MINISTRY OF EDUCATION AND TRAINING

**LAC HONG UNIVERSITY**

**COURSE OUTLINE**

**<126040 – RESTAURANT OPERATIONS MANAGEMENT>**

| **1.** | **GENERAL INFORMATION** | |
| --- | --- | --- |
| Course name (Vietnamese): | | Quản trị kinh doanh dịch vụ nhà hàng |
| Course name (English): | | Restaurant Operations Management |
| Course ID: | | 126040 |
| Types: | | Specialization |
| Faculty/Department: | | Tourism and Travel Management |
| Main Lecturer: | | Phan Van Hai  Email: haipv@lhu.edu.vn |
| Lecturer participating in: | | Vu Duc Cuong  Cuongvd.lhu.edu.vn |
| Number of credits : | | 3 |
| Theory :  Practice:  Exercise: | | 30 periods  0 periods  30 periods |
| Specialty : | | Obligatory to students in Faculty of Tourism and Travel Management |
| Previous course: | | No |
| **2.** | **COURSE DESCRIPTION** | |

This course is a compulsory course in Tourism and Travel Management’s training program. Including many contents of Restaurant Management, Restaurant Labor and Equipment Management; Menu Preparation; Management of Serving Activity; Banquet in hotel.

| **3.** | **COURSE LEARNING OUTCOMES** |
| --- | --- |

**Table 1: Course Learning Outcomes (Clos)**

| **Course Learning Outcomes (CLOs)** | **Course Learning Outcomes Content** | **Bloom domain/Bloom level** | **Program Learning Outcomes PLOs/SOs/PI (\*)** |
| --- | --- | --- | --- |
| CLO1 | Organizing business activities in restaurant | Knowledge (3) | PI2.1 |
| CLO2 | Identifying the exact market features and customer to establish the proper business plan | Knowledge (4) | PI3.1 |
| CLO3 | Making a quick adaptation to the market and guest request changes | Skills (4) | PI6.2 |
| CLO4 | Obeying the regulation in restaurant operations | Attitude (2) | PI7.2 |

| **4.** | **COURSE CONTENT, LESSON PLAN** |
| --- | --- |

**Table 2: Course Content, Lesson Plan**

| **Week** | **Lesson/**  **Chapter** | **Name/Chapter** | **Lesson Learning Outcomes (LLO)** | | **Lecture and Study activities** | **Teaching methods** | **Assessment methods** | **References (\*)** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 1 | Chapter 1 | **AN OVERVIEW OF RESTAURANT MANAGEMENT** | LLO1.1 | Explaining the terminology, organizing structure and management of the restaurant process. | **In class:** Lecturer introduces the course overview, regulations and study routes. | Lecture | Short answer test | [2],[3] [4] |
| LLO1.2 | Obeying the given course regulation by the lecturer | Lecturer gives the regulation of the amount of time in class, the participation in class and the group report in topic’s completion | Lecture | Short answer test |
| 2 | Chapter 2 | **MANAGEMENT OF EQUIPMENT IN RESTAURANT** | LLO2.1 | Enumerating main facilities in the restaurant | Lecturer asks students to learn in small groups | Discussion | Short answer test | [2],[3] [4] |
| LLO2.2 | Applying knowledge to perform a process of management of restaurant’s labor and equipment | Lecturer asks students to discuss in a group about the equipment management in the restaurant. | Discussion | Short answer test |
| LLO2.3 | Performing the managing process in the restaurant | Lecturer offers each group present the simulation situation | Discussion | Short answer test |
| LLO2.4 | Obeying the regulation of management of restaurant facility | Lecturer asks students to learn and present the offers in class | Discussion | Short answer test |
| 3 | Chapter 3 | **MANAGEMENT OF LABOR AND SALARY** | LLO3.1 | Demonstrating the job demand and human resource usage in the restaurant | Lecturer asks students to discuss in group about the needed human resource positions in the restaurant | Discussion | Short answer test | [2],[3] [4] |
| 4 | LLO3.2 | Organizing the suitable human resource structure and effective salary in the restaurant | Lecturer asks students to discuss in group about the human resource and salary management in the restaurant | Discussion | Presentation |
| 5 | LLO3.3 | Following the order of using human resource in the restaurant | Lecturer asks each group to perform the simulation situation | Discussion | Presentation |
| LLO3.4 | Obeying the Labor Law in using human resources | Lecturer asks students to learn and present the offers in class | Discussion | Presentation |
| 6 | Chapter 4 | **MENU PREPARATION AND SELLING PRICE IN RESTAURANT** | LLO4.1 | Demonstrating types of menus, food pricing methods from the menu | Lecturer asks students to learn and present the offers in class | Discussion | Presentation | [2],[3] [4] |
| 7 | LLO4.2 | Identifying the exact market and guest feature to set up the menu and selling price appropriately | Lecturer asks students to discuss in group about the management of menu and selling price in the restaurant | Discussion | Presentation |
| 8 | LLO4.3 | Making a quick adaptation to different menu and selling price situation | Lecturer asks each group to perform the simulation situation | Discussion | Presentation |
| LLO4.4 | Obeying the Labor Law in using human resources | Lecturer asks students to learn and present the offers in class | Discussion | Presentation |
| 9 | Chapter 5 | **MANAGEMENT OF FOOD AND DRINKS SERVICE** | LLO5.1 | Demonstrating every step of serving guests process in the restaurant | Lecturer asks each group to perform the simulation situation | Discussion | Short answer test | [2],[3] [4] |
| LLO5.2 | Applying the process to food and drinks service effectively. | Lecturer asks each group to perform the simulation situation | Discussion | Presentation |
| 10 | LLO5.3 | Making a quick adaptation to serving situation | Lecturer asks each group to perform the simulation situation | Discussion | Presentation |
| LLO5.4 | Obeying the Labor Law in using human resources | Lecturer asks students to learn and present the offers in class | Discussion | Presentation |
| 11 | Exam | Self-study 30% | LLO6.1 | Identifying the exact market and guest feature to carry on a business effectively | Lecturer asks students to do the writing test | Lecture | Essay |  |

| **5.** | **MAPPING OF LESSON AND COURSE LEARNING OUTCOMES**  **Table 3: Mapping of Lesson and Course Learning Outcomes**   | **Lesson Learning Outcomes** | **Course Learning Outcomes** | | | | **Evaluation Component** | | --- | --- | --- | --- | --- | --- | | **CLO1** | **CLO2** | **CLO3** | **CLO4** |  | | **LLO1.1** | X |  |  |  | A1 | | **LLO1.2** |  |  |  | X | A1 | | **LLO2.1** | X |  |  |  | A1 | | **LLO2.2** | X |  |  |  | A1 | | **LLO2.3** |  |  | X |  | A1 | | **LLO2.4** |  |  |  | X | A1 | | **LLO3.1** | X |  |  |  | A1, A2, A3 | | **LLO3.2** | X |  |  |  | A1, A2, A3 | | **LLO3.3** |  |  | X |  | A1, A2 | | **LLO3.4** |  |  |  | X | A1 | | **LLO4.1** |  | X |  |  | A1, A2, A3 | | **LLO4.2** |  | X |  |  | A1, A2, A3 | | **LLO4.3** |  |  | X |  | A1, A2 | | **LLO4.4** |  |  |  | X | A1 | | **LLO5.1** | X |  |  |  | A1, A2, A3 | | **LLO5.2** | X |  |  |  | A1, A2, A3 | | **LLO5.3** |  |  | X |  | A1, A2 | | **LLO5.4** |  |  |  | X | A1 | | **LLO6.1** |  | X |  |  | A1, A2, A3 | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |

| **6.** | **COURSE ASSESSMENT** |
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**Table 4: Course assessment**

| **Evaluation Component** | **Assessment** | **CLOs** | **Percentage (%)** |
| --- | --- | --- | --- |
| A1. Progress | - Participating in lesson construction  - Exercises in class  - Discussing, following the contents’ application | CLO1, CLO2, CLO3, CLO4 | *30%* |
| A2. Mid-term test | - The Restaurant, hotel and supervision expertise practice | CLO1, CLO2, CLO3 | *30%* |
| A3. Final test | * Written report | CLO1, CLO2 | *40%* |

| **7.** | **COURSE REQUIREMENTS AND EXPECTATIONS** |
| --- | --- |

- Attendance: Obeying the regulations

- Students have to read the given study documentation by the lecturer before every lesson on the online learning system (LMS - learn.lhu.edu.vn).

- Students who do homework, exercises in class will be given bonus marks to the students’ process status.

- Finishing given group discussions according to the lecturer's regulations.

| **8.** | **STUDY REFERENCES** |
| --- | --- |

**8.1. Textbook**

[1]. Hà Khánh Nam Giao, Nguyễn Văn Bình (2020), *Giáo trình Nghiệp vụ nhà hàng*, NXB Tổng hợp TP Hồ Chí Minh

**8.2. References**

[2]. Nguyễn Hữu Thắng (2015), *Giáo trình quản trị kinh doanh nhà hàng,* NXB Giáo dục Việt Nam, Hà Nội

[2]. Tổng cục Du lịch, *Bộ tiêu chuẩn kỹ năng nghề du lịch, khách sạn, nhà hàng Việt Nam VTOS (Vietnam Tourism Occupational Skills Standards),* Hà Nội

[4]. Hà Khánh Nam Giao, Nguyễn Văn Bình (2020), Giáo trình Nghiệp vụ nhà hàng, NXB Tổng hợp TP Hồ Chí Minh,

[5]. Nguyễn Thị Tú (2012), *Nghiệp vụ phục vụ khách sạn,* NXB Thống kê, Hà Nội

| **9.** | **SOFTWARE OR SUPPORTING EQUIPMENTS FOR PRACTICE** |
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- Internet, Google Chrome, Kahoot

* **General rules:**

| **Abbreviation** | **Description** |
| --- | --- |
| **PLO/SO** | Program Learning Outcomes/Standard Outcomes |
| **PI** | Performance Indicators |
| **CLO** | Course Learning Outcomes |
| **LLO** | Lesson Learning Outcomes |

| **HEAD OF MAJOR/ HEAD OF FACULTY** | Dong Nai, 2024  Responsible lecturer  (sign and write full name) |
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