

HFT3263 Restaurant Management

Course Description: This course prepares the student with analysis of principal operating problems facing managers in the restaurant industry. Various control systems necessary for profitability and quality are examined. Hands on Training opportunities on our Wolfson Campus food service establishments Bistro @ Tuvo and TUYO Restaurant. (3 hr. lecture)

Course Competency	Learning Outcomes
Competency 1: The student will articulate knowledge of the role of the restaurant manager by:	3. Critical thinking 8. Computer / Technology Usage 10. Environmental Responsibility
1. Assessing the scope of restaurant operations. 2. Outlining management duties and responsibilities including financial accountability. 3. Evaluating how restaurant management can maintain and improve a restaurant's quality, productivity, guest satisfaction, and profitability. 4. Anticipating current trends and challenges in the food service industry.	
Competency 2: The student will summarize the role of a restaurant manager in successfully managing and leading employees by:	6. Social Responsibility 7. Ethical Issues
1. Prioritizing standards and responsibilities for front of the house operations. 2. Examining the hiring, retention and termination processes for employees. 3. Connecting local, state and federal labor laws and regulations. 4. Appraising the importance of training, team-building and leadership.	
Competency 3: The student will evaluate menus and identify changes that will optimize value and profitability by:	2. Numbers / Data 3. Critical thinking
1. Creating a menu and wine list. 2. Selecting nutritional and regulatory standards applicable to menus. 3. Computing food costs and menu pricing. 4. Summarizing the importance of cost controls.	
Competency 4: The student will simulate the customer service excellence and the management of service processes to improve the guest experience by:	5. Cultural / Global Perspective 7. Ethical Issues

<ol style="list-style-type: none"> 1. Justifying the importance of customer satisfaction and guest service. 2. Evaluating the value of customer service training. 3. Designing a customer feedback survey or system. 4. Assessing the importance of communication and empathy in guest relations. 	
<p>Competency 5: The student will anticipate the importance of new technology in restaurant management by:</p>	<p>4. Information Literacy 8. Computer / Technology Usage</p>
<ol style="list-style-type: none"> 1. Comparing and contrasting features of former methods of managing information and finances to new technology systems. 2. Compiling the major components of information systems used in restaurant management and how they interact. 3. Appraising how new technology can facilitate purchasing and inventory. 4. Predicting the new uses of technology for scheduling and reservations. 	

