

FLORIDA STATE COLLEGE AT JACKSONVILLE

COLLEGE CREDIT COURSE OUTLINE

COURSE NUMBER:	HFT 1265
COURSE TITLE:	Restaurant Management
PREREQUISITE(S):	None
COREQUISITE(S):	None
CREDIT HOURS:	3
CONTACT HOURS/WEEK:	8
CONTACT HOUR BREAKDOWN:	
Lecture/Discussion:	2
Laboratory:	6
Other _____:	
FACULTY WORKLOAD POINTS:	5
STANDARDIZED CLASS SIZE ALLOCATION:	15
CATALOG COURSE DESCRIPTION:	
<p>This course examines the basic principles of dining room service and management; and applies those principles to the operation of the Florida State College at Jacksonville public fine dining room, The Mallard Room. Topics include types of dining room service, dining room organization, quality service standards, dining room operations, beverage service and continuous dining room cost.</p>	
SUGGESTED TEXT(S):	Lundberg, <u>Restaurant</u> , John Wiley & Sons, Inc., 2nd Edition, 1993.
IMPLEMENTATION DATE:	November 14, 1987
REVIEW OR MODIFICATION DATE:	Fall Term, 1996 (971) Fall Term, 2002 (20031) Fall Term, 2008 (20091) - Outline Review 2007

COURSE TOPICS	CONTACT HOURS <u>PER TOPIC</u>
I. Orientation	3
II. Types of Dining Room Service	3
III. Dining Room Organization	3
IV. Quality Service Standards	3
V. Quality Service Behavior and Appearance	3
VI. Dining Room Operations	3
VII. Beverage Service	3
VIII. Marketing	3
IX. Continuous Dining Room Cost	3
X. Cashiering and Reporting	3
XI. 16 Practical Labs Operating The Mallard Room	90

PROGRAM TITLE: Culinary
COURSE TITLE: Restaurant Management
CIP NUMBER: Culinary - 0620.040100

LIST PERFORMANCE STANDARDS ADDRESSED:

NUMBER(S): TITLE(S):

09.0 DEMONSTRATE A KNOWLEDGE OF FOOD AND BEVERAGE MANAGEMENT AND SERVICES

-- The student will be able to:

- 09.08 Identify sanitation and safety practices.
- 09.09 Identify beverage controls and standards.
- 09.12 Identify food and beverage standards.
- 09.14 Identify food and beverage operations.

14.0 DEMONSTRATE A KNOWLEDGE OF, IDENTIFY, AND APPLY MARKETING MANAGEMENT AND SALES PROMOTION CONCEPTS -- The student will be able to:

- 14.11 Identify techniques for promoting food and beverage sales.

22.0 DEMONSTRATE PROFICIENCY IN THE MANAGEMENT OF DINING ROOM OPERATIONS

-- The student will be able to:

- 22.01 Prepare and maintain dining room for service.
- 22.02 Greet and escort customers.
- 22.03 Customer service.
 - 22.03.01 Present Menu/menus
 - 22.03.02 Sell and merchandise menu items.
 - 22.03.03 Take orders.
 - 22.03.04 Serve food.
 - 22.03.05 Calculate and present guest check.
- 22.04 Handling money.
 - 22.04.01 Demonstrate responsible cash handling.
 - 22.04.02 Demonstrate ability to calculate and count customers change.
- 22.05 Utilize the principles of management, human relations and training skills.

23.0 DEMONSTRATE A PROFICIENCY IN THE MANAGEMENT OF CUSTOMER RELATIONS --

The student will be able to:

- 23.01 Resolve customer complaints in a positive professional manner.
- 23.02 Cope with stressful situations.
- 23.03 Accommodate the needs of customers (handicapped, infants, elderly.)
 - 23.04 Maintain a positive friendly dining room attitude.

LIST PERFORMANCE STANDARDS ADDRESSED: (CONTINUED)

NUMBER(S): TITLE(S):

23.05 Display team work.

23.06 Present a neat and clean appearance that will promote a positive image of the establishment.

23.07 Utilize the principles of management and human relations.

PROGRAM TITLE: Dietetic Technician

COURSE TITLE: Restaurant Management

CIP NUMBER: 0420.040401

LIST PERFORMANCE STANDARDS ADDRESSED:

NUMBER(S): TITLE(S):

01.0 DEMONSTRATE CORE CURRICULUM COMPETENCIES (FOR EITHER OPTION)--The student will be able to:

- 01.02 Implement and monitor sanitation and safety procedures applicable to food and nutritional service operations.
- 01.03 Encourage and utilize effective communication and documentation skills in the area of responsibility.
- 01.04 Demonstrate supervision techniques for personnel in area of responsibility.
- 01.05 Apply the fundamentals of human relations and group dynamics in area of responsibility.
- 01.06 Participate in development, implementation and maintenance of a quality assurance program.
- 01.07 Utilize merchandising techniques to promote food and nutrition services.
- 01.09 Demonstrate knowledge and implementation of laws, regulations and standards affecting food and nutrition operation.
- 01.10 Comply with the Standards of Professional Responsibility and Standards of Practice for the profession of Dietetics.

02.0 SELECT FOOD SERVICE MANAGEMENT OPTION--The student will be able to:

- 02.01 Demonstrate optimum management, organizational, leadership and supervisory skills.
- 02.02 Participate in and supervise the selection, use, care and storage of equipment and supplies.
- 02.03 Plan and review food procurement, production and service.
- 02.04 Assist in development of cost planning procedures and implementation of budget controls for food service operations and delivery systems.
- 02.05 Establish and supervise policies and procedures for all food service functions.
- 02.06 Apply the principles of nutrition in planning menus and coordinating menus with therapeutic diets.
- 02.09 Assist in an ongoing program of quality assurance for food service units.
- 02.10 Manage and direct departmental personnel and functions.
- 02.12 Demonstrate ability to computerize food service operational data.