



THE **CULINARY** INSTITUTE *of* MICHIGAN®
A DIVISION OF BAKER COLLEGE

BAKER COLLEGE
STUDENT LEARNING OUTCOMES
FBM 2410 Food and Beverage Management
3 Semester Hours

Student Learning Outcomes & Enabling Objectives

1. Develop a staffing plan for the management of restaurant operations.
 - a. Summarize leadership styles and analyze when each is most appropriate.
 - b. Outline the supervisor's role in decision-making, problem solving, and delegation of duties.
 - c. Explain the function of job descriptions and specifications to the jobs available.
 - d. Investigate commonly used leadership theories inherent to the food service industry.
 - e. Compare external and internal staffing methods.
2. Evaluate the practical implications and application of legal issues, regulations and controversial staffing issues as they related to the staffing process for restaurant operations.
 - a. Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger, and unemployment compensation).
 - b. Explain the legal ramifications of securing various restaurant employees following EEOC regulations.
3. Explore various recruiting and selection methods of restaurant employees.
 - a. Describe procedures of new employee orientation.
 - b. Compare external and internal recruitment methods.
4. Explore training methods and procedures for restaurant employees.
 - a. Describe the process of management through effective communication skills.
 - b. Compare various training methods.
 - c. Describe necessity of change and ways of implementing change with the least employee resistance.
 - d. Analyze motivational techniques and addressing problems such as ways of dealing with stress in the workplace.
 - e. Recognize the needs, wants, and desires of the internal and external customers.
5. Examine evaluation and disciplinary procedures and processes for employees.
 - a. Analyze types and methods of employee evaluation.
 - b. Evaluate methods of conflict resolution and grievance procedures (union and nonunion) practices.

- c. Identify reasons for disciplinary problems and discuss the supervisor's role in handling them.
- d. Describe various procedures for terminating employees. e. Discuss procedures for attitudinal change

These SLOs are not approved for experiential credit.

Effective: Fall 2017