

**San José State University**  
**Department of Hospitality, Tourism and Event Management**  
**HTEM 011, Restaurant Management, Section 01,**

**Spring 2020**

<b>Instructor</b>	Terry Thompson
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<b>Telephone:</b>	
<b>Email:</b>	terry.thompson@sjsu.edu
<b>Office Hours:</b>	by appt.
<b>Class Days/Time:</b>	Monday-Wednesday 1:30-2:45 pm
<b>Classroom:</b>	Sweeney Hall 120

**Faculty Web Page and MYSJSU Messaging**

Course materials such as syllabus, handouts, notes, assignment instructions, etc. can be found on Canvas. You are responsible for regularly checking with the messaging system through Canvas to learn any updates.

**Course Description**

Over view of food and beverage operations with emphasis on food quality and service

Learning Outcomes and Course Goals

- To demonstrate the fundamental principles of essential restaurant operations through quizzes, case studies and oral presentation
- To demonstrate professional behavior and competencies in customer service through role plays and presentations
- To develop a range of leadership skills and abilities such as motivating others, leading changes, and resolving conflict,
- Comprehension of the fundamentals of opening and operating a restaurant by creating a business plan

**Course Philosophy**

The course will primarily focus on restaurant operations, leadership, food safety, case studies, guest speakers, class activities and/or assignments. Writing and speaking skills will be evaluated on the basis of insight, synergy, and completeness.

- Most of the class sessions will be discussion-based with ample opportunity for students to provide their input to those discussions. Students are expected to stay abreast of current topics and events related to Restaurant Management as found in academic and trade journals, newspapers, and magazines.

- This course is designed to provide both classroom instruction and Case study analysis. We will meet twice per week for lecture and class discussion.
- **Classroom protocol:** Students will be expected to conduct themselves professionally in the classroom. Students are expected to be prepared for class by having read the assigned materials and to participate in all discussions regarding the topic. It is expected that you will arrive on time for all class meetings and labs, come prepared with work done in advance when needed, take notes throughout lectures, put away and turn off cell phones, and use of laptops is prohibited unless you are working on group assignments. If you need to leave early from class or lab, let me know in advance.
- You are responsible for regularly checking with the messaging system through SJSU email.
- Success in this course is based on the expectation that students will spend, for each unit of credit, a minimum of forty-five hours over the length of the course.

**Laptops and tablets are not permitted in the class**

No food will be eaten in class/ beverages acceptable

1. Cell phones will be off, no texting
2. Internet surfing during class will get you out of the class for the rest of the day.
3. Roll will be taken as needed. Coming to class 10 minutes late will not get you counted as present.

**Required Text:**

John Walker, Restaurant from concept to operation, 7<sup>th</sup> edition

ISBN: 978-1-118-62962-8

**Library Liaison**

Carli Lowe

University Archivist

Dr. Martin Luther King, Jr. Library

San José State University

[carli.lowe@sjsu.edu](mailto:carli.lowe@sjsu.edu)

**Course Requirements and Assignments**

100w, Introduction to Hospitality 065

**Quizzes and Examinations:**

The Serv Safe manager certification certificate is now on a voluntary basis. Students desiring to take the exam will consult with the instructor on study guides and scheduling the online exam.

Students must take quizzes and exams at assigned times. Make up testing is at the discretion of the instructor.

Questions for each test will be taken from assigned reading and from material covered in class.

SJSU classes are designed such that in order to be successful, it is expected that students will spend a minimum of forty-five hours for each unit of credit (normally three hours per unit per week), including preparing for class, participating in course activities, completing assignments, and so on. More details about

**Grading information:**

## Grading Percentage Breakdown

94% and above	A
93% - 90%	A minus
89% - 87%	B plus
86% - 84%	B
83% - 80%	B minus
79% - 77%	C plus
76% - 74%	C
73% - 70%	C minus
69% - 67%	D plus
66% - 64%	D
63% - 60%	D minus
<b>below 60%</b>	<b>F</b>

## Participation

Participation in this course is expected. To receive maximum benefit from this course, you are expected to attend all classes, come prepared, and actively participate in the discussion. Late arrival and early departure in class are marks of disrespect, unprofessional, and interrupt class. Please be on time. Evaluation of participation will be based on participation in class **discussions and exercises**, completion of reading assignments, review questions, discussion questions, and homework.

## Grading information

## Method of Instruction:

- |                        |                                 |
|------------------------|---------------------------------|
| 1. Lecture             | 4. Written Reports/case studies |
| 2. Reading Assignments | 5. Roll plays                   |
| 3. Guest Speakers      | 6. Quizzes                      |

## Grading Procedure:

Reading assignment quizzes	100 Points
Case studies and group work	50 points
Mid Term project	50 Points
Classroom participation	20 Points
<u>Final term project</u>	<u>100 Points</u>
Total	300 points

## Quizzes

Both scheduled/pop and in-class/online quizzes will be given in class. Scheduled quizzes will be announced. We will also have un-announced quizzes at instructor discretion. All tests and quizzes will be closed book, no notes. No makeup quiz will be given.

## Group assignments

Each group will be responsible for case studies and presentations listed in book.

## Term project

Create a business plan for a hospitality based business

## University Policies

### Dropping and Adding

Students are responsible for understanding the policies and procedures about add/drop, grade forgiveness, etc. Refer to the current semester's Catalog Policies section at <http://info.sjsu.edu/static/catalog/policies.html>. Add/drop deadlines can be found on the current academic year calendars document on the Academic Calendars webpage at [http://www.sjsu.edu/provost/services/academic\\_calendars/](http://www.sjsu.edu/provost/services/academic_calendars/). The Late Drop Policy is available at <http://www.sjsu.edu/aars/policies/latedrops/policy/>. Students should be aware of the current deadlines and penalties for dropping classes.

### Consent for Recording of Class and Public Sharing of Instructor Material

University Policy S12-7, <http://www.sjsu.edu/senate/docs/S12-7.pdf>, requires students to obtain instructor's permission to record the course.

- “Common courtesy and professional behavior dictate that you notify someone when you are recording him/her. You must obtain the instructor's permission to make audio or video recordings in this class. Such permission allows the recordings to be used for your private, study purposes only. The recordings are the intellectual property of the instructor; you have not been given any rights to reproduce or distribute the material.”
  - It is suggested that the green sheet include the instructor's process for granting permission, whether in writing or orally and whether for the whole semester or on a class by class basis.
  - In classes where active participation of students or guests may be on the recording, permission of those students or guests should be obtained as well.
- “Course material developed by the instructor is the intellectual property of the instructor and cannot be shared publicly without his/her approval. You may not publicly share or upload instructor generated material for this course such as exam questions, lecture notes, or homework solutions without instructor consent.”

### Academic integrity

Your commitment as a student to learning is evidenced by your enrollment at San Jose State University. The University Academic Integrity Policy S07-2 at <http://www.sjsu.edu/senate/docs/S07-2.pdf> requires you to be honest in all your academic course work. Faculty members are required to report all infractions to the office of Student Conduct and Ethical Development. The Student Conduct and Ethical Development website is available at <http://www.sjsu.edu/studentconduct/>.

Instances of academic dishonesty will not be tolerated. Cheating on exams or plagiarism (presenting the work of another as your own, or the use of another person's ideas without giving proper credit) will result in a failing grade and sanctions by the University. For this class, all assignments are to be completed by the

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individual student unless otherwise specified. If you would like to include your assignment or any material you have submitted, or plan to submit for another class, please note that SJSU's Academic Integrity Policy S07-2 requires approval of instructors.

### **Campus Policy in Compliance with the American Disabilities Act**

If you need course adaptations or accommodations because of a disability, or if you need to make special arrangements in case the building must be evacuated, please make an

### **CLASS SCHEDULE**

#### **Section I**

**This is always tentative and will change depending on course and instructor needs. Your instructor will keep you updated on assignments and quizzes**

<u>Week of</u>	<u>Class Activity</u>	<u>Assignments</u>
Week 1	Review Green Sheet	Chapter 1, The Food Service Industry
Week 2	Chap. 1 Introduction	Discuss term paper, date
Week 3	Chap. 2 Restaurants and their owners	Case Study Chap. 2, break into groups
Week 4	Chap. 3 concept, location	Quiz chap. 1-2 restaurant mgmt.
Week 5	Chap 4 The Menu	Assign term project, Key terms quiz
Week 6	Chap 5 Planning and Equipping	Quiz Chap 3 and 4
Week 7	Chap 6 Food Purchasing	Create Menu
Week 8	Chap 7 Bar and Beverages	Group Work Assignment due by _____ Quiz chap 5 and 6
Week 9	Chap 8 Food Production and Sanitation	marketing plan due
Week 10	Chap. 10 Restaurant Leadership	Quiz Chap 7 and 8 Operations plan due,
Week 11	Chap. 11 Organization , recruiting	
Week 12	Chap. 12 Training and Service	Quiz Chap 8 and 10
Week 13	Chap. 13 Financial Management	Beginning labor and revenue forecast due
Week 14	Chap. 14 Business and Marketing	Group work in class, Quiz Chap 12 and 13
Week 15	Review for final Exam, Projects due, schedule for oral presentations of business plan. Final Exam TBA	