



INTERNATIONAL
HOTEL SCHOOL

(CFBE) Certified Food and Beverage Executive Department Head Designation

Who Should apply?

Executive or management level in food and beverage or culinary operations.

Prerequisites

Candidates must currently be employed in the hospitality industry. Candidate who are in a qualifying position may apply for certification in one of three ways (see application for additional details):

PLAN A – Education Emphasis

Minimum two-year degree from an accredited institution and one year of full-time experience in the qualifying position.

PLAN B – Experience Emphasis

Two years of full-time experience in the qualifying position.

PLAN C – Early Entry

Current full-time employment in the qualifying position and meet the experience requirement in order to earn the Professional Certification designation.

Program Details

Fee includes: Each Department Head designation includes Study Materials, along with practice questions, and Exam. Certificate and lapel pin upon successful completion of the exam.

Exam: Department head exams consists of 150 multiple-choice questions that must be answered within a three-hour time period. All exams are available paper-based or online. It must be successfully completed within one year from date of enrolment into the certification program. If you fail the exam on the first attempt, two retakes are allowed within this one year time frame. Retake fees apply.

Proctor: A proctor may be a CHA, a hospitality educator, an AH&LA member association/federation executive, your immediate supervisor, or a member of the clergy.

Recertification: Every five years. Recertification fees apply.



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Department Head Designation

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*1 YEAR SELF-STUDY *ONLINE EXAM

Section	Title
1	Managing Food Operations
1.1	Determining Food and Beverage Standards
1.2	Purchasing and Receiving Controls
1.3	Storing and Issuing Controls
1.4	Production and Service Controls
1.5	Dining Service: Styles and Procedures
1.6	Fundamentals of Menu Planning
1.7	Nutrition
1.8	Food Safety Risk Management and the HACCP System
1.9	Food Contamination and Spoilage
2	Managing Beverage Operations
2.1	Beverage Service Staff
2.2	Fundamentals of Beer, Spirits, and Wine
2.3	Serving Alcohol with Care
3	Marketing and Sales Management
3.1	Food and Beverage Marketing
3.2	Marketing Restaurants and Lounges
3.3	Marketing Catered Events and Meeting Rooms
3.4	Selling Functions to Special Segments
3.5	Negotiations and Contracts
3.6	Sales and Catering Technology
3.7	Branding
3.8	Training for Suggestive Selling
4	Financial Management
4.1	The Balance Sheet
4.2	Profit and Loss (P&L) Statement
4.3	The Statement of Cash Flows
4.4	Operations Budgeting and Cost-Volume-Profit Analysis
4.5	Calculating Actual Food and Beverage Costs
4.6	Food and Beverage Management Applications
4.7	Revenue Control
4.8	Implementing Labor Cost Controls
4.9	Loss Prevention: Preventing Theft of Revenue
4.10	Point-of-Sale Technology
4.11	Financial Reporting Technology
5	Leadership
5.1	Effective Communication
5.2	Motivation Through Leadership
5.3	High-Performance Teams
5.5	Power and Empowerment
5.4	Mentoring
5.6	Managing Conflict
5.7	Time Management
6	Human Resources Management
6.1	Planning, Recruitment, and Selection
6.2	Training and Development
6.3	Training with Technology
6.4	Evaluating and Coaching
6.5	Turnover and Retention
6.6	Discipline



*Review and Assessment Tool is only available for specific certification programmes.

CONTACT DETAILS

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