

Mercer County Community College
Hotel, Restaurant and Institution Management Program

Course Number: **HM102** Course Title: **Food Preparation II** Division: **Business**
Credits: 3 Hours Class Lecture Hours: **1** Laboratory Hours: **5**

Required Textbooks and Supplies:

- 1) **The Restaurant, From Concept to Operation 3rd Edition**
Donald Lundberg & John R. Walker
Student Manual
- 2) **Chefs Whites**
- 3) **Bi-metal Pocket Test Thermometer**
- 4) **Other uniform requirements may need to be met to meet the needs of your restaurant concept. (dining room uniform)**
Recommended: **Professional Table Service**
Sylvia Meyer & Edy Schmid & Christel Spuhler

Course Description:

Building upon the skills you acquired in Food Preparation I in preparing various food products, you will now expand those skills in operating a restaurant. Throughout this course, you will enrich and expand your ability to prepare various culinary dishes; serve those culinary dishes in a professional manner, meet international culinary standards; develop and operate your own restaurant concept; supervise front and back of the house staff; and ultimately organize the operation of the business in an efficient manner, meeting newly learned service standards.

Prerequisites: HM 101, Basic Food Preparation

Instructor: Douglas Fee

Office: Business Science, Room 120 **Telephone:** 609-586-4800 extension 3447

Email: feed@mccc.edu

Office Hours:

- Objectives:**
- 1) Understand the functions of the various positions needed in operating a successful food service operation.
 - 2) Develop an understanding of the importance of job descriptions for success in commercial or institutional operations.
 - 3) Understand the importance of menu development in the overall success in a food service operation.
 - 4) Understand the concept of service to the customer.
 - 5) Understand the importance of developing teamwork in a food service operation.
 - 6) Understand the importance of daily planning in food service operation.
 - 7) Learn basic concepts of menu planning and its importance for a successful "bottom line."
 - 8) Demonstrate a working knowledge of restaurant theory and operations

Method of Instruction:

Lecture: When the restaurant is closed the entire class time will be devoted to lecture. When the restaurant is open the lecture time of 30 minutes per week will be used to introduce specific information relevant to understanding the business of food service operations, and specifically "your" business operation. The lecture time will include the review of each weeks restaurant operation, new management techniques, customer service skills, menu planning issues, methods of operations, table setups, banquet design and service, etc.

Laboratory: All laboratory periods will last for (5) hours each week. The first three laboratory periods will be used to develop the restaurant concept and the learning of specific skills necessary to operate your professional restaurant. By the fourth laboratory session the restaurant will fully operate each week until the end of the semester.

Method of Evaluation:

- 1) **All students will be required to attend all restaurant laboratory operations and classes.** You are absolutely **not permitted to miss any classes**. If you **miss one** class, your grade will automatically **drop to a B-**; if you **miss a second** session, your grade will automatically **drop to a C-**. If you miss a third class you will **fail the course**. This is a owner operated business, and this is your business and you cannot let down the other owner/operators; each person is responsible for the success or failure of "your" business.
- 2) **65%** of your grade will be based on your performance when the restaurant is open. You will earn a grade each week of the operation. You will be graded based upon:
 - a) **Teamwork**
 - b) **Clean-up of your station and the total restaurant operation as a team member.**
 - c) **Organizational Skills**
 - d) **Management Skills**
 - e) **Cooking Skills (when in cooking position)**
 - f) **Front of the House Skills (when you are in the front of the house)**
 - g) **Management preparation (when in a management position)**
 - h) **Willingness to assist fellow employees**
 - i) **Improvement of skills each week**
 - j) **Communication Skills**
 - k) **Supervisory Skills (when in a management position)**
- 3) **20%** of your grade will be based on class assignments, Student manual (for "The Restaurant") and lecture participation. **The student workbook and manual must be completed as the corresponding chapters are assigned to be read.** The workbook and will be checked randomly throughout the semester so be ready. Bring them to class each week and be ready to hand them in at any time. If you do not have it with you, you will receive a zero for a grade for the sections reviewed.
- 4) **5%** of your grade will be based upon a research project. You are required to attend an area food show or do independent research project utilizing trade journals in lieu of class scheduled for March 22, 2000. You are required to write a type written report detailing how you could utilize ideas, products or services you observed at the food show. You must present a minimum of 20 of these ideas products or services and show how they would have practical applications for our restaurant setting. Attendance must be documented. The project is due April 26, 2000.

5) **10%** of your grade will be based upon your contributions and actions in the "**Adjunct Banquet.**" On **April 19, 2000**, all the HM102 classes will cater this Banquet for approximately 250 people. **This is a course requirement for all students who are in the HM102 class.** Each student, based upon their level of skills and interests, will be assigned a banquet position or management position. This activity provides you with a learning experience of "how and what" of doing a professional banquet. The regularly scheduled restaurant operations will be canceled this week. **Please notify your parents, spouses, girlfriend, boyfriend, employer NOW, that you will be at the college completing a class required project on this date: NO EXCEPTIONS!!!!!!!**

Course Outline

Week 1: Review Course Outline and Course Requirements:

- 1) Attendance
- 2) Uniforms
- 3) Required weekly research
- 4) Preparation of Managers/Staff Assignments
- 5) Advisory Banquet: Date:
- 6) Front and Back of the House Layout requirements
- 7) Lockers
- 8) Temperature logs
- 9) Sanitation Checklist

Discussion:

- a) Menu Development Styles and Design
- b) Restaurant Concept Development
- c) Kitchen and Dining Room Design and Spec's
- d) Employee and Management Positions
- e) Job Descriptions
- f) Market Segment Research
- g) Customer Service
- h) Basic Service Standards
- i) Styles of Service
- j) Safety and Sanitation
- k) Restaurant Operations Manual
- l) Disaster Training in Food Service Operations
- m) Operating Environment Checklist
- n) Waitstaff Training

Assignment: 1) Develop restaurant concept

- 2) Develop menu with menu layout design with a hard copy presentation
Keep in mind spacing, font style, size, layout, colors, type of paper and style
- 3) Develop preliminary job descriptions for restaurant concept
- 4) Develop preliminary service standards
- 5) Develop a mock up of the advertising copy
- 6) Apply for Front of House Manager position. One paragraph only
- 7) Apply for Back of House Manager position. One paragraph only

Read: The Restaurant: Chapter 1: Introduction
 Chapter 2: Concept Development
 Chapter 3: Concept, Location, and Design
 Chapter 4: The Menu

Video: Professional Dining Room Service 1
 Making The Most of Your Menu: Creating a Menu That Sells
 Guiding Guests Through Your Menu

Week 2:

Discussion: 1) Formulate Restaurant Concept
 2) Formulate final menu items
 3) Formulate final menu design
 4) Formulate advertising campaign
 5) Approve advertising copy and presentation
 6) Review Front of the House setup
 7) Review Back of the House setup
 8) Develop order taking and order pickup procedures
 9) Review Orientation Check list for new employees
 10) Review Dining Room Check list and Dining Room Layout Diagram
 11) Review side work assignments for front and back of the house
 12) Formulate Guidelines for Service Standards required by your restaurant.
 13) Discuss job descriptions for restaurant operation
 14) Taking orders and order writing
 15) Service to the handicapped
 16) Importance of service to the guest
 17) Handling complaints
 18) Production records
 19) Planning Your own Productions
 20) Dining Room Station Layout
 21) Proper Service Order

Video: Professional Dining Room Service 2
 Suggestive Selling

Assignment: (1) Write a complete task list for each position in chronological order. Approximate the time line to the best of your ability. Begin with a listing of any necessary tools, recipes, equipment or uniform requirements. Make an extra copy of the task list for the area that you will work during the first two weeks of our restaurant operations. You will refine this copy further for week four.

(2) Create advertising copy to promote your restaurant. One page flyers that can be displayed on campus.

Read: The Restaurant: Chapter 5 & 6,

Week 3: Silent Opening for “20 guests”

- 1) Review dining room supplies and equipment: first assigned front of the house staff.
- 2) Review back of the house supplies and equipment: first assigned back of the house staff.
- 3) Set up dining room and serve "guests" and demonstrate approved service techniques.
- 4) Prepare menu and serve to "guests" and demonstrate approved service techniques.
- 5) Customer Relations
- 6) Food Protection and Sanitation
- 7) How to Brew and Serve Coffee and Tea
- 8) Seating Guests
- 9) Clearing Tables
- 10) Transferring Beverages

Assignment: 1) Based on restaurant concept, develop and write job descriptions for each position that will be required to operate your restaurant

- 1) Prepare a dining room diagram outlining table, chair and other dining room equipment to meet needs of restaurant concept
- a 3) Write Task list for position **you** work for the first two weeks the restaurant is open (week three and four). Project is due the week five. You must bring two copies type written.

Read Chapter 7

Video Presentation: Dining Room Service

Read: The Restaurant: Chapter 8

Week 4: Opening of **Your** restaurant!

Lecture: 1) Meeting the Public

- 2) Review of today's opening
- 3) Quality Control
- 4) Management of Staff in a Restaurant

Read: Chapter 9,10,

Handouts

Review previously assigned chapters to help you be prepared for today's opening

Week 5: 1) Restaurant Management Know How: Clinical Analysis of Basic Problems of Restaurant Management

- 2) Forecasting
- 3) High Tech Touches Make Service Shine
- 4) Restaurant operation review

Read: “The Restaurant” chapters Chapter 11

Review all materials and past chapter assignments

Handouts

Week 6: 1) Merchandising and Sales Promotions

Read: Handouts

Assignment: 1) Develop a sales promotion of a particular service or product that we are offering to be used throughout the remaining semesters restaurant operations.

- 2) Design a Kitchen layout that would be more efficient for the production of food in your restaurant operations. Keep in mind the need to improve internal and external customer service.

Week 7:

Read: "The Restaurant" chapters Chapter 12, Chapter 13
Handouts

Week 8:) Motivation of Staff;

- 2) Training of Staff;
- 3) Secrets of a Five Star Waiter
- 4) When the Rush is On.
- 5) Exemplary Service
- 6) Tales From the Front of the House
- 7) Cashiering and Revenue Control
- 8) Budgeting and Controlling Costs
- 9) Menu Pricing Determination
- 10) Yield Test
- 11) Standardized Recipes
- 12) Recipe Costing
- 13) Sales History
- 14) Banquet Business and its Management;
- 15) How to Book a Function; The Banquet
- 16) Function Sheet
- 17) Managing a Function
- 18) Types of Banquet Service
- 19) Know your product Beer, wine, spirits and non alcoholic drinks

Read: The Restaurant: Chapter 14
Handouts

Video: "Providing Service to the Handicapped Customer"
Upselling

Week 9: Restaurant Closed for Research Project

- 1) Management of Restaurant Property

Read: The Restaurant: Chapter 15
Handouts

Week 10: Responsible Beverage Service

Read: Handouts

Week 11:

Read:

Handouts

Week 12: Final Restaurant Operations

Video: Proper Alcohol Service

Week 13: Adjunct Banquet

Week 14: **Restaurant Operations Review for Certification Exam**

- 1) The Good, The Bad and the Downright Ugly
- 2) Kitchen Design
- 3) Dining Room Service
- 4) Catering to Children

Week 15: Final Certification Examination: The National Restaurant Association, 1) The Restaurant

ANY STUDENT WHO A) KNOWINGLY REPRESENTS THE WORK OF OTHERS AS HIS / HER OWN. B) GIVES FRAUDULENT ASSISTANCE IN THE EXECUTION OF ANY ACEDENIC WORK, OR C) GIVES FRAUDULENT ASSISTANCE TO ANOTHER STUDENT IS GUILTY OF CHEATING. VIOLATORS WILL BE PENELIZED IN ACCORDANCE WITH ESTABLISHED COLLEGE POLICIES OR PROCEDURES.