# 5/28/2021

# brcc keystone logo

Baton Rouge Community College

*Academic Affairs Master Syllabus*

Date Approved: 12 August 2021

Term and Year of Implementation: Fall 2022

**Course Title:** Restaurant Management

**BRCC Course Rubric:** CULN 1233

**Previous Course Rubric**: CULN 2433

**Lecture Hours per week-Lab Hours per week-Credit Hours**: 3-0-3

**Per semester: Lecture Hours-Lab Hours-Instructional Contact Hours**: 45-0-45

**Louisiana Common Course Number:**

**CIP Code:** 12.0503

**Course Description:** Covers human resource management with the overall goal of maintaining food quality and customer satisfaction. Includes the implementation of appropriate procedures for purchasing, receiving, and issuing food, food products, and cooking supplies, and menu management in pursuit of profit.

**Prerequisites:**  CULN 1113, CULN 1123, CULN 1133, CULN 1143, CULN 1153

**Co-requisites:** CULN 1213, CULN 1229

**Suggested Enrollment Cap:** 32

**Learning Outcomes.** *Upon successful completion of this course, the students will be able to:*

1. Describe the various styles and responsibilities of management/leadership.

2. Describe the barriers to and forms of communication, including organizational (hierarchical) communication.

3. Recall the legal ramifications of employment.

4. Identify the elements of purchasing and receiving that contribute to profit and loss.

**Assessment Measures.** Assessment of all learning outcomes will be measured using the following methods:

1. Assessment measures may include, but are not limited to, homework, quizzes, demonstrations, presentations, in-class activities, reports, and exams.

**Information to be included on the Instructor’s Course Syllabi:**

* ***Disability Statement*:** Baton Rouge Community College seeks to meet the needs of its students in many ways. See the Office of Disability Services to receive suggestions for disability statements that should be included in each syllabus.
* ***Grading:*** The College grading policy should be included in the course syllabus. Any special practices should also go here. This should include the instructor’s and/or the department’s policy for make-up work. For example in a speech course, “Speeches not given on due date will receive no grade higher than a sixty” or “Make-up work will not be accepted after the last day of class”.
* ***Attendance Policy*:** Include the overall attendance policy of the college. Instructors may want to add additional information in individual syllabi to meet the needs of their courses.
* ***General Policies*:** Instructors’ policy on the use of things such as beepers and cell phones and/or hand held programmable calculators should be covered in this section.
* ***Cheating and Plagiarism*:** This must be included in all syllabi and should include the penalties for incidents in a given class. Students should have a clear idea of what constitutes cheating in a given course.
* ***Safety Concerns:*** In some courses, this may be a major issue. For example, “No student will be allowed in the lab without safety glasses”. General statements such as, “Items that may be harmful to one’s self or others should not be brought to class”.
* ***Library/ Learning Resources:*** Since the development of the total person is part of our mission, assignments in the library and/or the Learning Resources Center should be included to assist students in enhancing skills and in using resources. Students should be encouraged to use the library for reading enjoyment as part of lifelong learning.

**Expanded Course Outline:**

I. Human Resources Management

A. Communication skills

B. Leadership styles

C. The role of the supervisor in decision-making, problem solving and delegation of duties

D. Writing job descriptions

E. Interviews, resumes, job applications and cover letters

F. New employee orientation

G. Employee training programs and methods

H. Employee evaluations: types and methods

I. Change: necessity, implementation, and employee resistance

J. Conflict resolution and grievance procedures (union/non-union)

K. Disciplinary problems and the role of the supervisor

L. Terminating employees

M. Motivational techniques/problems and procedures for attitudinal changes

N. Dealing with stress in the workplace

O. Time management and other organizational management techniques

P. Legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation)

Q. The needs, wants and desired of the internal and external customers

II. Purchasing and Receiving

A. Formal and informal purchasing methods

B. Market fluctuations and product cost

C. Legal and ethical considerations of purchasing

D. Writing a bid specification

E. Evaluation of received goods (e.g., correct quantity)

F. Conducting yield and quality tests on items such as canned, fresh, frozen and prepared products

G. Yield and cost comparison test of pre-fabricated products and on-premises butchered products

H. Inventory: current technologies for food and non-food items

I. Par stock

J. Issuing product according to requisition

K. Computerized systems for purchasing and inventory control