

University of Nevada, Las Vegas

William Harrah College of Hotel Administration

Course: FAB 390 Bar Operations and Management

Class Sessions: Monday, 11:30 AM to 2:15 PM

Class Location: BEH 226

Office Hours:

Tuesday and Wednesday, 7:00 to 8:00 AM

Tuesday and Wednesday, 2:15 to 3:15 PM

Monday, Thursday, Friday, 10:00 to 11:30 AM

Course Objectives:

This course is designed to develop the skills and knowledge necessary to manage and supervise a beverage operation, including bartending and mixology. The student will also receive practical experience performing as a bartender for hospitality operations. Upon the completion of this course, the student will be able to:

1. Discuss the history of alcoholic beverages, the development of the bar and beverage industry in the US, and current industry trends.
2. Discuss beverage industry laws and regulations, including those related to tips, tip reporting, and responsible alcohol service.
3. Design job descriptions for beverage positions.
4. Compare various marketing strategies in order to achieve optimum profitability in bar operations.
5. Evaluate the physical layout of a bar and beverage operation regarding efficiency, cleanliness, and effective design.
6. Develop new drink recipes and create standardized recipe sheets for them.
7. Calculate the portion costs of various products and price them for sale
8. Design auditing and other control methods to reduce illegal practices in bar operations
9. Analyze beverage operation profit and loss statements.
10. Mix drinks using the appropriate methods and tools.
11. Set up, break down, and maintain a bar with appropriate procedures for efficiency and sanitation.
12. Demonstrate appropriate beverage and guest service skills, including serving alcohol responsibly.
13. Use a cash bank and reconcile the sales report at the end of the shift using Micros Point of Sales System
14. Perform basic procedures of inventory management, purchasing, receiving, and storage of all beverages

Required Text:

“Beverage Engineer” and “The Twelve Cocktails Everyone Needs to Know” by Lavigio Lauro and Armando Rosario, in a special student bundle.

Follow the instructions below to order the package:

1. Visit: <http://www.twelvecocktails.com/shop/>
2. Under the **Beverage Student Bundle** picture click on “**Add to Cart**”
3. Go to your checkout cart and enter the promotional code **bestudent**
4. This will give you a \$10 discount to lower the price to \$34.95
5. Make sure you select **Local Pickup (Orlando or Las Vegas) (Free)** to receive free delivery.
6. Submit your payment online
7. Your book will be mailed to you

More resources regarding this class are listed at the end of this document.

Course Requirements:

Prerequisite – HMD 253. All students must be at least 21 years old and will have to provide a valid photo ID on the first day of class.

According to the State of Nevada Liquor laws, in order to prepare and serve alcoholic beverages, you must have a valid Alcohol Awareness Certificate (Serving Alcohol with Care, TAM, or equivalent). Failure to acquire the certification by WEEK 4 could result in dismissal from the course. Besides the classes offered by the college, there are other sources online and in person by other institutions, which offer the certificate for a fee. It is your responsibility to obtain the certificate by week 4. Free classes schedule is at the bottom of this document.

Course Structure:

The class starts on time and will be in session for the entire scheduled period. The sessions are allocated to lectures, guest speakers, field trips, and mixology practice. Nearly half of each session during the semester is designed for lectures on the material scheduled in the syllabus, and the second half is for the students to practice their mixology and other related skills and knowledge learned in class. As part of their practical work, the students are required to work at least two shifts at functions scheduled by the college, some of which may be off campus. Other requirements are as follows:

1. As part of the practical work requirement, each student is required to work minimum of TWO shifts for **FAB 467 class meal functions, a lunch and a dinner**. Each student is required to operate and manage the bar from 9:00 AM to 2:00

PM, and 3:15 to 8:45 PM. These meals are on Tuesday through Friday on specific dates, which will be provided to you by the instructor.

2. Each Bar Operations student is required to reach out to and to meet with the Capstone course, FAB 467, student managers, who are assigned to manage the same event, as soon as possible to not only acquire all of the necessary information about the meal, but to assist the management team with creation of their drink specials.
3. For each of your functions, you are responsible to print a Student Evaluation Form (posted on Webcampus) and bring it with you. It will be filled out and signed by the instructor/manager/supervisor on duty for that function. These evaluation forms will remain with the instructor/manager/supervisor on duty and will be sent to the Bar Operations instructor through campus mail. Failure to comply with this policy will result in a zero for the function.
4. Students who work meal functions are required to take complete inventory before and after the event and to fill out and complete the inventory sheets accurately. These sheets will be provided and are to be left after completion with the capstone instructor for the Bar Operations course instructor.
5. The students also responsible to set up, breakdown, and clean up the bar before and after each lab demonstration, practice, or function. They are also expected to exhibit proper classroom/lab etiquette and protocol.
6. Respect the College's drinking policies, which prohibit the consumption of any alcoholic and non-alcoholic beverage (except water) during any of the class related sessions. Consumption of water or other permitted non-alcoholic beverages must be in designated areas only. For education and training purposes, during our mixology practices, you may taste and dispose (spit out) the alcoholic beverages made at the bar by yourself. Violation of this policy could result in immediate dismissal from the course.
7. The use of cell phone and other personal communication devices are NOT permitted during class, lab, and any of the functions. No electronic or digital devices are allowed during the exams. It is highly recommended that all cell phones be turned off and put away for the duration of each session. The instructor has the right to ask the students who use cell phones to leave the class, which would result in a zero for the day attendance.

Attendance:

Attendance and participation are required for this course. Students are expected to arrive on time, participate in setting up, breaking down, practices, discussions, and to

remain in the class for the entire session. There will be 50 points deducted for each unexcused absence and 25 points deducted for each 15 minutes late arrival and early departure. Penalty for missing a scheduled meal function would be 75 points deduction from the total of 1000 points.

Missed classes cannot be made up unless agreed and arranged between the student and the instructor the latest two weeks in advance of the absence date. If you have a true emergency or illness and must miss class, and if the instructor is notified in advance, at his discretion, the instructor may allow you to make up the hours by working other functions if available. Missing class due to emergency situations would need to be proven with documentations. The instructor will follow all the university policies regarding making up work due to absences for religious holidays or school-sponsored athletic events.

Please note that the end of the semester **cleaning day will count as a class session.**

Uniform Policy for functions:

Read carefully!

Long sleeved white shirt with a collar (tucked in pants or skirt), black dress pants or skirt, black socks (must wear socks), and black shoes. The uniform must be clean and free of wrinkles. Students who do not comply with this policy will be sent home and will receive a zero for the function (No make-up events for this type of absence). For a sample uniform, please refer to a sample photo on your webcampus.

Course Evaluation and Assessment:

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|---|--|
| Exam # 1 | 100 Points |
| Exam # 2 | 350 Points (Written 200, Practical 150) |
| Field Trip Evaluations | 50 Points (equal points if more than one) |
| Bar Operation Practical | |
| Work Evaluation | 200 Points |
| Instructor's Evaluation (semester) | 200 Points |
| Bar Analysis | 75 Points |
| Assignments | 25 Points (total) |
| ===== | |
| Total | 1000 Points |

Field Trip Evaluations:

There will be at least one field trip during the semester. These off-campus field trips are highly recommended but not mandatory. However, if a student chooses not to attend any of the field trips, which will be during class times, he/she would have to attend the full class session and the instructor would give the student special assignments. All of

the class policies regarding drinking, attendance, and use of cell phones apply to the field trips. The attire for these trips is business casual.

PLEASE NOTE:

Please note that ONE PAGE typed evaluation of each field trip is required and is due at the beginning of the following (next) session. Evaluations, which simply state what happened during the field trip, would receive a zero. The purpose of this critique is to state what you have learned from the tour and how you will use it in your career. LATE assignment and field trip evaluations will not be accepted. The allocated points for field trip evaluations will be divided into the number of field trips taken.

GRADING SCALE:

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|------------------|-----------|
| 93 - 100% | A |
| 90 - 92% | A- |
| 87 - 89% | B+ |
| 84 - 86% | B |
| 81 - 83% | B- |
| 75 - 80% | C |
| 70 - 74% | C- |
| 60 - 69% | D |
| Below 60% | F |

Course Schedule:

The following schedules and the lecture topics may change throughout the semester without prior notice.

If student is absent, is late to class, or departs early, it shall be his/her responsibility to make himself/herself aware of any and all class announcements, assignment instructions, date and/or classroom changes, course material coverage in class and on the exams, etc.

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|------------|---|
| Week One | Introduction, Brief history of bar and beverage, Tour of the facility, Pre-Test, Guest relations |
| Week Two | Labor day, No class |
| Week Three | Bar tools and equipment, Bar set-up and break-down, Bar Inventory Procedures and forms, Cash register reconciliation, Chapter 1 |
| Week Four | Mixology procedures, Chapter 2, Distillation process, Spirits, Fermentation, Beers |

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|-----------------------------|---|
| Week Five | Product knowledge, Beers and Spirits, Mixology, Chapter 3, Liquors and Cordials |
| Week Six (October 3) | Mid-term # 1, Mixology |
| Week Seven (October 10) | Wine Knowledge, Sud de France Wines by Jamal Rayyaz |
| Week Eight (October 17) | Field Trip to Gordon Biersch |
| Week Nine (October 24) | Bar analysis due, Field trip critique due, beginning of class |
| Week Ten, (October 31) | Product Costing, Mixology |
| Week Eleven (Nov 7) | Mixology, Chapter 4 |
| Week Twelve | Mixology |
| Week Thirteen | Assignment (may be off campus) |
| Week Fourteen (November 28) | Exam # 2 |
| Week Fifteen | Clean-up, semester review |

Tuesday and Wednesday lunches schedule is as follows. Thursday lunches and dinners schedule will be provided on the first week of class.

Tuesday Meals Schedule and Themes:

Team 1, October 4, Asian
 Team 2, October, 11, Mexican/S America
 Team 3, November 1, California
 Team 4, November 15, French
 Team 5, December 6, Sports Bar
 Mediterranean

Wednesday Meals Schedule and

Team 1, October 5, Italian
 Team 2, October 12, Hawaiian
 Team 3, November 2, Southern US
 Team 4, November 16, Japanese
 Team 5, December 7,

Serving Alcohol with Care Certificate (SAWC) class schedule (FREE):

Classes are free to all Hotel College students and educators. Other UNLV students, educators, alumni, and friends may take it for a fee of \$20, payable by cash or check to the UNLV Board of Regents at the time of the class.

You do not need to sign up for the class in advance, you just show up. But you will not be admitted to the class if you are more than 10 minutes late. You must attend the full class to be eligible to take the test at the end of the class.

- You must bring your NSHE number, an IDENTIFICATION CARD with birth date and picture, SCANTRON and PENCIL.
- You must be 21 or older by the date of the class to be eligible to take it.
- You must pass the 50 question T/F and Multiple Choice test with a 75% or higher to be able to get your card.

Cards will be available from Gadine in BEH 362. Normally, it may take up to 2 weeks to process the card, but they will be made more quickly if you need them to work an approved UNLV event. No news is good news. If you do not hear anything within 3 business days of the class, you passed it.

FALL 2016 SAWC CLASS DATES

Sept. 13th, Tuesday, 2:30 pm, room 228 – Mark Barnard

Sept. 19th, Monday, 5:30 pm, room 228 – Mark Barnard

Sept. 23rd, Friday, 3:00 pm, room 228 – Mark Barnard

Oct. 1st, Saturday, 10:30 am, room 228 – Mark Barnard

Recommended resources:

Available Leading F&B Trade Journals (Recommended by American Beverage Association & Harvard Business School)

- Beverage Industry
- Beverage Business Insights
- Beverage World

Available Beverage Books:

1. MANAGING WINE AND WINE SALES

Fattorini, J. E

London : International Thomson Business Press, 1997

UNLV Book Stacks, 3rd Floor - HD9374 .F38 1997

2. Beverage Basics: Understanding and Appreciating Wine, Beer, and Spirits

Robert W. Small and Michelle Couturier ; with Michael Godfrey on beer

Hoboken, N.J. : Wiley, c2011

UNLV Book Stacks, 5th Floor - TP505 .S63 2011

3. The Hospitality Manager's Guide to Wines, Beers, and Spirits

Albert W. A. Schmid

Upper Saddle River, N.J. : Pearson/Prentice Hall, c2004

UNLV Book Stacks, 5th Floor -TX950.7 .S36 2004

4. **Beverage Management and Bartending**

Peter E. Van Kleek

Boston, Mass. : CBI Pul. Co., c1981

UNLV Book Stacks, 5th Floor -TX951 .V36

5. **Open Innovation in the Food and Beverage Industry**

edited by Marion Garcia Martinez

Oxford : Woodhead Publishing, 2013

UNLV Book Stacks, 5th Floor -TP370 .O64 2013

6. **The Principles and Practices of Bar and Beverage Management: The Drinks Handbook**

James Murphy

Woodeaton, Oxford : Goodfellow Publishers Ltd., [2013]

Online available

7. **The Professional Bar & Beverage Manager's Handbook: How to Open and Operate a Financially Successful Bar, Tavern, and Nightclub**

Amanda Miron & Douglas Robert Brown

Ocala, Fla. : Atlantic Pub. Group, c2006

UNLV Book Stacks, 5th Floor -TX950.7 .M57 2006

8. **The Complete Beverage Dictionary**

Bob and Kathie Lipinski

New York : Van Nostrand Reinhold, c1996

UNLV Book Stacks, 5th Floor - TP503 .L56 1996

UNLV POLICIES AND RESOURCES

Academic Misconduct – Academic integrity is a legitimate concern for every member of the campus community; all share in upholding the fundamental values of honesty, trust, respect, fairness, responsibility and professionalism. By choosing to join the UNLV community, students accept the expectations of the Student Academic Misconduct Policy and are encouraged when faced with choices to always take the ethical path. Students enrolling in UNLV assume the obligation to conduct themselves in a manner compatible with UNLV’s function as an educational institution.

An example of academic misconduct is plagiarism. Plagiarism is using the words or ideas of another, from the Internet or any source, without proper citation of the sources. See the *Student Academic Misconduct Policy* (approved December 9, 2005) located at: <https://www.unlv.edu/studentconduct/student-conduct>.

Copyright – The University requires all members of the University Community to familiarize themselves **with** and to follow copyright and fair use requirements. **You are individually and solely responsible for violations of copyright and fair use laws. The university will neither**

protect nor defend you nor assume any responsibility for employee or student violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under University policies. Additional information can be found at: <http://www.unlv.edu/provost/copyright>.

Disability Resource Center (DRC) – The UNLV Disability Resource Center (SSC-A 143, <http://drc.unlv.edu/>, 702-895-0866) provides resources for students with disabilities. If you feel that you have a disability, please make an appointment with a Disabilities Specialist at the DRC to discuss what options may be available to you.

If you are registered with the UNLV Disability Resource Center, bring your Academic Accommodation Plan from the DRC to the instructor during office hours so that you may work together to develop strategies for implementing the accommodations to meet both your needs and the requirements of the course. Any information you provide is private and will be treated as such. To maintain the confidentiality of your request, please do not approach the instructor in front of others to discuss your accommodation needs.

Religious Holidays Policy – Any student missing class quizzes, examinations, or any other class or lab work because of observance of religious holidays shall be given an opportunity during that semester to make up missed work. The make-up will apply to the religious holiday absence only. It shall be the responsibility of the student to notify the instructor no later than the end of the first two weeks of classes, **January 29, 2016**, of his or her intention to participate in religious holidays which do not fall on state holidays or periods of class recess. For additional information, please visit: <http://catalog.unlv.edu/content.php?catoid=6&navoid=531>.

Incomplete Grades - The grade of I – Incomplete – can be granted when a student has satisfactorily completed three-fourths of course work for that semester/session but for reason(s) beyond the student’s control, and acceptable to the instructor, cannot complete the last part of the course, and the instructor believes that the student can finish the course without repeating it. The incomplete work must be made up before the end of the following regular semester for undergraduate courses. Graduate students receiving “I” grades in 500-, 600-, or 700-level courses have up to one calendar year to complete the work, at the discretion of the instructor. If course requirements are not completed within the time indicated, a grade of F will be recorded and the GPA will be adjusted accordingly. Students who are fulfilling an Incomplete do not register for the course but make individual arrangements with the instructor who assigned the grade.

Tutoring – The Academic Success Center (ASC) provides tutoring and academic assistance for all UNLV students taking UNLV courses. Students are encouraged to stop by the ASC to learn more about subjects offered, tutoring times and other academic resources. The ASC is located across from the Student Services Complex (SSC). Students may learn more about tutoring services by calling 702-895-3177 or visiting the tutoring web site at: <http://academicsuccess.unlv.edu/tutoring/>.

UNLV Writing Center – One-on-one or small group assistance with writing is available free of charge to UNLV students at the Writing Center, located in CDC-3-301. Although walk-in consultations are sometimes available, students with appointments will receive priority assistance. Appointments may be made in person or by calling 702-895-3908. The student’s

Rebel ID Card, a copy of the assignment (if possible), and two copies of any writing to be reviewed are requested for the consultation. More information can be found at:
<http://writingcenter.unlv.edu/>

Library Resources – Students may consult with a librarian on research needs. For this class, the subject librarian is Lateka Grays (<http://guides.library.unlv.edu/hospitality>). UNLV Libraries provides resources to support students' access to information. Discovery, access, and use of information are vital skills for academic work and for successful post-college life. Access library resources and ask questions at <https://www.library.unlv.edu/>.

Communication within the College

All students are encouraged to subscribe to the student listserve for the College of Hotel Administration. To subscribe, go to: <http://groups.yahoo.com/group/unlvhotelcollege>. All information relevant to the College, job opportunities, activities, clubs, scholarships, etc. will be posted on this list serve. To be informed of opportunities available to you, YOU NEED TO BE A SUBSCRIBER TO THE LISTSERVE.

Academic Advising:

Academic advising is available through the college's Student Advising Center – BEH 543.

Rebelmail – By policy, faculty and staff should e-mail students' Rebelmail accounts only. Rebelmail is UNLV's official e-mail system for students. It is one of the primary ways students receive official university communication such as information about deadlines, major campus events, and announcements. All UNLV students receive a Rebelmail account after they have been admitted to the university. Students' e-mail prefixes are listed on class rosters. The suffix is always @unlv.nevada.edu. Emailing within WebCampus is acceptable.

Final Examinations – The University requires that final exams given at the end of a course occur at the time and on the day specified in the final exam schedule. See the schedule at:
<http://www.unlv.edu/registrar/calendars>.

University Property and Security: If caught misappropriating State property, the student will be dropped from the College. The University may also wish to press formal charges. If you purchase items used in operation, you will be reimbursed for this purchase (if you have a proper receipt). Once you have been reimbursed, those items purchased become property of the University of Nevada, Las Vegas. No reimbursement will be made without proper receipt of purchase and strict adherence to UNLV policy.

Students should not bring valuables, personal items unrelated to course activities, or book bags into the building. The University of Nevada, Las Vegas staff and/or faculty will not be held responsible for the loss of personal items or valuables.

All books, papers, notebooks, and class-related items should be kept secured during the class. If you have valuables that must be locked please let your instructors know so that you can place your items in a secured office during class hours.

Alcohol and Drug Use: Students who consume any type of alcoholic beverages, use illegal drugs during class time, or attend class intoxicated will be immediately dropped from the course and

sent to the university disciplinary board with recommendation for expulsion. Please do not come to class under the influence.

Insurance: The University of Nevada System does NOT carry insurance for students working in laboratories. This includes the Hotel College kitchens, dining rooms, and lounge/bar. Each student will have to provide his/her own coverage. If you are not covered by a family policy, you should purchase student insurance from the University. Information is available from the registrar's office. Although our safety record has been good, there is always a chance that an injury could occur that results in a trip to the hospital. Should an incident such as this occur, the University will not pay for the expenses incurred; it will be the responsibility of the student.