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| Course Title | Kitchen Management and Supervisory Skills Development | | | | |
| Course Code | ICUL-414 | | | | |
| Type of Course | Required | | | | |
| Level | 1st Cycle | | | | |
| Year / Semester of study | Fourth / Spring | | | | |
| Lecturer's Name | Nikolas Konstantinou | | | | |
| ECTS | 6 | Lectures / week | 13 | Laboratories / week | 0 |
| Course Objectives | The aim of the course is to cover the factors related to kitchen production, linked to control systems and correlated processes, including the specialized definitions of organization and production management. The course also covers the traditional and modern theories concerning the responsible positions in the kitchen hierarchy in relation to the supervisory and managerial duties of each post as well as the different departments. In addition, the lesson refers to and enhances students' skills in staffing and leadership, employee formation and education, promoting teamwork, maintaining quality, and dealing with difficult situations. | | | | |
| Learning Outcomes | After completing the training, trainees should be able to:<br>• Fully understand all factors contributing to the smooth performance of kitchen production in relation to equipment, materials, human resources.<br>• Make the necessary combination and coordination between inanimate and living material in the kitchen and the urgent need for the two specific sectors to operate smoothly together.<br>• Know and understand positions in the kitchen hierarchy and related tasks and responsibilities, and the difference in things and their roles.<br>• Develop and implement a scientific and effective approach to human resource management issues.<br>• Give priority to cleanliness and hygiene.<br>• Ensure a high level of quality.<br>• Utilize newer technologies in equipment and computing for optimal kitchen performance. | | | | |
| Pre-requisites | All courses of the 1st, 2nd and 3rd year. | Co-requisites | None | | |
| Course Content | <u>Kitchen Arrangement / Organization:</u><br>• Ensuring satisfactory spaces (equipment, work, handling, transportation of materials etc.).<br>• Availability of storage spaces and distances.<br>• Access / dining distance. | | | | |

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| | • Soundproofing, thermal insulation.<br>• Safety, staff health.<br><br><u>Equipment</u>:<br>• Ensuring necessary equipment.<br>• Installation in functional areas with reduced transition time between points.<br>• Ensuring operation with timely and continuous maintenance.<br>• Training personnel for safe and proper use.<br><br><u>Materials</u>:<br>• Securing raw materials in good time in safe quantities at acceptable prices and quality.<br>• Inspection of receipts and proper storage.<br>• Planning markets in relation to existing and projected demand.<br><br><u>Staff</u>:<br>• Ensure the necessary staff base of knowledge and / or experience.<br>• Education, staff guidance.<br>• Define a mentor to a new entrant, unskilled staff.<br>• Effective staffing with flexible working hours and demand-driven (workload).<br><br><u>Hierarchy and Segments</u>:<br>• Analysis of tasks and responsibilities by job.<br>• Separation into segments and processes in each.<br><br><u>Programming and production organization:</u><br>• In time and accurate forecasting of demand.<br>• Data relating to hotel restaurants and independent restaurants.<br>• Acquiring supplies and raw materials on time.<br>• Effective staffing.<br>• Ensuring necessary equipment.<br>• Applying procedures and standard recipes.<br><br><u>Effective staff direction:</u><br>• Continuous supervision encouragement and guidance.<br>• Promoting and consolidating team spirit.<br>• Full and continuous update on goals, expected performance, results.<br>• Incitement of staff based on intrinsic and extrinsic factors.<br>• Leadership implementation as an inspiration for personal performance, based on the situational leadership model.<br><br><u>Cleanliness and hygiene</u>:<br>• Strict standards and procedures for personal hygiene.<br>• Necessary equipment at work. |

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| | • Implementation of HACCP.<br><br><u>High quality</u>:<br>• Ensure high quality raw materials.<br>• Implementation of quality processing, preparation and production processes.<br>• Confirmation of staff performance.<br>• Ensuring maximum quality of finished product: quantity, appearance, variety, colors, temperature, nutritional value, etc.<br>• Application of ISO systems.<br><br><u>New technology</u>:<br>• Ensure equipment with high energy efficiency, silent and of smaller dimensions.<br>• Use of co-generation technology to exploit the heat emitted by the equipment.<br>• Utilization of computers in order to computerize all materials, processes and prescriptions for direct control of all functions, performance and results, better programming and application of specialized models of orders, purchases, inventories, forecasts, menu engineering, etc. |
| Teaching Methodology | Lectures, examples, illustrative demonstrations in amphitheatrically modern laboratories, projects and presentations, videos and slides as well as classroom exercises. |
| Bibliography | Required:<br>• Lecturer's Notes<br>• Αυλωνίτης Α. Σταμάτης Οργάνωση & Διοίκηση Παραγωγής, «ΕΛΛΗΝ»<br>• The Culinary Institute of America Chef Μαλλιάρης Παιδεία<br>• Β. Κέφης Ολοκληρωμένο Μάνατζεμντ: Βασικές αρχές για σύγχρονες οικονομικές μονάδες Εκδόσεις Κριτική<br><br>Suggested:<br>• K. Gale, Behavioral and Supervisory Studies<br>• R.H. Woods and J. King Quality Leadership and Management in the Hospitality Industry<br>• B. Davis and S. Stone Professional Kitchen Management Van Nostrand Reinhold<br>• Νικολάου Ν. Chef d Oeuvre Adverta |
| Evaluation | • Formative evaluation - feedback<br>• Individual project<br>• Teamwork - presentation<br>• Final examination |
| Language | Greek |