

WSQ-Diploma in FOOD & BEVERAGE MANAGEMENT

(WSQ-DFBM)



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Our 18-month diploma consists of the science, craft and arts of Asian and Western F&B management with 3,100 hours of study and paid apprenticeship. After 12 months of study, you can choose to spend the remaining 6-month industrial attachment, overseas, back in your own country or in Singapore.

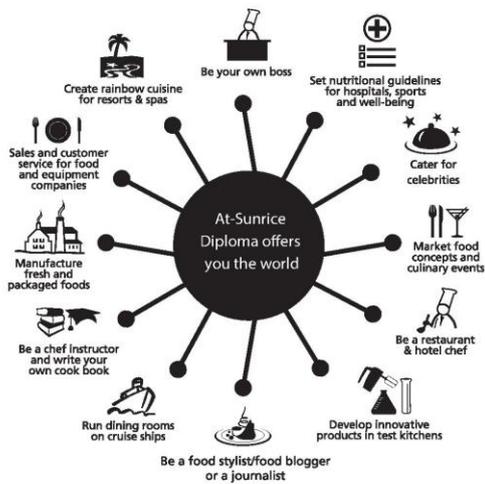
Many of our graduates start their own businesses, excel in the food profession or complete the global degree pathway.

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18-MONTH DIPLOMA STRUCTURE



DEGREE PATHWAY



Bachelor of Science in Restaurant F&B Management*

Bachelor of Science in Food & Beverage Entrepreneurship*
2-year programme
(Online Programme Available)

*Terms and conditions apply.

DURATION Up to 18 months

PROGRAMME DATES*

24 Sept 2018

*Dates are subject to change.

PROGRAMME FEE[^]

Particulars	International Students
Programme Fee	\$ 27,500.00
Net Programme Fee	\$ 27,500.00
Application Fee (Non-Refundable)	\$ 100.00
Starter Kit	\$ 449.00
Admin Fee	\$ 500.00
Medical Insurance	\$ 90.00
Fee Protection Scheme	\$ 199.77
Total Fees Payable	\$ 28,838.77
GST 7%	\$ 2,018.71
Net Fees Payable	\$ 30,857.48

[^]Prices are subject to change.

PAYMENT SCHEDULE

- Application fee is due upon submission of application form.
- Fee payment for diploma programme is scheduled over 2 installments:
 - 50% of the net programme fee and other fees will be collected by the academy upon signing of student contract.
 - Balance 50% of the net programme fee is payable 9 months after programme commencement.

ADMISSIONS CRITERIA

- Passion for Food & Beverage Management/Operations
- At least 17 years old with at least 1 week industry experience in any F&B establishments
- Possess leadership qualities, artistic and disciplined
- Be of good moral character
- Required to undergo an interview and online profile test
- At-Sunrice graduates of WSQ Certificate Programmes with a minimum average grade of B and above

International Applicants:

- High school diploma or equivalent
- IELTS 5.5 / TOEFL (internet based total) 46-59 / WPLN Level 5



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CPE registration number: 198200913C Cert No.: EDU-2-2001
Period of registration: 20/05/2018 - 19/05/2022 Validity: 29/08/2016 - 28/08/2020

Module Synopsis – Diploma in Food and Beverage Management (DFBM)

Follow Food & Beverage Safety and Hygiene Policies and Procedures

This unit trains and assesses students on the mandatory requirements to be a certified food handler in Singapore. The topics include personal hygiene, equipment hygiene, work area hygiene and safety while preparing, serving & storing food items. Students learn the subject through lecture, videos, role plays and hands-on practice.

Prepare for Service

This unit is an introduction to the essential tasks to be completed by a food & beverage service personnel, while preparing to serve the customer. The flow of topics starts with checking the outlet, ensuring cleanliness, preparing the crockery, cutlery, glassware, linen etc. And doing the table setting. The unit delivers extensive knowledge on Asian and Western table settings and rigorous skill training on the fundamentals of waiting skills.

Interact with and Serve F&B Guests

This unit is based on proactive customer service and goes beyond the scope of food and beverage service and helps to impart essential attributes for hospitality professionals. The students are trained to maintain professional appearance & attitude, receive & seat customers, take orders, provide quality service, clear the table, attend to guests' needs, address concerns, prepare & present bills etc. Role plays are conducted in a simulated restaurant atmosphere and the students get a chance to serve in the exclusive events organised by the Academy.

Maintain Food & Beverage Service Environment

This unit aims to impart the necessary skills and knowledge to students on re-instating food & beverage environment after work. The unit covers topics such as clearing the tables, maintaining carpets, monitoring the food service areas and performing closing duties after a shift. Classroom activities include hands on cleaning tasks, auditing cleanliness and creating checklists.

Prepare and Serve Coffee and Tea

This unit enables students to have the knowledge and application skills in preparing the tea and coffee. The students learn how to brew coffee and tea. The training also covers the various aspects of their service in different food and beverage environments.

Provide Counter/Take-Away Service

This unit aims to impart the necessary skills and knowledge to students to enable the learners to have the knowledge and application skills in providing counter/take-away services and be able to apply them to the workplace. The course contents include taking F&B orders, package/assemble the orders, and present the orders.

Prepare Non-alcoholic Beverages

This unit covers the production and service of non-alcoholic beverages such as juices, aerated beverages and mixed drinks. Students learn how to prepare & garnish mocktails and serve them. Emphasis is given on classic & innovative mocktails and other specialty non-alcoholic beverages.

Provide Specialty Coffee Service

This unit provides an in-depth knowledge about coffee beans, their processing, brewing and preparation of specialty coffees. The students are provided with hands-on training in the preparation of specialty coffees and their service. Few specialty coffees produced include espresso, cappuccino, latte to name a few.

Provide Specialty Tea Service

This unit will enable students to have the knowledge and application skills in providing specialty tea service and be able to apply them to the workplace. The contents include describe specialty tea producing regions, describe major types of specialty teas, describe methods of production of specialty teas, brew specialty tea for service, serve specialty tea.

Provide Hot Beverage Service

This unit will enable students to have the knowledge and application skills in providing specialty hot beverage service and be able to apply them to the workplace. The contents include identifying types of hot beverages, assembling tools, equipment and ingredients, prepare hot beverages, serve hot beverages.

Supervise Bar Service

This unit will enable students to have the knowledge and application skills in supervising bar service and be able to apply them in the workplace. The contents include preparing for operation, supervising delivery of bar service and maintaining work areas.

Study Wine and Spirits

This unit will enable students to have the knowledge and application skills in wine and spirits that are essential in dining room service and be able to apply them in the workplace. The contents include describing the conditions that affect grape growing, explaining the steps of wine production, identifying the main growing countries of old world wines, main growing countries of new world wines, key factors of sparkling wines, fortified wines, spirits and liqueurs, applying wine and spirit knowledge in a professional work environment, analysing wines of the world through tasting and note taking.

Supervise Staff

This unit is aims to impart the skills of supervising the staff in a food and beverage environment. The learning methods include lecture, role play, discussion and case studies. Topics such as creating rosters, conducting briefings, directing work, doing on the job supervision, addressing concerns, resolving conflicts are covered in this unit. Each student gets a chance to practice the learned skills during their student appointment in a supervisory position at the Academy.

Maintain Inventories

This academic unit is designed to train the students on how to maintain adequate stock of materials to ensure the smooth operation of a Food & Beverage establishment. The curriculum covers functions such as forecasting the requirements, ordering the right quantity of ingredients, storing the ingredients in the right conditions and internal distribution processes. The candidates get familiar with the calculation of par stock, re order level etc. and use of bin card etc.

Co-ordinate Food & Beverage Service

This unit will enable the student to have the knowledge and application skills in co-ordinating food and beverage service and be able to apply them to the workplace. The key topics include implementing service standards, implementing food and beverage hygiene and safety guidelines, schedule staff, supervise food and beverage service team.

Provide Advanced Dining Room Service Procedures

This unit will enable students to have the knowledge and application skills in providing advanced dining room service and be able to apply them in the workplace. The contents include improve guest relations in a dining environment, apply team service in a dining environment, set up dining environment for service, set guest tables for service, apply table side techniques and apply food and wine knowledge to increase sales.

Conduct Food & Beverage Hygiene Audit

The goal of this unit is to train and certify professionals to become hygiene audit officers in Singapore food & beverage industry. This includes setting hygiene standards, implementing them and ensuring the adherence by continuous audit. The candidates are taught on various aspects of audits and are put in real & simulated food & beverage environments to conduct food hygiene audits and develop checklists & reports.

Develop and Implement Budget

This unit aims to familiarise the functions of a manager in Food & Beverage industry, this unit introduces students to the fundamentals of developing a budget and managing the operation according to it. The specific competencies trained include understanding the company's financial goals, budget formats, income & expenses, record keeping, cash control systems etc. The learning happens by gaining fundamental skills in conducting financial audits, preparing financial reports and reporting budget performances.

Administer Purchasing and Receiving Procedures

The topics covered in this unit include the purpose and importance of establishing, implementing and evaluating purchasing procedures. The students also learn to establish receiving procedures and importance of complying with relevant legislation and regulations. A competent student from this unit will be able to evaluate receiving procedures, inventory control systems, security procedures and design inventory storage facilities.

Manage Cost and Quality Controls

This unit will enable the student to have knowledge and skills in managing the cost and ensuring quality controls and be able to apply them to the work place. The essential contents of the unit include standardising recipes, using yield calculations to make purchasing decisions, determining cost of menu items and monitoring product quality.

Manage Training

This unit will enable the student to have knowledge and skills in managing training and be able to apply them to the work place. The essential contents of the unit include conducting training needs assessment, developing a training plan, implementing training plan and evaluating the training effectiveness

Hire Staff

Aimed at familiarizing the functions of a manager, this unit introduces students to the practices and processes of selection and hiring of best fit staff for the job. The specific competencies trained include sourcing suitable candidates, interviewing applicants, selecting job candidates and making job offer. The learning happens through lectures, role plays and case studies.

Appraise/Evaluate Staff

This unit deals with periodic performance evaluations and how they can contribute to increased production, employee satisfaction, staff development & success. Topics covered under this unit are planning performance appraisal, conducting performance appraisal interview, encouraging staff development and using reward or recognition systems.

Handle Terminations, Dismissals and Resignations

This unit deals with the various steps in handling terminations, dismissals and resignations. The contents of the unit include referring to regulations, company policies and procedures to confirm the grounds, documentations requirements, reason for disciplinary actions, determining the compensation according to terms of contract, ensuring the appropriate security measures, policies regarding collecting personal property and leaving premises, follow-up duties regarding terminations, dismissals and resignations

Understand Nutritional Knowledge and Dietary Requirements

This unit introduces the basic nutritional concepts and dietary pyramid and their applications for lifetime wellness. Topics of study include food alternatives, daily servings, nutritional value of menu items, and food sensitivities. Students apply evidence-based science to plan and create nutritionally balanced menus.

Provide Advanced Buffet and Special Functions Operations

On completion of this unit, the student will have knowledge and application skills in providing advanced buffet and special functions and be able to apply them to the workplace. The key topics include develop event concept, develop budget, plan menu, plan food purchases and production, assess facilities, equipment and layout needs, develop staff schedule, establish décor, rentals and dietary requirements, develop contingency plans and provide socially responsible choices.

Manage Food & Beverage Operations

This unit acquaints candidates to the essential competencies required for managing a food & beverage operation. The curriculum covers the fundamental concepts of outlets themes, employee scheduling practices, operational procedures, skills on manpower management and basic budgeting principles. All these general management concepts and skills are customized with a food & beverage industry perspective to ensure validity.

Develop Service Operations

This unit covers knowledge and application skills to develop a service operation plan to deliver service excellence. It involves developing a service operation plan which is in line with the customer-focused strategy, communicating the service operations plan to the team, evaluating the service operations performance and implementing corrective action for improvement.

Design Restaurant Concepts

This unit will enable students to have the knowledge and application skills in designing a restaurant concept and be able to apply them in the workplace. The key topics include apply knowledge of various food & beverage restaurant concepts, analyse restaurant operational characteristics, analyse the relationship between restaurant concepts and market, develop a food & beverage restaurant concept to match market demands

Spice Odyssey Project

This is the end of programme project for Diploma Food and Beverage Management and not included under WSQ framework. This is the culmination of the 18-month program that allows students to use all their learned skills and knowledge to create/pair beverages to dishes made with herbs and spices. It is a group project that emphasizes on teamwork, professionalism, skills, knowledge, and creativity. Students are given 10 kingdoms and are required to create/pair beverages to dishes made with herbs and spices as the main emphasis of their project presentation.

~End~