest room including the room status such as; (vacant, occupied, due out, due in) and others which is creating the connection between front office department and housekeeping department.

This course highlights one of the core values of Royal Academy of Culinary Arts which is ‘Excellence’ that brings to mind how housekeeping department takes a pride in keeping the hotel clean and comfortable, so as to create a ‘home away from home’.

*2.3.2.9 (1243) Room Division I – Laundry & Public Areas*

The term ‘laundry’ can be defined as a place where the washing and finishing of clothes and other washable articles are carried out.

The laundry department has always been one of the main contributors to the creation of a positive image for both employees and facilities of any hospitality institution. Exceptional leaders are ones who are knowledgeable of all the different areas that influence the flow and quality of their operation. As future Food and Beverage and Culinary leaders, this course will explain an important part of your on-going journey in the hospitality industry.

After completing this course, students will be able to understand the types of laundries and purpose of having a laundry department in a hotel, also to list the various roles of the laundry department including the linen exchange procedure for guestrooms and F&B areas, as well as the operation of laundries from collection to the finishing of linens. Regarding the practical part of the course, students will have the opportunity to visit a hotel to explore the sections of a laundry department and the personnel needed to run the operation as well as to get familiar with the machines used in laundry departments in the industry.

This course highlights one of the core values of Royal Academy of Culinary Arts which is ‘Excellence’ that emphasizes the importance of appreciating the impact of the Laundry department on the overall success of any operation, with the guidance of an experienced

hospitality industry facilitator who brings several years of room division experience in five-star hotels.

*2.3.2.10 (1231) Applied English II*

Speaking English is a necessity in the global culinary career and Food and Beverage Management Industry and learning English language will gradually build you a bright, blooming career with solid knowledge. Therefore, being competent in English language can only be achieved by putting the language into practice. For example, imagine yourself as a food critic, with very good knowledge, who is required to write a report about a certain restaurant in English language, then you need to employ the four skills; explicitly, by listening to comments, reading notes, speaking out concerns, and specifically writing feedback in order to structure and document your report.

Applied English II course will focus on the four main communication skills; namely, listening, speaking, reading, and writing. First, it will offer an opportunity to improve your listening skills by listening to various interesting audios about the Hospitality industry with the aim to enrich your specialized vocabulary bank in the field and enhance your English language comprehension. Second, since English is the language that is used internationally, you will always need to communicate verbally in English with people; therefore, being competent in speaking skills is essential in this Hospitality industry. Hence, this course is designed to meet the need to practice speaking by conducting class discussions and debates about various topics. Third, this course will enable you to employ the main reading comprehension techniques on any educational language material. Finally, technical writing was selected over the years as one of the best skills that employees must acquire when it comes to writing skills. Besides, it will prepare you for the type of professional communication you are likely to engage in during your college, first post-college jobs, and beyond. Technical communication—the presentation of specialized information in an accessible way to a variety of diverse audiences who will expect clarity, accuracy, and professionalism from you, is what this course focuses on. Indeed, it will focus on the process of writing, starting from employing the knowledge in writing correct sentence structures to essay writing where you research or create documents based on real world situations.

After all, having these four language abilities can help you gain access to well-paying jobs in a variety of areas and international marketplaces throughout the world. Remember, practice makes perfect!

*2.3.2.11 (1233) Computer Application II*

Being part of the Hospitality industry means that you have to be up-to-date with new trends including the most important factor which interferes everyone's life nowadays: technology!

In order to present your ideas, write your recipes, design and calculate your menu, you will always need Microsoft Office Applications.

Computer Application II will focus on two Microsoft Applications: Microsoft Excel and Microsoft Publisher. You will be provided with all the tools necessary to create and use basic spreadsheets. You will learn the various methods for entering and editing data. Additionally, you will study the various ways to write simple formulas. On the other hand, Microsoft Publisher offers a large collection of templates that provide a great way to start a new publication. Using Microsoft Publisher, you will create, format, edit, and share greeting cards, certificates, newsletters, menus, and other printed publications. You will perform basic tasks in the Microsoft Publisher interface, add content to a publication, format text and paragraphs, manage text, work with graphics, and prepare a professional-looking publication for printing and sharing.

Upon successful completion, you will be competent using the functions and features in Microsoft Excel and Publisher; you will be able to create spreadsheet and formulas on Excel, and design menus via Publisher. All combined together, you will be expected to be ready to employ your knowledge about Microsoft Office in real-life application!

*2.3.2.12 (1234) Human Behaviour & Performance in the Workplace*

'An organization, no matter how well designed, is only as good as the people who live and work in it' - Dee Hock.

This course is designed to help students who aspire to be future top leaders better understand the industry's organizational setting in terms of human behavior, attitude and performance while focusing on their interpersonal skills to ensure they have a smooth transition into any organization as employees in the future. The connection between human behavior and some contributing Organizational Behavior disciplines such as sociology and psychology are also highlighted. 'Respect' which is a core value at Royal Academy of Culinary Arts is highlighted in this course as students are provided with an insight into the behavior of culturally diverse individuals and groups in work settings while being introduced to methods used by leaders in structuring and managing their organizations. This insight will raise the students' awareness of the issues and challenges that employees and managers face on a daily basis.

With the guidance of a hospitality industry expert facilitator, the course will also improve the students emotional and cultural intelligence skills in order to have a deeper understanding of human behavior within an organization for a healthier working environment. Various organizational structures and business entities within the hospitality and tourism industry are explored.

### 2.3.3 Semester 3 (Internship)

#### 2.3.3.1 (2301) Internship

This whole semester course will provide students with work experience at nationally and internationally recognized establishments. Students will have the opportunity to apply the achieved skill levels and further deepen and develop new competencies and managerial skills by observing an existing operation and provide factual and constructive feedback.

This experience will prepare students to better comprehend proficiencies needed in the industry. The Royal Academy of Culinary Arts will closely supervise the desired learning outcomes through projects, work journals and site visits that the interns will have to submit during their internship.

### 2.3.4 Semester 4

#### 2.3.4.1 (2452) F&B Event Management & Operations

Knowledge is of no value unless you put it into practice' – Anton Chekhov.

Aspiring top chefs are not simply ones who succeed in the kitchen but ones who can run a full Food and Beverage operation effectively and efficiently. Banquet Operation Management is a vital part of that operation and only professional chefs can master the art of Event Management. Nowadays, whenever people gather together for several hours whether for a business meeting, social gathering or any other celebratory occasion, they are going to require catering and event management services including Food and Beverage, entertainment and special set-up. These are all prime opportunities that all chefs should be fully prepared for.

At Royal Academy of Culinary Arts, the incorporation of such an intriguing course as part of the students' journey stems from the belief in its core values of Excellence, as well as Innovation and Entrepreneurship. Through the guidance of a hospitality industry expert facilitator with years of experience in the field, students will be inspired to turn the ordinary into extraordinary.

This course puts emphasis on banquet operation by examining its structure and characteristics, while evaluating the needs and requirements for successful management of all aspects of a banquet department. The course will encourage the students to identify the processes and analyse the factors that impact the planning, organizing and staging of a banquet or catering function. Industry-relevant practices are highlighted and commonly applied scenarios in catering and event management are used. The course is divided into two distinct sections, one theoretical and one practical, whereby students will have to plan, organize and sell a gala dinner event with a special theme of their choice for a real hands-on experience that not only meets but exceeds expectations.

2.3.4.2 (2453) *Principles of Marketing*

For any business to be successful, a good marketing strategy is vital. In basic terms marketing is about giving potential customers information about your products or services and the reasons that they should choose your company.

Good marketing educates customers so that they can find the products they want, make better and more informed choices about the products, and get the most value from them. Marketing helps facilitate exchanges between buyers and sellers for mutual benefits for both parties.

2.3.4.3 (2454) *Quality Management*

“Quality means doing it right when no one is looking,” said Henry Ford. Then, it all starts with you!

In today’s hospitality world, leaders understand the value of self-discipline and the importance of representing their brand. Not only you are the ambassador of your field, but you are also a representative of the company you work for. In our business, quality has a pragmatic interpretation as the non-inferiority or superiority of a matter. It is also defined as being suitable for its intended purpose while satisfying customer expectations.

This course helps students understand the concept of quality and quality management within a culinary setup. They will analyse the role of supporting departments in a day-to-day kitchen operation. They will be encouraged to develop constructive and critical personal reflection, seek practical feedback, and strive for continuous improvement. They will investigate the major quality schemes and evaluate them in terms of benefits to the organization and its customers.

Furthermore, basic effective supervisory skills and responsibility processes are studied. Topics addressed include using standard operation procedures (SOP) to ensure the implementation of quality, consistency and productive procedures, planning, forecasting and communicating.

This course is particularly beneficial for students as many discussions will take place. They are strongly encouraged to actively participate throughout the module, take notes, and share their personal experience, reflecting on the past internship experience and expected situations in the future. Due to the nature of the course, many real-life examples will be discussed, including field visits where students will be able to experience the real application of what have been learned in class.

2.3.4.4 (2461) *Pastry & Bakery Craft Based Learning Level 2*

Every chef should have a strong background in pastry and bakery. Especially while evolving within a rising market for competitive pastry delicacies, and a higher demand for perfection.

This course will elevate your knowledge of pastry to match the needs of current trends of the industry, whether it is a chocolate boutique, a little bakery or a patisserie. Mix, fold, bake and push your imagination to its limits.



At the end of the semester, you will be able to make different products of praline (filling, moulding, sparing, colouring, ganache and truffles). You will learn a variety of plated dessert banquet style, new technique of plating, mousses, and garnishes. You will also learn how to make new pastry shop style cake, glazing, covering, frosting, decorations, different techniques of bread and sour dough, sun flour bread, croissants, and bagels.

#### 2.3.4.5 (2462) *Modern Cooking Techniques*

The vision of a great culinarian is a never-ending path of learning and improving. Curiosity, questioning & experimenting is the mission of a winner's mindset, it is time to shift your scope from a receiver to an innovator. There is a thin line between burnt and brown! Let us explore this very thin line. Modern cooking techniques allow you to build on what you have learned & applied in previous semesters, throughout this course the emphasis on techniques, time & temperature will be greater than never before. You will have the chance to deal with new creative equipment & utensils. We are only limited by our imagination.

Nowadays, mastering basic cooking techniques is no longer enough to differentiate oneself from the kitchen brigade. A chef must appreciate and apply contemporary cooking methods, such as precise temperature cooking, slow-cooking techniques, vacuum cooking, and so on.

This course will build on modules taught in previous semesters. Students will have the opportunity to plan, practice and develop their skills in preparing and cooking a range of dishes using current technology and modern approach. Through a variety of projects, students will have the opportunity to use specialized equipment and apply managerial skills. Students will also be able to show case their learning progresses through a set of various practical exercises.

#### 2.3.4.6 (2463) *Sensory Evaluation & Flavour pairing*

If life were predictable, it would cease to be life & be without flavour.' – Eleanor Roosevelt  
Welcome to the world of Culinology!

Developing into a culinary artist is one stage; however, forming your senses into one is evolving into the 'Mona Lisa' of culinarians. Transforming the senses of the body into being sharper is at the start of the very beginning of a human being's life, we are surrounded by moods, emotions, experiences and psychological factors which all determine what we feel when it comes to our flavour of life. This course is structured to test the senses of the learner and demonstrate how to enhance and grow with the senses through basic protocol as their career blossoms day by day. Chefs of the industry are always surrounded by rules and regulations, which constricts creativity, innovation and individuality; nonetheless, what will happen if they choose to go against the rules? To invoke, measure, and analyse. Through this course the student will be exposed to the latest developments to modern cuisine, laboratory adapted equipment, flavour bouncing and in-detailed time and temperature techniques that will create room for creativity. This course will



give the student an idea about how the food manufacturers measure precisely every aspect when designing a product.

#### 2.3.4.7 (2464) *Small Business Management & Entrepreneurship*

The move toward Entrepreneurship is growing fast. Entrepreneurship is increasingly becoming an important element of the economic revolution. Entrepreneurs continue to lead the economic growth and development by creating innovative, customer-focused new products and services. This course introduces students to the discipline of entrepreneurship and its practical implementation. It elaborates on the process and role of entrepreneurs in recognizing opportunities in a competitive market, creating new ventures, and the kinds of challenges that face entrepreneurs in launching a business.

This course aims to provide students with the knowledge, skills and entrepreneurial mindset to turn ideas into a new enterprise or join an entrepreneurial project in the expanding food and beverage industry through offering experiential opportunities both in and out of the classroom. The core value of “Innovation and Entrepreneurship” at the Royal Academy of Culinary Arts is what drives this course as it aims to provide its aspiring future chefs and business owners with the knowledge, skills and entrepreneurial mindset.

The course is divided into two parts, one theoretical and one practical. In the theoretical part, students will work on developing a food and beverage idea, define value proposition, and present an effective business model for their concept, whereas in the practical part, students will have to manage and run their own F&B operation for a real hands-on experience and taste of the industry while being coached by culinary and hospitality expert facilitators with years of experience in the field.

#### 2.3.4.8 (2465) *Sustainability in F&B & Environmental Awareness*

Sustainability is the ability to maintain and continue renewable resources, non-renewable resources, and pollution rate, moreover the three pillars of sustainability must be sustained, environmental, economic, and social. Chefs have a role in educating people and taking the lead on solving some sustainability issues, such as food waste, water usage, energy usage, and waste in general. Chefs as professionals in the food service industry, need to use the knowledge encountered as a tool to help promote a better sustained future, think of it as a responsibility or a commitment. Sustainability goes farther than just being green and eco-friendly, sustainability has an important social responsibility as well. Let us expand our knowledge and apply responsible practices in all life aspects and think outside the bun, we might be able to save the world. And remember the change starts within, we are heroes wearing an apron.

2.3.4.9 (2436) *Business Communication in English Language*

“You can have brilliant ideas, but if you can't get them across, your ideas won't get you anywhere,” Lee Lacocca said. This means that it doesn't matter how much you know about anything but how you can express yourself is what truly matters. It is common for fresh graduates to face this dilemma. Here is your opportunity is overcome it!

The course is going to be given by a qualified learning facilitator who has been working in professional workplaces for quite a while through which she has gained a good experience on how to communicate properly in business contexts. Throughout this course, the facilitator will help you to improve your communication skills by introducing to you the verbal and nonverbal communication characteristics required for the industry. You will also be given the opportunity to develop your writing skills in general, and the writing of business-messages in specific by arming you with the three writing steps required to tailor effective messages to the target audience.

Moreover, as graduate students, you are definitely eager to know more about the employment process! This course is designed to help you look for the proper position and institute after running the introspection and to get you familiar with the hiring process from the moment you will need to write an effective resume, until you are sitting in the employer's office for a job interview!

2.3.4.10 (2434) *Ethics & Law*

Ethics and laws are found in virtually all spheres of society. They govern actions of individuals around the world on a daily basis. They often work hand-in-hand to ensure that citizens act in a certain manner, and likewise coordinate efforts to protect the health, safety and welfare of the public. Though law often embodies ethical principles, law and ethics are not co-extensive. Based on society's ethics, laws are created and enforced by Governments to mediate our relationships with each other, and to protect its citizens. While laws carry with them a punishment for violations, ethics do not. Essentially, laws enforce the behaviors we are expected to follow, while ethics suggest what we ought to follow, and help us explore options to improve our decision-making.