Study programme: Bachelor with Honours in Tourism	
Level: Bachelor	
Course title: Restaurant operations (T321)	
Lecturer (Name, Middle name, Surname): Dr Sava V. Janićević	
Status: obligatory for module Gastronomy	
ECTS: 5	
Requirements: None	

Learning objectives

Getting to know modern restaurant facilities, classification, categorization, technical characteristics, equipment, staff and meals in the restaurant industry, menus and systems of work in restaurants.

Learning outcomes

After successfully passed course, students are able to:

apply theoretical and practical knowledge during work in restaurants; to use necessary equipment; to create menus, to serve meals in different ways, to follow regular standards and procedures in restaurant industry.

Syllabus

Lectures

Introduction to restaurant management. Classification and categorization of modern hospitality facilities, equipment, inventory and staff. Meals in restaurant service (regular, official, festive). Means of offer in restaurant industry (menu, price list, drinks). Types of serving in restaurants. Selling and charging of restaurant services. Data processing in restaurants. Procedures and standards in the restaurant industry.

Practice

Introduction to inventory (glasses, dishes, all types of inventory). Making of simple, expanded, complex and special festive menus and wine charts. Learning how to adequately serve customers, working with cash registers, computers and accounts.

Literature:
- Walker, J.R. (2011). The restaurant, from concept to operations (6th ed.), John Wiley & Sons, Inc., NJ.
- Lillicrap, D. & Cousins, J. (2010): Food and Beverage Service (8th ed.), The Food and Beverage Training Company, London.
- Dahmer, S. J. & Kahl, K. W. (2009): *Restaurant service basics*, John Wiley & Sons, Inc., NJ.

Weekly teaching load **4 (60)**				Other:-
Lectures: 2	Exercises: 2	Other forms of teaching:0	Student research: 0	

Methods of Teaching: Lectures, Illustration and Demonstration, Practical skills

Knowledge score (maximum 100 points)			
Pre-examination assignements	**points**	**Final examination**	**points**
Activities during lectures	**0-5**	Written examination	
Practical skills	**0-5**	Oral examination	**30-45**
Colloquia	**20-40**	....	

| Seminar paper | **0-5** | | |