



Foundations of Restaurant Management

PEIMS Code: N1302268

Abbreviation: RESTMGMT

Grade Level(s): 10–12

Award of Credit: 1.0

Approved Innovative Course

- Districts must have local board approval to implement innovative courses.
- In accordance with Texas Administrative Code (TAC) §74.27, school districts must provide instruction in all essential knowledge and skills identified in this innovative course.
- Innovative courses may only satisfy elective credit toward graduation requirements.
- Please refer to [TAC §74.13](#) for guidance on endorsements.

Course Description:

Foundations of Restaurant Management provides students with a foundation to understand basic culinary skills and food service-restaurant management, along with current food service-restaurant industry topics and standards. Building on prior instruction, this course provides introductory insight into critical thinking, financial analysis, industry technology, social media, customer awareness and leadership in the food service-restaurant industry. Students will gain an understanding of food service-restaurant operations and the importance of communicating effectively to diverse audiences, purposes and situations in food service-restaurant operations and management. Students will learn how the front of the house and the back of the house of management operate and collaborate and obtain value-added certifications in the industry to help launch themselves into restaurant/foodservice careers.

Essential Knowledge and Skills:

- (a) General Requirements. This course is recommended for students in Grades 10-12. Recommended prerequisite: Principles of Hospitality and Tourism. Students shall be awarded one credit for successful completion of this course.
- (b) Introduction.
 - (1) Career and technical education instruction provides content aligned with challenging academic standards and relevant technical knowledge and skills for students to further their education and succeed in current or emerging professions.
 - (2) The Hospitality and Tourism Career Cluster focuses on the management, marketing, and operations of restaurants and other food/beverage services, lodging, attractions, recreation events, and travel-related services.
 - (3) Foundations of Restaurant Management provides students with a foundation to understand basic culinary skills and food service-restaurant management, along with current food service-restaurant industry topics and standards. Building on prior instruction, this course provides introductory insight into critical thinking,

financial analysis, industry technology, social media, customer awareness and leadership in the food service-restaurant industry. Students will gain an understanding of restaurant operations and the importance of communicating effectively to diverse audiences, purposes and situations in food service-restaurant operations and management. Students will learn how the front of the house and the back of the house of restaurant management operate and collaborate and obtain value-added certifications in the industry to help launch themselves into restaurant/foodservice careers.

- (4) Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.
 - (5) Statements that contain the word "including" reference content that must be mastered, while those containing the phrase "such as" are intended as possible illustrative examples.
- (c) Knowledge and Skills.
- (1) The student demonstrates professional standards as required by the food service-restaurant business and industry. The student is expected to:
 - (A) demonstrate effective oral and written communication;
 - (B) apply professional grooming, hygiene and appropriate uniform standards;
 - (C) exercise punctuality and time-management skills;
 - (D) demonstrate self-respect and respect for others;
 - (E) demonstrate effective teamwork and leadership; and
 - (F) employ initiative, adaptability, and problem-solving techniques in practical applications.
 - (2) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the food service-restaurant industry. The student is expected to:
 - (A) organize oral and written information;
 - (B) compose a variety of written documents such as job descriptions, menus, presentations, and advertisements;
 - (C) calculate numerical concepts such as weights, measurements, pricing, and percentages;
 - (D) identify how scientific principles used in the food service-restaurant industry affect customer service and profitability; and
 - (E) use mathematics and science knowledge and skills to explain how to operate a profitable restaurant.
 - (3) The student uses verbal and nonverbal communication skills to create, express, and interpret information to establish a positive work environment. The student is expected to:
 - (A) develop and deliver business presentations;
 - (B) identify and create various marketing strategies used by the food service-restaurant industry to increase customer traffic and profitability;
 - (C) plan and facilitate new staff member training;

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- (D) explain how interpersonal communications such as verbal and nonverbal cues enhance communication with coworkers, employers, customers, and clients; and
 - (E) explain how active listening skills can affect employee morale and customer service.
- (4) The student solves problems using critical thinking, innovation, and creativity independently and in teams. The student is expected to:
- (A) generate creative ideas to increase customer service, employee morale, and profitability; and
 - (B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, customers, clients, and employers.
- (5) The student uses information technology tools specific to restaurant management to access, manage, integrate, and interpret information. The student is expected to:
- (A) use information technology tools and applications to perform workplace responsibilities;
 - (B) evaluate business financial statements to increase profitability;
 - (C) evaluate customer service and make recommendations for improvements;
 - (D) demonstrate knowledge and use of point-of-sale systems to evaluate business outcomes and provide customer service; and
 - (E) design Internet resources for business profitability.
- (6) The student understands roles within teams, work units, departments, organizations, and the larger environment of the food service-restaurant industry. The student is expected to:
- (A) relate the different types and functions of back-of-the-house, front-of-the-house, and support roles to profitable food service-restaurant operations;
 - (B) create a work schedule to provide exceptional customer service while maintaining profitability;
 - (C) investigate quality-control standards and practices that affect restaurant profitability;
 - (D) evaluate various styles of restaurant services such as table, buffet, fast food, fast casual, and quick service for cost and level of profitability;
 - (E) connect various place settings to the customer service experience and profitability; and
 - (F) explain how proper service techniques in food service-restaurant operations contribute to the customer experience.
- (7) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance, profitability, and regulatory compliance. The student is expected to:
- (A) assess workplace conditions with regard to safety and health;
 - (B) analyze potential effects caused by common chemicals and hazardous materials;

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- (C) apply safety and sanitation standards common to the workplace;
 - (D) research sources of food-borne illness and determine ways to prevent them;
 - (E) determine professional attire and personal hygiene for restaurant employees;
 - (F) describe the impact of unacceptable workplace conditions, improper storage of chemicals, and food-borne illness on profitability and reputation of the food service-restaurant business; and
 - (G) prepare for a state or national food sanitation certification or other appropriate certifications.
- (8) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:
- (A) apply team-building skills;
 - (B) apply decision-making and problem-solving skills;
 - (C) describe and apply effective communication strategies in interactions with supervisors and business owners;
 - (D) determine leadership and teamwork qualities to aid in creating a pleasant working atmosphere; and
 - (E) participate in community leadership and teamwork opportunities to enhance professional skills.
- (9) The student knows and understands the importance of professional ethics and legal responsibilities within the food service-restaurant industry. The student is expected to:
- (A) demonstrate knowledge of laws and guidelines affecting operations in the restaurant industry; and
 - (B) explain the reasons for liability insurance in the restaurant industry.
- (10) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:
- (A) demonstrate a proactive understanding of self-responsibility and self-management;
 - (B) identify behaviors needed to be employable and maintain employment such as positive work ethics and positive personal qualities;
 - (C) identify and evaluate the effects of exercise, nutritional dietary habits, and emotional factors such as stress, fatigue, or anxiety on job performance;
 - (D) implement stress-management techniques; and
 - (E) follow directions and procedures independently.
- (11) The student develops principles in time management, decision making, and prioritization. The student is expected to:
- (A) apply effective practices for delegating tasks related to the operation of an effective food service-restaurant establishment;
 - (B) describe the relationships between scheduling, payroll costs, and sales forecasting;

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- (C) analyze various steps in determining the priority of daily tasks to be completed in a food service-restaurant business; and
 - (D) discuss the importance of creating a work life balance.
- (12) The student knows and understands the importance of employability skills. The student is expected to:
- (A) demonstrate skills related to seeking employment in the food service-restaurant industry;
 - (B) identify the required training and educational requirements that lead toward a career in the food service-restaurant industry;
 - (C) select educational and work history highlights to include in a career portfolio;
 - (D) create and update a personal career portfolio;
 - (E) summarize effective selection and interviewing approaches used in the restaurant industry;
 - (F) recognize training required for a food service-restaurant occupation such as TABC training and Food Safety and Sanitation training;
 - (G) research the local and regional labor workforce market to determine opportunities for advancement in the food service-restaurant industry;
 - (H) investigate professional development training opportunities to keep current on relevant trends and information within the food service-restaurant industry; and
 - (I) recognize entrepreneurship opportunities within the food service-restaurant industry.
- (13) The student understands the use of technical knowledge and skills required to pursue careers in the restaurant food service-restaurant industry, including knowledge of design, operation, and maintenance of technological systems. The student is expected to:
- (A) define job-specific technical vocabulary;
 - (B) formulate improvements in services and products and training of staff to address customer comments;
 - (C) detail ways to achieve high rates of customer satisfaction;
 - (D) explain processing of different types of payment options to facilitate customer payments for services; and
 - (E) demonstrate technical skills used in identifying quality food service-restaurant.
- (14) The student understands factors that have shaped the food service-restaurant industry. The student is expected to:
- (A) outline the history and growth of the food service-restaurant industry;
 - (B) explain cultural globalization and its influence on the food service-restaurant industry; and
 - (C) evaluate current trends affecting the food service-restaurant industry.

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- (15) The student understands factors that affect the profitability of a food service-restaurant business. The student is expected to:
- (A) evaluate inventory results in order to maintain profitability of the food service-restaurant business;
 - (B) describe and demonstrate effective stewarding processes and procedures;
 - (C) relate proper food storage techniques to the profitability of the establishment;
 - (D) explain how controlling costs such as labor and supplies affect the profitability of the food service-restaurant business;
 - (E) describe how pricing affects the profitability of the food service-restaurant business;
 - (F) analyze how customer service affects the profitability of the food service-restaurant business; and
 - (G) investigate how customer loyalty affects profitability.

Recommended Resources and Materials:

- Texas Restaurant Association
- ServSafe Manager Certification
- Sanitation Manager Certification
- TABC Seller's Certification
- First Aid/CPR Certification Test/quiz
- ServSafe performance
- Class presentation
- Projects
- Research

Recommended Course Activities:

- Presentations
- Guest Speakers
- Create a restaurant business and corresponding marketing and logo
- Restaurant promotion themed to build traffic
- Tablescapes
- Redesign a dining room for special events and occasions
- Role play (customer service, hosting, and serving)
- Create a floor plan design including effective traffic patterns and table rotations
- Partner with culinary class to demonstrate table numbers and seat numbers - trial feed
- Research past, present and future trends in the restaurant industry
- Restaurant Services Competition (Skills USA)
- Serving Up Success Competition FCCLA

Suggested methods for evaluating student outcomes:

- Test/quiz
- ServSafe performance

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- Class presentation
- Projects
- Research

Teacher qualifications:

An assignment for Foundations of Restaurant Management is allowed with one of the following certificates.

- Any home economics or homemaking certificate.
- Family and Consumer Sciences, Composite: Grades 6-12.
- Hospitality, Nutrition, and Food Sciences: Grades 8-12.
- Trade and Industrial Education: Grades 6-12. This assignment requires appropriate work approval.
- Trade and Industrial Education: Grades 8-12. This assignment requires appropriate work approval.
- Vocational Trades and Industry. This assignment requires appropriate work approval.

Additional information:

Additional required trainings and costs:

- ServSafe Manager Certification. Costs for the online course and exam are listed as: Food Handler—\$15; Manager—\$152.95, plus a \$36 exam voucher; Alcohol Safety—\$30; and Allergens—\$22. Retests have additional costs. For more details, see the ServSafe website.