

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
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OF URBAN ECONOMY IN KHARKIV

METHODOLOGICAL GUIDELINES

for laboratory work on the subject

“ORGANIZATION OF RESTAURANT BUSINESS”

*(for the third-year students of the day form of education at the bachelor degree of the
specialty 242 – Tourism)*

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INTRODUCTION

Methodical recommendations for conducting laboratory lessons on discipline "Organization of Restaurant Business" are oriented for the third-year students of the day form of education at the Bachelor degree of the training program 242 – "Tourism"

The main goal of laboratory work are systematization, analysis and revision of the theoretical positions of the discipline "Organization of restaurant business".

A laboratory lesson is a form of training session, that is aimed at student's revision of the theoretical knowledge, which are got at the lectures and in the self-studying process, as well as during individual work.

Laboratory classes are an integral part of the work of students in discipline, the fulfillment of which is a prerequisite for a comprehensive approach to its study, as well as the state of the restaurant industry and the identification of actual problems with the organization of the work of the restaurant industry institutions in modern conditions, facilitate the consolidation of the students theoretical knowledge and the acquisition of practical skills in modeling processes of the organization of consumer services in restaurants.

Laboratory classes in the discipline "Organization of Restaurant Industry" provide for discussions, round tables, situational tasks, work in small groups, solving functions in relation to specific themes in accordance with the work program of the discipline, which forms in conjunction with the lecture material to the students of the competence of experts in the field of restaurant business in the new market conditions.

In the process of conducting a laboratory session students independently or in small groups (on condition of preliminary statement of the task and its explanation by the teacher) solve the proposed tasks of different levels of complexity and production situations. At the end of the lesson in order to determine the degree of mastering the material, the teacher conducts listening to presentations, checking the work performed by students and summarizing the results with the presentation of relevant

points following the allocated marks for each task in the work program.

The strategic goal is to acquire skills in solving situational issues concerning the organization of the technological process of servicing consumers in the restaurant facilities in the current conditions, as well as their practical use in making decisions on determining the state and prospects for organizing the work of restaurant industry facilities under conditions market relations.

The operational purpose of laboratory work is to identify a systematic and creative approach to solving practical tasks in the field of restaurant management.

Methodical recommendations will be useful for students during their independent preparation for laboratory classes on discipline.

PROCEDURE OF CONDUCTING LABORATORY WORKS

MODULE 1 THE ORGANIZATION OF RESTAURANT INDUSTRY

Content module 1.1. The organizational basis of work of restaurant industry establishments. The organization of the enforcement system of restaurants.

Topic 1. “RESTAURANT SERVICES, THEIR CLASSIFICATION, AND MODELING OF THE CONDITIONS OF THEIR PROVIDING”

Aim:

- to learn basic concepts and definitions of services of the restaurant industry, classification of services of the restaurant business and their demands;
- more in-depth study of theories through the prism of the current condition of restaurants according to the meaning of the quality competitiveness of the services, which are provided in the situation of modern management;
- the application of the acquired theoretical knowledge in practice;
- the collection, study, systematization, and processing of information;
- Identifying independent students' point of view on the assessment of the completeness and quality of services provided by catering establishments of different types following the current normative documentation, analysis of their competitiveness and proposing effective measures for their improvement.

Content of the topic:

1. Services of the restaurant industry. The main definitions in the service industry, which are provided by restaurants.
2. Classification of services of restaurant industry, the modelling of the providing process.
3. The main demands to the quality of services and demands to the safety of services of restaurants.

Tasks

1. Theoretical preparation. Choosing the restaurant. Analyse services of the restaurant, preparation of the questionnaires for showing results of the survey.

2. The task implementation. The collection of information, conducting the survey, researching, systematization and generalization the data, service competitiveness analysis, which chosen restaurant provides.

3. The development of the suggestions of improving services of the restaurant industry and their quality in the restaurant, where research is conducted. Designing a working notebook.

4. Conclusions. The expert estimation of the data of each group. Teacher makes conclusion and analyse each group of students.

Topic 2. “PRODUCTION-TRADE STRUCTURE OF RESTAURANT ENTERPRISES”

Aim: systematization, consolidation, and expansion of theoretical and practical knowledge on the requirements of the general and production and trading structure of restaurant enterprises of hotel, resort and tourist complexes, as well as the acquisition of skills by students to define and simulate it.

Content of the topic:

1. Features of the formation of the production and trade structure of restaurants.
2. Basic rules of the restaurant industry enterprises. Network of restaurant facilities, the essence, indicators and principles of its formation.

Tasks

Make a scheme of production and trading structure for the enterprise

1. Looking through questionnaires.
2. Departure for restaurant enterprises of different types and class of hotel, resort and tourist complexes.
3. Filling out questionnaires for each company.
4. Analysis of questionnaires and construction of schemes of production and trading enterprises.
5. Discussion of lessons and summing up.

A questionnaire was developed for conducting a visiting laboratory session, which is given in appendix A.

Students fill out a questionnaire at a restaurant business enterprise, where a visiting lesson was held.

On the basis of questionnaires, students form a scheme of production and trading structure for the enterprise.

Content module 1.2. The organizational basis of technological process of servicing customers at the restaurant.

Topic 3. “CHARACTERISTICS OF THE MATERIAL AND TECHNICAL BASIS FOR SERVICING CUSTOMERS AT THE RESTAURANT”

Aim: to master the composition and purpose of the material and technical base for servicing consumers in restaurants.

Content of the topic:

1. Characteristic of the equipment in the trade halls.
2. Classification of tableware by type of material, by function, by application
3. Characteristics, standard sizes and purpose of tableware and household items used in catering establishments for designation, material of production.
4. Characteristics and purpose of table linen, which is used in catering establishments.

Tasks

1. To learn the nomenclature of tableware and sets used in catering establishments, their characteristics, size and purpose.
2. To study the nomenclature, description and purpose of table linen, which is used in catering establishments.

Content module 1.3. Organization and modeling of service of different consumers contingents in restaurants

Topic 4. “ORGANIZATION AND MODELING OF THE PROCESS OF SUSTAINABLE SERVICE OF DIFFERENT CONTROLS OF CONSUMERS IN RESTAURANTS”

Aim: to acquire professional knowledge and practical skills in performing technological operations for the preparation of halls of catering establishments for the servicing of consumers.

Content of the topic:

1. Characteristics of the menu, the price list, wine, cocktail cards
2. Preparation of retail premises for customer service
3. Characteristics of the previous serving of the table

Tasks

1. To make a scheme of sequence of technological operations for the preparation of retail premises for the servicing of consumers.
2. To work out the technique of preparation of tableware, sets, spices and flowers for consumer service.
3. To work out the technique of laying tables with tablecloths, techniques for removing tablecloth from the table and changing the tablecloth in the presence of the consumer.
4. Learn simple and complex options for making napkins at restaurants.
5. Perform and work out the technique of preliminary servicing of tables for breakfast, lunch, dinner, tea and coffee.
6. Perform additional table servicing according to the menu according to the developed variants.
7. Conduct an expert evaluation of the tables for each subgroup. The results of work in small groups to provide in the form of a presentation.

Topic 5. “ORGANIZATION AND MODELING OF THE PROCESS OF SUSTAINABLE SERVICE OF DIFFERENT CONTROLS OF CONSUMERS IN RESTAURANTS”

Aim: to acquire professional knowledge and practical skills to the rules of serving buffets, cold dishes and appetizers, hot snacks during the organization of the technological process of routine customer service in restaurants.

Content of the topic:

1. Technological process of customer service in the restaurant
2. Characteristics of ways to serve meals and snacks in restaurants
3. Features of presentation of buffet products
4. Features of the presentation of cold dishes and snacks, hot snacks

Tasks

Develop a menu, pick up dishes for presentation and reception of buffet products, cold dishes, and snacks, hot snacks. Determine the sequence of dishes. To work out the technique of presentation of buffet products, cold dishes and snacks, hot snacks.

The results of work in small groups to provide in the form of a presentation.

Topic 6. “ORGANIZATION AND MODELING OF THE PROCESS OF ADVANCED SERVICE OF DIFFERENT CONSUMERS CONTINENTS IN RESTAURANT HOLDINGS”

Aim: to acquire professional knowledge and practical skills regarding the rules of giving the first and second dishes during the organization of the technological process of daily service of consumers in restaurants.

Content of the topic:

1. Features of the presentation of the first courses
2. Features of the presentation of second courses

Tasks

Develop a menu to pick up dishes for the presentation and reception of first and second dishes. Determine the sequence of dishes. Work out the technique of

presenting soups and other dishes.

The results of work in small groups to provide in the form of a presentation.

**Topic 7. “ORGANIZATION AND MODELING OF THE PROCESS OF
ADVANCED SERVICE OF DIFFERENT CONSUMERS CONTINENTS IN
RESTAURANT HOLDINGS”**

Aim: acquire professional knowledge and practical skills regarding the rules of giving sweet dishes, hot and cold drinks during the organization of the technological process of daily service of consumers in restaurants of the restaurant.

Content of the topic:

1. Features of the presentation of sweet dishes
2. Features of the presentation of cold and hot drinks

Tasks

Develop a menu to pick up dishes for serving and receiving sweet dishes, hot and cold drinks. Determine the sequence of dishes and drinks. To work out the technique of presentation of sweet dishes, hot and cold drinks, as well as the technique of cleaning the used utensils and calculating with the consumers.

The results of work in small groups to provide in the form of a presentation.

**Topic 8. “ORGANIZATION OF PRIVATE DINING AND GUEST NIGHT.
ORGANIZATION OF SERVICE OF PRIVATE DINING AT THE TABLE”**

Aim: study the classification of banquets and receptions; to acquire professional knowledge and practical skills in modeling the technological process of serving banquets with full-service waiters, banquets-receptions.

Content of the topic:

1. Classification of banquets and receptions at the table
2. Organization of a banquet at the table with full service waiters
3. Features of the organization of the official banquet-reception according to the protocol. Types of banquets-receptions

Tasks

1. Make an order and make a menu for serving a banquet with full waiter service according to the developed options.
2. Calculate the length and number of banquet tables.
3. Identify and calculate tableware, sets, table linen.
4. Perform pre-service tables.
5. Make a scheme for holding a banquet.
6. Modify the technological process of serving the banquet with the full service of waiters, taking into account the way tables are placed, the allocation of seats for honorary guests, the features and sequence of attendance of invited guests.

The results of work in small groups to provide in the form of a presentation.

Topic 9. “ORGANIZATION OF PRIVATE DINING AND GUEST NIGHT. ORGANIZATION OF SERVICE OF PRIVATE DINING AT THE TABLE”

Aim: acquire professional knowledge and practical skills in modeling the technological process of serving banquets with partial servicing by waiters.

Content of the topic:

1. Organization of a banquet at a table with partial servicing of waiters

Tasks

1. Make an order and make menus for serving a banquet with partial servicing by the waiters according to the developed variants.
2. Calculate the length and number of banquet tables.
3. Identify and calculate tableware, sets, table linen.
4. Perform pre-service tables.
5. Make a scheme for holding a banquet.
6. Modify the technological process of serving the banquet with a partial servicing of waiters, taking into account the method of placing tables, allocating seats for honorary guests, features and sequence of attendance of invited guests.

The results of work in small groups to provide in the form of a presentation.

Topic 10. “ORGANIZATION OF THE SERVICE OF THE BANQUETS OF THE FOURCHETTE GROUP”

Aim: acquire professional knowledge and practical skills in simulating the technological process of serving banquets in the fourchette group.

Content of the topic

1. Organization of a banquet-buffet
2. Organizing a banquet-cocktail party
3. Organization of a combined banquet: cocktail buffet, buffet dessert, buffet buffet

Tasks

1. Make an order and make menus for serving banquet-buffet according to the developed variants.
2. Calculate the length and number of buffet tables.
3. Identify and calculate tableware, sets, table linen.
4. Perform pre-service tables.
5. Make a scheme for holding a banquet.
6. Simulate the technological process of serving a banquet-buffet, taking into account the method of placing tables, allocation of seats for honorable guests, features and sequence of service of the invited.

The results of work in small groups to provide in the form of a presentation.

Topic 11. “ORGANIZATION OF SERVICE OF BANQUET-TEA, BANQUET-COFFEE”

Aim: acquire professional knowledge and practical skills in modeling the technological process of serving a banquet-tea, a banquet-coffee.

Content of the topic

1. Organization of banquet-tea
2. Organization of banquet-coffee

Tasks

1. Make an order and make menus for serving banquets, banquets and coffee

according to the developed variants.

2. Calculate the length and number of banquet tables.
3. Identify and calculate tableware, sets, table linen.
4. Perform pre-service tables.
5. Make a scheme for holding a banquet.
6. Simulate the technological process of serving a banquet-tea, a banquet-coffee, taking into account the method of placing tables, allocating seats for the previous guests, the features and sequence of service of the invited.

The results of work in small groups to provide in the form of a presentation.

Topic 12. "ORGANIZATION OF CONSUMER SERVICE BY TYPE "SWEDISH BOARD"

Aim: acquire professional knowledge and practical skills in the modeling of the process of servicing consumers by the type of swedish board.

Content of the topic

1. Characteristics of the range of dishes and drinks, their preparation for implementation on the "Swedish line"
2. Constructive features of the equipment of the "Swedish line" in the restaurants
3. Features of a swedish board style banquet

Tasks

1. Make an order and make a menu for serving a swedish board type according to the developed options.
2. Calculate the length and number of banquet tables.
3. Identify and calculate tableware, sets, table linen.
4. Perform pre-service tables.
5. Make a scheme for holding a banquet.

Modify the technological process of serving a banquet by type "swedish board", taking into account the way tables are placed, the features and sequence of service of the invitees.

The results of work in small groups to provide in the form of a presentation.

Topic 13. “ORGANIZATION OF SERVICES OF THEMATIC EVENTS IN RESTAURANTS”

Aim: to acquire professional knowledge and practical skills in modeling the technological process of service of thematic events in restaurants.

Content of the topic

1. Organizational processes of preparation and conducting of thematic events
2. Features of customer service during thematic events in restaurants
3. Organization of service of wedding banquets

Tasks

1. Choose the theme of a particular event and identify features in the design of the hall and tables to service.
2. Make a holiday menu for serving a banquet and pick up the style of its design.
3. Calculate tableware, sets, table linen.
4. Perform pre-service tables.
5. Conduct a presentation of the thematic table.
6. Modify the technological process of serving the banquet participants for the chosen theme.

The results of work in small groups to provide in the form of a presentation.

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