

MINISTRY OF EDUCATION AND SCIENCE OF UKRAINE  
SIMON KUZNETS KHARKIV NATIONAL UNIVERSITY OF ECONOMICS



Vice-rector on scientific and methodical work

Karina NEMASHKALO

Organisation of the restaurant industry

**syllabus of the academic discipline**

|                       |                     |
|-----------------------|---------------------|
| Branch of knowledge   | 24 "Service sector" |
| Speciality            | 242 "Tourism"       |
| Educational level     | first (Bachelor)    |
| Educational programme | "Tourism"           |

|                                  |                   |
|----------------------------------|-------------------|
| Type of the course               | <i>compulsory</i> |
| Teaching and evaluation language | <i>English</i>    |

Head the Department of Tourism

*Olena SUSHCHENKO*

Kharkiv  
2021

МІНІСТЕРСТВО ОСВІТИ І НАУКИ УКРАЇНИ  
ХАРКІВСЬКИЙ НАЦІОНАЛЬНИЙ ЕКОНОМІЧНИЙ УНІВЕРСИТЕТ  
ІМЕНІ СЕМЕНА КУЗНЕЦЯ



Організація ресторанного господарства  
**робоча програма навчальної дисципліни**

Галузь знань **24 "Сфера обслуговування"**  
Спеціальність **242 "Туризм"**  
Освітній рівень **Перший (бакалаврський)**  
Освітня програма **"Туризм"**

Статус дисципліни **обов'язкова**  
Мова викладання, навчання та оцінювання **англійська**

Завідувач кафедри туризму

*Олена СУЩЕНКО*

**Харків  
2021**

APPROVED

at the Department of Tourism meeting  
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Compiler:

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**Calendar of the syllabus  
of an academic discipline renewal and re-approval**

| Academic year | Date of the Department of Tourism meeting | Minutes number | Signature of the Head of the Department |
|---------------|---|----------------|---|
|               |   |                |   |
|               |   |                |   |
|               |   |                |   |
|               |   |                |   |

**Description of the Academic Discipline**

Restaurant industry, being a part of the hospitality system, is presented in all areas, including people's homes, public places and international relations as an integral element of the global tourism sphere. In any country the restaurant industry contributes greatly to meeting social, cultural,

economic and entertainment needs. It operates in commercial fields that provide food and beverage, as well as entertainment services for guests or clients.

Studying the restaurant industry promotes a critical awareness of the social, cultural, economic and environmental factors that affect the restaurant industry by focusing on restaurant management practices. It fosters creative and entrepreneurial skills, a commitment to service and awareness of the global opportunities available in the restaurant industry by developing operational, management and transferrable hospitality skills.

The academic discipline «Organisation of the Restaurant Industry» introduces students to restaurant sectors and environments, issues, management practices and skills as they engage in operational and theoretical restaurant industry frameworks. Students are trained to reflect on different events to become familiar with industry practice. Using an inquiry approach, they examine and evaluate issues and explore the possibilities for a sustainable future for the industry.

The academic discipline «Organisation of the Restaurant Industry» gives students a foundation from which their skills and understandings of hospitality can develop. Understandings and skills in this sphere could lead students to professional hospitality careers in food and beverage, catering, accommodation, entertainment, resorts, tourist attractions, festivals and events, tourism, businesses.

The academic discipline «Organisation of the Restaurant Industry» is a fundamental academic discipline and is obligatory according to the curriculum of the students of speciality 242 «Tourism» of the first (bachelor) level.

*The objective* of the academic discipline is to help future specialists in the sphere of tourism to plan and provide implementation of food and beverage services in the process of tourist activity.

### Characteristics of the discipline

|               |             |
|---------------|-------------|
| Course        | <b>3</b>    |
| Term          | <b>2</b>    |
| Credits ECTS  | <b>5</b>    |
| Final control | <b>exam</b> |

### Structural-logical scheme of the discipline

| <b>Prerequisites</b>                     | <b>Postrequisites</b>                    |
|--|--|
| Organisation of Tourism                  | Economy of an enterprise                 |
| Organisation of Tourist Services         | Management of enterprise competitiveness |
| Organisation of the Hospitality Industry | Management and marketing in tourism      |

### Professional competences

| <b>Competence</b>   | <b>Learning outcomes</b>   |
|---|--|
| <b>GC 2.</b> The ability to preserve and increase society's moral, cultural, scientific values and achievements | <b>PLO 2.</b> To know, understand and be able to use in practice the basic concepts of the |

| <b>Competence</b>   | <b>Learning outcomes</b>  |
|---|---|
| through understanding the history and development patterns of the subject area, its place in the general system of knowledge about nature and society development, machinery and technology, different types and forms of physical activity for active recreation and healthy lifestyle | tourism theory, the tourist process organization and the activity of the subjects of the tourist services market as well as to be aware of the worldviews and related sciences in this sphere |
| <b>GC 9.</b> The ability to identify, to set and to solve problems<br><b>GC 10.</b> The ability to communicate in the state language both orally and in writing.  | <b>PLO 3.</b> To know and understand the basic forms and types of tourism, its division   |
| <b>GC 3.</b> The ability to act socially responsibly and consciously  | <b>PLO 11.</b> To know the state and foreign language (s) at the level sufficient for professional activity   |
| <b>GC 9.</b> The ability to identify, to set and to solve problems  | <b>PLO 16.</b> To work in accordance with the principles of social responsibility and civic consciousness   |
| <b>GC 3.</b> The ability to act socially responsibly and consciously  | <b>PLO 17.</b> To manage personal learning for self-realization in a professional tourism sphere  |
|   |   |

### **3. The Syllabus of the Academic Discipline**

#### **Content module 1**

#### **Organisation of the system of service in restaurant establishments**

##### **Theme 1. The basic notions and definitions of restaurant services**

###### *1.1. A general overview of the hospitality industry and restaurant establishments.*

A role of restaurants for tourism and hospitality industry. Reasons of visiting restaurants.

The consumers' culinary tastes.

###### *1.2. The main definitions of the restaurant industry.*

The definition of terms: restaurant industry, food service industry, a restaurant, restaurant business.

###### *1.3. The main directions and perspectives of development.*

The perspectives of the restaurant industry in tourist destinations. Gastronomic tourism as a growing phenomenon. IT as one of the primary modern trends. The benefits of nanotechnology for the food industry. Fashion for a healthy lifestyle

##### **Theme 2. The history of the restaurant industry development in Ukraine and in the world**

###### *2.1. A brief history of the restaurant industry development.*

The development of the restaurant and catering industry. The early history of eating out. The French culinary history. The birth of restaurants in America. The peculiar roles of China, Greece and Rome.

###### *2.2. Development of scientific and practical approaches under the contemporary conditions.*

The locally sourced, plant-forward, seasonal, environmentally sustainable, convenient and healthy food trends. Organic agriculture. Food waste reduction.

### *2.3. The restaurant industry in Ukraine.*

Ukraine's food traditions since ancient times. Peculiarities of the Ukrainian catering and restaurant market. Modern trends and directions of development.

## **Theme 3. The legal and normative regulation of the restaurant industry**

### *3.1. The restaurant industry standards.*

The basic and supplementary ISO International Standards in the restaurant industry. The role they play in tourism industry as a whole.

### *3.2. National and international jurisdictions outside the local area.*

The legal regulation of economic activity in the restaurant industry. The Laws of Ukraine, normative and regulatory acts, state standards and regulations. Certification specifics. Voluntary certification and mandatory certification.

## **Theme 4. The types and characteristics of restaurants**

### *4.1. Classification of restaurants according to DSTU 4281:2004.*

Establishments of the catering trade. Classification. DSTU 4281:2004. General and specific terms and characteristics.

### *4.2. Classification of restaurants according to main characteristics.*

The problems of international classification. North American and British specifics. National peculiarities. Prices, service styles, challenges.

### *4.3. Regional peculiarities and rationale of the restaurant establishments' placement.*

The role of demographics, competition, market population, family income, restaurant personality, style of service, menu price, management and other criteria in the choice of an establishment of the catering trade location.

## **Theme 5. The organisational structure of the restaurant**

### *5.1. Kitchen organization. The modern kitchen brigade.*

The importance and benefits of organising the processes in the restaurant. Specific staffing needs. Dependence of the ultimate structure on the restaurant size. Typical work responsibilities of the kitchen staff.

### *5.2. Dining room organisation.*

Classical dining room organisation. Modern dining room organisation Typical work activities of the dining room staff.

## **Theme 6. The technology of food production in restaurants**

### *6.1. The basic principles of the technology of production in the restaurant industry.*

The stages of the food production and food development. The sequence of unit operations in food processing

### *6.2. The principles of rational production.*

Specialisation, proportion, continuity, rhythm, automation, flexibility. The role of planning, work organization and teamwork. The types and characteristics of production. Terms and conditions of increasing production productivity.

**Theme 7. The types of menus. Menu planning, pricing, evaluation. Nutrients, types of food**

### *7.1. Meals and menu planning.*

Types of menus – table d’hote, a’la carte, state banquets, buffet, event banquets, old/hot spreads, for various types of function etc. and specifics of their planning.

### *7.2. Methods of menu pricing and evaluation.*

Subjective pricing methods. Objective pricing methods. Calculating drink prices. Menu evaluation according to the stars, plow horses, puzzles, dogs methodology. Taking into account the rational nutrition of tourists.

## **Theme 8. Forms, types and methods of restaurant services.**

### *8.1. Types of service.*

Preparation of the restaurant – mis-en-place & mis-en-scene, rules for laying the table and waiting. The seating consumption time. The service methods (table, assisted, single point, specialised, self-service). The forms of service – Russian, American, French, Indian and English.

### *8.2. Useful tips for food/beverage service.*

The specifics of the hospitality industry service. The recommendations for dining room personnel, for management, for kitchen staff.

## **Theme 9. Types of restaurant services of tourists according to the resort and recreational specifications**

### *9.1. Characteristics of the restaurant establishments in hotels.*

The schemes of catering tourists in hotels, various resorts, recreational centres, camps, etc. the specifics of children and elderly people nourishment. Coordination and correspondence of the type of catering to the level of the tourist’s placement and lodgings. The peculiarities of room service.

### *9.2. Recreational and sport camps. Differences and peculiarities.*

The schemes of catering tourists during the extreme sports, hiking, skiing, mountain climbing, and other types of active tourism. Specialized food choices and recreational meal plans.

## **Theme 10. Contemporary methods of catering of tourists.**

### *10.1. New trends in the restaurant and catering industries.*

Wedding catering. Corporate/business catering. Social event catering. Industrial catering. Mobile catering. Events catering.

### *10.2. Organisation of banquets.*

Standing banquets. Seated banquets. Servicing the participants of the conferences, presentations, meetings, festivals, exhibitions, competitions, etc.

## **Theme 11. Types of catering of tourists. Catering on board, in trains etc.**

### *11.1. Airline catering.*

The airline fares depending on class and service provided (economy, first, business, luxury). Types of food offered. Its cost, preparation, safety on board.

### *11.2. Railway catering.*

Types of restaurant establishments at the railway stations. Restaurant establishments in trains and types of meals served there.

### *11.3. Cruise liner catering.*

Cruise catering as one of the most luxurious. Specifics and features.

## **Content module 2.**

### **Organisation of the functioning of the restaurant industry establishments**

## **Theme 12. Personnel management of the restaurant**

### *12.1. Staff organisation of F&B Departments.*

Hiring and recruitment: onboarding; training, coaching and employee retention; employee motivation; discipline and termination.

### *12.2. Inter & intra departmental coordination.*

Intradepartmental interactions within certain departments (the kitchen and food production, front-of-the-house, housekeeping, beverage management) and inter interactions between them.

### *12.3. The importance of rational work organisation.*

Job descriptions and specifications. An employee handbook (the tasks, rules, obligations, responsibilities and expectations).

## **Theme 13. Skills and abilities of the restaurant staff. Requirements to the professional level of the restaurant employees**

### *13.1. Job opportunities in the restaurant industry.*

A food stylist, a holistic health coach, a vegan chef, a molecular gastronomist, restaurant designer, restaurant publicist. The importance of networking.

### *13.3. Principles of formation of the norms of time.*

Methods time management system. Standards, forecasting, a staffing guide, scheduling, using part-time personnel.

## **Theme 14. Competition strategies evaluation and price planning of the restaurants according to the market changes**

### *14.1. Restaurant operations.*

Restaurant POS systems. The handheld order terminals. Getting orders to and from the bar and kitchen. Completing transactions, budgeting and control. The restaurant accounting software

### *14.2. Labour costs and guest check control.*

Software programs. Labour management systems. Variable and fixed payrolls. Labour, food, and other control systems. Productivity analysis and cost control.

## **Theme 15. Safety in the restaurant industry**

### *15.1. Sanitation and safety laws and norms.*

The Laws and regulations of Ukraine concerning sanitation and safety in the restaurant industry. A report of the state sanitary and epidemiologic expert examination. Food production and sanitation.

### *15.2. Food protection as a system.*

The Hazard Analysis Critical Control Point (HACCP). Safety: preventing accidents. Universal precautions.

## **Theme 16. Organisation of supply in the restaurant industry establishments**

### *16.1. Effective supply of the raw and the convenience food.*

Steps of a supply system. Written standards for food (food specifications). A purchasing cycle. Buying meat. Buying fresh fruits and vegetables. Buying canned products. The role of food distributors and retailers.

### *16.2. Furniture, equipment, cutlery, crockery and accessories supply.*

The specifics and timely supply of the furniture, equipment, cutlery, crockery and various accessories. The procedures used for buying other supplies – paper goods, cleaning materials, napkins and covers, and so on.

## **Theme 17. Marketing and advertising activities**

### *17.1. Marketing in the restaurant business.*



Marketing resources for: planning and tracking; customer retention; public relations; menu; internet; marketing and promotion systems.

*17.2. Marketing planning and strategy.*

The marketing planning calendar. The restaurant marketing promotion tracking system. Customer database.

*17.3. Marketing mix – the four Ps.*

The analysis of place (location). The specifics of the restaurant product. price, and promotion. The dependence of price on other variables. Various promotion activities. Advertising and promotion.

**Theme 18. Quality of the restaurant services**

*18.1. The quality of services.*

The Service Quality Model (SERVQUAL). RATER model. The questionnaires as an instrument to measure potential service quality problems and the model of service quality to help diagnose possible causes of the problem.

*18.2. The quality of food.*

The key regulatory legal acts in the domain of food quality. Hygienic requirements. Single categories of foodstuffs.

**Theme 19. Functional organisation of the restaurants premises**

*19.1. Organisation of the premises for guests and customers.*

The mis-en-scene, laying the tables, folding the napkins, preparing the sidestand, the rules of serving the guests.

*19.2. Kitchen equipment and kitchen organisation.*

The kitchen layout planning. The flow of a kitchen. Categories of kitchen equipment.

*19.3. Service premises.*

Receiving facilities. Storage facilities. Administrative and office premises. Employee dining facilities. Food transport vehicles.

**Theme 20. Architecture and design in the restaurant industry**

*20.1. Congruity of all the elements of the restaurant.*

Congruity of design, architecture, menu, crockery and cutlery, uniforms etc. The ambience, front and back of the restaurants.

*20.2. Contemporary trends and fashion.*

Universal precautions and hygiene. The expanding trends towards automation and computerisation. Contactless service. The health-conscious trend. No-waste methods. Chef-driven fast-casual concepts.

The list of practical lessons, seminars, questions and tasks to the self-study and class-work are given in the table "Rating plan of the discipline"

**Teaching methods**

**Distribution of the methods for studies intensification according to the themes of the academic discipline**

| Theme  | Practical implementation of the educational technologies   |
|--|--|
| 1  | 2  |
| Theme 1.<br>The basic notions and definitions of restaurant services   | <i>A problem lecture:</i> «Analysis of the major restaurant chains of the world».  |
| Theme 2.<br>The history of the restaurant industry development in Ukraine and in the world                   | <i>A problem lecture:</i> «Analyses of the advantages and disadvantages of the Ukrainian restaurant chains». Discussion based on the method of differentiation and comparison.     |
| Theme 3.<br>The legal and normative regulation of the restaurant industry                                    | <i>A case study:</i> «Peculiarities of Ukrainian legislation concerning catering». Solving the situational problems on legal regulation of the conflict situations in restaurants. |
| Theme 4.<br>The types and characteristics of restaurants   | <i>A mini-lecture:</i> «Characteristics of restaurants of different type». The method of discussion based on pictures.   |
| Theme 5.<br>The organisational structure of the restaurant.  | <i>A case study:</i> «Requirements to the organizational structure of the restaurant». Solving the practical tasks on the organisation of the restaurant production program.       |
| Theme 6.<br>The technology of food production in the restaurants.  | <i>A mini-lecture, a seminar-discussion:</i> «Modern requirements to the food production process in restaurants».  |
| Theme 7.<br>The types of menus. Menu planning, pricing, evaluation. Nutrients, types of food                 | <i>A didactic business game:</i> «Menus as the «face» of any restaurant. Menu design and planning».  |
| Theme 8.<br>Forms, types and methods of restaurant services  | <i>A mini-lecture, a seminar-discussion:</i> «Requirements to the level of service in the restaurants of different classes».   |
| Theme 9.<br>Types of restaurant services of tourists according to the resort and recreational specifications | <i>A didactic business game:</i> «Peculiarities of the tourist service organization in restaurants in different countries of the world».   |
| Theme 10.<br>Contemporary methods of catering of tourists  | <i>A mini-lecture, a seminar-discussion:</i> «Forms and methods of service».   |
| Theme 11.<br>Types of catering of tourists. Catering on board, in trains etc.                                | <i>A seminar-discussion</i> of the peculiarities of catering of tourists based on the method of differentiation and comparison.  |
| Theme 12.<br>Personnel management of the restaurant  | <i>A round-table discussion:</i> «Methods of staff development at the catering enterprises».   |
| Theme 13.<br>Skills and abilities of the restaurant staff.   | <i>A case study:</i> «Disappearing liquor. The issues of thefts at the working place». Solving situational   |

|  |   |
|--|---|
| Requirements to the professional level of the restaurant employees   | tasks.  |
| Theme 14.<br>Competition strategy evaluation and price planning of restaurants according to the market changes | <i>A problem lecture:</i> «Modern strategies of competition». Discussion based on the method of differentiation and comparison.   |
| Theme 15.<br>Safety in the restaurant industry   | <i>A didactic business game:</i> «Safety and quality of the restaurant services».   |
| Theme 16.<br>Organisation of supply in the restaurant industry establishments                                  | <i>A problem lecture:</i> «Logistics as the key element of the restaurant's success».   |
| Theme 17.<br>Marketing and advertising activities  | <i>A didactic business game:</i> «Contemporary methods of advertising: social networks and chat platforms». Discussion based on the method of differentiation and comparison. |
| Theme 18.<br>The quality of the restaurant services  | <i>A problem lecture:</i> «The world quality standards of the restaurant services».   |
| Theme 19.<br>Functional organisation of the restaurant premises  | <i>A problem lecture:</i> «The problems of functional organisation of the restaurants premises».  |
| Theme 20.<br>The architecture and design in the restaurant industry  | <i>A seminar-discussion based on pictures:</i> «Planning the territory and premises of restaurants and recreational complexes».   |

### **The implementation of the methods for studies intensification**

| Theme   | Practical implementation of the methods   | Methods for studies intensification   |
|---|---|---|
| 1   | 2   | 3   |
| Theme 1. The basic notions and definitions of restaurant services.                      | 1. A general overview of the hospitality industry and restaurant establishments.<br>2. The main definitions of the restaurant industry.<br>3. The main directions and perspectives of development.                                  | Working in small groups, brainstorming, presentation of the results           |
| Theme 2. The history of the restaurant industry development in Ukraine and in the world | 1. The development of the restaurant and catering industry. The early history of eating out. The French culinary history. The birth of restaurants in America.<br>2. Peculiarities of the Ukrainian catering and restaurant market. | Working in small groups, presentation of the results, banks of visual aids    |
| Theme 3. The legal and normative regulation of the restaurant industry.                 | 1. Restaurant industry standards.<br>2. National and international jurisdictions outside the local area.  | Working in small groups, presentation of the results,                         |
| Theme 4. The types and characteristics of restaurants                                   | Quick-service restaurants.<br>Casual Restaurants.<br>Family restaurants.  | The method of discussion based on pictures.<br>Presentation of the results in |

|   |   |   |
|---|---|---|
|   | Casual restaurants.<br>Fine-dining restaurants. Steakhouses.<br>Seafood restaurants.<br>Ethnic restaurants.<br>Theme restaurants.<br>Coffee shops.<br>Chef-owned restaurants  | small groups  |
| Theme 5. The organisational structure of the restaurant   | 1. Planning and equipping the kitchen.<br>2. Kitchen equipment.<br>3. Receiving, storage, production  | Working in small groups,<br>presentation of the results                             |
| Theme 6. The technology of food production in restaurants.  | Various forms of a meal courses: hors d'oeuvres, potege, poisson, entrée, releve (main), sorbet, roti, legumen, entrement, savoury, desserts and coffee.  | Working in small groups.<br>Presentation of the results.<br>Banks of visual support |
| Theme 7. The types of menus. Menu planning, pricing, evaluation. Nutrients, types of food                 | 1. Types of menus – table d'hote, a'la carte, state banquets, buffet, event banquets, old / hot spreads, for various types of function.<br>2. Methods of menu pricing and evaluation  | Brainstorming.<br>Working in small groups.<br>Presentation of the results.          |
| Theme 8. Forms, types and methods of restaurant services.   | 1. Preparation of the restaurant – mis-en-place & mis-en-scene, rules for laying the table and waiting.<br>2. Different forms of service – Russian, American, French, Indian and English.<br>3. Useful tips for food / beverage service.<br>4. Restaurant vocabulary – English and French | Working in small groups.<br>Presentation of the results.<br>Banks of visual support |
| Theme 9. Types of restaurant services of tourists according to the resort and recreational specifications | The scheme of catering the tourists dependng on a variety of factors such as country, tour type, category of the tourists, the correlation between the number of placement rooms at the hotel and places at the restaurant  | Brainstorming.<br>Presentation of the results.<br>Banks of visual support           |
| Theme 10. Contemporary methods of catering of tourists.   | 1. Servicing at the conferences, presentations, meetings, festivals, exhibitions, competitions etc.<br>2. National traditions of cuisines of the countries of the world   | Brainstorming.<br>Working in small groups.<br>Presentation of the results           |
| Theme 11. Types of catering of the tourists. Catering on board, in trains etc.                            | 1. Catering during the flight.<br>2. Catering in trains.<br>3. Voyage catering  | Working in small groups.<br>Presentation of the results.<br>Banks of visual support |
| Theme 12. Personnel management of the restaurant.   | 1. Job prospects and careers in the catering industry.<br>2. Relationship of the waiter with the customer, kitchen, and management.<br>3. Organization, recruiting, and staffing.   | Brainstorming.<br>Presentation of the results.<br>Banks of visual support           |

|  |  |  |
|--|--|--|
| Theme 13. Skills and abilities of the restaurant staff. Requirements to the professional level of the restaurant employees | 1. Task and job analysis.<br>2. Job descriptions.<br>3. Organizing people and jobs.<br>4. Staffing the restaurant.<br>5. Employee training and development.<br>6. Training methods | Solving situational tasks.<br>Working in small groups,<br>presentation of the results  |
| Theme 14. Competition strategy evaluation and price planning of restaurants according to the market changes                | 1. Analyses of the contemporary strategies of price planning in the restaurant business.<br>2. The features of price planning according to the type of the tourist travels         | Discussion based on the method of differentiation and comparison.<br>Presentation of the results.<br>Banks of visual support |
| Theme 15. Safety in the restaurant industry  | 1. Job safety rules.<br>2. Food sanitation norms.<br>3. Business plans, financing, legal and tax matters.<br>4. Challenges of restaurant operation                                 | Brainstorming.<br>Working in small groups.<br>Presentation of the results.<br>Banks of visual support                        |
| Theme 16. Organisation of supply in the restaurant industry establishments.  | 1. Effective supply of the raw food.<br>2. Supply of the convenience food.<br>3. Furniture, equipment, cutlery, crockery and accessories supply.                                   | Working in small groups.<br>Presentation of the results.<br>Banks of visual support  |
| Theme 17. Marketing and advertising activities   | 1. Marketing planning and strategy.<br>2. Marketing mix - the four Ps.<br>3. Planning and decision-making.<br>4. Advertising and promotion   | Discussion based on the method of differentiation and comparison.<br>Brainstorming.<br>Working in small groups.              |
| Theme 18. The quality of the restaurant services   | 1. The quality of food production.<br>2. The quality of restaurant services.<br>3. The features of tourist services in different types of travels                                  | Working in small groups.<br>Presentation of the results.<br>Banks of visual support  |
| Theme 19. Functional organisation of the restaurant premises.  | 1. Operational systems.<br>2. Functional systems.<br>3. Organisational systems.  | Working in small groups.<br>Presentation of the results.<br>Banks of visual support  |
| Theme 20. The architecture and design in the restaurant industry   | 1. Criteria for locating a restaurant.<br>2. Restaurant idea implementation – from concept to operation.   | Presentation of the results.<br>Banks of visual support  |

### **The System of Assessment**

The system of evaluation of the developed competencies of students takes into account the types of tasks, which according to the curriculum include lectures, seminars, practical studies, as well as independent work. Assessment of competencies gained by students is based on a 100-point accumulation system. Control procedures include:

**The current assessment procedure.** Assessment of student's knowledge during seminars and practical classes and performance of individual tasks is carried out in the following forms:

- active work during the lectures (1 points for lectures 1-12) provided that the student actively participates in the discussion of the topic of the lesson, asks the questions and expresses his/her own point of view on the topic of the lesson; total number of points is 12;

presentations / reports. During the semester, students prepare three reports according to the tasks in themes № 2, 4, 5; maximum score 3 points; total number of points 9;

tasks to the practical lessons. During the semester, students complete tasks to all practical lessons №1-12; maximum score is 1 point; total number of points is 12;

case-studies and business games. During the semester, students write creative responses as the result of participation in case-studies and business games, lectures № 2; 3; 8; 11; maximum score is 3 points; total number of points is 12;

writing an essay. As the result of a round-table discussion (practical lesson 7), student have to write an essay which is estimated in 5 points;

written tests. During the semester, students write 2 test after modules, practical lessons № 6 and 12; maximum score is 5 points for each; total number of points is 10.

**The independent work** of the students includes: working with the theoretical material presented during the lectures; study of the special separate issues which offered for an independent working out; homework; preparation for practical classes; preparation for the seminars; search (selection) of the material for the presentations on a given topic.

**Final control** is performed in the form of an examination which equals 40 points (on the basis of a 100-point scale cumulative rating system).

The final mark is set according to the scale given in the table “Results scale: national and ECTS”.

#### Results scale: national and ECTS

| The points for all types of educational activity | ECTS scale | The assessment according to the national scale and the university scale |                                     |
|--|------------|---|-------------------------------------|
|  |            | Examination, course paper, practice                                     | Examination, course paper, practice |
| 90 – 100   | A          | excellent   | excellent<br>good<br>satisfactory   |
| 82 – 89  | B          | good  |                                     |
| 74 – 81  | C          |   |                                     |
| 64 – 73  | D          | satisfactory  |                                     |
| 60 – 63  | E          |   |                                     |
| 35 – 59  | F<br>X     | unsatisfactory  | unsatisfactory                      |
| 1 – 34   | F          |   |                                     |

#### Rating plan of the discipline

(Evaluation system of forming the levels of professional competencies)

| Lectures          | Forms and types of study   |   | Forms of control | Max mark |
|-------------------|--|---|------------------|----------|
|                   | <b>Module 1. Organisation of the system of service in restaurants establishments</b> |   |                  |          |
| <i>Class-work</i> |  |   |                  |          |
| Lecture 1.        | Lecture  | Theme 1. The basic notions and definitions of restaurant services.<br>Theme 2. The history of development of restaurant industry in Ukraine and in the world. | Lecture work     | 1        |

|  |   |   |   |   |
|--|---|---|---|---|
|  | Practical study   | Practical task «Analysis of the restaurant industry in Kharkiv and other Ukrainian cities».<br>Practical task «Analysis of the major restaurant chains of the world»              | Active participation in the analysis and discussion         | 1 |
| <i>Self-study</i>                                    |   |   |   |   |
|  | Questions and tasks for self-study                              | Search, selection and review of the literature on a given topic   | Checking and grading the home task                          |   |
| <b>Lecture 2.</b>                                    | <i>Class-work</i>   |   |   |   |
|  | Lecture   | Theme 3. The legal and normative regulation of the restaurant industry.<br>Theme 4. The types and characteristics of restaurants  | Lecture work  | 1 |
|  | Practical study   | Case study: «Characteristics of restaurant establishments of different types».<br>Solving the situational problems on legal regulation of the conflict situations in restaurants  | Active participation in the of work at the practical lesson | 1 |
|  |   |   | Presentation of the results                                 | 3 |
|  |   |   | Case-study results  | 3 |
|  | <i>Self-study</i>   |   |   |   |
| Questions and tasks for self-study                   | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |
| <b>Lecture 3.</b>                                    | <i>Class-work</i>   |   |   |   |
|  | Lecture   | Theme 5. The organisational structure of the restaurant.  | Lecture work  | 1 |
|  | Practical study   | Case study: «Requirements for the organizational structure of the restaurant».<br>Solution of the practical tasks on the organisation of the production program of the restaurant | Active participation in the of work at the practical lesson | 1 |
|  |   |   | Case-study results  | 3 |
| <i>Self-study</i>                                    |   |   |   |   |
| Questions and tasks for self-study                   | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |
| <b>Lecture 4.</b>                                    | <i>Class-work</i>   |   |   |   |
|  | Lecture   | Theme 6. Technology of food production in the restaurants.<br>Theme 7. Types of menus. Menu planning, pricing, evaluation. Nutrients, types of food                               | Lecture work  | 1 |
|  | Practical study   | Practical task «Modern requirements to the food production process in restaurants»  | Active participation in the analysis and discussion         | 1 |
| Presentation of the results of work at the practical |   |   | 3   |   |

|   |   |   |   |   |
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|   |   |   | lesson  |   |
|   | <i>Self-study</i>   |   |   |   |
|   | Questions and tasks for self-study                              | Search, selection and review of the literature on a given topic   | Checking and grading the home task                          |   |
| <b>Lecture 5.</b>   | <i>Class-work</i>   |   |   |   |
|   | Lecture   | Theme 8. Forms, types and methods of restaurant services.<br>Theme 9. Types of restaurant services of tourists according to the resort and recreational specifications          | Lecture work  | 1 |
|   | Practical study   | Practical task «Requirements to the service level in the establishments of different classes»   | Active participation in the analysis and discussion         | 1 |
|   |   |   | Presentation of the results of work at the practical lesson | 3 |
|   | <i>Self-study</i>   |   |   |   |
|   | Questions and tasks for self-study                              | Search, selection and review of the literature on a given topic   | Checking and grading the home task                          |   |
| <b>Lecture 6</b>  | <i>Class-work</i>   |   |   |   |
|   | Lecture   | Theme 10. Contemporary methods of catering of tourists.<br>Theme 11. Types of catering of tourists. Catering on board, in trains etc.   | Lecture work  | 1 |
|   | Practical study   | Seminar «Comparison of forms and methods of service».<br>Written test paper to Module 1   | Active participation in the analysis and discussion         | 1 |
|   |   |   | Written test-paper  | 5 |
|   | <i>Self-study</i>   |   |   |   |
| Questions and tasks for self-study  | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |
| <b>Module 2. Organisation of the functioning of the establishments of the restaurant industry</b> |   |   |   |   |
| <b>Lecture 7</b>  | <i>Class-work</i>   |   |   |   |
|   | Lecture   | Theme 12. Personnel management of the restaurant.<br>Theme 13. Skills and abilities of the restaurant staff. Requirements to the professional level of the restaurant employees | Lecture work  | 1 |
|   | Practical study   | Practical tasks on the staff turnover. Round table discussion «Methods of staff development in the catering enterprises». Writing an essay on the topic                         | Active participation in the analysis and discussion         | 1 |
| Writing an essay on the topic   |   |   | 5   |   |



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|                                    | <i>Self-study</i>   |   |   |   |
|                                    | Questions and tasks for self-study                              | Search, selection and review of the literature on a given topic   | Checking and grading the home task                  |   |
| <b>Lecture 8.</b>                  | <i>Class-work</i>   |   |   |   |
|                                    | Lecture   | Theme 15. Safety in the restaurant industry   | Lecture work  | 1 |
|                                    | Practical study   | Practical tasks on the topic.<br>Business game on the topic: «Safety and quality of the restaurant services»                        | Active participation in the analysis and discussion | 1 |
|                                    |   |   | Business game results                               | 3 |
|                                    | <i>Self-study</i>   |   |   |   |
| Questions and tasks for self-study | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |
| <b>Lecture 9</b>                   | <i>Class-work</i>   |   |   |   |
|                                    | Lecture   | Theme 16. Organisation of supply in the establishments of the restaurant industry<br>Theme 17. Marketing and advertising activities | Lecture work  | 1 |
|                                    | Practical study   | Practical tasks as to the production organisation and supply  | Active participation in the analysis and discussion | 1 |
|                                    | <i>Self-study</i>   |   |   |   |
| Questions and tasks for self-study | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |
| <b>Lecture 10</b>                  | <i>Class-work</i>   |   |   |   |
|                                    | Lecture   | Theme 18. The quality of the restaurant services  | Lecture work  | 1 |
|                                    | Practical study   | Practical tasks as to the quality of the restaurant services  | Active participation in the analysis and discussion | 1 |
|                                    | <i>Self-study</i>   |   |   |   |
| Questions and tasks for self-study | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |
| <b>Lecture 11</b>                  | <i>Class-work</i>   |   |   |   |
|                                    | Lecture   | Theme 19. Functional organisation of the restaurant premises.   | Lecture work  | 1 |
|                                    | Practical study   | Business game: «Planning of the territory and premises of restaurants and recreational complexes»<br>Practical tasks on the topic   | Active participation in the analysis and discussion | 1 |
|                                    |   |   | Business game results                               | 3 |
|                                    | <i>Self-study</i>   |   |   |   |
| Questions and tasks for self-study | Search, selection and review of the literature on a given topic | Checking and grading the home task  |   |   |

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| <b>Lecture 12</b>                  | <i>Class-work</i>  |  |   |   |
|                                    | Lecture  | Theme 20. The architecture and design in the restaurant industry                     | Lecture work  | 1 |
|                                    | Practical study  | Practical tasks as to the role of architecture and design in the restaurant industry | Active participation in the analysis and discussion | 1 |
|                                    |  |  | Written test-paper to Module 2                      | 5 |
|                                    | <i>Self-study</i>  |  |   |   |
| Questions and tasks for self-study | Search, selection and review of the literature on a given topic. | Checking and grading the home task   |   |   |
| Exam                               |  |  | 40  |   |

## Resources

### Basic

1. Organisation of the restaurant industry : textbook / O. Akhmedova, O. Sushchenko; Simon Kuznets Kharkiv national university of economics. - E-text data (750 KB). – Kharkiv : S. Kuznets KhNUE, 2019. – 189 p.
2. The Next Frontier of Restaurant Management Harnessing Data to Improve Guest Service and Enhance the Employee Experience / Edited by Susskind A. and Maynard M. - Cornell University Press, Ithaca and London, 2019. – 254 p.

### Supplementary

3. Мальська М. П. Ресторанна справа: технологія та організація обслуговування туристів (теорія та практика) : підручник / М. П. Мальська, О. М. Гаталяк, Н. М. Ганич – Київ : Центр учбової літератури, 2013. – 304 с.
4. Основи готельно-ресторанної справи : навчальний посібник / Н. І. Данько, А. Ю. Парфіненко, П. О. Подлепіна, О. О. Вишневська [за заг. ред. А. Ю. Парфіненка]. – Х. : ХНУ імені В. Н. Каразіна, 2017. – 288 с.
5. Островська Г. Й. Кухні народів світу. Курс лекцій для студентів галузі знань 24 “Сфера обслуговування” спеціальності 241 “Готельно-ресторанна справа” освітнього рівня “бакалавр”. Тернопільській національний технічний університет ім. І. Пулюя. – 2018. – 162 с.
6. Food & Beverage Industry: Basic Principles of Legal Regulation in Ukraine. Regulatory Authorities in the Food Industry. – Kyiv : Arzinger, 2014. – 222 p.
7. Ninemeier D. Planning and Control for Food and Beverage Operations. Educational Institute of the American Hotel and Lodging Association / J. D. Ninemeier. – 7th edition, 2015 – ISBN: 978-0-86612-339-6. – 484 p.

### Information resources

8. Про підприємництво. Закон України від 21.12.1999 р. №1328–XIV // Відомості Верховної Ради України зі змінами та доповненнями – [Електронний ресурс]. – Режим доступу : <http://zakon3.rada.gov.ua/laws/show/698-12>.
9. Про захист прав споживачів. Закон України, 1991, № 30, із змінами, внесеними № 1791-VIII від 20.12.2016 р. // Відомості Верховної Ради – [Електронний ресурс]. – Режим доступу : <http://zakon3.rada.gov.ua/laws/show/1023-12>.

10. Громадське харчування. Терміни та визначення. ДСТУ 3862-99 : чинний від 01 жовтня 1999 року. – [Електронний ресурс]. – Режим доступу : <http://zakon.golovbukh.ua/regulations/10637/478268>.
11. Заклади ресторанного господарства. Класифікація: Чинний від 2004-07-01. ДСТУ 4281:2004 – [Електронний ресурс]. – Режим доступу : <http://dbn.at.ua/load/normativy/dstu/5-1-0-939>.
12. Правила роботи закладів (підприємств) громадського харчування : Наказ № 219 Міністерства економіки та з питань європейської інтеграції України від 24. 07.2002 р. зі змінами, внесеними згідно з Наказом Міністерства економічного розвитку і торгівлі N 509 ( z0650-15 ) від 20.05.2015 р. – [Електронний ресурс]. – Режим доступу : <http://zakon3.rada.gov.ua/laws/show/z0680-02>.
13. Характеристики підприємств громадського харчування за типами та класами: Рекомендації. (Затв. МЗЕЗторгом України від 09.09.99). – [Електронний ресурс]. – Режим доступу : <http://zakon.golovbukh.ua/regulations/1521/8196>.
14. Рекомендовані норми технічного оснащення закладів громадського харчування. Наказ Міністерства економіки та з питань Європейської інтеграції України від 03.01.2003 р., № 2.– [Електронний ресурс]. – Режим доступу : [http://www.restoran.dn.ua/rus/n\\_reading/2/8/article-3502.html](http://www.restoran.dn.ua/rus/n_reading/2/8/article-3502.html).
15. Нормативні акти України [Електронний ресурс]. – Режим доступу : <http://world-vtourism.com>.
16. Сайт з питань ресторанного бізнесу. – Режим доступу : <http://www.ukrbiz.n>
17. On Quality and Safety of Food Products and Food Raw Materials. Law of Ukraine N 2681-III of September 13, 2001, N 191-IV of October 24, 2002 as amended by the Laws of Ukraine. – [Electronic resource]. – Access mode : <http://www.izvoznookno.si/Dokumenti>.

