



Code - Course	063408 – Catering Management				
Type	Elective: specialization		Year	3 rd	
Thematic Area	Catering Management		Credits	4,5 ECTS	
Teacher in charge of the course			Max Ros Petrov		
In-class	45 hours	Teacher-led	30 hours	Individual	38 hours

BRIEF COURSE DESCRIPTION

The importance of restaurants within the tourism sector makes it necessary to acquire the knowledge to understand and manage the different types of establishments and sub-sectors that make it up.

In this subject the students have the opportunity to know, acquire and practice the necessary requirements to be able to professionally manage the different establishments that offer restaurant services.

The evolution of the sector is constant and what serves today may not work tomorrow, which is why the objective of this subject is to provide students with the knowledge and tools that allow restaurant management to be successful and to provide innovative solutions to companies. Learning focuses on the student identifying organizational needs; know the operational logistics from the client's arrival at the restaurant to his departure; as well as management tools such as the budget, the income statement... and understand the importance of the final objective of any restaurant establishment: customer satisfaction and the viability of the establishment.

The subject is a compulsory part of the specialization in Hotel Management of the Degree and is an essential subject of study to advance in the different itineraries set.

BASIC SKILLS

BS02- Students must be able to apply their knowledge to their work in a professional way and possess the skills used to develop and defend arguments and solve problems within their study field.

BS04- Students must be able to transmit information, ideas, problems and solutions to both specialized and non-specialized audiences.



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GENERAL SKILLS

GS02- Have business vision.

GS06- Be customer-oriented.

GS07- Make decisions and solve problems, critically interpreting and evaluating the results obtained.

GS08- Master the techniques of oral and written communication in order to transmit information, ideas, opinions, etc.

SPECIFIC SKILLS

SS05- Understand and apply the political, legal, and institutional framework that regulates tourism companies and activities.

SS08- Critically analyze, synthesize, and summarize the economic-financial information of tourism organizations.

SS14- Identify and manage the internal aspects, functions, and operational processes of tourism business units.

SS15- Plan, organize, manage, and control different types of tourism organizations.

SS16- Manage financial resources.

SS17- Understand and implement quality standards in the processes of tourism service.

LEARNING OBJECTIVES

1. Know the criteria and regulations applicable to the creation of the hotel product.
2. Develop skills related to the planning, organization and management of the operation of restaurants.
3. Know the basic principles of hotel management.
4. Know the main methods of financial planning to optimize financial resources.
5. Know the operating procedures of hosting companies.
6. Plan the specific objectives of each department, necessary human and material resources, including the study of costs and the results of the planned actions.



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7. Prepare and analyze the items that make up a hotel budget, specified in specific areas or departments.
8. Manage the phases of the opening of hotel establishments (obligations of the property and obligations of the manager).
9. Apply legal requirements (licenses, taxes, inspections, insurance, etc.).

ACADEMIC CONTENTS

1. Introduction to restoration
 - 1.1. History and evolution
 - 1.2. Trends and innovation
 - 1.3. Economic indicators
2. Production systems
 - 2.1. Machinery and equipment
 - 2.2. Production systems and processes
 - 2.3. HACCP
3. Initial activity in the management process: Economic management
 - 3.1. The operating account
 - 3.2. Economic studies
 - 3.3. Analysis of commercial offers
 - 3.4. Industry ratios
 - 3.5. Critical control points for business control and improvement

LEARNING METHODOLOGY

The learning methodologies planned for the subject combine a number of processes being the most remarkable the cognitive methods related to the comprehension of the principles of tourism and the global tourism system as well as the inclusion of a set of skills, mainly technical.

The activities and methodologies -both group and individual- designed for this subject are the following:

- Activity 1
- Mid-term exam
- Activity 2
- Final exam

ASSESSMENT SYSTEM

The assessment system measures the student's achievement of learning outcomes regarding the subject's competences and contents.



Students may choose continuous assessment or single assessment:

Continuous Assessment: the teaching-learning process is assessed by a continuous monitoring of the work done by the students throughout the course and a final individual examination. Students must attend classes in order to be assessed by continuous assessment.

Single Assessment: for those students who cannot come to class regularly, they can choose to be assessed by single assessment. The teaching-learning process is assessed by means of the assessment of all activities and in-person individual examination at the end of the course.

To qualify for this form of assessment, students must apply within the first 15 days of the start of the course through the assessment section of Virtual Campus.

The assessment activities planning will be public for the students from the start.

Activities	Type	Continuous	Single	Week deadline
Activity 1	Group	20%	20%	2 nd week
Mid term exam	Individual	25%		4 th week
Activity 2	Individual	15%	20%	5 th week
Final Exam	Individual	40%	60%	Exam Week
Total		100%	100%	

To pass the course, it is mandatory to have obtained a minimum final grade of "5", as long as the student has completed the individual exam/s or work/s established in the course. This exam/s or final work/s must be graded with a minimum of "4" in order to be able to calculate the average of all the assessment activities carried out during the course.

Revision and Reassessment of the Course

The student has the right to revise all the evidences that have been designed for the assessment of learning.

If a student fails to achieve the learning objectives of the course, in order to opt for the subject reassessment, it will be necessary to have obtained a final grade of the subject between "4-4.9", and to have attended the individual final exam/s or final work/s of the course.



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The reassessment process will only involve the modification of the final grade in the case that the new assessment activity is passed and, in any case, the maximum grade will be "5". This grade will be averaged with the other grades of the assessment activities carried out by the student during the corresponding academic period, considering the percentages established in each subject, setting the final grade for the course.

REFERENCES

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