



## Course Syllabus

<b>Course Code</b>	<b>Course Title</b>	<b>ECTS Credits</b>
HOSP-211	Restaurant Operations Management	6
<b>Prerequisites</b>	<b>Department</b>	<b>Semester</b>
HOSP-100/ HOSP-111	Management	Fall
<b>Type of Course</b>	<b>Field</b>	<b>Language of Instruction</b>
Major	Hospitality	English
<b>Level of Course</b>	<b>Lecturer(s)</b>	<b>Year of Study</b>
1 <sup>st</sup> Cycle	Mr. Nicholas Orphanides Mr. Andreas Paschalis	2 <sup>nd</sup>
<b>Mode of Delivery</b>	<b>Work Placement</b>	<b>Corequisites</b>
Face to face	N/A	None

### Course Objectives:

The main objectives of the course are to:

- Acquaint students with the practical aspects of food and beverage production and service.
- Equipping students with the skills to perform all service and food production operations .
- Involve students to operational administration of a food service facility.
- Provide students with the opportunity to exercise their management and creativity skills during an actual food and beverage event.
- Identify the various job classifications involved with food service management through role-play.

### Learning Outcomes:

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

1. Apply hard and soft skills vital to a food and beverage setting.
2. Demonstrate managerial and leadership skills in a diversified context (before, during and after an event)
3. Understand important procedures (including crisis management, safety, sanitation when handling food, marketing, customer satisfaction).
4. Articulate the kitchen glossary, service terms.
5. Plan (including costing), develop and present a menu.
6. Explain the various methods of food and beverage service delivery.

**Course Content:**

- Understand the importance of co-operation between departments in the kitchen and service.
- Understand the significance of initiative and teamwork responsibility.
- Hard and Soft Skills
- Management and Leadership Skills
- Execution of an 'event': from theoretical information to execution.
- Principles of Service
- Crisis Management, Safety, Sanitation.
- Food and Beverage management
- Food Production
- Apply operational theoretical knowledge into creating events with hands-on job practical training

**Learning Activities and Teaching Methods:**

Lectures, Case Study Analysis and Discussion, In-Class Exercises, and Presentations.

**Assessment Methods:**

Practical sessions /Events preparation and report

**Required Textbooks / Readings:**

Title	Author(s)	Publisher	Year	ISBN
Practical Cookery	Campbell, J., Foskett, D. and Ceserani, V.	Hodder Education	2019  14 <sup>th</sup> ed.	978- 1510461710
FOOD & BEVERAGE SERVICE TRAINING MANUAL WITH 225 SOP	<u>Hotelier Tanji</u>	CreateSpace Independent Publishing Platform	2014	978- 1495972140
FOOD AND BEVERAGE SERVICE	Cousins, J.	Hodder Education	2014,9th ed.	978- 1471807954

**Recommended Textbooks:**

<b>Title</b>	<b>Authors</b>	<b>Publisher</b>	<b>Year</b>	<b>ISBN</b>
Planning and Control for Food and Beverage Operations,	<i>Jack D. Ninemeier</i>	AHLEI	2013	978-0-86612-416-4
Updated (custom-made) resources will be recommended to students along with publishers' material throughout the semester.				