

Spokane Community College

COURSE LEARNING OUTCOMES (CLO) AND OUTLINE

Course Title: Restaurant Management

Prefix and Course Number: CUL 131

Version Date: 1/3/2022

Course Learning Outcomes

By the end of this course, a student should be able to:

- Demonstrate various restaurant service style techniques
- Demonstrate proper service etiquette standards
- Verbalize ingredient & menu knowledge in customers
- Effectively plan, communicate and execute FOH management skills
- Utilize industry technologies
- Demonstrate alcoholic and non-alcoholic beverage service
- Demonstrate leadership & teamwork skills

Course Outline:

- I. Introduction to service techniques and standards
 - a. Fine dining
 - b. Banquet and buffet
 - c. Fast casual and take-out
 - d. French/Russian
 - e. Tray and hand-carry service
- II. Beverage Service
 - a. Non-alcoholic beverage service – tools and equipment
 - b. Alcoholic beverage service – tools and equipment
- III. Hospitality technology and management tools
 - a. POS system – usage and reports
 - b. Technology and communication in restaurants
- IV. FOH Restaurant positions – skills and techniques
 - a. Maitre d' and MOD
 - b. Bartender and barback
 - c. Expeditor and runner
- V. Restaurant leadership and management
 - a. Capstone project leadership
 - b. Capstone project tasks
 - c. Capstone project execution