

**Course Objectives/Course Outline**  
**Spokane Community College**

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**Course Title: Restaurant Management**

**Prefix and Course Number: HM 151**

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**Course Learning Outcomes:**

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

- establish policies and procedures for personnel management
- create training programs, schedules, and checklists
- develop bar procedures for operation
- develop criteria for pre-opening management(location, plan, funding, government regulations, etc.)

**Course Outline**

- I. Managing the Dining Experience
  - A. Operation of the Dining Room
  - B. Table Assignments
  - C. Working the Floor
  - D. Problem Guests
  - E. Complaint Resolution
  - F. Logbooks
- II. Wines
  - A. Wine and Food
  - B. Cooking with Wine
  - C. Storing and Serving
  - D. Buying and Tasting
  - E. American Wines
- III. The Banquet Business
  - A. Banquets
  - B. Catering vs. Banquets
  - C. Styles of Banquets
  - D. Types of Banquet Service
- IV. The Banquet Function Sheet
  - A. Organization
  - B. Policy Sheet
  - C. Function Sheet Components
  - D. Purpose of the Function
  - E. Planning the Details
  - F. Distribution
- V. Managing the Function
  - A. Preparation
  - B. Staffing
  - C. Equipment Planning
  - D. Ordering
  - E. Organization
  - F. Sequence of Service
  - G. Breakdown of the Function