



Code - Course	580036 – Restaurant Operations Management				
Type	Elective		Credits	6 ECTS	
Thematic Area	Restaurant Business Management				
Professor in charge of the course	Nehru González Burgos				
In-class	42 hours	Teacher-led	58 hours	Individual	50 hours

BRIEF COURSE DESCRIPTION

In the course, all aspects related to the planning and selection of different types of kitchens and their operations in a restaurant business will be analysed. This includes the production of the finished product, with an emphasis on each of its processes from both theoretical and practical perspectives.

The course covers various stages of production, starting with the importance of planning as a management tool, the different ranges of products available, and preservation systems. By visiting different operational centers, students will be able to see how theoretical knowledge is applied in practice.

LEARNING OUTCOMES

The learning process designed for this course allows students to achieve the following Subject Related Learning Outcomes:

M03H1- Plan operational processes in different areas of a restaurant business through the creation of management indicators.

M03C3- Define specifications in the projection of dining spaces and equipment considering current legislation, market trends, and emerging customer needs.

M03H4- Estimate the viability of restaurant projects and their respective investments, considering expected profitability indicators from investors and the technical feasibility of the project in its geographical context.

M03S5- Determine risk management associated with creating new gastronomic products or investment projects.

M03S7- Design optimal operational flows for the implementation of a profitable and well-adapted gastronomic offering within the framework of social and/or corporate events.

Likewise, these contribute to the achievement of the following Degree Learning Outcomes: *TC01, TH01, TH03, TH04, TH05, TS02, TS03*. They are all available for consultation [in this link](#).



ACADEMIC CONTENTS

1. Analysis of Operations in Large Collective Catering Centers
2. Restaurant Operations
3. Management
 - 3.1. Sales and Expense Budgets in Operations
 - 3.2. Commercial Policies (objectives, how to define them, interests)
 - 3.3. Corrective Measures
4. Menu Planning
 - 4.1. Menu engineering
5. Supply Management
 - 5.1. Expense Analysis
 - 5.2. CAPEX and OPEX
6. Pricing technics
 - 6.1. Price engineering
7. Delivery
 - 7.1. Introduction to delivery
 - 7.2. Delivery Operations
 - 7.3. Delivery Strategies
8. Catering
 - 8.1. Corporate Events
 - 8.2. Social Events
 - 8.3. Service Operations
 - 8.3.1. Pre-Service
 - 8.3.2. During Service
 - 8.3.3. Post-Service

LEARNING METHODOLOGY

The learning methodologies related to this course include a wide window of different actions to set off its learning outcomes, which mean a development of different kinds of capacities referred to the learning of processes and attitudes applicability in the organization's environment based on the following activities:

- Activity Forecast
- Activity Catering
- Final Activity

ASSESSMENT SYSTEM

The assessment system measures the student's achievement of learning outcomes regarding the subject's learning outcomes and contents. Given the nature of this program, an essential part of the learning process is based on the active participation of the students during the sessions. For this reason, attending at least 80% of the sessions is considered mandatory. In each session, the student must sign the attendance control.

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 a minimum of 80% of the 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 ¹
Activity Forecast	Group	30%	20%	2 nd week
Activity Catering	Group	30%	20%	4 th week
Final Activity	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 evidence that have been designed for the assessment of learning. The revision period is public and is available in the evaluation section of the subject, on the virtual campus. It is the duty of the student to read and understand the review and reassessment processes of the subject. All requests for review must follow the established process in a timely manner. Any request for review outside the established process will not be considered estimated.

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.

The reassessment process will only involve the modification of the final grade in 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

¹ The week deadline is an estimation which may be subject to changes that may prompt modifications to the planning or context of the syllabus.



out by the student during the corresponding academic period, considering the percentages established in each subject, setting the final grade for the course.

COPY AND PLAGIARISM

Without prejudice to others that are considered appropriate and in accordance with current academic discipline regulations, irregularities committed by a student that may lead to a variation in the grade will be valued with a zero (0) mark. Evaluation activities classified in this way and by this procedure will not be reassessed or recovered. These irregularities include, among others:

- The total or partial copy of a practical activity, report or any other assessment activity.
- Letting others copy the test/work.
- Submit group work that has not been fully completed by group members.
- Present as your own those materials produced by a third party, even if they are translations or adaptations, and in general, works with non-original and exclusive elements of the student***
- Have communication devices (such as mobile phones, smart watches, etc.) accessible during theory assessment tests - individual practices (exams).

*** Artificial intelligence is considered a third party

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