
RESTAURANT OPERATIONS MANAGEMENT I

HMT 116 Restaurant Operations Management I**3.0 UNITS**

The student will gain knowledge of the overall operation and management of a restaurant, including employee training and the organizational structure of the service staff. Emphasis will be placed on strategies of servicing food, wines, and beverages. This course will include management's perspective on meeting customer expectations and the importance of the interaction with guests. This course will also cover a financial overview of the industry, the major factors affecting the growth of the business, food merchandising, promotion and sales. Students will learn the crucial elements involved in the successful operation of a restaurant.