

Документ подписан простой электронной подписью

Информация о владельце:

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MINISTRY of SCIENCE and HIGH EDUCATION of RUSSIAN FEDERATION

Federal State Autonomous Educational Institution for Higher Education

"NORTH-CAUCASUS FEDERAL UNIVERSITY"

Pyatigorsk Institute (branch) NCFU

APPROVED BY:

Head of Subdepartment
of Food Technology and
Merchandising

_____E.N.Kholodova

«____» _____

Fund of assessment tools

for formative and interim assessment

**Организация ресторанной деятельности в международном туризме / Organization of
restaurant activities in International Tourism**

(ELECTRONIC DOCUMENT)

Direction of training
The profile of the bachelor's
(Master's) degree program
Qualification
Mode of study
Curriculum

43.03.02 Tourism

International tourism
bachelor
full-time
2021

Preface

1. Purpose: this fund of evaluation tools is designed to assess the level of competence formation during the current monitoring of academic performance and intermediate certification of students studying in the field of training 43.03.02 «Tourism», the profile “International tourism” in the discipline "Организация ресторанной деятельности в международном туризме/ Organization of restaurant activities in International Tourism"

2. The fund of evaluation tools for current monitoring of academic performance and intermediate certification based on the working program of the discipline "Организация ресторанной деятельности в международном туризме / Organization of restaurant activities in International Tourism " in accordance with the educational program in the direction of training 43.03.02 «Tourism», the profile “International tourism”.

3. Developed by Limareva N.S, associate Professor of sub-department FTM.

4. The FOS was reviewed and approved at the meeting of the Department of Food Technology and Commodity Science.

5. The FOS is agreed with the graduating Department of Tourism and Hotel Business

6. An examination of the FOS was carried out. Members of the expert group who conducted an internal examination:

Kholodova E.N., technical Sciences, associate Professor Head of sub-department TFTC

Schaltumaev T.Sh., associate Professor sub-department TFTC

Li A.B., Director of the ООО «Restorator»

Expert conclusion: the fund of evaluation funds corresponds to the EP HE in the direction of training 43.03.02 «Tourism», the profile “International tourism” and is recommended for assessing the level of competence formation during the current monitoring of academic performance and intermediate certification of students in the discipline " Organization of restaurant activities in International Tourism ".

7. The validity period of the FOS: for the duration of the implementation of the educational program.

Passport of the fund of evaluation funds
for conducting current control and intermediate certification in the discipline:
«Organization of restaurant activities in International Tourism»

Direction of training	43.03.02 Tourism
The profile of the bachelor's (Master's) degree program	International tourism
Qualification	bachelor
Mode of study	full-time
Curriculum	2021
Studied	in_6_term

Code assessed competency (or parts of it)	Module, section, topic (according to the Program)	Assessment tools and technologies	Type of assessment	Modes of assessment	The name of assessment tool	Number of tasks for each level pieces'	
						Base	Extra
UC-8 PC-4 PC-7	1-12	Interview	current	verbal	Questions for the interview	107	31

Compiler N.S.Limareva

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Questions for the interview
of the discipline «Organization of restaurant activities in International Tourism»

Base

Theme 1. Catering industry. Industry trends. General characteristics of restaurants.

1. Catering industry. Industry trends.
2. General characteristics of restaurants.
3. Menu service and prices.
4. Review of restaurant chains.
5. Restaurants specializing in sandwiches.
6. Dining restaurants.
7. Organizers of corporate catering..
8. Family restaurant.
9. Restaurants at hotels.
10. Grill bar.
11. Eateries.
12. Restaurant success factors.
13. Right concept.
14. Elaboration of the concept.

Theme 2. Menu development. And evaluation of its effectiveness

1. The purpose of studying the menu.
2. Importance of menu.
3. Contents of men.
4. Evaluation of the overall effectiveness of the menu.
5. Restaurant menu design.
6. Cover menu.
7. Menu shared or private.
8. Materials for the menu map.
9. Placement of names of dishes in the menu map.
10. Special offer.
11. Description of dishes.
12. Fonts and typefaces.
13. Verbal description.
14. Menu and prices.
15. Comprehensive proposal.

Theme 3. Basics of restaurant service.

1. Classification and characteristics of forms and methods of service.
2. Rules for the provision of services.
3. Preparation of commercial premises of the restaurant for maintenance.
4. Meeting and placement of consumers.
5. Checkout the Supply pantry.
6. Serving customized dishes, hot and cold drinks.
7. Banquets receptions, special forms of service.

Theme 4. Characteristics of the main groups of food.

1. Meat products.
2. Characteristics of the main groups of food.
3. Fish product.
4. Dairy products.
5. Fresh and processed fruits and vegetables.
6. Tea.

Topic 5. Kitchen equipment and interior

1. Selection of technological equipment.
2. Process material.
3. Energy sources.
4. Equipment specification.
5. Type of equipment.
6. Thermal equipment.
7. Steam equipment.
8. Frying equipment.
9. Small kitchen equipment.
10. Dishwasher.
11. Refrigeration equipment.
12. Interior decoration of the kitchen.
13. Finishing material.
14. Maintenance, maintenance and repair.
15. Care of technological equipment.

Theme 6. Features planning decisions of power supply at the hotel (service area)

1. Factors that create the overall atmosphere of the restaurant.
2. The layout of the service area.
3. Elements of table setting.
4. Furnishings of the hall.

Theme 7. Sanitation and food safety

1. The role of the restaurant Manager in ensuring security.
2. Food allergy.
3. The main problems of sanitation .
4. Foodborne diseases.
5. Food diseases of biological origin.
6. Food diseases due to chemical contamination.
7. Physical contamination of food.
8. Proactive approach to food safety.
9. Preventive measures to ensure food safety.
10. Procurement and acceptance of food.
11. Food storage.
12. Cooking and serving ready meals.
13. Heating of ready meals. Bars. Equipment.
14. Deratization and disinsection.
15. Crisis management.
16. Habits and skills of the staff.

Theme 8. Promotion of the restaurant

1. The process of promoting restaurants.
2. Goal promote restaurants.
3. Stages of the process of promoting restaurants. for consumers.

4. Using advertising agencies to promote restaurants.
5. Advertising.
6. Advertising functions .
7. Types of advertising campaigns.
8. Selection criteria for media.
9. Newspapers. Radio. TV. Logs.
10. Yellow pages reference books. Signs and billboards.

Theme 9. Cost control

1. Financial reporting documents. Income and expense statement.
2. Balance. Analysis of financial statements: statement of income and expenses.
3. Systematic approach.
4. Three-part method.
5. Analysis of financial statements: balance sheet.
6. Current asset. Fixed (long-term) assets.
7. Liabilities. Solvency ratios.
8. Cost-volume-profit analysis.
9. Break-even chart.

Theme 10. Features of food for foreign tourists from Europe, Asia, Africa and North and Latin America

1. Features of catering for foreign tourists.
2. Features of food tourists from Germany, Austria, Hungary, Bulgaria.
3. Features of food tourists from Poland, Romania, Czech Republic.
4. Features of food tourists from Serbia, England, Scandinavian countries.
5. Scandinavian cuisine (Denmark, Norway, Sweden, Finland).
6. Features of food tourists from France, Arab countries, Italy.

Theme 11 Organization and technology of children food in hotel complexes

1. Features of nutrition of children and adolescents.
2. Menu planning
3. Children's daily need for nutrients and energy
4. Drinking regime.

Theme 12 Organization and technology of dietary nutrition in hotel complexes

1. Basics of dietary nutrition.
2. Characteristics of diets.

Extra

Theme 1. Catering industry. Industry trends. General characteristics of restaurants.

1. Skillful implementation of the concept of the restaurant.
2. Quality of service.

Theme 2. Menu development. And evaluation of its effectiveness

1. Wine list.
2. Alternative formats menu

Theme 3. Basics of restaurant service.

1. Banquet at the table with full waiter service, with partial waiter service.
2. Diplomatic reception.

Theme 4. Characteristics of the main groups of food.

1. Coffee.
2. Soft drink.

Topic 5. Kitchen equipment and interior

1. Regulation of energy consumption.
2. Comprehensive energy saving program.

Theme 6. Features planning decisions of power supply at the hotel (service area)

1. Elements of table setting.
2. Furnishings of the hall.
3. Features of the spatial organization of the hall.
4. Designing bars.

Theme 7. Sanitation and food safety

1. Staff health.
2. Safety and accident prevention.

Theme 8. Promotion of the restaurant

1. Direct mail advertising.
2. Internet.
3. Personal sales.
4. Promotion (promotion) of sales.
5. The main stages of the promotion program.
6. Merchandising. Goals and effectiveness of merchandising.
7. Merchandising drinks. PR and publicity. Implementation of PR-program.

Theme 9. Cost control

1. Economic analysis of planned investments.
2. Determination of business development priorities.

Theme 10. Features of food for foreign tourists from Europe, Asia, Africa and North and Latin America

1. Features food tourists from Indochina, China, Korea, Japan.
2. Features of food tourists from India, Mongolia. Feeding habits of Americans, Canadians, and peoples of Latin America.

Theme 11 Organization and technology of children food in hotel complexes

1. Catering for children in country health facilities.
2. Catering for children in the children's sanatorium

Theme 12 Organization and technology of dietary nutrition in hotel complexes

1. Individualization of standard diets.
2. Basic principles of medical and dietary nutrition

1. Competence assessment criteria

Assessment "excellent" is put to the student, if during the interview he shows comprehensive knowledge, consistently, clearly and logically presents the material; uses

additional material in the answer; analyzes the results; shows independence in the performance of tasks.

Assessment "well" is put to the student, if he knows the material, competently and essentially sets it, not allowing significant inaccuracies in the answer to the question.

Assessment "satisfactory" is put to the student, if the answer to the question the student admits inaccuracies, not enough correct language, there are violations of the logical sequence in the presentation of the program material.

Evaluation "unsatisfactory" is put to the student, if he makes significant mistakes, the necessary practical competence is not formed.

2. Methodological materials that determine the procedures for assessing knowledge, skills and (or) experience of activities that characterize the stages of formation of competencies

The procedure for conducting this evaluation event includes: questions to determine the level of knowledge development on the proposed topics.

The questions offered to the student allow you to check the competence component:

Know the management of training, educational and methodological activities in the process of organization of restaurant activities in International Tourism.

Be able to manage training, educational and methodological activities in the process of organization of restaurant activities in International Tourism.

Possess the ability to manage training, educational and methodological activities in the organization of restaurant activities in International Tourism.

The tasks offered to the student allow students to form a system of professional knowledge that allows them to successfully manage training, educational and methodological activities in the organization of restaurant activities in International Tourism.

Advanced level questions require students to be able to analyze and generalize important problems of organizational and managerial activities in the field of organization of restaurant activities in International Tourism.

To prepare for this evaluation event, it is necessary to prepare answers to questions in writing.

When preparing for the answer, the student is given the right to use any reference materials offered in the working program of the discipline.

When checking the task, the knowledge of regulatory legal acts regulating organizational and managerial activities in the field of physical culture and sports is evaluated.

Evaluation sheet

№	F.N.	Matching the response to the task	Disclosure of the problem, topic	Clarity, clarity, logic, scientific presentation of the research	The validity of the stated position, the answer	Independence in the formulation of the position	Clarity, validity, scientific conclusions	Total
1.								
2.								

Compiler N.S.Limareva