

Introduction to Restaurant Management

COURSE DESCRIPTION

Introduction to Restaurant Management

Have you always dreamed of running your own restaurant? Maybe you want to manage a restaurant for a famous chef. What goes on beyond the dining room in a restaurant can determine whether a restaurant is a wild success or a dismal failure. In Restaurant Management, you'll learn the responsibilities of running a restaurant—from ordering supplies to hiring and firing employees. This course covers the different types of restaurants; managing kitchen and wait staff; food safety and hygiene; customer relations; marketing; using a point-of-sale system; scheduling employees; and dealing with difficult guests. Restaurant Management will prepare you for a steady career, whether you plan to buy a fast food franchise, operate a casual sit-down restaurant, or oversee a fine-dining establishment.

COURSE METHODOLOGY

- This is an inquiry-based course. Students will generate knowledge through online readings, asynchronous discussions with students and their instructor, interactions with online tutorials, and online and hands-on simulations.
- The instructor will act as a guide, a facilitator, an events planner, and a resource advisor. He/she will always be available through course message.
- The student must actively construct and acquire knowledge by being intrinsically motivated to succeed. To succeed, students must participate and complete all readings and activities. This course requires the student's active participation.
- Both formal and informal assessment methods will be used in the course. Informal assessment will include an evaluation of the quality and timeliness of participation in class activities. Formal assessment may include multiple-choice quizzes, tests, discussion board participation, and written assignments. A final exam will be given at the end of the course.

COURSE PARTICIPATION OBJECTIVES

This course for which you are registered is a college preparatory, academically rigorous course that covers an entire semester's worth of material. As such, it is important that you adhere to the following guidelines as you manage your time and commit to successfully completing all required coursework:

1. The requirements for this course are equivalent to completion of minimum of 90+ hours of class instruction at a traditional on-site high school
2. Assignments must be submitted for each unit as they are completed so that the teacher may review and assess your performance. Do not hold your work, you must submit each unit's homework as it is completed, demonstrating weekly assignment completions
3. You must log in regularly to your course to demonstrate continued participation, and completion of all course requirements, including assignments, assessments and discussion forums
4. You must complete your individual work and any incident of suspected cheating, plagiarism or collaboration on assignments violates the academic integrity expectations outlined at the time of your enrollment and can result in failure of the course or further action as deemed appropriate

Citizenship

Students are expected to conduct themselves in a responsible manner that reflects sound ethics, honor, and good citizenship. It is the student's responsibility to maintain academic honesty and integrity and to manifest their commitment to the goals of NUVHS through their conduct and behavior. Students are expected to abide by all NUVHS policies and regulations. Any form of academic dishonesty, or inappropriate conduct by students or applicants may result in penalties ranging from warning to dismissal, as deemed appropriate by NUVHS.

Communication

Throughout this course students will need to be in close contact with their instructor and fellow students. Students are expected to communicate via course message and electronic discussion boards. Therefore, students should plan on checking their course messages at least three times a week and participate in the discussion boards during the weeks they are live.

Instructors strongly encourage and welcome open communication. Clear, consistent, and proactive communication will ensure a successful experience in this course. It is the student's responsibility to notify the instructor immediately if and when a personal situation occurs that affects his/her performance in this class. Being proactive with communication will result in a quick solution to any problems that may occur.

COURSE OUTLINE

Unit 1 – Restaurant Management – What you Need to Know

Did you know that there are over one million restaurant locations in the United States alone? Whether you are interested in managing a fine, 5-star restaurant in a big city or a small, family owned diner, a career in restaurant management can be interesting, challenging, and rewarding. In this unit, you'll learn about the four key goals of restaurant management: customer satisfaction, making a profit, staffing, and logistics. From customer satisfaction to managing supplies, restaurant management is a juggling act. You need to keep everyone happy and make money to make your restaurant a success. To be successful, your restaurant needs to turn a profit, so you'll also learn how to track inventory and manage money in the restaurant industry.

Learning Objectives

- Identify different types of restaurants.
- Recognize the importance of customer needs.
- Manage and support staff.
- Track expenses and profit.

Activities

Unit 1 Text Questions	Homework	10 points
Unit 1 Online Lab Questions	Homework	10 points
Unit 1 Activity	Homework	15 points
Unit 1 Discussion 1	Discussion	5 points
Unit 1 Discussion 2	Discussion	5 points
Unit 1 Quiz	Quiz	15 points

Unit 2: How Restaurants Work

Do you know what it takes for your food to get to your restaurant table? As a restaurant guest, you simply order, wait, eat, and pay. But the work of many different people is necessary to get your meal to the table—as well as computer support to manage payments, track inventory, and create various types of financial reports. In this unit, you will learn what it takes to make your meal happen. Restaurant managers need to understand the function and responsibilities of each of their employees and how these people work together to accomplish tasks in the restaurant, whether it’s a fast food place or a fine dining establishment.

Learning Objectives

- Identify the different roles in the front of house.
- Recognize job responsibilities in the kitchen.
- Understand how the point-of-sale system works.
- Explore how the restaurant manager functions in this hierarchy.

Activities

Unit 2 Text Questions	Homework	10 points
Unit 2 Online Lab Questions	Homework	10 points
Unit 2 Discussion 1	Discussion	5 points
Unit 2 Discussion 2	Discussion	5 points
Unit 2 Quiz	Quiz	15 points

Unit 3: Food and Workplace Safety

Rules and regulations matter in the kitchen. These exist not just to make the health inspector happy, but to keep your employees and your customers safe and healthy. In this unit, you'll learn about the essential procedures in the kitchen to reduce the risk of injuries, such as providing good quality knives and setting up smart rules about uniforms and lifting. You'll also learn all about safe food handling to reduce the spread of food-borne illnesses and about different types of food-borne illnesses.

Learning Objectives

- Understand essential safety regulations in the kitchen.
- Recognize the importance of proper employee training.
- Identify key food safety practices.
- List common food-borne illnesses.

Activities

Unit 3 Text Questions	Homework	10 points
Unit 3 Online Lab Questions	Homework	10 points
Unit 3 Activity	Homework	15 points
Unit 3 Discussion 1	Discussion	5 points
Unit 3 Discussion 2	Discussion	5 points
Unit 3 Quiz	Quiz	15 points

Unit 4: Understanding Recipes, Techniques, and Equipment

Potato latkes. Waldorf salad. Peach melba. Delmonico steaks. Braised leeks. Scallop sashimi. Restaurant dishes come in a wide variety of names, cuisines, and tastes. In this unit, you'll learn more about the restaurant kitchen, including recipes, cooking techniques, and equipment. To effectively run a restaurant, you need to know how the kitchen operates. That means that you need to understand how your cooks are cooking, what they need to do their jobs effectively, and at least a little bit about different types of cooking techniques. Some restaurant managers may begin their careers in the kitchen and learn how the kitchen works on the job. But even if you don't, understanding operations in the kitchen will help your cooks respect you and help you to manage effectively.

Learning Objectives

- Understand how to read a recipe.
- Recognize ingredient quantities and preparation instructions.
- Explain some basic cooking techniques.
- Explore the function of commercial cooking equipment.

Activities

Unit 4 Text Questions	Homework	10 points
Unit 4 Online Lab Questions	Homework	10 points
Unit 4 Discussion 1	Discussion	5 points
Unit 4 Discussion 2	Discussion	5 points
Unit 4 Quiz	Quiz	15 points

Unit 4: Understanding Recipes, Techniques, and Equipment (Continued)

Midterm Exam Objectives

- Review information acquired and mastered from this course up to this point.
- Take a course exam based on material from the first four units in this course (Note: You will be able to open this exam only one time.)

Midterm Exam Activities

Midterm Discussion	Discussion	5 points
Midterm Exam	Exam	50 points

Unit 5: Managing a Restaurant Staff

One of a restaurant manager’s main tasks is managing the restaurant staff. In this unit, you will learn how to handle hiring, manage problems, and even terminate employees when needed. You’ll also learn how to make and manage employee schedules and respond to employee needs and concerns. These management skills are essential to keeping your restaurant running smoothly, and these skills can help you to earn the respect, admiration, and friendship of your staff. A good manager helps to create a happy and loyal staff that works hard to create a pleasant experience for your guests.

Learning Objectives

- Make good hiring decisions.
- Recognize the importance of teamwork.
- Understand how to make a work schedule.
- Manage employee problems and challenges.

Activities

Unit 5 Text Questions	Homework	10 points
Unit 5 Online Lab Questions	Homework	10 points
Unit 5 Activity	Homework	15 points
Unit 5 Discussion 1	Discussion	5 points
Unit 5 Discussion 2	Discussion	5 points
Unit 5 Quiz	Quiz	15 points

Unit 6: Professional Communications and Ethics in Restaurant Management

What do you do when a customer complains? Restaurant managers have to handle the tough conversations, whether it's with an unhappy customer or an employee you need to let go. In this unit, you'll learn strategies for effectively communicating with your customers directly and through your marketing materials. You'll also learn how to communicate with your employees and use active listening skills to support your employees. This unit will provide you with information about ethics in the restaurant management industry and about ways to help and support both your employees and yourself.

Learning Objectives

- Use active listening skills to hear and communicate effectively.
- Discuss the importance of nonverbal communication.
- Understand the ethical guidelines appropriate for a restaurant manager.
- Recognize the importance of employee-friendly policies.

Activities

Unit 6 Text Questions	Homework	10 points
Unit 6 Online Lab Questions	Homework	10 points
Unit 6 Discussion 1	Discussion	5 points
Unit 6 Discussion 2	Discussion	5 points
Unit 6 Quiz	Quiz	15 points

Unit 7: Marketing and Customer Service

What makes a great restaurant dining experience? One of the vital parts is great customer service. In this unit, you will learn how to create a positive dining experience for your guests from the time they enter your restaurant until they leave. Customer service includes how your staff interacts with the guests, the physical space in the restaurant, and the food quality. You'll learn about taking feedback from your customers and responding to that feedback. In addition, you'll learn how to create a restaurant marketing plan and present that plan to attract new customers and maintain a consistent or increasing number of repeat customers for your restaurant. These skills are essential to the success of any restaurant.

Learning Objectives

- Recognize the importance of customer service.
- Identify key ways to improve customer service.
- Discuss the types of customer feedback.
- Understand the components of a marketing plan.

Activities

Unit 7 Text Questions	Homework	10 points
Unit 7 Online Lab Questions	Homework	10 points
Unit 7 Activity	Homework	15 points
Unit 7 Discussion 1	Discussion	5 points
Unit 7 Discussion 2	Discussion	5 points
Unit 7 Quiz	Quiz	15 points

Unit 8: Building and Restaurant Management Career

Are you ready for a career in restaurant management? In this unit, you will put your skills to work. You'll learn about writing a résumé and a cover letter and assembling a portfolio. This unit will provide you with the skills you need to apply for jobs, handle introductory job paperwork, and make decisions about furthering your education. Finally, you'll learn a little about managing work stress and staying organized, on top of things, and taking care of yourself while working in a high-stress environment.

Learning Objectives

- Fill out a job application.
- Write a résumé and cover letter.
- Prepare a portfolio.
- Make a self-care plan to handle stress and balance work and life obligations.

Activities

Unit 8 Text Questions	Homework	10 points
Unit 8 Online Lab Questions	Homework	10 points
Unit 8 Discussion 1	Discussion	5 points
Unit 8 Discussion 2	Discussion	5 points
Unit 8 Quiz	Quiz	15 points

Unit 8: Building and Restaurant Management Career (Continued)

Final Exam Objectives

- Review information acquired and mastered from this course up to this point.
- Take a course exam based on material from units five to eight in this course – the last four units.
(Note: You will be able to open this exam only one time.)

Final Exam Activities

Class Reflection Discussion	Discussion	10 points
Final Exam	Exam	50 points

HOW YOU WILL BE GRADED

For critical thinking questions, there are no right or wrong answers. For example, a question on your thoughts on why you think people are shy is a pretty open-ended type of question. Grades will be based on the depth of personal insight you present. **Do not simply agree or disagree** with an insight question. We are looking for critical thinking and possibly a related personal experience with the question.

It is important to provide detailed answers for insight/opinion questions.

For review questions, you should produce a more academic answer. For example, "What two categories are norms divided into?" This type of direct question requires a specific answer. Please use full sentences and proper grammar.

When submitting paragraphs, use these guidelines.

1. The first, second or last sentence contains the main idea and key words from the question or assigned topic.
2. Paragraph contains one to three explanatory sentences.
3. Paragraph contains two to four sentences about specific details related to question.
4. Details are colorful, interesting and appropriate.
5. Paragraph ends with a good closing sentence that refers to the main idea without repeating it.
6. Free of spelling and grammatical errors.

GRADE SCALE

The following grading scale will be used to determine your final letter grade.

Letter Grade	Percentage Earned
A	95%+
A-	90% - 94.9%
B+	87% - 89.9%
B	84% - 86.9%
B-	80% - 83.9%
C+	77% - 79.9%
C	74% - 76.9%
C-	70% - 73.9%
D+	67% - 69.9%
D	64% - 66.9%
D -	60% - 63.9%
F	59% and lower

SUPPORT

At NUVHS you will have access to multiple support teams. Who you contact will depend on the questions you have. Always start by contacting your teacher through the Message Center in the course. Your teacher should be able to answer your question, but if they can't, then they will direct you to another support team. If you have questions about any of the course content, your grades, or course policies, you should contact your instructor.

For questions about your enrollment, transcripts, or general school-wide policies, you can contact **NUVHS Student Services** at info@nuvhs.org or by phone at 866.366.8847. For example, if you would like to withdraw from your course, you should contact Student Services. Please note that a refund for your course can only be obtained if you drop within the first seven days of enrolling in the course.

For help with login/password issues, or other technical issues specific to the Blackboard website, you can contact the team at [National University Blackboard Learn](#). They can also be reached by phone at (888) 892-9095.

EXPECTED SCHOOL-WIDE LEARNING RESULTS (ESLRs)

Engaged Learners

- Demonstrate self-directed learning skills such as time management, and personal responsibility through the completion of course requirements
- Develop an understanding of their own preferred learning styles to enhance their overall academic potential
- Incorporate effective and relevant internet and multimedia resources in their learning process to broaden their knowledge base

Critical Thinkers

- Effectively analyze and articulate sound opinions on a variety of complex concepts
- Illustrate a variety of problem-solving strategies that strengthen college preparation and workforce readiness
- Formulate a framework for applying a variety of technology and internet-based research to enhance information literacy and collaborative thinking

Effective Communicators

- Demonstrate awareness and sensitivity to tone and voice in multiple forms of communication
- Express concepts and ideas in a variety of forms
- Enhance communication skills through the use of media rich or other technology resources

Global Citizens

- Appreciate the value of diversity
- Understand the range of local and international issues facing today's global community
- Demonstrate awareness of the importance of cultural sensitivity and social responsibility in the 21st century