

Course Objectives/Course Outline
Spokane Community College

Course Title: Restaurant Management

Prefix and Course Number: HM 251

Course Learning Outcomes:

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

- Identify various food service entities and their operational differences
- Demonstrate proper customer service in a hospitality setting or mock demonstration from casual food service to formal food service
- Explain the definition and importance of Hospitality
- Review various managerial styles and proper communication within those managerial styles
- Identify which managerial style fits your personality and how you will use this style in your career
- Discuss the importance of employee training and mentoring of employees
- Demonstrate proper communication with employees
- Identify common liquors and liqueurs used in hospitality
- Review WSLCB laws and demonstrate techniques in safe alcohol service
- Identify common cocktails currently served in restaurants
- Identify common wines and the importance of our state of Washington in production of wines
- Discuss and identify wines and food pairing
- Identify various types of beers and ales served in restaurants
- Discuss and identify beer and food pairing
- Review current technology used in hospitality
- Discuss the importance of marketing and keeping a food service establishment vibrant in today's economy

Course Outline:

- I. Introduction to Restaurant Management
 - A. Challenges of restaurant operations
 - B. Different ownership and managerial relationships
 - C. Creating your own managerial style and working that style within the ownership's style
- II. Menus and marketing
 - A. Describe how a menu drives a restaurant
 - B. Identify various kitchen designs and the effect on menus
- III. Bar Management
 - A. Liquors and liqueurs
 - B. Cocktails
 - C. Mixers
 - D. Wines
 - E. Beers
 - F. Alcohol and food pairing
- IV. Food and Cocktail Production
 - A. Managing proper menu item production

- B. Controlling alcohol production
 - C. Identifying problems in timely food and drink production
 - D. Review the importance of sanitation and cleanliness in food and beverage production
 - E. Demonstrate mixology techniques
 - F. Demonstrate how to properly open a bottle of wine for a guest at a table
 - G. Demonstrate and explain how to tap a beer keg and how a beer system operates
 - H. Explain sustainability in beverage service
- V. Table Service
- A. Demonstrate proper table and counter service
 - B. Seven commandments of customer service
 - C. List proper guidelines for handling customer complaints as a server and when to get management involved
 - D. Review various historical service techniques and compare to American service
 - E. Demonstrate communication with guests
 - F. Explain the importance of hospitality when communicating with guests and staff
 - G. Review the importance of proper sanitation and cleanliness during service
- VI. Employee Management
- A. Explain the importance of mentoring employees
 - B. Define motivation
 - C. Define harassment
 - D. Describe characteristics of effective managers
 - E. Define the difference between management and leadership
- VII. Future of Food Service
- A. Explain how to keep a food service operation viable
 - B. Define change and its effect on employees and regular guests
 - C. Describe current changes in the food service field
 - D. Define the 4 P's of the marketing mix