

Western Technical College

10317170 Restaurant Operations

Course Outcome Summary

Course Information

Description	This is a capstone course in which students will employ all the skills and knowledge gained in the program of study including principles of management, marketing, finance, economics, and the hospitality industry. This course focuses on the concepts of managing a restaurant operation. Roles of management, quality service, cash handling, technology trends, food and beverage pairing and beverage management are studied in this course.
Career Cluster	Hospitality and Tourism
Instructional Level	Associate Degree Courses
Total Credits	3
Total Hours	216

Textbooks

No textbook required.

Success Abilities

1. Apply mathematical concepts.
2. Demonstrate ability to think critically.
3. Demonstrate ability to value self and work ethically with others in a diverse population.
4. Make decisions that incorporate the importance of sustainability.
5. Transfer social and natural science theories into practical applications.
6. Use effective communication skills.
7. Use technology effectively.

Experiential Learning

1. Community Based Learning Project
2. Work Based Learning

Program Outcomes

1. Apply principles of safety and sanitation in food service operations
2. Apply principles of nutrition
3. Demonstrate culinary skills
4. Manage food service operations
5. Plan menus
6. Analyze food service financial information
7. Relate food service operations to sustainability

Course Competencies

1. Integrate menu and recipe interpretation and conversion skills.

Assessment Strategies

- 1.1. On-the-job Performance
- 1.2. Reflection

Criteria

You will know you are successful when

- 1.1. you adjust recipe yields.
- 1.2. you organize information given in a recipe.
- 1.3. you choose smallwares that will execute the recipe with accuracy, efficiency, and an exceptional final product as a guide.
- 1.4. you choose cooking equipment that will execute the recipe with accuracy, efficiency, and an exceptional final product as a guide.
- 1.5. you choose measuring equipment that will execute the recipe with accuracy, efficiency, and an exceptional final product as a guide.
- 1.6. you incorporate procedures listed in recipes.
- 1.7. you classify controllable costs in the Union Bistro.
- 1.8. you classify fixed costs in the Union Bistro.
- 1.9. you classify variable costs in the Union Bistro.
- 1.10. you organize mise en place with your team to reduce waste ergo food costs by communicating common prep needs.
- 1.11. you choose techniques for pre-prep work to keep food costs and waste at a minimum.
- 1.12. you choose techniques for food prep work to keep food costs and waste at a minimum.
- 1.13. you choose techniques for portion control to keep food costs and waste at a minimum.
- 1.14. you adjust the menu item to meet industry standards for taste, texture, and appearance with food costs and waste in mind.
- 1.15. you adapt to changes on an item during a la carte service to balance customer needs with restaurant success.

Learning Objectives

- 1.a. Establish information given in a recipe.
- 1.b. Classify recipe terminology, quantity units, abbreviations, and related information.
- 1.c. Organize instructions for steps and procedures described in the recipes.
- 1.d. Conceptualize the final outcome of the standardized recipe.
- 1.e. Manage food costs and waste.
- 1.f. Adjust the final product to meet industry standards and customer needs.

2. Incorporate mise en place and dovetailing techniques to prepare for a la carte service.

Assessment Strategies

- 2.1. On-the-job Performance

Criteria

You will know you are successful when

- 2.1. you integrate industry safety standards as you pre-prepare, prepare, store, and label all recipe items.

- 2.2. you integrate industry sanitation standards as you pre-prepare, prepare, store, and label all recipe items.
- 2.3. you integrate recipe specifications as you pre-prepare, prepare, store, and label all recipe items.
- 2.4. you integrate knowledge of herbs, spices, and flavorings in seasoning and marinating foods for service.
- 2.5. you produce short sauces to industry standards of taste, texture, and appearance.
- 2.6. you produce fresh fruits and vegetables to industry standards of taste, texture, and appearance.
- 2.7. you produce potatoes, starches, and grains to industry standards of taste, texture, and appearance.
- 2.8. you produce meat, poultry and fish, and seafood to industry standards of taste, texture, and appearance.
- 2.9. you produce desserts and dessert garnishes to industry standards of taste, texture, and appearance.
- 2.10. you produce garnishes to industry standards of taste, texture, and appearance.
- 2.11. you organize your pre-prep and prep workflow to maximize efficiency and safety.
- 2.12. you organize mise en place for each recipe or workstation to improve workflow during service.
- 2.13. you integrate safety and sanitary practices at every point in the mise en place to reduce potential for cross contamination.
- 2.14. you produce ingredients and food items that visually appeal to customers.
- 2.15. you produce ingredients and food items that appeal to customers olfactory senses.
- 2.16. you produce ingredients and food items that appeal to customers sense of taste and flavor layering.
- 2.17. you maintain a neat, orderly work station.
- 2.18. you apply efficient work practices, including dovetailing, to complete tasks quickly to industry standards.

Learning Objectives

- 2.a. Construct a list of items that need to be pre-prepped.
- 2.b. Produce pre-prepped items according to recipe specifications.
- 2.c. Arrange pre-prepped items for storage according to safe handling guidelines.
- 2.d. Prepare short sauces to accompany a la carte food items.
- 2.e. Prepare potatoes, starches, and grains to accompany a la carte food items.
- 2.f. Prepare fresh fruits and vegetables to accompany a la carte food items.
- 2.g. Prepare meat, poultry and fish and seafood to recipe specifications.
- 2.h. Prepare desserts and dessert garnishes to recipe specifications.
- 2.i. Incorporate seasonings, flavorings and marinades into production.
- 2.j. Integrate safe and sanitary handling of food with correct food preparation techniques.
- 2.k. Organize mise en place separately for each recipe or production station.

3. Apply skills in knife proficiency and plating and saucing principles.

Assessment Strategies

- 3.1. On-the-job Performance

Criteria

You will know you are successful when

- 3.1. you cut the meat, poultry, and fish and seafood into industry-standard portions.
- 3.2. you cut the meat, poultry, and fish and seafood according to the cooking method and desired product outcome.
- 3.3. you follow sanitation guidelines when handling meat, poultry, and fish and seafood.
- 3.4. you demonstrate knife usage and care.
- 3.5. you produce knife cuts to industry standards for appearance and size.
- 3.6. you produce sauce(s) that meet industry standards of taste, texture, and appearance.
- 3.7. you produce sauce(s) that are held and reheated following industry sanitation guidelines.
- 3.8. you produce sauce(s) that make the plate visually appealing.
- 3.9. you produce sauce(s) that build layers of flavors on the plate.
- 3.10. you rearrange items on plate to create a plate that meets industry standards for balance and visual appeal.
- 3.11. you maintain a neat, orderly work station.
- 3.12. you apply efficient work practices, including dovetailing, to complete tasks quickly to industry standards.

Learning Objectives

- 3.a. Demonstrate knife cuts including a few decorative cuts.
- 3.b. Use the correct knife for the fabrication task.
- 3.c. Demonstrate professional fabrication methods with meat, poultry, and fish and seafood.
- 3.d. Demonstrate handling, cleaning, and safety of knives.
- 3.e. Demonstrate how sauces are reheated, held, and plated.

- 3.f. Produce a suitable sauce for the style of service and the cooking technique applied to the main ingredient.
- 3.g. Adjust the qualities of the sauce(s) to meet industry standards of taste, texture, and appearance.
- 3.h. Rearrange items on plate to create a plate that meets industry standards for balance and visual appeal.

4. Arrange work stations for a la carte cooking service.

Assessment Strategies

- 4.1. On-the-job Performance

Criteria

You will know you are successful when

- 4.1. you collect serving utensils and smallwares for each station.
- 4.2. you collect cooking utensils and small equipment for each station.
- 4.3. you collect cutting boards and knives for each station, including stabilizing the boards.
- 4.4. you collect plate covers for the BOH station.
- 4.5. you collect tongs, paper towel, dump pan, house seasoning, and sauce cups for the French fry station.
- 4.6. you collect towels, sanitizing buckets, and disposable gloves for each station.
- 4.7. you collect calibrated thermometers for each station.
- 4.8. you collect ingredients, garnishes, and seasonings for each station.
- 4.9. you collect all pre-prepped food for each station.
- 4.10. you assemble each station being mindful of workflow.
- 4.11. you assemble each station to maximize efficiency for the flow of food.
- 4.12. you assemble each station being mindful of storage and handling guidelines for food safety.
- 4.13. you assemble each station being mindful of cross contamination.
- 4.14. you create a space for waste at each station that will not cross contaminate the food production area.

Learning Objectives

- 4.a. Organize the BOH station for service.
- 4.b. Organize the expediter station for service.
- 4.c. Organize the French fry station for service.
- 4.d. Organize the appetizer station for service.
- 4.e. Organize the salad station for service.
- 4.f. Organize the cook line for service.
- 4.g. Organize the sandwich station for service.
- 4.h. Organize the dessert and bread station for service.
- 4.i. Organize sous vide station, as needed, for service.

5. Prepare a la carte orders using cooking principles.

Assessment Strategies

- 5.1. On-the-job Performance
- 5.2. Self Assessment

Criteria

You will know you are successful when

- 5.1. you produce sauteed foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.2. you produce deep-fried foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.3. you produce pan-fried foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.4. you produce roasted foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.5. you produce baked foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.6. you produce grilled foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.7. you produce broiled foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.8. you produce braised foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.9. you produce stewed foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.10. you produce poached foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.11. you produce simmered foods that meet standards of "doneness" and taste, texture, and appearance.
- 5.12. you produce steamed foods that meet standards of "doneness" and taste, texture, and appearance.

Learning Objectives

- 5.a. Produce foods using saute techniques.
- 5.b. Produce foods using deep fry techniques.

- 5.c. Produce foods using pan fry techniques.
- 5.d. Produce foods using roasting techniques.
- 5.e. Produce foods using baking techniques.
- 5.f. Produce foods using grilling techniques.
- 5.g. Produce a variety of foods using broiling techniques.
- 5.h. Produce a variety of foods using braising techniques.
- 5.i. Produce a variety of foods using stewing techniques.
- 5.j. Produce a variety of foods using poaching techniques.
- 5.k. Produce a variety of foods using simmering techniques.
- 5.l. Produce a variety of foods using steaming techniques.

6. Adjust to the language and timing challenges of multiple cook station food production.

Assessment Strategies

- 6.1. On-the-job Performance

Criteria

You will know you are successful when

- 6.1. you alter production to eliminate items that are no longer in stock.
- 6.2. you explain to the servers that an item is out of stock.
- 6.3. you manage inventory so you can "86" an item before someone orders something no longer available.
- 6.4. you manage counts so the line staff knows what to prepare.
- 6.5. you alter line production to catch up.
- 6.6. you alter ticket calls to catch up.
- 6.7. you explain to the line what is a new item and what it repeated.
- 6.8. you explain to the line when there is a large top.
- 6.9. you explain to the production line what is needed to expedite an order that is almost complete.
- 6.10. you manage the tickets so everything comes to the window at the same time.
- 6.11. you manage the servers so there is a runner available.
- 6.12. you choose the time and order to call items to the line.
- 6.13. you modify drops to expedite an urgent item.
- 6.14. you manage inventory so you can extend items or portions of items to make them last.
- 6.15. you choose a server to take something to a table even if it is not their assigned table.
- 6.16. you alter drop times to get items from the same table to the window at the same time.
- 6.17. you explain to your teammates on the line how much time you have remaining so they can adjust their drop times.

Learning Objectives

- 6.a. Explain "86".
- 6.b. Explain "all day".
- 6.c. Explain "in the weeds".
- 6.d. Explain "walking in".
- 6.e. Explain "make the ticket walk".
- 6.f. Explain "dying in the window".
- 6.g. Explain the "drop".
- 6.h. Explain "on the fly".
- 6.i. Explain "stretching it".
- 6.j. Explain "run the dish".
- 6.k. Explain "5 out".

7. Critique the quality standards for a la carte food items.

Assessment Strategies

- 7.1. On-the-job Performance
- 7.2. Self Assessment

Criteria

You will know you are successful when

- 7.1. you recommend adjustments to seasoning to create balance of flavors.
- 7.2. you recommend adjustments to umami should you detect its absence.
- 7.3. you recommend adjustments to create layered flavors.

- 7.4. you recommend adjustments to create offset textures.
- 7.5. you recommend adjustments to the cooking and holding process in order to serve the item at the proper temperature.
- 7.6. you recommend adjustments to seasoning and cooking process to enhance aroma.
- 7.7. you recommend adjustments to cooking process in order to achieve the proper finished color.
- 7.8. you recommend adjustments to plating and saucing to create better structural visual appeal.
- 7.9. you recommend adjustments for adding or removing items to balancing color appeal.
- 7.10. you recommend menu adjustments to highlight or create X-factor items.
- 7.11. you determine the number of satisfied customers.
- 7.12. you determine the number of repeat customers.

Learning Objectives

- 7.a. Determine if the item has balanced flavors of salt, sweet, bitter, and sour.
- 7.b. Determine if the item has addressed umami.
- 7.c. Determine if the item has layered flavors to build interest.
- 7.d. Determine if the item contains contrasting textures.
- 7.e. Determine if the item has been prepared and served at temperature.
- 7.f. Determine if the item has an aroma that matches its identity and draws attention to the item.
- 7.g. Determine if the item has been cooked to the proper color.
- 7.h. Determine if the item has structural visual appeal.
- 7.i. Determine if the item has a balanced color appeal.
- 7.j. Determine if the item has an X-factor appeal (the first strawberry shortcake of the season, grilled cheese and tomato soup on a rainy day, chili on a cold winter day, etc.).

8. Execute the duties of the management and food production positions in the restaurant operation.

Assessment Strategies

- 8.1. On-the-job Performance
- 8.2. Self Assessment

Criteria

You will know you are successful when

- 8.1. you operate the POS system.
- 8.2. you prepare ticket items to order in a timely manner to industry standards for taste, texture, and appearance.
- 8.3. you assign tasks to assistants to expedite the prep and production process.
- 8.4. you produce mise en place to recipe specifications.
- 8.5. you execute ticket and table turnover.
- 8.6. you utilize teamwork to get tickets to the tables.
- 8.7. you utilize communication skills to expedite tickets.
- 8.8. you utilize communication skills to prepare food efficiently and to industry standards of taste, texture, and appearance.
- 8.9. you follow safety and sanitation protocols.
- 8.10. you implement holding and serving protocols for the food.
- 8.11. you produce satisfied customers.
- 8.12. you operate commercial cooking equipment.
- 8.13. you guide your teammates when they fall behind.
- 8.14. you execute cleaning and sanitizing before, during, and after service.
- 8.15. you produce restaurant-quality food items.
- 8.16. you produce restaurant-quality balanced plates.

Learning Objectives

- 8.a. Complete the tasks required for the back of house manager position.
- 8.b. Complete the tasks required for the front of house manager position.
- 8.c. Complete the tasks required for the expediter position.
- 8.d. Complete the tasks required for the chef position.
- 8.e. Complete the tasks required for the sous chef position.
- 8.f. Complete the tasks required for the line cook position.
- 8.g. Complete the tasks required for the garde manger position.
- 8.h. Complete the tasks required for the pastry chef position.

- 8.i. Coordinate all kitchen production items and task as a team.

9. Construct a theme-based menu for the Union Bistro.

Assessment Strategies

- 9.1. Menu Project
- 9.2. Self Assessment

Criteria

You will know you are successful when

- 9.1. you create a menu with no grammatical errors.
- 9.2. you create a menu with an appealing layout as established in Menu Design.
- 9.3. you create a menu that is based on the Union Bistro concept.
- 9.4. you compose the menu with a guiding theme in mind.
- 9.5. you design a variety of menu items that appeal to the customer base.
- 9.6. you specify menu items that meet customer needs.
- 9.7. you design menu items to meet customer time constraints.
- 9.8. you create a menu with realistic prices based on local market and customer base.
- 9.9. you design a menu with a variety of price points to meet customer needs.
- 9.10. you design a menu that is efficient to produce for a skilled kitchen staff.
- 9.11. you incorporate items that follow current food trends.
- 9.12. you design a menu to include a variety of tastes, textures, and appearances to appeal to the masses.
- 9.13. you design a menu that includes options for customers with allergen issues.
- 9.14. you design a menu with items that customers want to eat.
- 9.15. you design a menu with items for which customers are willing to pay.
- 9.16. you specify ways in which the menu reduces the kitchen waste output.

Learning Objectives

- 9.a. Specify the customer base.
- 9.b. Analyze menu trends.
- 9.c. Incorporate customer needs including time, allergens, dietary preferences, variety, and cost.
- 9.d. Classify menu items that meet specific client needs.
- 9.e. Outline menu items while considering color, taste, and texture balance.
- 9.f. Create a menu for total food usage.
- 9.g. Create menu item descriptions that follow established truth-in-menu guidelines.
- 9.h. Plan menu layout.
- 9.i. Devise a balanced menu that can be efficiently prepared.

10. Operate commercial kitchen equipment.

Assessment Strategies

- 10.1. On-the-job Performance

Criteria

You will know you are successful when

- 10.1. you use the 3-compartment sink to clean and sanitize smallwares and pots and pans.
- 10.2. you apply cleaning and sanitizing procedures to the 3-compartment sink.
- 10.3. you operate the deep fryer to produce food to industry specifications.
- 10.4. you apply cleaning and sanitizing procedures to the deep fryer.
- 10.5. you operate stove burners and convection oven combo to produce food to industry specifications.
- 10.6. you apply cleaning and sanitizing procedures to the stove burners and convection oven combo.
- 10.7. you operate the charbroiler/grill to produce food to industry specifications.
- 10.8. you apply cleaning and sanitizing procedures to the charbroiler/grill.
- 10.9. you operate the broiler/salamander to produce food to industry specifications.
- 10.10. you apply cleaning and sanitizing procedures to the broiler/salamander.
- 10.11. you operate the manual steamer to produce food to industry specifications.
- 10.12. you operate the Alto Shaam CombiTherm oven to produce food to industry specifications.
- 10.13. you apply cleaning and sanitizing procedures to the Alto Shaam CombiTherm oven.
- 10.14. you operate the stacked convection ovens to produce food to industry specifications.
- 10.15. you apply cleaning and sanitizing procedures to the stacked convection ovens.
- 10.16. you operate the flattop/grill/griddle to produce food to industry specifications.

- 10.17. you apply cleaning and sanitizing procedures to the flattop/grill/griddle.
- 10.18. you use the steam-jacketed kettle/trunion to produce food to industry specifications.
- 10.19. you apply cleaning and sanitizing procedures to the steam-jacketed kettle/trunion.
- 10.20. you use the automatic dish machine to clean and sanitize smallwares and pots and pans.
- 10.21. you apply cleaning and sanitizing procedures to the automatic dish machine.
- 10.22. you use the tabletop gelato machine to produce food to industry specifications.
- 10.23. you apply cleaning and sanitizing procedures to the tabletop gelato machine.
- 10.24. you apply equipment maintenance procedures to all equipment as needed.

Learning Objectives

- 10.a. Use 3-compartment sink.
- 10.b. Operate deep fryer.
- 10.c. Operate stove burners and convection oven combo.
- 10.d. Operate the charbroiler/grill.
- 10.e. Operate the broiler/salamander.
- 10.f. Operate the manual steamer.
- 10.g. Operate the Alto Shaam CombiTherm oven.
- 10.h. Operate the stacked convection ovens.
- 10.i. Use the flattop/grill/griddle.
- 10.j. Operate the steam-jacketed kettle/trunion.
- 10.k. Operate the automatic dish machine.
- 10.l. Use the tabletop gelato machine.
- 10.m. Apply equipment maintenance and cleaning procedures to all equipment as needed.

11. Uphold sanitation procedures in a professional kitchen.

Assessment Strategies

- 11.1. On-the-job Performance
- 11.2. Self Assessment

Criteria

You will know you are successful when

- 11.1. you explain terms.
- 11.2. you perform safety procedures according to industry standards.
- 11.3. you perform sanitation procedures according to industry standards
- 11.4. you exhibit personal hygiene standards according to industry standards.
- 11.5. you perform cleaning tasks instinctively.
- 11.6. you perform sanitizing tasks instinctively.
- 11.7. you maintain a clean, organized, and orderly work station in order to minimize potential hazards.
- 11.8. you maintain safe temperatures for cooking food.
- 11.9. you maintain safe temperatures for holding food.
- 11.10. you maintain safe temperatures for serving food.
- 11.11. you influence others in the kitchen setting to follow sanitation and safety guidelines.
- 11.12. you question potential sanitation and safety practices of others that pose a threat to either teammates or customer safety.
- 11.13. you serve food that is safe to consume.

Learning Objectives

- 11.a. Perform cleaning techniques.
- 11.b. Perform sanitizing.
- 11.c. Perform sanitation principles relating to food storage techniques.
- 11.d. Perform sanitation principles relating to food preparation.
- 11.e. Perform sanitation principles relating to food handling.
- 11.f. Serve food to proper internal temperatures.
- 11.g. Exemplify a high level of personal hygiene.
- 11.h. Use appropriate strategies for avoiding contamination of the production setting.

12. Exemplify professionalism in a teaching kitchen environment.

Assessment Strategies

- 12.1. On-the-job Performance
- 12.2. Self Assessment

Criteria

You will know you are successful when

- 12.1. you display professionalism by following the uniform policy every class.
- 12.2. you display professionalism by following the jewelry policy every class.
- 12.3. you display professionalism by attending 100% of the classes.
- 12.4. you display professionalism by following the electronics policy every class.
- 12.5. you display professionalism by respecting the space, tools, and equipment.
- 12.6. you display professionalism by avoiding costly food waste.
- 12.7. you display professionalism by dovetailing work to maintain maximum efficiency.
- 12.8. you display professionalism by keeping all comments professional and respectful.
- 12.9. you display professionalism by supporting the success, growth, and future of your classmates.
- 12.10. you display professionalism by placing fairness, cooperation, and consideration first when working with others.
- 12.11. you display professionalism by respecting the needs of your kitchen team, support staff, and customers.
- 12.12. you exhibit selfless behavior by helping your team accomplish their tasks once yours are finished.
- 12.13. you question potential sanitation and safety practices of others that pose a threat to either teammates or customer safety.
- 12.14. you display pride in your work and accomplishments each lunch service.

Learning Objectives

- 12.a. Maintain the program uniform policy.
- 12.b. Maintain the program jewelry policy.
- 12.c. Maintain the program 100% attendance policy.
- 12.d. Maintain the program zero-tolerance cell phone or other electronic devices policy.
- 12.e. Influence respectful language usage in the lab.
- 12.f. Support others whenever possible.
- 12.g. Listen to the needs of the kitchen team, support staff, and customers.
- 12.h. Serve your role with dignity and determination.
- 12.i. Perform assigned tasks with grace, enthusiasm, and efficiency.
- 12.j. Perform additional tasks without being prompted to keep the team on target.