



University of North Texas
College of Merchandising, Hospitality, and Tourism
Department of Hospitality and Tourism Management
HMGT 3251 Restaurant Operations

Instructor Contact

Name: Luwis A. Mhlanga, Ph.D.

Class Location: Gateway Center 034

Class Meeting Time: 8:00 – 1:50 PM

Email: luwis.mhlanga@unt.edu

Pronouns: He / Him / His

Office Location: Gateway Center 076

Office Hours: Monday & Thursday from 10:00
to 1:00 PM

Name: Chef Rosa J. Paterson

Email: rosa.peterson@unt.edu

Class Location: Gateway Center 076

Textbook (There is no textbook required): For the online section, we will use **Knowledge Matters Simulation**, which costs \$69.95.

Welcome

Welcome to the Restaurant Operations class. I'm looking forward to working with you this semester at the Club at Gateway Center. This course is designed to provide you with a hands-on and theoretical perspective of what it takes to manage and operate a food and beverage operation successfully. We are not training you to be chefs or wait staff, but rather familiarize you with how foodservice operations work. You are the future global leaders of our industry. I can say with complete confidence; this class will benefit you professionally for any hospitality career track in the United States or abroad.

Mission Statement

The Club at Gateway's mission is to expose students to all front and back-of-house aspects of successful restaurant management while successfully operating a full-service student-run restaurant that serves all UNT constituencies. Success will be realized when we can say with conviction that "all students who complete this course possess not only the skills but also the confidence required to manage managers."

Course Overview

HMGT 3251- Restaurant Operations (3 credit hours) is a laboratory-based course designed to familiarize students with dining room service systems encompassing American, Russian, French, and English service styles. In addition, students will understand quantity food production principles and techniques with some emphasis on global cuisines and cultures. The labs simulate real restaurant situations where students fill the different roles of food and beverage employees. This practical course will expose the actual experience of handling problems and conditions routinely faced in the restaurant industry. Therefore, students will participate in the sales, production, and service of meals in a real-time environment. You will rotate between all restaurant stations throughout the semester, including the front and back of the house. Teamwork, effective communication, trust, and hard work will be the cornerstone of this class. In addition, there is an asynchronous online lecture, and students must participate in a laboratory session on Tuesday or Wednesday. This is a *heavily attendance-based* class if one needs to pass

HMGT 3251 satisfactorily.

Prerequisites

The following course is a prerequisite for HMGT 3251:

Food Handlers Card or ServServ Manager

HMGT 1470 – Introduction to Professional Food Preparation

Your Success

As your instructor, I am here to provide a supportive environment to help you learn, grow and have an appreciation of the Front of the House and Back of the House. I am committed to helping you be successful as a student. Here is how to succeed at UNT:

Show up. Find support. Take control. Be prepared. Get Involved. Be persistent.

**Hospitality & Tourism Management (HTM)
Mission, Vision, and Program Learning Outcomes**

HTM Mission

We educate the next generation of hospitality and tourism leaders who strive for excellence and embrace our diversity in a caring, innovative, and empowering community.

HTM Vision

To be world-class in advancing innovative education, creating collaborative knowledge, and transforming future hospitality and tourism leaders.

HTM Program Learning Outcomes

PLO1: Students will develop appropriate strategies for reaching their career goals in the global hospitality and tourism fields.

PLO2: Students will develop analytical and quantitative skills enhanced by information technology to support smart business decisions in the Hospitality and Tourism Industry.

PLO3: Students will integrate hospitality and tourism business principles and current trends to lead in diverse, collaborative, and global environments.

PLO4: Students will apply innovative and imaginative methods to Hospitality and Tourism business utilizing ethical and sustainable practices.

PLO5: Students will demonstrate effective and efficient communication skills in all settings.

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-term paper on non-verbal communication

Teamwork (professional) and measure success with a contribution to project group work through effective communication, trust, and hard work.

Course Specific Learning Objectives

1. Learn and demonstrate management skills required to direct both Front of the House and Back of the House employees. (PLO5)

2. Learn and demonstrate the importance of punctuality. (PLO5)
3. Analyze various marketing targets and apply marketing tools and methods to sell the meals. (PLO4)
4. Identify and assess leadership qualities in self and others, as well as analyze the strengths and weaknesses of their own character. (PLO4)
5. Plan, write and execute a diverse 3+ course menu. (PLO3)
6. Explain the impact of France, Italy, Mexico, and Russia in developing classical cooking in the United States. (PLO3)
7. Prepare various classical European and World cuisine dishes through different cooking methods. (PLO3)
8. Identify and use proper safety and sanitation procedures when handling food. (PLO4)
9. Discuss specific customer service skills such as serving, cleaning, service recovery, smiling, and operations. (PLO5)
10. Learn how to convert recipes, prepare food, create production schedules, and allocate resources. (PLO2)
11. Gain an understanding of menu design, costing principles, procurement, sustainability, staffing, marketing, and financial skills related to the restaurant industry using Knowledge Matters Simulation. (PLO2)
12. Identify the challenges of operating in a global environment. (PLO3)
13. Develop the leadership and interpersonal skills required in a global multicultural workplace. (PLO5)
14. Gain insightful and practical skills to aid in meeting future goals for career work. (PLO1)
15. Show and recognize professionalism as it relates to personal hygiene, work ethics and expected industry dress standards. (PLO5)

Course Due Dates and Schedule

Week	Dates	Knowledge Matters	Online Assignments/Assessments	Lab Topic
1	8/22 – 8/23		Module 1: <ul style="list-style-type: none"> Safety/Sanitation Quiz Due 	<ul style="list-style-type: none"> An overview of the course and lab Class Expectations Kitchen Tour Distribute Tickets
2	8/29 - 8/30	<i>Restaurant Market Research Due</i>	Module 2: <ul style="list-style-type: none"> Kitchen Safety Quiz Due Food Allergies Quiz Due Twelve Steps of Service Quiz Due 	<ul style="list-style-type: none"> Food Manager or Food Handler Certificate Due Dr. Williams- (Guest Speaker)
3	9/5 - 9/6	Location Selection Due	Module 3: <ul style="list-style-type: none"> POS and Reservation Systems Quiz Due 	<ul style="list-style-type: none"> Wear Uniform Dry Run Cupcake Selection Mocktail Selection
4	9/12 - 9/13	Financial Statement Due	Module 4: <ul style="list-style-type: none"> Controlling Cost and Customer Satisfaction Quiz Due Measurements Quiz Due 	<ul style="list-style-type: none"> CMHT Career Expo- 9/13/2023
5	9/19 - 9/20	Menu Design & Pricing Due	Module 5: <ul style="list-style-type: none"> Ticket Money Due Mise en Place & Plate Presentation Quiz Due Restaurant Opens 	<ul style="list-style-type: none"> Club Friends & Family Invited for Lunch
6	9/26 – 9/27	Purchasing & Layout Due	Module 6: <ul style="list-style-type: none"> Menu Engineering Quiz Due 	<ul style="list-style-type: none"> Management Team #1 Manages
7	10/3 – 10/4	Staffing Due	Module 7: <ul style="list-style-type: none"> Leadership Quiz Due 	<ul style="list-style-type: none"> Management Team #2 Manages
8	10/10 - 10/11	Advertising & Digital Marketing Due		<ul style="list-style-type: none"> Management Team #3 Manages
	10/17 – 10/18		Module 8: <ul style="list-style-type: none"> Sustainability Quiz Due 	<ul style="list-style-type: none"> Management Team #4 Manages
9	10/24 – 10/25	Menu Engineering Due	<ul style="list-style-type: none"> 	<ul style="list-style-type: none"> Management Team #1 Manages

10	10/31 - 11/1	Turnaround Due	Guest Chef Day (10/31) Chef Robert Hale	<ul style="list-style-type: none">• Management Team #2 Manages
11	11/7 – 11/8	Restaurant Mogul Due		<ul style="list-style-type: none">• Management Team #3 Manages
12	11/14 - 11/15			<ul style="list-style-type: none">• Management Team #4 Manages
13	11/21 – 11/22		Thanksgiving Holiday	
14	11/28 - 11/29			<ul style="list-style-type: none">• Management Team #1 Manages• (Last week of service)
15	12/5 – 12/6			<ul style="list-style-type: none">• Clean-Up Week
16	12/12 – 12/13		Final Exam	
			Happy Winter Holidays!	

Course Point Breakdown

Online Quizzes (12 quizzes at 10 points each)	120 points
Knowledge Matters Simulation (12 modules)	1000 points
Group Manual	100 points
Journal Assignment	150 points
Final Exam	100 points
Ticket Assignment: Selling Two Booklets	200 points
Daily Lab Participation (Week 2- 4) @ 5 points each week	15 points
Daily Lab Participation (Week 5 – 9) @ 30 points each week	120 points
Daily Lab Participation (Week 10 -14) @ 70 points each week	350 points
Cleaning Week	20 points
Assignment Total	2,175 Points
Total Possible Points: 2175	

Attendance Notes:

Tardy = minus 10 points

No make-up during cleaning week

Grading ScaleA = $\geq 90\%$

B = 80% -89%

C = 70% - 79%

Must Retake if < than C

D = 60% - 69 %

F = $\leq 59\%$

Journal 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 **ten entries**, one for each day that you are in the lab. In other words, from **week five through week fourteen**, you will need to “write” in your journal about each day you are in the lab. Be sure to date each entry with the corresponding date you were in the 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 the lab; explain what went well and what went wrong; talk about what you did and did not like; describe 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 take only a few minutes to complete each entry. During week fifteen, or “clean-up” week, you will submit a soft copy of your journal through Canvas at the end of the semester. The journal needs to be typed in a standard twelve-point font. Each entry needs to be dated.

Marketing Project

The part of 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 during week five. The entirety of the money is due during this week, and you will **NOT** pass this class if you do not submit your ticket money. 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 3251, and dollar amount written on the front (**\$200**) 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 IDOs. You must hand-deliver your envelopes. Do not slide it under an office door or trust someone else to turn it in for you.

Manual

This is a group project for each management team. Your team will turn in one manual, for each day that your team manages for the front and back of the house. The Manual is due before the week you manage. It will contain information pertaining to your first management day. Check the course calendar to see when your group manages; compare this date to the daily special on the menu. Each manual (separate) will be turned into the instructor in class, bound in a binder. Each manual will contain the following information: **Everything MUST be typed.**

- Cover Page
- Contact Information
- Cleaning List
- Job Assignment Chart
- Standardized Recipes
- Food Cost Analysis Spreadsheet

Individual Project

This is a semester-long project designed to get you thinking about what it really means to run a restaurant. Even if you have no desire to go into the restaurant industry, *F&B permeates the entirety of the hospitality industry, and you need to know how to manage food.*

This project will expose you to the different components of managing the financial aspects of a foodservice operation using Knowledge Matters Simulation.

This individual project has thirteen modules.

- Restaurant Market Research Due Week 2
- Location Selection Due Week 3
- Financial Statements Due Week 4
- Menu Design Due Week 5
- Pricing Due Week 5
- Purchasing Due Week 6
- Layout Due Week 6
- Staffing Due Week 7
- Advertising Due Week 8
- Digital Marketing Due Week 8
- Menu Engineering Due Week 10
- Turnaround Due Week 11
- Restaurant Mogul Due Week 13

It would behoove you to keep this project and its materials as a part of your personal portfolio. These skills will greatly help you in the long run of your career, as well as in some of your other classes. This is not a project to be taken lightly; *it is worth fifteen percent of your grade.*

Uniform & Personal Appearance Requirements

You can purchase your uniform either from the UNT Bookstore or

<https://schools.theultimateimage.com/schools/category/University-of-North-Texas.html>

- 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.

Front of the House

- Solid white, oxford cloth material, long-sleeved, buttoned-down collar shirt. The shirt must be free of insignias, patterns, and decorations. All buttons must always be buttoned. No wrinkles
- A tie will be provided by the instructor
- Students must wear a name badge each lab period. You may wear one from your job.
- 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.

- A black apron will be provided and be returned at the end of the lab.
- 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

Back of the House

- White, double-breasted chef jacket with white buttons, the UNT logo, and the student's name embroidered on the front pocket;
- Solid black or black and white checkered chef pants with full-length legs;
- White or black chef's hat that is capable of containing all hair;
- A green UNT embroidered apron;
- Closed-toed, non-slip kitchen shoes,
- Digital thermometer.

Uniforms MUST be washed and ironed before each lab session, and must remain presentable throughout the semester. Personal appearance guidelines must be followed that conform to safety regulations, standards, and expectations. This includes:

- Scrupulously cleaned hands and fingernails
- No nail polish, no long fingernails, no fake fingernails
- Clean, restrained hair; either braided or in a bun or tucked completely under the hat
- No bangs or wispy hair protruding from hat
- No jewelry of any kind is allowed
- Only neatly trimmed, well-kept facial hair is accepted

Any student who does not follow these sanitary guidelines will lose points (10 points) and may be sent home from class without credit for the day. We do not enforce these because we hate you; it is for safety and sanitary purposes only.

Management Team Positions

The management team is responsible for the coordination of the entire day's service.

Front of the House – FOH

Dining Room Manager
Assistant Dining Room Manager
Reservation Manager

Back of the House –BOH

Kitchen Manager
Assistant Manager
Sanitation Manager

Management Team on Service Day: Management team is expected to arrive no later than 7:45 AM to begin preparation for the day.

- Management team should be organized and prepared, with relevant check-list and standardized recipes.

Tasting: Meals for tasting will be plated and presented to students 15 minutes before opening. Please be prepared to share descriptions of the dishes (ingredients, flavor) with the FOH staff and allow for sampling to be done.

General Course Policies

Attendance

- The policy outlined below 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 must be made-up on another day. Your presence and participation in these laboratory sessions are critical to your education and to the successful planning and service of the meals.
- Attendance: If you have 100% attendance record (i.e., coming to your scheduled labs, this does not include **make-ups**), you don't need to take the final exam and come for clean-up week. (No Exception)

Excused absences:

- Should a laboratory absence be anticipated and unavoidable, you are required to notify your instructor prior to the anticipated absence and **make arrangements to make-up the lab** by arranging a date with the instructor. When you make up the lab, the normal points eligible are available. Not following these steps will result in an unexcused absence.

Unexcused Absences:

- Failure to show up for lab without notifying the instructor in advance of the beginning of the lab will constitute an unexcused absence. An unexcused absence will result in the loss of all points for that day. Two unexcused absences in the semester will automatically lower the semester grade by a letter. Three unexcused absences in the semester will result in the student being given an Incomplete (I) grade for the course.

Tardiness & Early Departures:

- It is the responsibility of the student to be in complete uniform and to sign the roll sheet by 8:00 am or before, neglecting to do so will result in a tardy or an absence. Each lab tardy will result in a loss of 10-15 points for that day. Plan your commute so you can arrive 5-10 minutes early. *I-35 is always horrible; plan around it. Bad traffic on I-35 is not a valid excuse to be tardy.*
- Leaving lab early must be pre-approved by the Instructor, failure to do so will result in a loss of points or more = ½ points for the day.
- Falsifying your arrival time or departure time for lab will be considered a violation of the University Honesty Policy in this course and may result in further disciplinary action.

Assignments, Quizzes, Exams, Assignments

- All written assignments must be neatly typed in a standard font, size 12, double spaced.

- Assignments are due at the beginning of the class period on the specified due date. Online assignments are due by 11:59 pm on the date they are due.
- A copy of your manual must be turned into your instructor no later than 8:00 am on the due dates.

Late Individual Assignments:

- The Instructor will give you a **one-week** grace period after the due date to turn in your late **online** assignment(s) with a 20 points penalty assessed. Thereafter, late assignments will not be accepted.
- Exams and quizzes are based on information presented in the online course modules. All exams, quizzes, and assignments must be taken and completed when scheduled or announced. **No** make-up at all for all online quizzes and final exam!

Teamwork

- Teamwork and fairness between students in this class is crucial. Students will need to complete a total of 3 group projects (the manuals) 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 each day at the Club.

Cell Phones

- Use of cell phones for any activity during lab hours especially when we are busy will result in the loss of 10 points per use.

Tobacco, Alcohol, Drugs

- The Club at Gateway Center is a tobacco-free environment (this includes smokeless tobacco). Students are not allowed to smoke 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.

COURSE SAFETY STATEMENTS

Students in the College of Merchandising, Hospitality, and Tourism are urged to use proper safety procedures and guidelines. While working in laboratory sessions, students are expected and required to identify and use property safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions and hot and cold products. Students should be aware that the University of North Texas is not liable for injuries incurred while students are participating in-class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider obtaining Student Health Insurance for this insurance program. Brochures for this insurance are available in the UNT Health and Wellness Center on campus. Students who are injured during class activities may seek medical attention at the UNT Health and Wellness Center at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your plan covers treatment at this facility. If you choose not to go to the UNT Health and Wellness Center, you may be transported to an emergency room at a local hospital. You are responsible for expenses incurred there.

EXPECTED STUDENT BEHAVIOR

Student behavior is expected to be respectful of both other students and faculty. Student behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT. Students engaging in unacceptable behavior will be directed to leave the classroom and the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university's expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu

3251 – Restaurant Operations

I have read and understood the syllabus for HMGT 3251 provided to me by the course Instructor of the CMHT at the University of North Texas.

I understand that it is my responsibility to read and meet all the requirements outlined in the syllabus.

I understand that CMHT requires me to earn a minimum final course grade of a C (70.0%) to pass. A lower course grade below C requires that I retake the course.

I understand that I am responsible for keeping a record of my grades/points earned in this course during the semester. I understand that it is my responsibility to seek clarification and/or assistance during the semester from my instructor as it relates to the course requirements and/or my performance in this course.

Print Your Full Name

Student ID Number

Signature

Date

HMGT 3251 – Restaurant Operations

The information provided in this document is strictly confidential. This document will be destroyed at the end of the semester or returned to the student upon request.

Emergency Medical Treatment Release Statement:

I hereby authorize the Instructors of the HMGT restaurant and/or any licensed physician, EMT or other qualified hospital personnel to render medical treatment, which, in their judgment, is necessary in the event of serious and/or incapacitating illness or injury to me. I understand that, in all such cases, at least one person listed as an emergency contact will be notified as quickly as possible.

Print Your Full Name

Student ID Number

Signature

Date

Date of Birth:

Home Phone Number

Your Current Full Address

Please list at least **three people to contact** in the event of an emergency including at least one parent.

Name	Relationship to you	Phone Number(s)

Primary Care Physician: _____ Phone #: _____

Medical Insurance Policy Name: _____

Group Number: _____

Medical Insurance Phone Number: _____

Please use the free space below, as needed, to detail any necessary additional directions or clarifications.

Student Contact Information Sheet

Preferred Name: _____

Legal Name: _____

Preferred Phone # _____ mobile home other

Alternate Phone # _____ mobile home other

Preferred e-mail _____

Alternate e-mail _____

Current Employer _____

“Dream” Job/Employer _____

Hospitality Experience _____

Something unique about you that you want to share with the class:
