



# COURSE OUTLINE

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**Course Name:** Restaurant Operations

**Department Head/Coordinator:** Michael Tittel

**Effective Date:** September 2014

<b>School or Centre:</b>		<b>Department:</b>	
School of Hospitality and Business		Hospitality Management Diploma	
<b>Course History:</b>		<b>Year of Study:</b>	
Revised Course		2nd Year Post-secondary	
<b>Name of Replacing Course (if applicable):</b>	HOSP 1203	<b>Course Number:</b>	HOSP 2360
		<b>Number of Credits:</b>	3.0

## Course Pre-requisites (if applicable):

1360 Food and Beverage Operations  
2310 Food Production Principles  
Foodsafe Certificate Level 1 and Serving It Right Certificate

## Course Co-requisites (if applicable):

## PLAR (Prior Learning Assessment & Recognition)

No  Yes (details below):

To learn more about the PLAR pathways for this course review the Hospitality Management Diploma Program Content Guide.

## Course Description:

This course helps students develop skills required to operate both, a dining room and kitchen in a typical medium sized restaurant with a limited sophisticated menu. In the dining room students assume the roles and responsibilities of food and beverage service, hosting, cashiering and the preparation of all beverages. In the kitchen, students produce all menu items, building on the culinary foundations taught in Food Production Principles. With instructional supervision, students ensure safety, sanitation and quality of all food and beverage production.

**Note to instructors:** An instructional strategy is an approach that an instructor uses to achieve the learning outcomes (e.g., lecture, case study, video, group work).

### **Instructional Strategies:**

Lectures, group work, demonstrations, and supervision of practical experience.

### **Course Learning Outcomes:**

Successful students will be able to:

1. Use a Point Of Service system in a restaurant
2. Create effective lines of communication with all restaurant personnel
3. Develop a system to effectively manage and operate the workday
4. Implement techniques to ensure a dining room is functioning efficiently and sales are maximized
5. Meet and exceed guests' expectations
6. Establish effective guest relations through personal interaction
7. Perform service recovery skills to resolve guest complaints and concerns in all situations
8. Operate all kitchen equipment safely and efficiently
9. Perform the various duties of each station within a restaurant to produce quality menu items
10. Use standardized recipes and portion control, in relation to menu items produced in a restaurant
11. Follow set schedules and describe their importance in kitchen and dining room operations
12. Use sustainability principles in restaurant operations
13. Communicate effectively with each team member in a restaurant

### **Program Learning Outcomes:**

Upon successful completion of the Hospitality Management Diploma, students will be able to:

1. Communicate effectively as hospitality professionals.
2. Demonstrate leadership competencies in the hospitality sector.
3. Evaluate financial information and financial implications related to business decisions to support the goals of a hospitality enterprise.
4. Act in an ethical manner and practice within the legal framework of the industry.
5. Provide responsible and professional food and beverage services.
6. Supervise front-of-the house and back-of-the house hotel and restaurant operations.
7. Manage basic human relations issues within a hospitality setting.
8. Prepare the basis for a marketing plan and communication strategy.
9. Analyze emerging hospitality industry trends and innovations.
10. Describe the role and scope of the tourism industry, the stakeholders, the five sectors of the industry and their economic impact.
11. Employ sustainability decision-making and practices in their work as hospitality professionals.
12. Apply the theoretical principles and practices of guest and customer services in a hospitality setting.
13. Apply critical thinking and problem solving techniques to make sound management decisions and recommendations.



### Course Topics and Sequence Covered:

1. Effective restaurant communication
2. Time management
3. Maximizing restaurant sales
4. Customer expectations
5. Guest relations
6. Resolving guest complaints
7. Restaurant equipment
8. Station duties
9. Standardized recipes
10. Portion control
11. Restaurant schedules

## VCC Education and Education Support Policies

There are a number of **Education** and **Education Support** policies that govern your educational experience at VCC, please familiarize yourself with them.

The policies are located on the VCC web site at:

<http://www.vcc.ca/about-vcc/policies/index.cfm>

To find out how this course transfers, visit the BC Transfer Guide at [www.bctransferguide.ca](http://www.bctransferguide.ca).

### FOR COMMITTEE USE ONLY

Date Approved by Education Council:		Date Approved by VCC Board (if applicable):	
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