SYLLABUS

Course and educational program	Organization of Restaurant Business Tourism EP
Course description	The Organization of Restaurant Business course covers a wide range of topics related to key areas of restaurant industry development. It reveals key issues of production organization in the restaurant business. Special topics focus on practical issues such as supply organization, warehouse management, and the organization of work at various departments of restaurant establishments. It also covers the rational organization of labor.
Prerequisites for studying	The study of this educational component is based on theoretical and practical skills in hotel and restaurant business, as well as basic knowledge in economics, geography, management, and marketing in the service sector.
Number of credits/hours	4 ECTS credits / 120 academic hours
Learning format	Blended learning
Moodle location	https://dist.ieu.edu.ua/course/view.php?id=704
Lecturer's full name	Yevhen Kozlovskyi, PhD in Public Administration, Associate Professor, Head of the Department of Tourism, Social Sciences and Humanities
Department	Department of Tourism, Social Sciences and Humanities:
Office location	42V Akademika Hlushkova Ave., Kyiv, room 504
Consulting	Every Tuesday from 2 p.m. to 3:30 p.m. by appointment via corporate e-mail
Lecturer's e-mail address	yevhenkozlovskyi@ieu.edu.ua
Course objectives	To provide students with the comprehensive understanding of the development of the restaurant business in modern conditions, the particularities of organizational, service, and production systems of restaurant establishments, as well as methods, forms, and principles of organizing customer service processes in the restaurant industry.

Role of the academic discipline in achieving program learning outcomes	***Specialty: 242 Tourism and Recreation*** PLO 6. To apply principles and methods of organization and service technology for tourists in practical activities. PLO 9. To organize the process of serving consumers of tourist services using cutting-edge information, communication and service technologies and complying with quality standards and safety standards. PLO 13. To establish contacts with experts in tourism and other industries. PLO 18. To assess your knowledge adequately and apply it in various professional situations. PLO 19. To argue your views in solving professional problems. PLO 21. To make reasoned decisions and take responsibility for the results of your professional activities.
Learning outcomes	Students should know: fundamentals of organizing restaurant establishments; the particularities of organizing culinary production in market conditions; general principles of organizing service systems in the restaurant industry; the organization of service for tourists in restaurant establishments. Students should be able to: organize a restaurant business according to a specific concept; model production and service processes in different types of restaurant establishments; ensure a rational technological process for production and sale of products in restaurant establishments; organize service for various categories of consumers in different types of restaurant establishments.
Course content	Section 1. Organizational foundations of restaurant establishments Topic 1.1. Basics of organizing restaurant operations Topic 1.2. Organization of supply in restaurant establishments Topic 1.3. Organization of warehouse, packaging, and transportation operations Topic 1.4. Menu and price list planning in restaurant establishments Section 2. Organization of production and service in restaurant establishments Topic 2.1. Basics of organizing production in restaurant establishments Topic 2.2. Basics of the technological process of service in restaurant establishments Topic 2.3. Characteristics of material and technical infrastructure for service in restaurant establishments Topic 2.4. Organization of customer service in restaurant establishments
Books and materials	1. V.V. Arkhipov, V.A. Rusavska. Organization of Service in Restaurant Establishments: Study Guide. Kyiv: Center for Educational Literature, 2009. 342 p. 2. N.O. Piatnytska. Organization of Service in Restaurant Establishments: Textbook. 2nd edition, revised and supplemented.

	Kyiv: Center for Educational Literature, 2011. 584 p. 3. O.Y. Zavadynska, T.Y. Lytvynenko. Organization of Restaurant Business Abroad: Study Guide. Kyiv: KNTU, 2009. 342 p. 4. V.O. Lukianov. Organization of Hotel and Restaurant Service: Study Guide. Kyiv: Condor Publishing House, 2012. 346 p. 5. L.M. Mostova, O.V. Novikova. Organization of Service in Hospitality Enterprises: Study Guide. Kyiv: Lira-K, 2011. 388 p.
Technical requirements for the course	To work on the Organization of Restaurant Business course, you need regular access to a computer (or phone) and the Internet. In order to successfully study and pass the course exam, you should first explore the distance learning platform (Moodle) and study all folders that already contain or will contain information or materials for the course. You will also have to download and create documents, watch videos, or create them. You can use distance platforms only using corporate e-mail. If you are unable to attend the course, you should notify the Dean's Office or your class representative or the course lecturer directly.
Learning process	The Organization of Restaurant Business course consists of lectures and practical classes. <u>Lectures</u> use the following training methods: *lecture, conversation lecture, discussion, discussion of problematic issues, demonstration, analysis of various situations according to the lecture topic.* <u>Practical classes</u> use the following training methods: *questioning, testing, performing individual and team tasks, case studies, preparing reports and presentations, performing analytical and calculation works, solving specific problems and situations, brainstorming.*

Discipline features	**Period of teaching**	**Semester**	**International disciplinary integration**	**Year of study**	**Courses: general training/professional training/elective**
	1 semester	7th semester	available	4th year	Professional training

Assessment policy	You will have various ways to show your knowledge and skills during the semester. This includes how you attend classes, how and what you contribute to class discussions, how you perform and submit practical tasks and tests on time, how you perform independent work tasks, as well as your ability to present your report. Additionally, you have the opportunity to complete an individual research task performed individually or in a small group in the form of a scientific and practical project.

Activities during the semester	Maximum amount of points during the semester
Current work (attendance, oral questioning, solving calculation problems and tasks, situational exercises)	15
Reports with presentation (4 pcs.)	25
Tests (4 pcs.)	10
Individual research task (admission to the exam)	10
Total	**60**

| **Grading scale** | The minimum amount of points that should be obtained by students for current educational activities during a semester to be admitted to the final control is 36 points. The grade for the discipline is defined as a sum of the final points for current activities and the points for the final control and is expressed due to the multipoint scale.

The grade for the discipline completing with the exam is determined as the sum of points for current learning activities (at least 36), points for individual independent work of students (no more than 6) and points for the exam (at least 24).

The overall points of the discipline are 100. The total grade for the discipline is given according to the national and European scale.

The final control in the form of an exam is carried out after learning all the topics of the discipline, during the examination session.

The overall final grade in points according to the national and ECTS scales is put into the examination and test register, academic card and credit book of students. |
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National and ECTS grading scale

Sum of points for all types of educational activities	ECTS grade	Grade according to the national scale	
		for exam, term paper, practical training	for Pass/Fail test
90-100	A	excellent	pass
82-89	B	good	pass
74-81	C	good	pass
66-73	D	satisfactory	pass
60-65	E	satisfactory	pass
30-59	FX	fail with possible repeated pass	fail with possible repeated pass

1-29	F	fail with obligatory repeated learning of the discipline	fail with obligatory repeated learning of the discipline

QR Code:

How to find out your grade	To check your grades for tasks and read your lecturer's comments, you should check appropriate tabs on Moodle distance learning platforms. You can also obtain information about your grades directly from the course lecturer via corporate e-mail or by appointment on consulting days (room 504).
Course policy	To ensure fruitful learning and cognitive activities of students while studying the discipline, one holds relevant lectures and seminars in the form of presentations, group work and discussion seminars. During classes and at the University, students should respect lecturers, staff and other students, attend classes according to the schedule, come on time and not leave classes without lecturer's permission. All academic assignments should be performed by the deadlines. The teaching staff should constantly advance their professional level, teaching skills, general culture, as well as provide students with appropriate conditions for learning educational programs according to the requirements for the content, level and capacity of education, and encourage their comprehensive professional development. Lecturers should follow the curriculum, not be late for classes, not allow any manifestations of corruption, discrimination, bullying, harassment and infringement of the students' rights. Students who miss the current control for *valid reasons* confirmed by documents have the right to take current control **within two weeks** after returning to studying. Students who have missed classes *without valid reasons*, have not participated in current control activities, have not liquidated academic failure are not admitted to the final semester control of this discipline. In this case, an academic staff member puts a mark 'non-admission' in the exam record. Repeated taking of the exam in the discipline is appointed in case of accomplishing all types of educational, independent (individual) work stipulated by the working program of the academic discipline and is carried out according to the approved schedule of academic failure liquidation.

	QR Code: All participants in the educational process rely on the academic integrity principles. **QR Code:**
Late task performance, correction of grades, making up missed classes	Tasks should be submitted via Moodle by the deadlines stipulated in the course schedule on our website. Most tasks should be performed by 9 a.m. on the day of the next class to coordinate them with the course content and group activities. It is best practice to perform tasks as soon as possible after receiving them so that you have enough time to take an active part in the class. If you need more time to perform the task, flexible deadlines are available. Completed tasks will be accepted until full credit until the last scheduled class in the discipline. Afterwards, the 40% partial credit based on the grade will be awarded within a week after the last day of class. Tasks that are not submitted at all will receive 0. If you are going to miss classes for more than one week due to illness or other reasons, please contact your lecturer to arrange alternative options for performing tasks. Note: deadlines work both ways, and meeting them ensures that your lecturer will provide prompt feedback on your tasks to make sure you keep up with the course. **QR Code:**

Lecturer's response time	Via corporate e-mail, within 24 hours.
Efficient communication	Efficient communication is a two-way street!!! Therefore, the main recommendations for efficient communication include: corporate e-mail directly to the course lecturer; personal communication with classmates via social media/corporate e-mails/mobile phones; communication directly in the course on the Moodle distance platform; and a face-to-face meeting with the lecturer on consulting days.
Policy of publication and distribution of course materials	Students are not allowed to post, publish, sell, or otherwise publicly distribute course materials without the written permission of the lecturer. Such materials include, but are not limited to: lecture notes, lecture slides, video or audio recordings, tasks, problem sets, exams, other students' work, and answer keys. Students who sell, post, publish, or distribute course materials without written permission in order to get answers or otherwise can be subject to disciplinary action, up to and including being required to withdraw from the course. Besides, students are not allowed to make video or audio recordings of the class for their own use without the written permission of the lecturer.
Expected student workload and engagement	During this course, you should allocate some hours for independent study of some lecture materials in accordance with the course topics (approximately 5-6 hours per week). If you face circumstances requiring you to spend more time on any of the tasks, please inform your lecturer by e-mail. The deadline for submission can be extended only if the lecturer is informed in advance that you will not be able to submit the task on time. Students are expected to have a backup plan in case of computer malfunctions or Internet outages.
Support services	E-schedule Library Supervisor Repository Dean's Office

Course schedule	*Lecture topic*	*Practical classes*
	Topic 1.1. Basics of organizing restaurant operations	1. Oral questioning 2. Practical tasks 3. Homework tasks 4. Checking questions submitted for independent study 5. Writing a report 6. Tests
	Topic 1.2. Organization of supply in restaurant establishments	1. Oral questioning 2. Practical tasks

		3. *Homework tasks*	
		4. *Checking questions submitted for independent study*	
		5. *Writing a report*	
		6. *Tests*	
	Topic 1.3. Organization of warehouse, packaging, and transportation operations	1. *Oral questioning*	
		2. *Practical tasks*	
		3. *Homework tasks*	
		4. *Checking questions submitted for independent study*	
		5. *Writing a report*	
		6. *Tests*	
	Topic 1.4. Menu and price list planning in restaurant establishments	1. *Oral questioning*	
		2. *Practical tasks*	
		3. *Homework tasks*	
		4. *Checking questions submitted for independent study*	
		5. *Writing a report*	
		6. *Tests*	
	Topic 2.1. Basics of organizing production in restaurant establishments	1. *Oral questioning*	
		2. *Practical tasks*	
		3. *Homework tasks*	
		4. *Checking questions submitted for independent study*	
		5. *Writing a report*	
		6. *Tests*	
	Topic 2.2. Basics of the technological process of service in restaurant establishments	1. *Oral questioning*	
		2. *Practical tasks*	
		3. *Homework tasks*	
		4. *Checking questions submitted for independent study*	
		5. *Writing a report*	
		6. *Tests*	
	Topic 2.3. Characteristics of material and technical infrastructure for service in restaurant establishments	1. *Oral questioning*	
		2. *Practical tasks*	
		3. *Homework tasks*	
		4. *Checking questions submitted for independent study*	
		5. *Writing a report*	
		6. *Tests*	
	Topic 2.4. Organization of customer service in restaurant establishments	1. *Oral questioning*	
		2. *Practical tasks*	
		3. *Homework tasks*	

		4. *Checking questions submitted for independent study*
		5. *Writing a report*
		6. *Tests*

Tips on successful study during the course	If you want to succeed in this discipline, you should be:
	    - persistent, attentive and curious;
	    - creative, cheerful, and open to communication and discussions;
	    - ready to acquire information and knowledge about the subject not only during lectures but also during extracurricular activities.
	See you at classes!	