

**Course Syllabus**

<b>Course Code</b> HSPO-205	<b>Course Title</b> Restaurant Management	<b>ECTS Credits</b> 6
<b>Prerequisites</b> HSPO-111, HSPO-112	<b>Department</b> Hospitality	<b>Semester</b> Fall
<b>Type of Course</b> Required	<b>Field</b> Management	<b>Language of Instruction</b> English
<b>Level of Course</b> Diploma	<b>Lecturer(s)</b> Ms. Maria Charitou	<b>Year of Study</b> 2 <sup>nd</sup>
<b>Mode of Delivery</b> Face to Face	<b>Work Placement</b> N/A	<b>Corequisites</b> None

**Course Objectives:**

The main objectives of the course are to:

1. Develop an understanding of the principles of restaurant management, including business planning, financial management, and customer service.
2. Develop effective marketing and branding strategies to attract and retain customers in a competitive marketplace.
3. Understand the principles of menu planning and design, including food and beverage selection, pricing, and profitability analysis.
4. Develop effective inventory management and cost control strategies to optimize profitability and minimize waste.
5. Provide students with sufficient knowledge and understanding of the organization, management and operation of the restaurant and its sections
6. Ensure effective understanding and handling of critical restaurant operation functions:
  - a. daily operations
  - b. human resource issues
  - c. menu planning
  - d. concept development
  - e. service characteristics
  - f. dining trends
  - g. security issues
7. Ensure effective coverage on the requirements for efficient:
  - a. production planning and control
  - service delivery planning and control

## Learning Outcomes:

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

1. Know the functions of management in a food unit, and the requirements for effective staff's organization and training.
2. Know and understand the basics in the organization and management of a restaurant.
3. Implement systems of production and food distribution depending on the menu.
4. Develop the sense of hospitality and customer care.
5. Properly utilize the various sections and equipment of the restaurant.
6. Know the preparation process of a restaurant for serving food and drinks.
7. Develop effective approaches for mass production of food.
8. Decide on the proper professional equipment, for its appropriate selection and use.
9. Work within a commercially acceptable time frame.
10. Work with safety and a good level of professionalism.
11. Review the fundamentals of food and beverage management and control in effective restaurant operations.
12. Describe proper sanitation, hygiene and safety procedures and techniques used in restaurant operations.
13. Control and ensure effective planning for menu development, production process and service delivery.
14. Handle the challenges involved in securing a committed and productive labor force.

## Course Content:

1. Restaurant Operations
  - a. Identification of functions and roles
  - b. Management of functions and impact on service delivery
2. Human Resources
  - a. Staff Organization
  - b. Recruitment and Selection of Staff
  - c. The Role and Work of the Personnel
  - d. Productivity
  - e. Training
3. Menu Composition
  - a. The role of Menu
  - b. Menu Planning
  - c. Types of Menus
  - d. Menu Composition
  - e. Menu Control

4. Critical Aspects
  - a. Concept development
  - b. Service characteristics
  - c. Dining trends
  - d. Security issues

### Learning Activities and Teaching Methods:

PowerPoint Lectures, Case Study Analyses, Educational Videos, Discussion

### Assessment Methods:

Class Participation, Assignments, Mid-Term Exam, Final Exam

### Required Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
Restaurant Concepts, Management and Operations	Walker, J.	Wiley	2019	978-1-119-32610-6
Restaurant Management	Mill, R.	Pearson	2020	978-0131136908

### Recommended Textbooks / Readings:

Title	Author(s)	Publisher	Year	ISBN
The Restaurant Manager's Handbook	Brown, D.	Atlantic Publishing	2019	978-1620232637
Managing Hospitality Organizations	Ford, R.	Sage	2019	978-1544321509