TQF.3

☒ Bachelor's Degree

☐ Master's Degree

College of Hospitality Industry Management (CHM.)

Course Specification

Course Code: HIM3308

Course Title: Restaurant and Kitchen Management

Credits: 3(3-0-6)

Program: Bachelor of Arts in Hotel Management

(International Program)

College of Hospitality Management,

Suan Sunandha Rajabhat University

(C.H.M. SSRU)

Semester: 1 Academic Year: 2021

Section 1 General Information

1. Code and Course Title:

Course Code: HIM 3308

Course Title (English): Restaurant and Kitchen Management

Course Title (Thai): -

2. Credits: 3(3-0-6)

3. Curriculum and Course Category:

3.1 Curriculum: Bachelor of Arts in Hotel Management

3.2 Course Category:

☐ General Education   ☒ Required Course

☐ Elective Course   ☐ Others …………….

4. Lecturer Responsible for Course and Instructional Course Lecturer (s):

4.1 Lecturer Responsible for Course: Mr. Watcharawish Permsinphantong

4.2 Instructional Course Lecturer(s): Mr. Watcharawish Permsinphantong

5. Contact/Get in Touch

Room Number: 306   Tel. 034 964 946 Ext. -

E-mail: watcharawish.pe@ssru.ac.th

6. Semester/ Year of Study

6.1 Semester: 1/2021   Year of Study: 2021 (HM62)

6.2 Number of the students enrolled: 13

7. Pre-requisite Course (If any)

None

8. Co-requisite Course (If any)

None

9. Learning Location

College of Hospitality Management, Nakhon Pathom Education

Center   Room Number: Online

10. Last Date for Preparing and Revising this Course:

Date 05 August 2021

Section 2 Aims and Objectives

1. Course Aims

At the end of this course, the student will reach to five domains in the following areas of performance:

1.1 Morals and Ethics

(1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and disputes;

(2) Have positive attitudes towards service careers;

(3) Be able to lead and follow group members, work in team and be a role model for others; and

(4) Have self-discipline, be punctual, responsibility to self, profession and society.

1.2 Knowledge

(1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;

(2) Have integrated knowledge in other related disciplines;

(3) Have knowledge and understanding in research process and techniques which will be benefit in solving problems and adding up to the knowledge in the career.

1.3 Cognitive Skills

(1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;

(2) Be able to apply both theoretical and practical knowledge into real-life problem; and

(3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.

1.4 Interpersonal Skills and Responsibility

(1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems; and

(2) Be responsible for the improvement of self-academic learning and the profession continuously.

1.5 Numerical Analysis, Communication and Information Technology Skills

(1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively;

(2) Be able to communicate with foreigners effectively in the appropriate contexts;

(3) Be able to use technology to communicate and present effectively; and

(4) Be able to apply statistical or mathematical knowledge in analyzing and interpreting the data.

2. Objectives for Developing/Revising Course (content/learning process/assessment / etc.)

According to TQF (Thailand Quality Framework: HEd.) for Requirement courses, undergraduate students should have opportunity to master learning in nature of person, think logically, good communication, realize morals and ethics, realize Thai cultural value and global cultural value. Finally, students can apply knowledge in daily life for quality of life.

Section 3 Characteristics and Operation

1. Course Outline

Types of restaurants and kitchen management, equipment, preparing environment for service, personnel organization, and customer relations, front and back of the restaurant and kitchen, receiving and storing kitchen supplies and food stock, relationship between kitchen and service areas, providing room service, clean and maintaining kitchen equipment and utensils

2. Time Length per Semester (Lecture – hours / Practice – hours / Self Study – hours)

Lecture (hours)	Remedial Class (hours)	Practice/ Field Work/ Internship (hours)	Self Study (hours)
45	3+ (if any)	-	90

3. Time Length per Week for Individual Academic Consulting and Guidance

(The lecturer responsible for course identifies the information, for example, 1 hour / week)

3.1 Self consulting at the lecturer's office: Room Number 306 College of Hospitality Management (Nakhon Pathom Education Center/SSRU)

3.2 Consulting via office telephone: 034 964 946 Ext. -

3.3 Consulting via e-Mail: watcharawish.pe@ssru.ac.th

3.4 Consulting via Social Media (Facebook/Twitter/Line): Line

3.5 Consulting via Computer Network (Internet/Web board): Google Meet

Section 4 Developing Student's Learning Outcomes

1. Morality and ethics

1.1 Learning outcomes with regard to morality and ethics

● (1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and disputes;

○ (2) Have positive attitudes towards service careers;

○ (3) Be able to lead and follow group members, work in team and be a role model for others; and

○ (4) Have self-discipline, be punctual, responsibility to self, profession and society.

1.2 Teaching strategies

(1) Provide examples on ethical and moral behavior in classroom such as the issue of plagiarism in doing assignments;

(2) Provide case studies that explain ethics in careers in the hospitality industry; and

(3) Be strict with classroom attendance and participation, classroom rules, students' uniform that have to be complied with the university rules and regulations.

1.3 Evaluation strategies

(1) Class attendance, class participation, and behavior in class;

(2) On-time submission of report and assignments and their quality; and

(3) Students' contribution on group assignments.

2. Knowledge

2.1 Learning outcomes with regard to knowledge

● (1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally;

○ (2) Have integrated knowledge in other related disciplines.

○ (3) Have knowledge and understanding in research process and techniques which will be benefit in solving problems and adding up to the knowledge in the career.

2.2 Teaching strategies

(1) Use problem-based learning;

(2) Use cooperative learning techniques; and

(3) Invite guest speakers who are experts in the field of hospitality management to give special lectures.

2.3 Evaluation strategies

(1) Quizzes

(2) Midterm and final examination

(3) Assignments (Cooking Demonstration and Practical)

3. Cognitive skills

3.1 Learning outcomes with regard to cognitive skills

○ (1) Be able to analyze the causes of problems and conflicts as well as be able to solve problems systematically and find out proper solutions to the problems;

○ (2) Be able to apply both theoretical and practical knowledge into real-life problem; and

● (3) Be able to apply innovation and knowledge from other related academic fields in developing working skills.

3.2 Teaching strategies

(1) Problem-based learning

(2) Cooperative learning techniques

(3) Case studies (Creativity Base Learning)

(4) Invite guest speakers who are experts in the field of restaurant business to give special lectures.

3.3 Evaluation strategies

(1) Quizzes

(2) Midterm and final examination.

(3) Assignments (Cooking Demonstration and Practical)

4. Interpersonal skills and responsibility

4.1 Learning outcomes with regard to interpersonal skills and responsibility

○ (1) Have responsibility for individual and group assignments as well as be able to help and facilitate others in solving problems.

● (2) Be responsible for the improvement of self-academic learning and the profession continuously.

4.2 Teaching strategies

(1) Group assignments (Creativity Base Learning)

(2) Use cooperative learning techniques

(3) Field trips

4.3 Evaluation strategies

(1) Students' contribution and behavior in group assignments.

(2) Class presentation

5. Numerical analysis, communication and information technology skills

5.1 Learning outcomes with regard to numerical analysis, communication and information technology skills

○ (1) Be competent in foreign languages in listening, speaking, reading, writing and summarizing the main points effectively;

● (2) Be able to communicate with foreigners effectively in the appropriate contexts;

● (3) Be able to use technology to communicate and present effectively; and

○ (4) Be able to apply statistical or mathematical knowledge in analyzing and interpreting the data.

5.2 Teaching strategies

(1) Provide assignments that require students to use numerical analysis skills and knowledge;

(2) Provide assignments that require students to use information technology skills and knowledge;

(3) Use e-learning;

(4) Use group discussions; and

(5) Use presentation

5.3 Evaluation strategies

(1) Assignments (Cooking Practical);

(2) Presentation; and

(3) Observe from students' use of English and/or other language in discussing with other students and lecturers as well as in presenting in front of the class.

Remark: Symbol ● means 'major responsibility'

Symbol ○ means 'minor responsibility'

No symbol means 'no responsibility'

The above symbols were shown in 'Curriculum Mapping' of TQF 2.

(Program Specification)

Section 5 Lesson Plan and Assessment

1. Lesson Plan

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
1	**Unit 1** Introduction to the IHR 2301 • Course introduction • Welcome to the Restaurant and Foodservice Industry • Overview of the Restaurants • Career Opportunities	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Case discussion: Online Customer Reviews	Mr.Watcharawish
2	**Unit 2** Restaurant Concepts, Location, and Design (1) • Restaurant Concepts • Design the concepts • Successful restaurant concept • How to pick a theme or concept • How to become TripAdvisor #1 Fake restaurant	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Class discussions	Mr.Watcharawish
3	**Unit 2** Restaurant Concepts, Location, and Design (2) • Concept adaption • Criteria for Locating a Restaurant • Location Information Checklist • What is Food Trucks business?	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Class discussion	Mr.Watcharawish

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
4	**Unit 3** Menus, Kitchens, and Purchasing (1) • Planning a Menu • Capability/Consistency • Layout and Equipment capacity • How to design a Menu? • Where to buy supplies and equipment?	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Youtube: Howcast	Mr.Watcharawish
5	**Unit 3** Menus, Kitchens, and Purchasing (2) • Flavor • Accuracy in Menus • Availability of Ingredients • Menu types • The Restaurant of the Future • Augmented Reality (AR) Menu	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Youtube: Howcast	Mr.Watcharawish
6	**Unit 4** Planning and Equipment the kitchen • Kitchen's planning factors • Kitchen equipment • Maintaining kitchen equipment • The Virtual Restaurant	3 hrs. Online	• Direct Instruction • Class Discussion • Co-operative learning	Mr.Watcharawish

Week	Topic/Outline	Periods	Learning Activities • and Medias	Lecturer(s)
7	**Unit 5** Food Purchasing • Food-purchasing system • Types of purchasing • Buying Meat • Buying Fresh Fruits and Vegetables • How to hire a chef	3	• Direct Instruction • Discussion • Co-operative learning • Youtube: Howcast	Mr.Watcharawish
8	……………………. Midterm Examination…………………………………….			
9	**Unit 6** Keeping Food Safe (1) • Introduction to Food Safety • Good Personal Hygiene • Preventing Hazards in the flow of foods	3 hrs. Online	• Direct Instruction • Class Discussion • Co-operative learning	Mr.Watcharawish
10	**Unit 6** Keeping Food Safe (2) • Food safety Management System • Cleaning and Sanitizing • Will delivery still be King in a Post-Covid world	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Class discussion	Mr.Watcharawish
11	**Unit 7** Workplace Safety • Introduction • Preventing accidents and Injuries • First Aid and External Threats • Top 10 Kitchen Safety Tips	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Youtube	Mr.Watcharawish

Week	Topic/Outline	Periods	Learning Activities and Medias	Lecturer(s)
12	**Unit 8** Kitchen Essential (1) • Professionalism • Using Standardize Recipes • Converting recipes • Basic Food Costing	3 hrs. Online	• Direct Instruction • Class Discussion • Co-operative learning	Mr.Watcharawish
13	**Unit 8** Kitchen Essential (2) • Foodservice equipment • Getting ready to Cook • Cooking Methods	3 hrs. Online	• Direct Instruction • Class Discussion • Co-operative learning	Mr.Watcharawish
14	**Unit 8** Kitchen Essential (3) • Cooking and Nutrition • Basic knife skills • Knife skills	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Youtube	Mr.Watcharawish
15	**Unit 9** Management Essentials • Learning to work together • Being a successful leader • Training and Evaluation • Gordon Ramsay: Philosophy on Restuarant	3 hrs. Online	• Direct Instruction • Discussion • Co-operative learning • Youtube: Gordon Ramsay	Mr.Watcharawish
16	Course summary and final examination review • Course summary • Final examination review	3 hrs. Online	• Discussion • Questions and answers	Mr.Watcharawish
17	………………….....…. Final examination……………………………...			
	Total of Hours	45		Mr.Watcharawish

2. Learning Assessment Plan

	Learning Outcome	Assessment Activities	Time Schedule (Week)	Proportion for Assessment (%)
1	**Ethics and Morals** (1) Be aware of values and morality, ethics, generosity, integrity and honesty as well as be able to solve critical problems and disputes.	• Class attendance checklist • Individual portfolio	Throughout semester	10%
2	**Knowledge** (1) Have up-to-date knowledge in the management and operation of businesses in the hospitality industry both theories and practices widely, systematically and internationally.	• Midterm and final examination	8 & 17	20% & 30%
3	**Cognitive Skills** (1) Be able to apply innovation and knowledge from other related academic fields in developing working skills.	• Individual assignment and paper works/self-study	Throughout semester and week 2,5,10,12	20% (5%-5%-5%-5%)
4	**Interpersonal Skills and Responsibilities** (1) Be responsible for the improvement of self-academic learning and the profession continuously.	• Group work & presentation	Throughout semester or week 4,10	15%
5	**Numerical Analysis, Communication and Information Technology Skills** (1) Be able to communicate with foreigners effectively in the appropriate contexts; (2) Be able to use technology to communicate and present effectively.	• Group and individual assignment	Throughout semester	5%

Section 6 Learning and Teaching Resources

1. Textbook and Main Documents

The National Restaurant Association Educational Foundation (NRAEF) (2011).

Foundation of Restaurant Management & Culinary Arts (Level One). Pearson

Education, Inc., publishing as Prentice Hall.

John R. Walker (2014). *The Restaurant From Concept to Operation, 7th edition.* John

Wiley & Sons, Inc.

2. Important Documents for Extra Study

- None

3. Suggestion Information (Printing Materials/Website/CD/Others)

- None

Section 7 Course Evaluation and Revising

1. Strategies for Course Evaluation by Students

Using survey questions to collect information from the students' opinions to improve the course and enhance the curriculum. Examples of questions:

(1) Content objectives were made clear to the students.

(2) The content was organized around the objectives.

(3) Content was sufficiently integrated.

(4) Content was sufficiently integrated with the rest of the first-year curriculum.

(5) The instructional materials used were effectively.

(6) The learning methods appropriate assessed the students' understanding of the content.

(7) Overall, Students are satisfied with the quality of this course.

2. **Strategies for Course Evaluation by Lecturer**

2.1 Lecturers team observes the class and discusses the results as follow:

(1) The lecturer is well prepared for class sessions.

(2) The lecturer answers questions carefully and completely.

(3) The lecturer uses examples to make the materials easy to understand.

(4) The lecturer stimulated interest in the course.

(5) The lecturer made the course material interesting.

(6) The lecturer is knowledgeable about the topics presented in this course.

(7) The lecturer treats students respectfully.

(8) The lecturer is fair in dealing with students.

(9) The lecturer makes students feel comfortable about asking question.

(10) Course assignment is interesting and stimulating.

(11) The lecturer's use of technology enhanced learning in the classroom.

2.2 The Director /Head of program construct assessment items to evaluate four dimensions of lecturer's competencies: teaching skills, organization and presentation of materials, management of the learning environment, and teaching attitudes.

3. Teaching Revision

Lecturer revises teaching/learning process based on the results from the students' survey questions, the lecturer team's observation, and classroom research.

4. Feedback for Achievement Standards

International College Administrator Committee monitor to assessment process and Grading.

5. Methodology and Planning for Course Review and Improvement

(1) Revise and develop course structure and process every two years.

(2) Assign different lecturers teach this course to enhance students' performance.

Curriculum Mapping Illustrating the Distribution of Program Standard Learning Outcomes to Course Level

Courses	1. Morals and Ethics			2. Knowledge			3. Cognitive Skills			4. Interpersonal Skills and Responsibility			5. Numerical Analysis, Communication and Information Technology Skills			
Major requirement course	● Major Responsibility											○ Minor Responsibility				
	1	2	3	1	2	3	1	2	3	1	2	3	1	2	3	4
HIM3308 Restaurant and Kitchen Management	●	○	○	●	○	○	○	○	●	○	●	○	○	●	●	○