



### **Course Description**

#### **HFT3263 | Restaurant Management | 3.00 credits**

This course prepares the student with analysis of principal operating problems facing managers in the restaurant industry. Various control systems necessary for profitability and quality are examined. Hands on Training opportunities on our Wolfson Campus food service establishments Bistro @ Tuvo and TUYO Restaurant.

### **Course Competencies:**

**Competency 1:** The student will articulate knowledge of the role of the restaurant manager by:

1. Assessing the scope of restaurant operations
2. Outlining management duties and responsibilities, including financial accountability
3. Evaluating how restaurant management can maintain and improve quality, productivity, guest satisfaction, and profitability
4. Anticipating current trends and challenges in the food service industry

**Competency 2:** The student will summarize the role of a restaurant manager in successfully managing and leading employees by:

1. Prioritizing standards and responsibilities for front-of-the-house operations
2. Examining the hiring, retention, and termination processes for employees
3. Connecting local, state, and federal labor laws and regulations
4. Appraising the importance of training, team building, and leadership

**Competency 3:** The student will evaluate menus and identify changes that will optimize value and profitability by:

1. Creating a menu and wine list
2. Selecting nutritional and regulatory standards applicable to menus
3. Computing food costs and menu pricing
4. Summarizing the importance of cost controls

**Competency 4:** The student will simulate customer service excellence and the management of service processes to improve the guest experience by:

1. Justifying the importance of customer satisfaction and guest service
2. Evaluating the value of customer service training
3. Designing a customer feedback survey or system
4. Assessing the importance of communication and empathy in guest relations

**Competency 5:** The student will anticipate the importance of new technology in restaurant management by:

1. Comparing and contrasting features of former methods of managing information and finances to new technology systems
2. Compiling the significant components of information systems used in restaurant management and how they interact
3. Appraising how new technology can facilitate purchasing and inventory
4. Predicting the new uses of technology for scheduling and reservations

### **Learning Outcomes:**

- Solve problems using critical and creative thinking and scientific reasoning
- Formulate strategies to locate, evaluate, and apply information
- Demonstrate knowledge of ethical thinking and its application to issues in society
- Demonstrate knowledge of diverse cultures, including global and historical perspectives
- Create strategies that can be used to fulfill personal, civic, and social responsibilities
- Use computer and emerging technologies effectively