

Course Title	Restaurant Operations Management					
Course Code	THOM – 202					
Course Type	This course serves as both Elective and Requirement, according to the program. <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td>All Programs</td> <td>Hospitality Requirement</td> </tr> </table>				All Programs	Hospitality Requirement
All Programs	Hospitality Requirement					
Level	Bachelor (1 st Cycle)					
Year / Semester	Year 2, B ¹ Semester					
Teacher's Name	Dimitris Kouklos					
ECTS	6	Lectures / week	3	Laboratories / week		
Course Purpose and Objectives	<p>This course introduces students to the operational challenges faced by managers in restaurant operations. It reviews the procedures for establishing strategies and plans for operation. The students will have an opportunity to analyze the needs of the restaurant in light of operating and marketing plans and menu planning. Therefore, the production resources and personnel organization possibilities are explored. Supervision issues are introduced along with discussions and problems concerning costing and financial issues. Also, students are exposed to the managerial role, duties and responsibilities needed to carry out in restaurant operations including control systems as diagnostic indicators, the role of the managerial leadership, staff selection and development and effective approaches to a successful client relationship.</p> <p>Students are expected to:</p> <ul style="list-style-type: none"> • Prepare students to become successful restaurant managers by giving them the knowledge, skills, and attitudes necessary to succeed in this competitive environment • Develop in students an appreciation of the scope and variety of operations found in the industry so that they may choose a management career in an area most agreeable to their own personalities. • Develop critical decision making skills by offering problems common to the industry and insights as to how successful managers solve those problems. 					
Learning Outcomes	Upon completion of this course students will be able to:					

	<ol style="list-style-type: none"> 1. Comprehend all aspects of developing, opening and running a restaurant. 2. Identify and apply topics such as staffing, legal and regulatory concerns, cost control and general financing. 3. Define and critically evaluate the manager's role in the restaurant operations. 4. Identify and apply the correct planning principles of menu writing, equipment and design, sanitation and concept. 5. Determine the food & beverage marketing principles, and promotion. 6. Understand the differences in operational, financial, and organizational systems of the various market segments within the restaurant industry. 7. Using this knowledge base, students will demonstrate how they apply their knowledge 8. Analyze the operational effectiveness and efficiencies inherent in a range of industry segments. 9. Demonstrate an ability to formulate a business plan of a restaurant 		
Prerequisites	THOM – 120 or TCUA-100 or THOM-102	Required	
Course Content	<ol style="list-style-type: none"> 1. The Food Service Industry 2. Organization of food and beverage operations 3. Fundamentals of restaurant management 4. Menu planning and management 5. Food and beverage production and service systems 6. Food management process 7. Marketing 8. Human resource management 9. Financial management 10. Accounting and decision-making 11. Legal aspects 12. Leadership and teamwork 		
Teaching Methodology	The course is delivered through lectures, field trips and guest speakers.		
Mode of delivery	Face to face.		

Bibliography	Required								
	1. John R Walker, (2017). <i>Restaurant Concept, Management, Operations</i> (8th ed.), John Wiley & Sons.								
	Recommended								
	<ol style="list-style-type: none"> Christine J. Lueders (2017), <i>The Secrets to Restaurant Management and Staff Training: The Missing Pieces to a Highly Successful Restaurant Operation</i>, (1st ed.), Atlantic Publishing Group, Inc. Douglas R. Brown (2017), <i>The Restaurant Manager's Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation</i>, Atlantic Publishing Group, Inc. 								
Assessment	<p>The following assessment methods are employed to assess this course:</p> <table border="1" data-bbox="517 938 1367 1205"> <tr> <td>30 – 50 %</td> <td>Final Exam</td> </tr> <tr> <td>20 – 40 %</td> <td>Mid –Term / Tests / Quizzes</td> </tr> <tr> <td>10 – 30 %</td> <td>Assignments / Projects</td> </tr> <tr> <td>0 – 10 %</td> <td>Class Attendance & Participation</td> </tr> </table>	30 – 50 %	Final Exam	20 – 40 %	Mid –Term / Tests / Quizzes	10 – 30 %	Assignments / Projects	0 – 10 %	Class Attendance & Participation
30 – 50 %	Final Exam								
20 – 40 %	Mid –Term / Tests / Quizzes								
10 – 30 %	Assignments / Projects								
0 – 10 %	Class Attendance & Participation								
Language	English								