



Division:	Business	Area:	Culinary Skills and Management
Course Number:	CSM 207	Course Name:	Restaurant Management and Supervision
Prerequisite:	None		
Corequisite:	None		
Hours Required:	Class: 45	Lab:	Credits: 3

Course Description/Purpose

This course provides instruction in the management techniques involved in modern food service operations. Particular topics include the study of restaurant and menu planning. Through the assembly of a semester-long project, students learn the tasks and responsibilities of operating a restaurant from "conception to opening day." This includes areas such as market surveys, scheduling needs and management and supervisory concepts.

Major Units

C	Introduction	C	Operating a restaurant
C	Restaurant and menu planning	C	"Conception to Opening Day"

Educational/Course Outcomes

Student learning will be assessed by a variety of methods, including, but not limited to, quizzes and tests, journals, essays, papers, projects, laboratory/clinical exercises and examinations, presentations, simulations, portfolios, homework assignments, and instructor observations.

Cognitive	Each student will be expected to <i>Identify/Recognize...</i>
C	a model restaurant atmosphere
C	skills and abilities necessary to become a good supervisor
C	the proper awareness needed to manage people successfully
C	the leadership role-modeling techniques
C	characteristics needed by prospective employees
C	positive discipline skills
C	the importance of delegation of job tasks
C	management styles that work best in the restaurant
C	TQM philosophy of management
C	the terminology associated with TQM
C	food service organizations that manage in the TQM environment

Performance	Each student will be expected to <i>Demonstrate/Practice...</i>
C	purchasing techniques in relationship to: <ul style="list-style-type: none"> a. menu production b. records and controls c. problem solving and pricing
C	the importance of a fact sheet
C	how to achieve a useful survey
C	how to produce a successful menu
C	how to develop an advertising scheme and promotion
C	how to determine actual restaurant square footage
C	proper kitchen and dining room layout
C	proper placement of restaurant equipment based on menu selection
C	effective hiring techniques
C	good communication skills, both oral and written
C	confidence in making effective decisions