



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

## **BAKER COLLEGE**

### **STUDENT LEARNING OUTCOMES**

FBM 2810A Restaurant Operations

3 Semester Hours

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#### **Student Learning Outcomes & Enabling Objectives**

1. Demonstrate safe and sanitary conditions in a lab environment.
  - a. Demonstrate proper sanitation, proper food handling procedures, and proper use and storage of common kitchen chemicals.
  - b. Demonstrate knife skills, hand tools, and equipment operation in a safe environment.
2. Demonstrate the ability to work as a professional as part of a team.
  - a. Demonstrate proper cleanup procedures.
    - i. Washing dishes
    - ii. Garbage removal
    - iii. Sweeping
    - iv. Sanitation
  - b. Demonstrate kitchen organization.
    - i. Getting product prepared
    - ii. Getting tools and equipment prepared
  - c. Demonstrate effective storage practices.
    - i. Proper storage
    - ii. Effective storage techniques
  - d. Demonstrate sustainable practices.
    - i. Recycling
    - ii. Conservation
3. Demonstrate an understanding and application of effective management operations.
  - a. Demonstrate an understanding and application of effective management styles.
  - b. Demonstrate an ability to connect with and motivate team members with diverse backgrounds and needs.
  - c. Demonstrate the application of leadership skills to motivate team members to attain targeted goals and objectives.
  - d. Demonstrate and evaluate cash control procedures for the restaurant team.

- e. Demonstrate the ability to create a beer, wine, and liquor order based on the needs of the restaurant.
  - f. Practice interviewing skills.
  - g. Evaluate the principles of hiring, orientation, and training of new employees through the development of forms and policies.
  - h. Evaluate the principles of employee performance appraisal, coaching, rewarding and corrective strategies through the development of forms and policies.
  - i. Demonstrate an understanding of staffing through the development of scheduling policies.
  - j. Analyze and identify the primary concerns of management in the receiving process of food and beverage through the development of policies.
  - k. Build a working portfolio containing policies, procedures, and forms for necessary restaurant systems.
  - l. Construct an employee handbook based on the policies and procedures created throughout the semester relating to sustaining the successful operation of a full service restaurant.
4. Demonstrate various aspects of effective restaurant operations.
- a. Demonstrate how to provide an enjoyable dining experience by providing exemplary service to guests.
  - b. Develop several models to be used for motivating and managing employees, which will be practiced during lab shifts.
  - c. Demonstrate effective communication by participating in a weekly manager meetings and daily pre-shift / post-shift team meetings.
  - d. Demonstrate time management skills through overseeing the execution of daily manager responsibilities, including opening and closing cash handling procedure, station assignments, reservation plotting, side work follow up, and ordering of goods for the restaurant.
  - e. Log sales data and analyze menu sales trends reflecting customer preferences and buying habits.
  - f. Demonstrate how to calculate portion costs, menu costs, and standard beverage cost percentages for beverage menu.
  - g. Produce alcoholic & non-alcoholic standard drink recipes and accompanying Beverage Menus.
  - h. Produce a standard inventory system conducting weekly inventory of goods while understanding inventory control.
  - i. Produce weekly orders for dry goods and alcohol, based on the restaurant's needs, using an inventory & par system they have established.
  - j. Demonstrate the ability to control and preserve the quality of food and beverage during receiving, storage and production.
  - k. Utilize waste tracking systems to monitor and eliminate excessive waste.

- I. Identify effective procedures for labeling and rotation of stock supporting FIFO inventory management.

These SLOs are not approved for experiential credit.

**Effective: Spring 2022**