COURSE TITLE

HRM-206- Commercial Restaurant Operation

PREREQUISITES

HRM-202

CREDITS/HOURS

1 hr. lecture, 4 hr. laboratory, 3 credits

COURSE DESCRIPTION

Commercial Restaurant Operation participants engage in the preparation and service of complete meal menus under the direction of program instructors. Students participate fully in the management and operation of a full-service Restaurant

COURSE CLASSIFICATION

HRM-206 –COMMERCIAL RESTAURANT OPERATION is a Required class in the Hospitality and Culinary- one and two year degree programs
GENERAL AIM

To expose the student to the actual working conditions of
Preparing food in a commercial kitchen and serving guests
In a formal dining room setting

SPECIFIC AIMS

1. To equip each student with skills and knowledge to manage a
   Food service establishment
2. To familiarize students with various responsibilities
   Pertaining to restaurant operations

COURSE CONTENT

Students in this class will learn the following:
Overall understanding of the following restaurant positions
Manager, chef, 1st/2nd/3rd cooks, 1st, 2nd, pantry positions
Dishwasher, potwasher
Maitre d’
1st, 2nd 3rd waiter positions, bus persons

EVALUATION AND GRADING

Mid-semester evaluation 30%
Final instructor evaluation 30%
Peer evaluation 20%
Management paperwork 20%

NOTE

A student’s class participation, attitude, and observed effort
Recognized by the instructor will also be taken into
Consideration when calculating final grades

ABSENCES CAN BE MADE UP BY PARTICIPATING IN OTHER SECTIONS

MEANS OF ASSESSMENT

Students will develop skills on how to:

- Develop a restaurant menu
- Provide recipes for menu items
- Order and cost out food requisitions
- Detail assignments to class on given management day
- Confirm customer reservations
- Layout and set dining room according to Number of customers
- Confirm, set, and wait on customers during service hours
- Complete chefs report on sold item
- Conduct front and back of house meetings prior to service
- Complete linen counts for cleaning
- Check in all foods with instructor assistance
- Work all stations in the kitchen efficiently
- Market their menu on management day
- Supply instructor with final reports on the following:
  - Meals prepared/served/left over
  - Employee positions for given day
  - Total customer count
  - Any problems occurred during the class period
  - Customer comments
  - Any food or service problems observed during meal periods
- Break down dining room and kitchen after meal period
TEXTBOOKS and SUPPLIES

Commercial Food Prep Operational Manual
(Supplied at beginning of semester)

On Cooking, Labensky, S.R. Prentice Hall

Food Prep Handbook and Recipe Manual Tolve, A.P.

PROPER DRESS ATTIRE

Chefs coat, proper pants, apron
Servers uniform (white shirt/black pants or dress
Proper management/Supervisory outfits

(TO BE DISCUSSED WITH INSTRUCTOR)

RESOURCES AND BIBLIOGRAPHY

John Walker, the Restaurant from Concept to Operation
5th edition Wiley and Sons

Charlie Trotter, Charlie Trotter
Ten speed Press 1994

Labinsky and Hauss, On Cooking, Hall 4th edition

Introduction to Hospitality 5th edition Walker, J.R.

Lundberg, D.E. The Restaurant- From Concept to Operation
Wiley and sons 1985


Stokes, J.W. How to Manage a Restaurant 3rd edition Brown Publishing

National Assessment Institute Handbook for Safe Food
Prentice Hall 1997

Miller, J.E. Menu Pricing and Strategies 4th edition
OTHER COLLEGE, DIVISIONAL, & DEPARTMENTAL POLICY STATEMENTS

STUDENT AND FACULTY SUPPORT SERVICES

The Distance Learning Office – for any problems you may have accessing your online courses Room C-334 201-612-5581; psimms@bergen.edu; Smarthinking Tutorial Service On Line at: www.bergen.edu/library/learning/tutor/smart/index.asp. The Tutoring Center Room L-125 201-447-7908 The Writing Center Room L-125 201-447-7908 The Online Writing Lab (OWL) On Line at: www.bergen.edu/owl The Office of Specialized Services (for Students with Disabilities) Room S-131 201-612-5270 www.bergen.edu/oss. The Sidney Silverman Library – Reference Desk Room L-226 201-447-7436

Special Note on the Tutoring Center The Henry and Edith Cerullo Learning Assistance Center encompasses the Tutoring Center, the English Language Resource Center, and the Writing Center. The website of the Learning Assistance Center is located at www.bergen.edu/pages/2192.asp. Tutoring services are available for this course in the Tutoring Center. I strongly recommend that you make use of those services as we progress through the semester. As listed above, the Tutoring Center is located in Room L-125, and its phone number is 201-447-7908. You can also make appointments for tutoring online through the BCC Virtual Campus, which is located at www.bergen.edu/pages/2864.asp. Click on the link for the "Tutoring Appointment System."


Week 1. Orientation to forms and paperwork

Week 2. Management designations/menu outlines/equipment

Orientation

Week 3 thru 14 - Restaurant operation and food preparation

*****NOTE-OPEN TO THE GENERAL PUBLIC

*****NOTE- MID SEMESTER EVALUATIONS -WEEK-7

Week-15-Final evaluations and clean-up