

Course Title	Restaurant Operations Management										
Course Code	THOM – 202										
Course Type	This course serves as both Elective and Requirement, according to the program. <table><tr><td>Hospitality Diploma/Bachelor</td><td>Requirement</td></tr><tr><td>Culinary Diploma</td><td>Requirement</td></tr><tr><td>All Programs</td><td>General Elective</td></tr></table>					Hospitality Diploma/Bachelor	Requirement	Culinary Diploma	Requirement	All Programs	General Elective
Hospitality Diploma/Bachelor	Requirement										
Culinary Diploma	Requirement										
All Programs	General Elective										
Level	Diploma (Short Cycle)										
Year / Semester	Year 2, B' Semester										
Teacher's Name	Dr Michael Anastasiou										
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">• Explore restaurant managers' knowledge, skills, and attitudes necessary to succeed in this competitive environment.• Progress 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.• Progress critical decision-making skills by offering problems common to the industry and insights as to how successful managers solve those problems.										
Learning Outcomes	<p>Upon completion of this course students will be able to:</p> <ol style="list-style-type: none">1. Demonstrate an ability to formulate a business plan of a restaurant.2. Comprehend the various restaurant aspects and operations and reflect on the manager's role.										

Prerequisites	TCUA-100 Introduction to Gastronomy & Culinary Theory or THOM-102 Culinary Theory & Practice I	Required									
Course Content	<div>1. The Food Service Industry</div> <div>2. Organization of food and beverage operations</div> <div>3. Fundamentals of restaurant management</div> <div>4. Menu planning and management</div> <div>5. Food and beverage production and service systems</div> <div>6. Food management process</div> <div>7. Marketing</div> <div>8. Human resource management</div> <div>9. Financial management</div> <div>10. Accounting and decision-making</div> <div>11. Legal aspects</div> <div>12. Leadership and teamwork</div>										
Teaching Methodology	The course is delivered through lectures, field trips and guest speakers.										
Mode of delivery	Face to face.										
Bibliography	Required										
	Walker, J. The Restaurant: From Concept to Operation (9 th ed.) WILEY										
	Szende, P., Dalton, A.N., Yoo M. Operations Management in the Hospitality Industry										
	Recommended										
	Douglas R. Brown. The Restaurant Manager’s Handbook: How to Set Up, Operate, and Manage a Financially Successful Food Service Operation, (5 th ed.) Atlantic Publishing Group, Inc.										
Assessment	<div>The following assessment methods are employed to assess this course:</div> <table><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
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Language	English										