



Universitat de Lleida

DEGREE CURRICULUM
RESTAURANT MANAGEMENT

Coordination: DARIES RAMON, NATÀLIA

Academic year 2017-18

Subject's general information

Subject name	RESTAURANT MANAGEMENT			
Code	102628			
Semester	2nd Q(SEMESTER) CONTINUED EVALUATION			
Typology	Degree	Course	Typology	Modality
	Bachelor's Degree in Tourism	3	COMPULSORY	Attendance-based
ECTS credits	6			
Groups	1GG			
Theoretical credits	0			
Practical credits	0			
Coordination	DARIES RAMON, NATÀLIA			
Department	ADMINISTRACIO D'EMPRESES			
Important information on data processing	Consult this link for more information.			

Teaching staff	E-mail addresses	Credits taught by teacher	Office and hour of attention
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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 Sintesis

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