

Restaurant Management: Course Syllabus

Restaurant Management

COURSE DESCRIPTION:

Have you always dreamed of running your own restaurant? Maybe you want to manage a restaurant for a famous chef. What goes on beyond the dining room in a restaurant can determine whether a restaurant is a wild success or a dismal failure. In Restaurant Management, you'll learn the responsibilities of running a restaurant—from ordering supplies to hiring and firing employees. This course covers the different types of restaurants; managing kitchen and wait staff; food safety and hygiene; customer relations; marketing; using a point-of-sale system; scheduling employees; and dealing with difficult guests. Restaurant Management will prepare you for a steady career, whether you plan to buy a fast food franchise, operate a casual sit-down restaurant, or oversee a fine-dining establishment.

Unit 1: Restaurant Management: What You Need to Know

After studying this unit, you will be able to:

- * **Identify different types of restaurants.**
- * **Recognize the importance of customer needs.**
- * **Manage and support staff.**
- * **Track expenses and profit.**

ASSIGNMENTS:

**Restaurant Management: What You
Need to Know: Unit Text Questions**

Homework

10 points

**Restaurant Management: What You
Need to Know: Online Restaurant
Management Lab Questions**

Homework

10 points

Restaurant Management Unit #1 Activity	Activity	15 points
Unit 1 Discussion Assignment 1	Discussion	5 points
Unit 1 Discussion Assignment 2	Discussion	5 points
Unit 1 Quiz – Restaurant Management: What You Need to Know	Quiz	15 points

Unit 2: How Restaurants Work

After studying this unit, you will be able to:

- * Identify the different roles in the front of house.
- * Recognize job responsibilities in the kitchen.
- * Understand how the point-of-sale system works.
- * Explore how the restaurant manager functions in this hierarchy.

ASSIGNMENTS:

How Restaurants Work: Unit Text Questions	Homework	10 points
How Restaurants Work: Online Restaurant Management Lab Questions	Homework	10 points

Unit 2 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 2 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 2 Quiz – How Restaurants Work	<i>Quiz</i>	15 points

Unit 3: Food & Workplace Safety

After studying this unit, you will be able to:

- * **Understand essential safety regulations in the kitchen.**
- * **Recognize the importance of proper employee training.**
- * **Identify key food safety practices.**
- * **List common food-borne illnesses.**

ASSIGNMENTS:

Food & Workplace Safety: Unit Text Questions	<i>Homework</i>	10 points
Food & Workplace Safety: Online Restaurant Management Lab Questions	<i>Homework</i>	10 points
Restaurant Management Unit #3 Activity	<i>Activity</i>	15 points

Unit 3 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 3 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 3 Quiz – Food & Workplace Safety	<i>Quiz</i>	15 points

Unit 4: Understanding Recipes, Techniques, & Equipment

After studying this unit, you will be able to:

- * Understand how to read a recipe.
- * Recognize ingredient quantities and preparation instructions.
- * Explain some basic cooking techniques.
- * Explore the function of commercial cooking equipment.

ASSIGNMENTS:

Understanding Recipes, Techniques, & Equipment: Unit Text Questions	<i>Homework</i>	10 points
Understanding Recipes, Techniques, & Equipment: Online Restaurant Management Lab Questions	<i>Homework</i>	10 points
Restaurant Management Unit #4 Activity	<i>Activity</i>	15 points

Unit 4 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 4 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 4 Quiz – Understanding Recipes, Techniques, & Equipment	<i>Quiz</i>	15 points

Restaurant Management Midterm Exam

Learning Objectives:

- * Review information acquired and mastered from this course up to this point.
- * Take a course exam based on material from the first four units in this course (Note: You will be able to open this exam only one time.)

ASSIGNMENT:

Restaurant Management Midterm Exam	<i>Exam</i>	50 points
Midterm Discussion Assignment	<i>Discussion</i>	5 points

Unit 5: Managing a Restaurant Staff

After studying this unit, you will be able to:

- * Make good hiring decisions.
- * Recognize the importance of teamwork.

- * Understand how to make a work schedule.
- * Manage employee problems and challenges.

ASSIGNMENTS:

Managing a Restaurant Staff: Unit Text Questions	<i>Homework</i>	10 points
Managing a Restaurant Staff: Online Restaurant Management Lab Questions	<i>Homework</i>	10 points
Restaurant Management Unit #5 Activity	<i>Activity</i>	15 points
Unit 5 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 5 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 5 Quiz – Managing a Restaurant Staff	<i>Quiz</i>	15 points

Unit 6: Professional Communications & Ethics in Restaurant Management

After studying this unit, you will be able to:

- * Use active listening skills to hear and communicate effectively.
- * Discuss the importance of nonverbal communication.
- * Understand the ethical guidelines appropriate for a restaurant manager.
- * Recognize the importance of employee-friendly policies.

ASSIGNMENTS:

Professional Communications & Ethics in Restaurant Management: Unit Text Questions	Homework	10 points
Professional Communications & Ethics in Restaurant Management: Online Restaurant Management Lab Questions	Homework	10 points
Unit 6 Discussion Assignment 1	Discussion	5 points
Unit 6 Discussion Assignment 2	Discussion	5 points
Unit 6 Quiz – Professional Communications & Ethics in Restaurant Management	Quiz	15 points

Unit 7: Marketing & Customer Service

After studying this unit, you will be able to:

- * **Recognize the importance of customer service.**
- * **Identify key ways to improve customer service.**
- * **Discuss the types of customer feedback.**
- * **Understand the components of a marketing plan.**

ASSIGNMENTS:

Marketing & Customer Service: Unit Text Questions	Homework	10 points
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Marketing & Customer Service: Online Restaurant Management Lab Questions	<i>Homework</i>	10 points
Restaurant Management Unit #7 Activity	<i>Activity</i>	15 points
Unit 7 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 7 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 7 Quiz – Marketing & Customer Service	<i>Quiz</i>	15 points

Unit 8: Building a Restaurant Management Career

After studying this unit, you will be able to:

- * **Fill out a job application.**
- * **Write a résumé and cover letter.**
- * **Prepare a portfolio.**
- * **Make a self-care plan to handle stress and balance work and life obligations.**

ASSIGNMENTS:

Building a Restaurant Management Career: Unit Text Questions	<i>Homework</i>	10 points
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Building a Restaurant Management Career: Online Restaurant Management Lab Questions	<i>Homework</i>	10 points
Unit 8 Discussion Assignment 1	<i>Discussion</i>	5 points
Unit 8 Discussion Assignment 2	<i>Discussion</i>	5 points
Unit 8 Quiz – Building a Restaurant Management Career	<i>Quiz</i>	15 points

Restaurant Management Final Exam

Learning Objectives:

- * Review information acquired and mastered from this course up to this point.**
- * Take a course exam based on material from units five to eight in this course – the last four units. (Note: You will be able to open this exam only one time.)**

ASSIGNMENT:

Restaurant Management Final Exam	<i>Exam</i>	50 points
Class Reflection Discussion Assignment	<i>Discussion</i>	10 points