

**Hospitality & Tourism Management
Restaurant Operations Management (HTM*3090)
Course Outline Fall 2013**

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Class Schedule:

Lectures

Mondays in RICH (Richards Building) Room 2529 from 4:30 to 6:20

Labs

At HTM 117, Tuesday thru Friday from 10:30am.to 2:20pm

Please meet in the HTM Restaurant (PJ's) in proper attire. **Effective operation of all the classes is dependent upon the presence of all students, on time, in uniform, ready to go.**

Course Description:

This course centers on the application of managerial functions to the production of food in quantity with emphasis on principles of food production and service in a commercial setting.

Course Objectives:

1. Develop and apply management and supervisory skills needed in a restaurant setting as well as a food production and delivery system including;
 - Menu planning.
 - Production planning.
 - Ordering and Receiving
 - Scheduling staff.
 - Monitoring quality control in the production and service of food products.
 - Monitoring cost controls.
2. Develop and demonstrate leadership and teamwork skills
3. Guarantee safe food handling principles and procedures in a foodservice system
4. Demonstrate competence in the operation of foodservice equipment in a safe and efficient manner.

Course Prerequisites:

Hospitality Control Systems (HTM*2030)
Introductory Foods (HTM*2700)

Required Textbooks:

Advanced F.S.T. Handbook, (originally purchased in HTM*2700) available at the campus bookstore.

* It is recommended that you place your name in the answer sheet right away; this would prevent someone from taking and using the sheet as their own.

Course Pack (available only on Courselink)

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www.courselink.uoguelph.ca

The University of Guelph Policy on Laboratory Safety States:

“Safety in the laboratory is a priority at all times. In order to ensure safety of all participants, the safety procedures/guidelines provided by the instructor must be followed. It is the responsibility of each student to attend any safety orientation that is provided. Any student, who explicitly refuses to follow lab safety policy and thereby endangers others, will be requested to leave the lab.”

When working in any kitchen, it can be a dangerous place. The HTM kitchen is no exception. Care & caution must be exercised at all times when in the lab. All students must attend the initial orientation & training if they are to be in the lab. No student is allowed to work in the lab without supervision from the course instructor or TA

Performance Evaluation:

- Assignment #1 (12.5%)
- Assignment #2 (12.5%)
- Food Safety Certification Exam (5%)
- Restaurant Performance (35%)
- Laboratory Performance (35%)

Total 100%

Both the assignments as well as the restaurant performance mark are team marks and are based on a signed team peer evaluation form. The lab performance and FST exam marks are based on individual performance. A complete breakdown of all the conferences and reports required as well as how lab performance is evaluated is available in detail on CourseLink

Job Assignment:

For each lab period you will be assigned a job by the Management team of the day. Your daily job assignment will be in one of two areas: food production or service in the dining room. Special attention given to personal grooming, hygiene and cleanliness is essential in maintaining the school's professional image to guests and visitors. PJs suffers when these standards are not maintained. Any student not meeting the dress code standards will not be allowed to continue in the lab and may lose participation marks for that day. Everyone working in the kitchen **MUST** have a proper uniform including hair restraint. This includes the management team, and wait staff (before the service begins).

Dress Code for Working in the Kitchen:

Proper uniform should be worn at all times while working in the kitchen.

- A white Chefs Jacket
- A chef's pillbox hat (possibly a hairnet)
- Leather or non absorbent material flat shoes, non-skid soles preferred (Canvas sneakers and open-toed or heeled shoes are not allowed)
- Full-length pants, (shorts and torn jeans are not allowed);
- Pocket thermometer or Biotherm
- Finger nails should be short to moderate length and nail polish removed
- **Jewelry (*any jewelry*) is a safety hazard and will not be allowed in the kitchen**

Uniforms must be neat, unwrinkled and spotlessly clean at the start of each class.

Hair needs to be kept under control at all times and covered by a hair net or pillbox hat. Hair can get caught in machinery posing a potential safety hazard. Long hair must be restrained (tied back and banded every two inches, braided or in a bun and tucked under a hairnet not to exceed collar length).

Male Students should be clean-shaven at all times. If a mustache or beard is worn, it should be neatly trimmed and groomed.

Lockers will be assigned to you for the course. All personal items must be left in lockers. Please do not bring coats, back packs or books into the lab or the restaurant. At the end of every lab, all belongings must be removed from the lockers in order to make room for next lab.

Dress Code for Wait Staff:

While working in the dining room, men are required to wear black slacks and a long sleeve black shirt and women are required to wear a black skirt or slacks and a long sleeve black shirt. Comfortable black dress shoes with non-skid soles are required for wait staff. If hair is shoulder length or longer it should be tied back, braided or made into a bun. Server aprons are supplied for each service and should be returned after each use. See specific job descriptions on Courselink for more details.

Dress Code for Managers:

Business dress is required for managers. Men should wear a suit or slacks and sports jacket. Women should wear a dress, or a suit and appropriate accessories. Managers may supervise food production in their kitchen uniform and change to business dress before the restaurant opens.

Guest Counts

Operating a food lab just like a restaurant is an expensive proposition and we must make every effort to at least break even. It is paramount that the lab pays for itself in terms of expenses incurred not unlike the real world.

Student management teams should be trying to get **80** guests to attend their lunch service. Having **80** paying guests for an event allows the following four conditions to be realized.

- It provides a sufficient number of people to make the experience realistic
- It is a step toward a profitable day of operation in the restaurant business.
- It enables spreading certain fixed costs over a wider span enabling us to sell meals at a realistic price.
- It enables accurate and predictable cost planning.

A very strong marketing effort must be implemented to attain **80** guests. Start early and work hard.

Late Assignments

All assignments are due by noon on the due date. There will be a 10% penalty per calendar day on late assignments including the day the assignment is due if it is not handed in on time. All assignments should be typed, organized and professionally presented.

Lectures

It is strongly recommended that you attend lectures. It is the student's responsibility to obtain any information or materials missed from classmates if absent from a lecture.

Web Usage:

email is a key method of communication in the course. You are expected to maintain and access your email regularly. If you do not use your uoguelph account, please either forward your current email address or set your uoguelph address to forward to your current email. **Courselink** is also used extensively in this course. On Courselink you will find the course outline, course pack, course calendar, and other pertinent materials.

The Fine Print

“The University of Guelph is committed to upholding the highest standards of academic integrity and enjoins all members of the University community – faculty, staff and students – to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offences from occurring. The University of Guelph takes a serious view of academic misconduct and it is your responsibility as a student to be aware of and to abide by the University’s policy. Included in the definition of academic misconduct are such activities as cheating on examinations, plagiarism, misrepresentation, and submitting the same material in two different courses without written permission. To better understand your responsibilities, read the Undergraduate Calendar at www.uoguelph.ca/undergrad_calendar/08-amisconduct.shtml for the full Academic Misconduct Policy. You are also advised to make use of the resources available through the Learning Commons: www.learningcommons.uoguelph.ca to discuss any questions you may have with your course instructor, TA, or academic counselor.

“Students should be aware that faculty has the right to use software to aid in the detection of plagiarism or copying and to examine students orally on submitted work. For students found guilty of academic misconduct, serious penalties, up to and including suspension or expulsion can be imposed.

“Students who find themselves unable to meet course requirements by the deadlines or criteria expected because of medical, psychological or compassionate circumstances beyond their control, should review the regulations on academic consideration in the calendar and discuss their situation with the instructor, program counselor or other academic counselor as appropriate.”