

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE
O. M. BEKETOV NATIONAL UNIVERSITY
OF URBAN ECONOMY IN KHARKIV

METHODOLOGICAL GUIDELINES

for practical 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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TABLE OF CONTENTS

Introduction.....	4
Topic 1. Restaurant services, their classification and modeling of the conditions of their providing.....	5
Topic 2. Classification of restaurant enterprises.....	6
Topic 3. Production-trade structure of restaurant enterprises.....	6
Topic 4. Characteristics of the material and technical basis for the service of consumers in the restaurants 'enterprises.....	7
Topic 5. Modeling of the process of preparation of restaurant agencies for service.....	8
Topic 6. Organization and modeling of the process of advanced service of consumers in restaurants 'enterprises.....	8
Topic 7. Organization of servicing the banquet.....	9
Topic 8. Organization of the service of the bankets of the group "fourchette"	9
Topic 9. Organization of the thematic events in the restaurants enterprises..	10
References.....	11

INTRODUCTION

Practical (seminary) classes are a form of a training session aimed at consolidating the student's theoretical knowledge obtained both at lecture classes and in the process of independent study of the material, as well as during the performance of individual work.

In the course of conducting a practical class on the discipline "Organization of Restaurant Industry" there should be a discussion around pre-defined topics to which students prepare theses of speeches, as well as problematic issues, the answer to which should be found during the discussion.

At the end of the lesson, in order to determine the degree of mastering the material, the teacher conducts a check of the work performed by the students, and summing up the results of the respective assessments, depending on the results of the work performed.

Methodical instructions will be useful in self-training for practical or laboratory classes on discipline.

PROCEDURE FOR PRACTICAL WORKS

MODULE 1. ORGANIZATION OF RESTAURANT HOUSEHOLD

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”

Content of the topic:

- 1 Restaurant services. Basic terms and definitions in the field of services provided by restaurants
- 2 Classification of restaurant services and modeling of their provision
- 3 The basic requirements for the quality of services and the safety requirements of restaurant services institutions

Comprehension questions:

1. Characteristics of general terms and definitions of concepts in the restaurant industry and services provided by catering establishments to the population according to GOST 30523-97 «Catering services. General requirements».
2. Classification of restaurant services and their characteristics according to GOST 30523-97.
3. General requirements for the quality of services and mandatory requirements for the safety of services, environmental services provided in the restaurant industry in accordance with GOST 30523–97.
4. Normative documentation - GOST, DBN, SNiP, MBT, SanPiN - requirements, which must comply with the services of restaurant facilities.

Topic 2: “CLASSIFICATION OF RESTAURANT ENTERPRISES”

Content of the topic:

1. Classification of restaurants in accordance with DSTU 4281: 2004.
2. Classification of restaurants by main features.
3. Characteristics of types and classes of restaurants.
4. Rational arrangement of the network of restaurant facilities.

Comprehension questions:

1. Basic Classifications of Restaurants.
2. Characteristics of types of restaurant facilities.
3. Characteristics of the classes of restaurant facilities.
4. Characteristics of structural and functional parameters of restaurants.
5. Characteristics of the network of restaurant facilities, indicators and principles of its formation and rational placement.
6. Basic terms in the services rendered by the restaurants of the restaurant industry.

Topic 3: “PRODUCTION-TRADE STRUCTURE OF RESTAURANT ENTERPRISES”

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.

Comprehension questions:

1. What is the production and trading structure of the restaurant industry?
2. What factors influence the production and trade structure of restaurant enterprises?
3. What are the main types of production and trade structures of restaurant enterprises?
4. What is the main production of restaurant enterprises?
5. What is an auxiliary production of restaurant business hotels?

6. What is a sales department of a restaurant business hotel, resort and tourist complexes?

7. What is the service department of the restaurant business enterprise of hotels, resorts and tourist complexes?

8. What is the feed line?

9. What factors do influence the shop separating into an independent unit?

10. What does the complication of the production and trade structure of restaurants of hotel, resort and tourist complexes lead to?

11. What and how many groups of premises is part of the production and trading structure?

12. How does the distribution and distribution structure vary depending on the number of seats?

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

**Topic 4: “CHARACTERISTICS OF THE MATERIAL AND
TECHNICAL BASIS FOR THE SERVICE OF CONSUMERS IN THE
RESTAURANTS 'ENTERPRISES”**

Content of the topic:

1. Equipment of trading halls and ways of its location.
2. Classification of tableware, appliances in catering facilities by appointment, material of production.
3. Typical sizes of tableware, glass.
4. Characteristics of the restaurant linen linen, its purpose.

Comprehension questions:

1. What premises of restaurants are considered commercial?
2. How is tableware classified according to the material of manufacture?
3. How is dishware classified according to use.
4. What are the standard sizes of tableware, glass.

5. Range of table linen of restaurants.

Topic 5: “MODELING OF THE PROCESS OF PREPARATION OF RESTAURANT AGENCIES FOR SERVICE”

Content of the topic:

1. Major technological operations for the preparation of retail premises for catering facilities to service.
2. Rules and the sequence of preliminary serving tables in restaurants.
3. The technique of work during the table setting

Comprehension questions:

1. Which technological operations does preparation of retail premises of restaurants consist of?
2. What is a pre-service?
3. What is the sequence of preliminary servicing of tables for restaurants?
4. How to work with a dummy?
5. How to carry tableware, appliances, glass?

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

Topic 6: “ORGANIZATION AND MODELING OF THE PROCESS OF ADVANCED SERVICE OF CONSUMERS IN RESTAURANTS 'ENTERPRISES’”

Content of the topic:

1. Basic principles of simulation of customer service process.
2. Organization of consumer services in restaurants of different types.
3. Rules for serving snacks, cold dishes and snacks, hot appetizers, soups, other dishes, sweet dishes, hot and cold drinks.
4. Organization of service of the grouped contingent of consumers at the place of work, at the place of study, in institutions of medical and recreational rest, in

transport.

Comprehension questions:

1. List the basic principles of customer service in catering establishments of different types.
2. Rules for serving snacks, cold dishes and appetizers, hot snacks.
3. What are the features of serving soups and other dishes?
4. What are the features of serving sweet dishes, hot and cold drinks?
5. Features of service grouped contingent of consumers of restaurant services.

Topic 7: "ORGANIZATION OF SERVICING THE BANQUET"

Content of the topic:

1. Organization of a "banquet at the table" with full-service waiters.
2. Organization of a "banquet at the table" with partial servicing of waiters.
3. Types of receptions.
4. Organization of a banquet-tea, banquet-coffee.

Comprehension questions:

1. What are the hallmarks of classifying banquets?
2. What is the difference between holding a "banquet at a table" with full waiter service from a banquet with partial servicing by waiters?
3. What are the main types of receptions?
4. What are the common and distinctive features of "banquet tea", "banquet coffee".
5. How to calculate the number of waiters to serve a banquet, reception?

Topic 8: "ORGANIZATION OF THE SERVICE OF THE BANKETS OF THE GROUP "FOURCHETTE" "

Content of the topic:

1. Features of the banquet, "fourchette".
2. Organization of banquet "cocktail".
3. Characteristics and features of carrying out of combined banquets.

Comprehension questions:

1. What banquets belong to the "fourchette" group?
2. What is the purpose of conducting such banquets? What time do they last?
3. What are the features and benefits of a banquet, "fourchette"?
4. What are the features of holding a cocktail banquet,?
5. What banquets are combined? Give them a description.

Topic 9: “ORGANIZATION OF THE THEMATIC EVENTS IN THE RESTAURANTS ENTERPRISES”**Content of the topic:**

1. Features of service of festive events on order of consumers in restaurants.
2. Features of organization of service of thematic events on their own initiative at the restaurants.

Comprehension questions:

1. What events are related to the thematic?
2. What are the features of service for conference participants, presentations, meetings?
3. What symbolism is used at the enterprise during the service of a thematic event?
4. How to make a menu and calculate the number of meals for thematic events?

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