

HMGT 3250 – Restaurant Operations I

Course Outline / Syllabus –Fall 2020

Club Dining Room Instructor:

- Dr. Joe O'Donnell, Ed.D. , CEC
- E-mail: Joseph.ODonnell@unt.edu
- Office: Gateway Center # 066 Phone: 940-369-7290 Cell: 832-334-9360
- Office Hours: M, T, W, & T -1:50 - 2:30 pm or by appointment

As our face to face class meetings have been cancelled for the fall semester due to the pandemic, we will implement a virtual lab learning process.

- The weekly lessons will be focused on restaurant management topics and will require your attendance once a week on your scheduled lab day.
- The weekly lab lecture will be open daily (Mon. – Thurs.) starting at 8:00 AM on Zoom.
- Students are to attend the remote lab lecture on their scheduled lab day.
- The lab lectures will not last more than 1 hour.

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

Career Connect / E-Portfolio Course

HMGT 3250 is a career connect / E-Portfolio Course. More on this week 1.

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

- Online Lecture: 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.
- Remote Labs: M, T, W, or Tr, 8:00 am – 1:50 pm Remote delivery on ZOOM (1 hour or less)

Suggested Textbook (not required)

Restaurant Management: Customers, Operations, and Employees, 3rd 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)

For this course we will focus on:

- Critical Thinking (analytical) and measure success with your semester end journal assignment
- Communication (professional) and measure success with your short paper on non-verbal communication

Course Specific Learning Objectives

- Learn and demonstrate management skills required to direct the front of house
- Discuss 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, teamwork, and leadership skills throughout the semester
- Demonstrate full knowledge of restaurant marketing strategies
- Identify and assess 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 remote labs including guest speakers, reading assignments, and information about the course on Canvas
- Responsible for completing all exams, quizzes, and assignments as scheduled and for any and all changes that may arise.
- If you miss a remote lab, you are responsible for making it up on another day. Please feel free to contact the instructor if you have any questions or need any assistance.

Course Due Dates and Schedule

	Date	Online Content	Online Assignments/Assessments	Remote Lab Topic
1	8/24 – 8/27	Syllabus/Welcome Introduce Project		Welcome/Syllabus
2	8/31 – 9/3	Module 1 Introduction	<ul style="list-style-type: none"> • Module 1 Quiz Due Sunday, 9/6 by 11:59 PM 	Service Training
3	9/7 – 9/10	Module 2 Understanding Customer	<ul style="list-style-type: none"> • Module 2 Quiz Due Sunday, 9/13 by 11:59 PM • Project Step 1 Due 	Customer Service
4	9/14 – 9/17	Module 3 Develop Marketing Plan	<ul style="list-style-type: none"> • Module 3 Quiz Due Sunday, 9/20 by 11:59 PM • Project Step 2 Due 	Dining Room Layout / Set-Up
5	9/21 – 9/24	Module 4 Promotions	<ul style="list-style-type: none"> • Module 4 Quiz Due Sunday, 9/27 by 11:59 PM • Project Step 3 Due 	Styles of Service
6	9/28 – 10/1	Module 5 High Quality Service	<ul style="list-style-type: none"> • Module 5 Quiz Due Sunday, 10/4 by 11:59 PM • Project Step 4 Due 	Reservation Systems
7	10/5 – 10/8	Module 6 Physical Facility	<ul style="list-style-type: none"> • Module 6 Quiz Due Sunday, 10/11 by 11:59 PM • Project Step 5 Due 	Point of Sale (POS)
8	10/12 – 10/15	Module 7 Employee Selection	<ul style="list-style-type: none"> • Module 7 Quiz Due Sunday, 10/18 by 11:59 PM 	Professionalism
9	10/19 – 10/22	Module 8 Training/ Development	<ul style="list-style-type: none"> • Module 8 Quiz Due Sunday, 10/25 by 11:59 PM 	Communication
10	10/26 – 10/29	Module 9 Motivation	<ul style="list-style-type: none"> • Module 9 Quiz Due Sunday, 11/1 by 11:59 PM 	
11	11/2 – 11/5	Module 10 Restaurant Managers	<ul style="list-style-type: none"> • Module 10 Quiz Due Sunday, 11/8 by 11:59 PM 	Customer Surveys
12	11/9 – 11/12			Leadership
13	11/16 – 11/19			Sustainability
14	11/23 – 11/26			Submission of communication paper by Sunday, 12/6 by 11:59 PM

15	11/30 – 12/3			Submission of Journal Assignment by Sunday, 12/6 by 11:59 PM
16	12/7 – 12/10	Final Exam (online)	Final Exam Due Wednesday 12/9	Online Exam

Online Quizzes (10 quizzes at 10 points each)	100 points
Food Handler Certification (must complete to pass course as it is a pre-requisite for HMGT 4250)	100 points
Journal Assignment (E-Portfolio)	100 points
Communication Assignment (E-portfolio)	100 points
Final Exam	100 points
Market Feasibility Project (5 steps 40 points each)	200 points
Join the E-Portfolio Community	100 points
Assignment Total	800 Points
Daily Remote Lab Participation (Weeks 1-14 = 14 times at 50 points each lab)	700 points
Lab Total	700 points
Total Class Points: 1,500	

Grading Scale

A = ≥ 90%

B = 80% - 89%

C = 70% - 79%

D = 60% – 69%

F = < 60%

Must Retake if less than C

Policy on Attendance:

- The policy outlined takes effect the first week of the semester and applies to the entire semester.
- Students are expected to attend all remote labs. Attendance will be taken, and absences will affect the final grade in this course.

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
- 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.

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)

HMGT 3250 – Restaurant Operations I – Journal

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 14 entries, one for each day that you are in lab. In other words, from week one 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 was discussed in the remote lab. 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 Canvas. The journal needs to be typed, in a standard twelve-point font. Each entry needs to be dated.

Non-Verbal Communication (E-portfolio assignment)

HMGT 3250 – Restaurant Operations I – Communication

As we will be meeting remotely and not serving customers this semester, you will have an assignment on communication, one of the career connect marketability skills. The communication assignment will be focused on non-verbal communication. In hospitality how we communicate non-verbally is just as important as our verbal communication. We will cover this topic in one of our remote lectures. The actual assignment will require you to prepare a short paper on various forms of personal physiological attributes that affect effective communication. These attributes will include voice inflection, eye contact, posture, handshake (or elbow tap), hygiene, and off course a smile. The conclusion of this

paper will include a self-assessment of individual non-verbal communication skills by each student. At the end of the semester, during week 15, you will submit an online copy of your paper to Canvas.

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 or re-conceptualizing an existing one.

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.