CUL 223 - CAFE OPS DINING ROOM MGMT

Course Description

This course focuses on the concepts, principles and applications of cafe dining room management, supervision and service. Practical service experience and principles of supervision are applied in a live environment. This includes applications of barista and cafe service, timing of service, menu development, pricing, merchandising, point of sale software usage, customer service, management techniques, team building, motivational techniques, and stress and production management. Other areas covered include beverage recipe construction and costing, use and care of equipment and effective handling and use of supplies. Group 2 course.

Credit Hours

4

Contact Hours

8

Lecture Hours

0

Lab Hours

8

Required Prerequisites

CUL 211, CUL 218 and CUL 221

Corequisites

CUL 222

General Education Outcomes supported by this course

Communications - Direct, Quantitative Reasoning

Course Learning Outcomes

Knowledge:
- Define management terminology related to the food and beverage industry.
- Explain the changing roles of industry supervisors and managers over time.

Application:
- Implement an effective managerial model used to resolve current management issues and challenges in the food and beverage industry.

Integration:
- Connect models of ethical decision making with successful management practice.

Human Dimension:
- Evaluate management and leadership styles in the food and beverage industry.
- Determine the resulting impact of different management/leadership styles on colleagues and subordinates.

Caring - Civic Learning:
- Identify ethical principles related to management decisions.
- Be ready to conduct themselves in ways that are consistent with personal and professional codes of behavior.

Learning How to Learn:
- Self-regulate communication and management styles in a real-life situation.