

Training
Course

Food Service Operation



Course Plan

Introduction

In this course you will gain an in-depth, applied insight into the operations of service-oriented businesses through the use of a restaurant simulation software package. You will actively participate in business decisions, drawing on key concepts of operations management and their underpinning theories to grow a virtual business. You will be required to critically assess scenarios to identify and solve operational and strategic issues that may have an impact on customer relationships.

Course Objectives:

- ✓ Demonstrate appropriate service behaviors.
- ✓ Distinguish between commercial and noncommercial food service operations and identify various service roles in the industry.
- ✓ Understand the concept and techniques of good service and demonstrate the skill acquired.
- ✓ Measure standard food and beverage costs and summarize the food purchasing and receiving process.
- ✓ Program technology for food service.
- ✓ Participate in the operation of food service.
- ✓ Differentiate between objective and subjective food pricing methods, and define several pricing methods, such as the reasonable price, highest price, intuitive price and ratio price methods.

Who Should Attend?

Food Services Manager, Purchasing, and project, Operational personnel

Training Methods:

- ✓ Online Video material.
- ✓ Presentation.
- ✓ Live Interactive sessions.
- ✓ Course presenter will make extensive use of all tools that will be needed for the virtual environment.
- ✓ Questions & Answers

Course Outline:

Day One

- Intro to Food & Beverage Operations
- Feasibility Planning for the Food Industry
- Food & Beverage Costs & Purchasing
- Food & Beverage Pricing Methods

Day Two

- Inventory Control for Food & Beverage Services
- Food Preparation Basics
- Food Operation Safety
- Food Design & Equipment Selection

Day Three

- Financial Management for Food Service
- Food & Beverage Industry Trends
- Professional Standards for Food Services
- Customer Service Skills.

Day Four

- Food Service Segments, Food Service Process Flow.
- Steps in the purchasing process, the skills, knowledge, and behavior required in purchasing personnel, and the role of food service operator ethics in purchasing.
- Steps in the purchasing process, the skills, knowledge, and behavior required in purchasing personnel, and the role of food service operator ethics in purchasing.

Day Five

- Vendor Ordering Instructions
- HACCP Quality Control.
- Facility Sanitation

- Case study

Training Details

Course Duration

5 Days

Pre-Schedule

16 – 18 July 2024

Venue

Lebanon – Movempick Hotel

Training Fees Per Person

KWD 1200 (One Thousand Two Hundred Only)

Course Fees Include

- ✓ Tuition documentation
- ✓ Curriculum and Training Handout
- ✓ Five star light snacks
- ✓ Completion Certificates
- ✓ Lunch Included

