



| | | |
|---|--|---|
| Course Code HOSP-211 | Course Title RESTAURANT OPERATIONS MANAGEMENT | ECTS Credits 6 |
| Department HT&S Management | Semester Fall 2010 | Prerequisites HOSP-111 |
| Type of Course Major | Field Hospitality | Language of Instruction English |
| Level of Course 1 st Cycle | Year of Study 2 nd | Lecturer Nicholas Orphanides |
| Mode of Delivery face-to-face | Work Placement N/A | Co-requisites None |

Objectives of the Course:

The main objectives of the course are to:

- Understand the cause and purpose motive specifics of creating an 'event night'.
- Enhance student personal and/or group duty/work.
- Create and sustain good and trustworthy working relations.
- Become familiar with kitchen glossary and service term.
- Improve student's skills and knowledge of menu planning and food accompaniments, its construction, formation and appearance.
- Comprehend basic skills, both interpersonal and technical and apply them to the food and beverage production and service.
- Become aware of how to prepare a bar for service.
- Combine various methods, e.g. planning, designing, marketing, advertising, booking, decorating, billing, cooking, waiting, serving, supervising, bar tending, washing-up and cleaning, thus creating an entire food and beverage 'Event night'.
- Gain an understanding of the various methods of food and beverage service delivery.
- Describe and exhibit different kind of costs involved in each event night.
- Monitor customer satisfaction per event night.

Learning Outcomes:

After completion of the course students are expected to be able to:

1. Develop basic food production and service skills, both interpersonal and technical.
2. Be equipped with the skills to perform all service and production operations, to ensure quality and guest satisfaction.
3. Improve practical experience in the operational administration of a food service

facility by providing students the opportunity to exercise their ability and creativity to manage an actual food and beverage event.

4. Fill in the different roles and job classifications involved with food service management.

Course Contents:

- Understand the importance of co-operation between departments in the kitchen and service as well as the significance of initiative and being a responsible employee within the hospitality industry.
- Bringing an ‘event’ from theoretical information to execution.
- Apply operational theoretical knowledge into creating events with hands on job practical training.

Learning Activities and Teaching Methods:

Lectures, Lab demonstrations and Presentations, Lab Tutorials, Practical Exercises and Assignments.

Required Textbooks/Readings:

| Authors | Title | Publisher | Year | ISBN |
|---|--|---------------------|------|-------------------|
| John Campbell, David Foskett and Victor Ceserani, | “Practical cookery”, 11 th edition. | Hodder Education | 2008 | 978-0-340-94837-8 |
| Dennis Lillicrap and John Cousins, | “Food and Beverage Service”, 7 th edition. | Hodder Arnold | 2006 | 978-0-340-90524-1 |

Recommended Textbooks/Reading:

| Authors | Title | Publisher | Year | ISBN |
|--------------------|--|---|------|---------------|
| NINEMEIER, J.D. | Management of Food and Beverage Operations. 3 rd . ed | The Educational Institute of the American Hotel and Motel Association. | 2000 | 0-86612-182-x |