Outline of Instruction

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 Restaurant and menu planning
C Operating a restaurant
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 Identify/Recognize...
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 Demonstrate/Practice...
C purchasing techniques in relationship to:
   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

Reviewed 7/2006:KT