

Course Title	Organization and Management of Restaurant Operations				
Course Code	IMGT-220E				
Course Type	Compulsory				
Level	1st Cycle				
Year / Semester	Second/Spring				
Teacher's Name					
ECTS	4	Lectures / week	0	Laboratories / week	4
Course Purpose and Objectives	<p>The course aims to provide students with sufficient knowledge and understanding of the organization, management and operation of a restaurant and its sections. In addition, significant time will be spent in the appropriate serving process and recognition of different serving methods, and in the understanding, both theoretically and practically, additional technical skills.</p> <p>Students will develop skills in planning, organization and implementation of the production and serving process through the organization and operation of dinner events.</p> <p>Students will also become involved in the preparation and serving through the elaborate serving and flambé methods.</p>				
Learning Outcomes	<p>After completion of the course, students are expected to be able to:</p> <ul style="list-style-type: none"> <li>• Know and apply the code of ethics of the culinary arts profession.</li> <li>• Know the functions of management in a food unit, and the staff's organization and training.</li> <li>• Know and understand the basics in the organization and management of a restaurant.</li> <li>• Implement systems of production and food distribution depending on the menu.</li> <li>• Develop the sense of hospitality and customer care.</li> <li>• Properly use the different sections and equipment of the restaurant.</li> <li>• Know a restaurant's preparation process for an event.</li> <li>• Handle the process of serving all kinds of food and drinks in a restaurant (silver service, plated service, etc).</li> <li>• Recognize and apply the seven ways of serving.</li> <li>• Develop effective practices in mass production of food.</li> <li>• Decide on the proper professional equipment, for its appropriate use and selection in the case of the business new acquisition.</li> <li>• Serve with the main serving ways including the elaborated one of flambé.</li> <li>• Complete the cleaning processes, including the cleaning of the table, after serving.</li> <li>• Work within a commercially acceptable time-frame.</li> </ul>				

	<ul style="list-style-type: none"> <li>• Work with safety and a good level of professionalism.</li> </ul>		
Prerequisites	ICUL-124E	Required	None
Course Content	<p><b><u>Culinary Business Administration</u></b></p> <ul style="list-style-type: none"> <li>• Introductory</li> <li>• Culinary Business Administration</li> <li>• Management Operations</li> <li>• Control and Structure of Food Businesses</li> </ul> <p><b><u>Human Resource Management in Food Businesses</u></b></p> <ul style="list-style-type: none"> <li>• Staff Organization</li> <li>• Recruitment and Selection of Staff</li> <li>• The Role and Work of the Personnel</li> <li>• Productivity</li> <li>• Education</li> </ul> <p><b><u>Menu Composition</u></b></p> <ul style="list-style-type: none"> <li>• The role of the Menu</li> <li>• Menu Planning</li> <li>• Types of Menus</li> <li>• Menu Composition</li> <li>• Menu Control</li> </ul> <p><b><u>Food Production Planning</u></b></p> <ul style="list-style-type: none"> <li>• Food Production Planning Procedures</li> <li>• Specifying the Quantities of Raw Material.</li> </ul> <p><b><u>Serving Food and Drinks</u></b></p> <ul style="list-style-type: none"> <li>• Group Division and Menu Composition and Cost Calculations</li> <li>• Planning and Preparation for the Kitchen's Production and the Restaurant's serving.</li> <li>• Preparation of the Restaurant for Serving</li> <li>• Serving Meals to Customers</li> <li>• Issuing Bills of Invoice and Collection</li> </ul>		
Teaching Methodology	Lectures, examples, amphitheatric demonstrations in modern labs, studies and presentations, videos and transparencies, as well as, in class work		
Bibliography	<p>Required:</p> <ul style="list-style-type: none"> <li>• Food and Beverage Service, 10th Edition, John Cousins and Suzanne Weekes, Hodder Education, 2020</li> <li>• Lecturer's notes.</li> </ul>		

	<p>Suggested:</p> <ul style="list-style-type: none"> <li>• Restaurant Service: Preparation, Carving, Slicing, Flambeing and Setting the Tables, Dominique Jeuffrault (Author), Thierry Boulicot (Illustrator), BPI, 2022</li> </ul>														
<p>Assessment</p>	<ul style="list-style-type: none"> <li>• Class Participation</li> <li>• Assignments</li> <li>• Tests</li> <li>• Final Exam</li> </ul> <p>Grading Policy</p> <table border="1" data-bbox="493 714 1182 994"> <tr> <td>Final Examinations</td> <td>30 – 50%</td> </tr> <tr> <td>Class Tests</td> <td>15 – 30% each</td> </tr> <tr> <td>Term paper or Projects</td> <td>15 – 30%</td> </tr> <tr> <td>Mid-Term</td> <td>30 – 40%</td> </tr> <tr> <td>Homework</td> <td>0 – 20%</td> </tr> <tr> <td>Quizzes</td> <td>0 – 10%</td> </tr> <tr> <td>Class Attendance &amp; Participation</td> <td>0 – 10%</td> </tr> </table>	Final Examinations	30 – 50%	Class Tests	15 – 30% each	Term paper or Projects	15 – 30%	Mid-Term	30 – 40%	Homework	0 – 20%	Quizzes	0 – 10%	Class Attendance & Participation	0 – 10%
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<p>Language</p>	<p>English</p>														