



Universitat de Lleida

DEGREE CURRICULUM
RESTAURANT MANEGEMENT

Academic year 2014-15

Subject's general information

Subject name	RESTAURANT MANEGEMENT
Code	102628
Semester	2n Q Avaluació Continuada
Typology	Obligatòria
ECTS credits	6
Theoretical credits	0
Practical credits	0
Department	ADMINISTRACIÓ D'EMPRESES I GESTIÓ ECONÒMICA DELS RECURSOS NATURALS
Modality	Presencial
Important information on data processing	Consult this link for more information.
Degree	Degree in Tourism
E-mail addresses	jgallego@aegern.udl.cat

Josep Ma. Gallego Salse

Subject's extra information

Recomanacions:

Important haver cursat l'assignatura d'Organització i Gestió d'Allotjaments i Restauració

Aquesta assignatura té com a objectiu bàsic el coneixement de les diferents activitats compres dins l'àmbit global de Restauració, amb especial atenció a totes les activitats desenvolupades específicament en el sector. Una breu introducció d'història bàsica de la restauració, coneixement dels diferents tipus de restauració, els establiments i la normativa que es regeixen. L'organització i el Lay-out dels establiments, l'elaboració d'ofertes gastronòmiques, així com la seva gestió econòmica, càlcul de marges, matèries primeres, processos. La seguretat alimentària i la seva normativa i el servei al client en establiments de restauració

Learning objectives

See competences

Competences

University of Lleida strategic competences

- Correctness in oral and written language.
- Master Information and Communication Technologies.

Goals

- This subject aims basic knowledge of the different activities within the global scope of restoration, with special attention to all activities specifically in the tourism sector. With a brief introduction of basic story of the restoration, the content will focus on: • Knowledge of the different types of restaurants, and establishments as well as rules for governing. • Organization and Lay-out of catering establishments, including spaces, furniture and gender and material for each • Development of gastronomic and economic management, margin calculation, raw materials, processes. • Restaurants management techniques. • Food Safety and regulations. • Expectations and Customer Service in restaurants.

Degree-specific competences

- Create and direct a tourist service business which attends and responds to the surroundings in which it operates.
- Undertake the functions tied to the different functional areas of a touristic business and institutions.
- Apply instrumental techniques in the analysis and resolution of business problems and the making of decisions.

Degree-transversal competences

- Ability to organise and plan.
- Team work and leadership.
- Be able to work and learn in an autonomous way and at the same time adequately interact with others through cooperation and collaboration.

Subject contents

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Unit 1: Introduction to restoration

- 1.1 Brief history and definition of restoration
- 1.2 Types of restaurants
- 1.3 Structure of restaurants
- 1.4 Agreements and regulations

Unit 2: Preparation of gastronomic offers

- 2.1 Culinary Products
 - 2.1.1 Food recipes and designations of origin
- 2.2 Food and drink events
 - 2.2.1 Type menu, or independent establishments integrated into hospitality
 - 2.2.2 Data Distribution
- 2.3 Types of restaurants
 - 2.3.1 Layout
 - 2.3.2 Equipment

Unit 3: Drinks

- 3.1 The beverage catering services
- Wine 3.2, type and denomination of origin
- 3.3 The Bar

Unit 4: Provisioning Operations

- 4.1 Identification and control of raw materials
- 4.2 Inventory management, FIFO, LIFO and PMP
- 4.3 Technical elaboration and elaborations

Unit 5: Food quality, APPCC

- 5.1 Development of the activity according to current regulations deseguretat, health and hygiene.
- 5.2 Identification of critical points in the production process.
- 5.3 Deviations, corrective actions according to the APPCC system.

Unit 6: Managing eateries

- 6.1 Planning, goals and plans by type of establishment.

6.2 Restoration Costs

6.3 Costs hotel units as USALI.

6.4 Engineering Menu

6.5 Billing and payment

Unit 7: Customer Service

7.1 Techniques of customer service and sales orientation.

7.2 Customer loyalty

Bibliography

Recommended bibliography

FELIPE GALLEGO, JESÚS (2005) *Manual Práctico de Restaurante*. Ed. Paraninfo

BAYÓN MARINÉ, F.; MARTÍN ROJO, I (2004) *Operaciones y Procesos de producción en el sector turístico*. Ed Síntesis

MARTÍN ROJO, I. (2009)4ª edición. *Dirección y gestión de empresas del sector turístico*. Ed Pirámide

CLEMENT OJUGO (2002). *Control de Costes en restauración*. Ed Paraninfo