

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 modelsDescribe management tasks involved in organizing, coordinating, staffing, directing, controlling, and evaluatingFront-of-house Vs back-of-house operationsTypes of restaurants, types of service, and managerial functionsIdentify size and scope of restaurant operations

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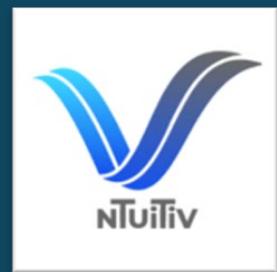
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		<ul style="list-style-type: none">Discuss the various types of restaurants and service styles (Quick, Casual, Fine Dining)Identify key managerial functions, responsibilities and the constraints that may be placed on them
2	House Management	<ul style="list-style-type: none">Back of the House ManagementKitchen Operations & workflow designMenu engineering & menu psychologyRecipe standardization & portion controlFood safety & hygiene (HACCP basics)Front of the House ManagementBeverage operations (bar set up, Controls)Quality management in restaurant operationsWaste management & Yield control
3	Human Resource Management	<ul style="list-style-type: none">Human Resource ManagementOrganization, Recruiting and StaffingStaff scheduling & labor cost controlTraining systems & performance evaluationLeadership & Team ManagementMotivation, Leadership & team cultureHandling staff conflicts & disciplineService and guest relations
4	New technology in restaurant operations	<ul style="list-style-type: none">Financial & Inventory ManagementUnderstanding P&L statementsCost of food, beverage & labour (prime cost)Inventory management systems & stocktakingAdopting new technology in restaurant operationsIdentify main types of restaurant industry new technologyRole of technology in restaurant operations managementIdentify factors to consider when choosing new technology for your restaurant
5	Customer experience	<ul style="list-style-type: none">Customer experienceService excellenceGuest satisfactionHandling customer complaints professionallyMarketing and GrowthBrand positioning & restaurant marketing basicsOnline 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:	
Participation in sessions	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.
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.	