

## ***HMGT 3250 – Restaurant Operations I***

### **Course Outline / Syllabus –Fall 2019**

#### **Club GM/Dining Room Instructor:**

- Dr. Joe O'Donnell, Ed.D. , CEC
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- Office Hours: M, T, W, & T -1:50 - 2:30 pm or by appointment

#### **Kitchen Chef/Lab Instructor:**

- Dr. / Chef Luwis Mhlanga, Ph.D.
- E-mail: [Luwis.mhlanga@unt.edu](mailto:Luwis.mhlanga@unt.edu)
- Office: Gateway Center Kitchen Phone: 940.369.7212  
Office Hours: M, T, W, & T – 2:00 – 2:30 or by appointment

#### **Food Service Sanitation Manager Certificate**

All students enrolled in HMGT 3250 will be required to have a Food Manager or Food Handler certificate earned from an accredited provider such as ServeSafe. This is a requirement for passing the course

#### **E-Portfolio Course**

HMGT 3250 is an E-Portfolio Course. More on this week 1.

#### **A Warm Welcome from Dr. O'Donnell & Chef Mhlanga**

Greetings and welcome to HMGT 3250 Restaurant Operations I. We are both looking forward to working with you this semester. This course is designed to provide you with both a hands-on and theoretical perspective of what it takes to successfully operate a restaurant and food & beverage operation—knowledge you will professionally benefit greatly from regardless of your hospitality career track.

#### **Mission Statement**

The Club at Gateway Center's Mission is to expose students to all front and back of house aspects of successful restaurant management while successfully operating a full-service restaurant that serves all UNT constituencies.

#### **Vision of Success**

Success will be realized when we can say with conviction "that all students who complete these two courses not only possess the skills, but also the confidence required to manage managers."

## Course Overview

HMGT 3250 – Restaurant Operations I, (3 credit hours) is a laboratory-based course designed to familiarize students with dining room service systems encompassing American and other styles of service. Students apply organizational and management skills in the actual operation of a restaurant facility. In addition to an online lecture, students must participate in a laboratory session on Monday, Tuesday, Wednesday, or Thursday.

## Course Prerequisites

The following courses are prerequisites for HMGT 3250:

- HMGT 1420 – Food Sanitation (may be taken concurrently with 3250)
- HMGT 2860 – Management Foundations (may be taken concurrently with 3250)

## Class Meetings

- Lecture: Online. There is an online quiz due every Sunday over the on-line course content. There are 10 quizzes. All quizzes are due Sunday at 11:59 pm.
- Labs: M, T, W, or Tr, 8:00 am – 1:50 pm Gateway Center 034

## Suggested Textbook (not required)

Restaurant Management: Customers, Operations, and Employees, 3<sup>rd</sup> Edition, Robert Christie Mill, Pearson/Prentice Hall, Upper Saddle River, New Jersey, 2007.

## College of Merchandising, Hospitality, & Tourism Management (CMHT) Global College Level Student Learning Outcomes (SLOs)

1. Critical Thinking
  - a. Analytical
  - b. Theoretical
2. Collaboration
3. Leadership
  - a. Ethical
  - b. Professional
4. Global Thinking/Perspectives
5. Effective Communication

For this course we will focus on:

- Critical Thinking (analytical) and measure success with your semester end journal assignment
- Leadership (professional) and measure success with your team prepared service manual

## Course Specific Learning Objectives

- Learn and demonstrate management skills required to direct the front of house
- Demonstrate specific customer service skills such as serving, cleaning, service recovery, smiling, and operations

- Learn and demonstrate appropriate image and behavioral standards for leadership in the hospitality industry
- Learn and demonstrate the importance of punctuality
- Explore the different management roles present in a restaurant environment
- Develop and demonstrate good communication, team work, and leadership skills throughout the semester
- Demonstrate full knowledge of restaurant marketing strategies
- Identify and asses leadership qualities in self and others, as well as analyze the strengths and weaknesses of their own character
- Develop and demonstrate crisis management skills related to the restaurant industry
- Identify and use proper safety and sanitation procedures when handling food
- Demonstrate the ability to deal with diversity in cultural and ethnic background, language, and personalities while working effectively as a team

**Course Requirements / Student Responsibilities:**

- Responsible for all materials presented in the online lecture and labs including guest speakers, reading assignments, and information about the course on Blackboard
- Responsible for completing all exams, quizzes, and assignments as scheduled and for any and all changes that may arise.
- If you miss a lab, you are responsible for making it up on another day. Please feel free to contact the instructors if you have any questions or need any assistance.

Course Due Dates and Schedule

	<b>Date</b>	<b>Online Content</b>	<b>Online Assignments/Assessments</b>	<b>Lab Topic</b>
1	8/26 – 8/29	Syllabus/Welcome Introduce Project	<ul style="list-style-type: none"> <li>• Syllabus Quiz Due By Sunday, 9/8 by 11:59 PM</li> </ul>	<ul style="list-style-type: none"> <li>• Welcome/Syllabus</li> <li>• Manual/Service Training</li> <li>• Distribute Tickets</li> </ul>
2	9/2 – 9/5	<b>Module 1</b> Introduction	<ul style="list-style-type: none"> <li>• Module 1 Quiz Due By Sunday, 9/8 by 11:59 PM</li> </ul>	<ul style="list-style-type: none"> <li>• Service Training</li> </ul>
3	9/9 – 9/12	<b>Module 2</b> Understanding Customer	<ul style="list-style-type: none"> <li>• Module 2 Quiz Due By Sunday, 9/15 by 11:59 PM</li> <li>• Project Step 1 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Dry Run</li> <li>• Customer Service</li> </ul>
4	9/16 – 9/19	<b>Module 3</b> Develop Marketing Plan	<ul style="list-style-type: none"> <li>• Module 3 Quiz Due By Sunday, 9/22 by 11:59 PM</li> <li>• Project Step 2 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Wear Complete Uniform</li> <li>• Practice Meal</li> <li>• Dining Room Layout</li> </ul>
5	9/23 – 9/26	<b>Module 4</b> Promotions	<ul style="list-style-type: none"> <li>• Module 4 Quiz Due By Sunday, 9/29 by 11:59 PM</li> <li>• Ticket Money Due</li> <li>• Project Step 3 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Practice Service</li> <li>• Manual Due (Hard Copy)</li> <li>• Menu Knowledge/</li> <li>• Fine Dining Skills</li> </ul>
6	9/30 – 10/3	<b>Module 5</b> High Quality Service	<ul style="list-style-type: none"> <li>• Module 5 Quiz Due By Sunday, 10/6 by 11:59 PM</li> <li>• Project Step 4 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Grand Opening</li> <li>• Professionalism</li> </ul>

7	10/7 – 10/10	<b>Module 6</b> Physical Facility	<ul style="list-style-type: none"> <li>• Module 6 Quiz Due By Sunday, 10/13 by 11:59 PM</li> <li>• Project Step 5 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Sparkling Glassware</li> </ul>
8	10/14 – 10/17	<b>Module 7</b> Employee Selection	<ul style="list-style-type: none"> <li>• Module 7 Quiz Due By Sunday, 10/20 by 11:59 PM</li> </ul>	Caesar Salad
9	10/21 – 10/24	<b>Module 8</b> Training/ Development	<ul style="list-style-type: none"> <li>• Module 8 Quiz Due By Sunday, 10/27 by 11:59 PM</li> </ul>	Excel Assignment 1 due Sunday, 10/27 by 11:59 PM
10	10/28 – 10/31	<b>Module 9</b> Motivation	<ul style="list-style-type: none"> <li>• Module 9 Quiz Due By Sunday, 11/3 by 11:59 PM</li> </ul>	Bananas Foster Excel Assignment 2 due Sunday, 11/3 by 11:59 PM
11	11/4 – 11/7 Guest Chef 11/5	<b>Module 10</b> Restaurant Managers	<ul style="list-style-type: none"> <li>• Module 10 Quiz Due By Sunday, 11/10 by 11:59 PM</li> </ul>	Excel Assignment 3 due Sunday, 11/10 by 11:59 PM
12	11/11 – 11/14			Excel Assignment 4 due Sunday, 11/17 by 11:59 PM
13	11/18 – 11/21			
14	11/25 – 11/27			Electronic (Foliotek) submission of service manual by Sunday, 12/8 by 11:59 PM
15	12/2 – 12/5	<b>Cleaning Week</b>	<b>Cleaning Week</b>	Electronic (Foliotek) submission of Journal Assignment by Sunday, 12/8 by 11:59 PM
16	12/9 – 12/12	<b>Final Exam (online)</b>	Final Exam Due Wednesday 12/11	Online Exam

Online Quizzes (10 quizzes at 10 points each)	100 points
ServeSafe Certification (must complete to pass course as it is a pre-requisite for HMGT 4250)	100 points
Excel Exercises (4 at 25 points each)	100 points
Journal Assignment (E-Portfolio)	100 points
Service Manual (E-portfolio) (Group Assignment)	100 points
Final Exam	100 points
Market Feasibility Project (5 steps 40 points each)	200 points

Ticket Sales & Marketing Assignment (ticket money)	200 points
Join the E-Portfolio Community	100 points
<b>Assignment Total</b>	<b>1100 Points</b>
Daily Lab Participation (Weeks 1-4 = 4 times at 50 points each lab)	200 points
Daily Lab Participation (Weeks 5-12 = 8 times at 100 points each lab)	800 points
Daily Lab Participation (Weeks 13-14 = 2 times at 150 points each lab)	300 points
Career Expo	TBD
<b>Lab Total</b>	<b>1300</b>
<b>Total Class Points: 2,400</b>	

Attendance Notes:

- Tardy (15 minutes) = -25 points for the day
- Late by 60 minutes or more = - ½ points for the day
- Only excused absences can be made up and only with instructor approval
- No make up for classes missed weeks 13&14
- Three unexcused lab absences may result in an incomplete grade providing the student has a passing grade on all other work. Incomplete labs will have to be complete in the Spring 2019 semester or grade will default to an F

**Grading Scale**

A = ≥ 90%

B = 80% - 89%

C = 70% - 79%

D = 60% – 69%

F = < 60%

Must Retake if less than C

**Uniforms & Personal Appearance Requirements**

- In general, students who fail to meet uniform and personal appearance requirements below will lose points and be sent home. All students must wear the specified uniform in the restaurant laboratory. You will be required to follow personal appearance guidelines that conform to sanitation regulations, safety standards, and the expectations of the restaurant.
- Uniforms and personal appearance requirements are checked every lab session at 8:00 am lineup and throughout the day. If the student has any doubt, ask the instructor prior to lineup to avoid losing points.

- Uniforms must be clean and ironed for each lab day. Shoes must be polished and in good condition every lab day. Hair must be clean and pinned up off of collar of your shirt.
- Solid white, oxford cloth material, long-sleeved, buttoned-down collar shirt. Shirt must be free of insignias, patterns, and decorations. All buttons must always be buttoned. No wrinkles
- Students must buy and wear the required (UNT Tartan tie from the book store for \$29.95), properly tied each lab period. Tie must be tied properly and tight against collar.
- Students must wear a name badge each lab period. You may wear one from your job or purchase one from Mrs. Philips.
- Solid black closed toe and slip resistant shoes are necessary for safety reasons. Casual shoes and tennis shoes are not acceptable. Must be non-slip. Ask instructor for coupon.
- A black apron will be distributed during week 3 and must be returned at the end of the semester.
- Failure to bring the apron and nametag to lab will result in loss of points or require that the student purchase replacements to be used for that day.
- Members of the Management Team must wear professional attire. The shirt and suit for members of the Management Team may be other colors than black and white. Slip resistant shoes are still required. NO sheer clothing will be allowed. All skirts and dresses must be knee-length or longer. NO exceptions.
- Long hair must be pulled back and restrained in such a way that hair does not fall forward around the face or in front of the shoulders. Students who fail to meet this standard will be required to wear a hairnet for the duration of lab.
- Hands and fingernails must be kept scrupulously clean.
- Acceptable jewelry includes one watch, one smooth ring per hand

### **Females**

- Black slacks or black skirts of approved length (no more than 4" above the center of the knee).
- Black hosiery (Short hose or socks for the slacks and long hose for the skirts). High heels will not be permitted for safety reasons.
- For safety and sanitation purposes, nails should not be longer than ¼" inch past the end of the finger. This standard includes fake nails. No Exceptions.
- Nail polish is permitted under the following conditions: the polish must be clear or a delicate color. Bold, vibrant and unusual colors such as red, maroon, hot pink, black, purple, green, etc. will not be permitted. Chipped nail polish will not be permitted. Students may be asked to remove nail polish.
- One pair of small earrings in the lower part of the ear, no other visible, body-piercing jewelry is permitted. No visible tattoos.

### **Males**

- Black, clean and pressed slacks.
- Shoes worn with black socks.

- Men must be clean-shaven every day. Neatly trimmed moustaches and beards may be permitted if the student has it prior to the beginning of the semester, absolutely no new beards or moustaches grown during the semester.
- No visible, body-piercing jewelry is permitted. No visible tattoos

### **General Course Policies**

#### **Policy on Attendance:**

- The policy outlined takes effect the first week of the semester and applies to the entire semester.
- Students are required to attend all labs. Attendance will be taken, and absences will affect the final grade in this course.
- Your presence and participation in these laboratory sessions are critical to your education and to the successful planning and service of the meals.

#### **Excused absences:**

- Should a laboratory absence be anticipated and unavoidable, you are required to notify your lab instructor prior to the anticipated absence. At least 24 hour notice is required.

#### **Unexcused Absences**

- Failure to show up for lab without notifying the instructor before the beginning of the lab will constitute an unexcused absence.
- An unexcused absence will result in the loss of all points for that day. There is no make up for unexcused absences.
- Three unexcused lab absences may result in an incomplete grade providing the student has a passing grade on all other work. Incomplete labs will have to be complete in the fall 2018 semester or grade will default to an F

#### **Policy on Tardiness & Early Departures:**

- It is the responsibility of the student to be in complete uniform by 8:00 am or before, neglecting to do so will result in a tardy or an absence.
- Tardy (15 minutes)= -25 points for the day
- Late by 60 minutes or more = - ½ points for the day
- Plan your commute so you can arrive 5-10 minutes early. The traffic on I-35 is always horrible; plan accordingly as traffic issues are not an excuse.
- Leaving lab early must be pre-approved by the Lab Instructor, failure to do so will result in a loss of all daily points and an absence for the day.

#### **Policy on Written Work, Exams, Quizzes and Assignments**

- All written assignments must be neatly typed in a standard 12 point font
- Assignments are due at the beginning of the class period on the specified due date unless otherwise stated
- No late assignments will be accepted.

- Exams and quizzes are based on information presented in lectures and laboratories, guest speaker presentations and assignments.
- All exams, quizzes and assignments must be taken and completed when scheduled or announced. Unannounced quizzes and assignments may also be given. Makeup exams, quizzes or assignments will not be given, except in the case of an excused absence.

### **Teamwork Policy**

- Teamwork and fairness between students in this class are crucial. Students will need to complete a group project (service manual) and it is very important that each member of the group contributes the same amount of work. Each student will receive a grade for each assignment regardless of how the work was completed. Also, cooperation between students is essential for success day at the Club.

### **Cell Phones**

- Cell phones should not be brought to class, or must be placed in locked lockers before 8:00 am. Use of cell phones for any activity during lab hours will result in the loss of 15 points per use. Contact your instructor if there is an emergency situation that would require you to stay in contact via cell phone.

### **Extra Credit**

- Extra credit points may be awarded at the discretion of the instructors for such activities as working in the lab on special days, participation in CMHT events and activities, etc.
- Students who work an extra lab session will not receive points for that day unless prior approval to do so has been obtained by the lab instructor.

### **Policy on Tobacco, Alcohol and Drugs**

- The Club at Gateway Center is a tobacco-free environment (this includes smokeless tobacco). Students are not allowed to smoke at any time during the scheduled lab time.
- The use of any type of alcohol or illegal drugs by students at The Club at Gateway Center is absolutely forbidden. (Alcohol may be used in the preparation of recipes only). Disciplinary action will be taken and may include a failing grade in the course and further action taken by the University.
- In the event an instructor suspects that a student is under the influence of alcohol or illegal drugs or is "hung-over" during lecture or lab sessions, the instructor reserves the right to contact the authorities and pursue disciplinary action accordingly.

### **Personal Items**

- During lab times, the proper uniform is the only personal item that the students may have. All other items should be safely secured either offsite or in a locker in the locker room which is locked by the student with their own lock.



## Revisions

- The instructors reserve the right to revise this syllabus, class schedule, and list of course requirements when such revisions will benefit the achievement of course goals and objectives. Any major revisions will be distributed during the lecture and/or lab period.
- Requirements may be amended during the semester, which could affect the total number of possible points and/or their distribution. Final grade points would then change accordingly.

## Assignment Guidelines

### Journal Assignment (E-portfolio assignment)

This is a semester long project. This journal is a diary of sorts and will serve as a reflection of your time in this class. It will have a total of 10 entries, one for each day that you are in lab. In other words, from week five through week fourteen, you will need to “write” in your journal about each day you are in lab. Be sure to date each entry with the corresponding date you were in lab that week. Each day’s entry needs to be at least one good paragraph in length, but preferably more. For each day, talk briefly about what happened in lab; explain what went well and what went wrong; talk about what you did and did not like; explain what you would have done differently if you could have; analyze what parts of the day made service good or bad; summarize your overall feelings, impressions, and perceptions of that lab day. It is highly recommended that you NOT wait until the end of the semester to begin this project. If you do it directly after each lab it should only take you a few minutes to complete each entry. At the end of the semester, during week 15, you will submit an online copy of your journal to foliotek. The journal needs to be typed, in a standard twelve point font. Each entry needs to be dated.

### Ticket Sales & Marketing Project

This project is actually selling your two season ticket booklets. You are not permitted to “take apart” the booklets and sell each ticket individually. You must sell the entire booklet together, with all nine tickets. The money from selling these ticket booklets is due by week five. The entirety of the money is due by this week and is a requirement to pass this course. On your designated lab day you need to put all of the ticket money and the info sheets from each booklet in a sealed envelope with your name, class day, HMGT 3250, and dollar amount written on the front. Money that is not in a sealed envelope will not be accepted. Checks made payable to the **Club at Gateway at UNT** are also acceptable, as are IDTs. The account number for the IDTs is

**Org: 137310-Fund Cat; 202-Fund; 885000-Function: 100-Program: 1710: Account 60045**

You must hand deliver your envelopes. Do not slide it under an office door or trust someone else to turn it in for you.

### Manuals (E-portfolio assignment)

The operations manual is for your team to use on their management days. Each team will produce one manual to be used for each of the three management days. These manuals need to be typed, bound, and look professional. A hard copy of each manual will be turned in to the lab professor for review during week 5. The manuals will then be reviewed by the lab instructor and returned to the teams.

Corrections need to be made. Then, on your management day, you will bring the corrected manual back to class to use while executing the operation. The exact specifications for the manuals can be found on Canvas.

In addition to the hard copy submitted students are required to individually load a copy of the completed manual project to their E-portfolio (foliotek) page by Sunday, May 5th<sup>th</sup> which is when it will be graded.

### **Market Feasibility Project**

This is an individual, semester-long project designed to expose students to one of the preliminary functions of business development. This market feasibility project is a five part assignment that will help students understand the process for opening a new restaurant.

*Each of the five steps will be submitted individually on each of the specified due dates. All parts of this project need to be typed in a standard twelve point font and look professional.*

### **Excel Assignment**

This is a four step project designed to help familiarize you with basic Excel functions. More on this assignment later.