

## Restaurant Operations Management

<b>Course Title</b>	Restaurant Operations Management				
<b>Course Code</b>	THOM – 202				
<b>Course Type</b>	This course serves as both Elective and Requirement, according to the program.				
	Hospitality Diploma/Bachelor		Requirement		
	Culinary Diploma/Higher Diploma		Requirement		
	All Programs		General Elective		
<b>Level</b>	Bachelor (1 <sup>st</sup> Cycle)				
<b>Year / Semester</b>	Year 2, B' Semester				
<b>Teacher's Name</b>	Dr. Sotiris Kefalas				
<b>ECTS</b>	6	<b>Lectures / week</b>	3	<b>Laboratories / week</b>	
<b>Course Purpose and Objectives</b>	To explore the manager's role in the restaurant operations, control systems as diagnostic indicators, the role of the managerial leadership, staff selection and development, effective approaches to a successful client relationship.				
<b>Learning Outcomes</b>	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none"> <li>1. Comprehend the organization of food and beverage operations.</li> <li>2. Identify and apply the mechanisms and approaches used in food production and service from both the producer and consumer perspective.</li> <li>3. Define and critically evaluate the manager's role in the restaurant operations.</li> <li>4. Identify and apply the correct planning principles of menu writing and food costing, food purchasing and production and service systems.</li> <li>5. Determine the food &amp; beverage marketing principles, strategies and trends.</li> </ol>				
<b>Prerequisites</b>	TCUA – 100 Introduction to Gastronomy & Culinary Theory or THOM – 102 Culinary Theory & Practice I		<b>Required</b>		
<b>Course Content</b>	The student is introduced to the principles of menu writing, basic food costing, and the management of food purchasing and production, distribution and service systems. Emphasis is also given to the principles of marketing food and beverages.				

	<ol style="list-style-type: none"> <li>1. The Food Service Industry</li> <li>2. Organization of food and beverage operations</li> <li>3. Fundamentals of restaurant management</li> <li>4. Menu management and marketing</li> <li>5. Production and service</li> <li>6. Financial management</li> </ol>								
<b>Teaching Methodology</b>	The course is delivered through lectures, field trips and guest speakers.								
<b>Mode of delivery</b>	Face to face.								
<b>Bibliography</b>	<b>Required</b>								
	<ol style="list-style-type: none"> <li>1. Walker, J., Lundberg, D., (2010). <i>The Restaurant: From Concept to Operation</i> (6th ed.), John Wiley &amp; Sons.</li> </ol>								
	<b>Recommended</b>								
	<ol style="list-style-type: none"> <li>1. Dahmer, S. (2008), <i>Restaurant Service Basics</i>, (2<sup>nd</sup> ed.). John Wiley &amp; Sons.</li> <li>2. Ninemeier, J. (2000), <i>Management of Food and Beverage Operations</i>, (5<sup>th</sup> ed.), Michigan: The Educational Institute of the American Hotel and Lodging Association.</li> </ol>								
<b>Assessment</b>	<p>The following assessment methods are employed to assess this course:</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">30 – 50 %</td> <td style="text-align: center;">Final Exam</td> </tr> <tr> <td style="text-align: center;">20 – 40 %</td> <td style="text-align: center;">Mid –Term / Tests / Quizzes</td> </tr> <tr> <td style="text-align: center;">10 – 30 %</td> <td style="text-align: center;">Assignments / Projects</td> </tr> <tr> <td style="text-align: center;">0 – 10 %</td> <td style="text-align: center;">Class Attendance &amp; Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
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<b>Language</b>	English								