

Course Syllabus

Hotel & Restaurant Management



Description:

This course gives students a comprehensive understanding of the common practices and challenges in managing restaurants and hotels. Students will learn about the different types of restaurants and hotels, including their structure and operations. They will also understand the importance of internal and external guest satisfaction and the hard and soft skills needed to be successful. Upon completing this course, students will gain a solid foundation in restaurant and hotel management, helping to prepare them for careers in the hospitality industry.

Textbook: Hotel & Restaurant Management © Excel Education Systems, Inc. - 2023

Course objectives:

Throughout the course, you will meet the following goals:

- Differentiate between different types of hotels and restaurants.
- Identify the major types of hotel ownership.
- Describe the major operating and supporting departments of hotels.
- Describe the major operating and supporting departments of restaurants.
- Distinguish between internal and external guest satisfaction and describe some methods used to increase customer satisfaction.
- Explain the ways technology has changed in the hotel and restaurant industries.

Contents:

1: Types of Hotels and Restaurants	6: Restaurant Supporting Departments
2: Hotel Operating Departments	7: Internal and External Guest Satisfaction
3: Hotel Supporting Departments	8: Important Skills for Success
4: Hotel Ownership Structure	9: Industry Technologies
5: Restaurant Operating Departments	10: Challenges in Hotel and Restaurant Management

Grading Scale

A = 90-100%
B = 80-89%
C = 70-79%
D = 60-69%
F = under 59%

Grade Weighting

Quizzes..... 35%
Written Projects..... 35%
Final Exam..... 30%
100%