

Restaurant Operations Management

Driving Efficiency, Profitability, and Service Excellence



Focus on: **The Manager** ☒ **The Specialist** ☐ **Spotlight Programme** ☒ **Hands-on Skills** ☐

Course Overview

This course provides a comprehensive overview of the principles and practices involved in managing successful restaurant operations. Participants will explore the day-to-day operational functions of foodservice establishments, including staffing and labour management, food and beverage production, inventory control, purchasing, cost management, quality assurance, and guest service excellence. Emphasis is placed on operational efficiency, standard operating procedures, regulatory compliance, and the use of performance metrics to support decision-making. Through case studies and practical applications, participants will develop the skills needed to manage restaurant operations effectively while maintaining profitability, consistency, and high customer satisfaction.

Course Objectives		This Course is Ideal For:	
1	Master the full spectrum of hotel operations, from guest experience to financial performance.	✓	Hotel professionals who want to fast-track their management and leadership careers.
2	Learn how top-performing hotels deliver consistent service excellence and operational efficiency.	✓	Managers seeking proven strategies to boost guest satisfaction and hotel performance.
3	Unlock practical strategies to increase revenue, control costs, and improve profitability.	✓	Department heads aiming to improve profitability, efficiency, and operational control.
4	Build the leadership and management skills needed to run high-performing hotel teams.	✓	Hospitality professionals looking to gain a competitive edge in a crowded job market.
5	Gain real-world insights you can apply immediately to today's fast-moving hospitality environment.	✓	Individuals preparing to step into supervisory or management roles within hotels and tourism.

Course Content

Day	Theme	Coverage
1	Introduction to Restaurant Operations	<ul style="list-style-type: none">• Overview of the restaurant industry and operating models• Describe management tasks involved in organizing, coordinating, staffing, directing, controlling, and evaluating• Front-of-house Vs back-of-house operations• Types of restaurants, types of service, and managerial functions• Identify size and scope of restaurant operations

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		<ul style="list-style-type: none"> • Discuss the various types of restaurants and service styles (Quick, Casual, Fine Dining) • Identify key managerial functions, responsibilities and the constraints that may be placed on them
2	House Management	<ul style="list-style-type: none"> • Back of the House Management • Kitchen Operations & workflow design • Menu engineering & menu psychology • Recipe standardization & portion control • Food safety & hygiene (HACCP basics) • Front of the House Management • Beverage operations (bar set up, Controls) • Quality management in restaurant operations • Waste management & Yield control
3	Human Resource Management	<ul style="list-style-type: none"> • Human Resource Management • Organization, Recruiting and Staffing • Staff scheduling & labor cost control • Training systems & performance evaluation • Leadership & Team Management • Motivation, Leadership & team culture • Handling staff conflicts & discipline • Service and guest relations
4	New technology in restaurant operations	<ul style="list-style-type: none"> • Financial & Inventory Management • Understanding P&L statements • Cost of food, beverage & labour (prime cost) • Inventory management systems & stocktaking • Adopting new technology in restaurant operations • Identify main types of restaurant industry new technology • Role of technology in restaurant operations management • Identify factors to consider when choosing new technology for your restaurant
5	Customer experience	<ul style="list-style-type: none"> • Customer experience • Service excellence • Guest satisfaction • Handling customer complaints professionally • Marketing and Growth • Brand positioning & restaurant marketing basics • Online reputation management (reviews & social media)

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		<ul style="list-style-type: none">• Sales building strategies & promotions
Course Assessment		Certification
Participants will be assessed on:		Upon successful completion of the course, participants will receive a Certificate of Successful Completion , along with a Transcript of Marks showing the performance by grade in each element of assessment and overall.
Participation in sessions		
Completion of exercises & case studies		
Performance in assessments		
Course Instructor		
The instructor holds BSc and MSc degrees from the United States and brings over 20 years of combined experience in hospitality education and hotel management. With more than two decades of teaching experience in academia and professional training across Cyprus, alongside extensive hands-on leadership in hotel management and operations, the instructor offers a strong blend of academic insight and real-world industry expertise. Their background spans operational excellence, service quality, and strategic hospitality management, providing participants with practical, experience-driven learning grounded in international best practices.		