



Scope and Sequence

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Cluster:	Hospitality & Tourism
Course Name:	§130.224 Restaurant Management (One-Half to One Credit)
Course Description:	This course will emphasize the principles of planning, organizing, staffing, directing, and controlling the management of a variety of food service operations. The course will provide insight into the operation of a well-run restaurant. Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.
Course Requirements:	This course is recommended for students in grades 10-12. Recommended prerequisite: Principles of Hospitality and Tourism.
Recommended Equipment:	Students must have access to computers and the Internet and technical presentation tools.

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
I. Restaurant Industry Overview			
A. History of restaurant B. Types of restaurants C. Restaurant trends	(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the restaurant industry.	(A) organize oral and written information (D) infer how scientific principles are used in the restaurant industry	<ul style="list-style-type: none"> • CE – Ch. 1.2, 1.4 • FPMSCC • FPMSCG – Ch. 1
	(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information.	(E) evaluate Internet resources for information	<ul style="list-style-type: none"> • National Restaurant Association www.restaurant.org • National Restaurant Association Educational Foundation www.nraef.org • National Research Center for Career and Technical Education www.nccte.org
	(9) The student demonstrates an understanding that personal success depends on personal effort.	(E) follow directions and procedures independently	<ul style="list-style-type: none"> • CE – Ch. 1.3 • DECA www.deca.org • Family, Career, and Community Leaders of America www.fcclainc.org

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
II. Employability and Career Development			
<p>A. Career opportunities in restaurant management</p> <p>B. Education and training</p> <p>C. Employability skills</p>	<p>(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the restaurant industry.</p> <p>(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees.</p>	<p>(A) organize oral and written information</p> <p>(C) calculate correctly using numerical concepts such as percentages and estimations in practical situations</p> <p>(D) infer how scientific principles are used in the restaurant industry</p> <p>(A) develop, deliver, and critique presentations</p> <p>(C) demonstrate proper techniques for answering restaurant phones</p> <p>(D) interpret verbal and nonverbal cues to enhance communication with coworkers, employers, customers, and clients</p> <p>(E) apply active listening skills to obtain and clarify information</p>	<ul style="list-style-type: none"> • CE – Ch. 1.1, 1.3, 2 • FPMSCC • FPMSCG – Ch. 2 • ME – Ch. 8, 10-11 • Family, Career, and Community Leaders of America www.fcclainc.org

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
	(7) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives.	(A) apply team-building skills (B) apply decision-making and problem-solving skills (C) determine leadership and teamwork qualities to aid in creating a pleasant working atmosphere (D) participate in community leadership and teamwork opportunities to enhance professional skills	• CF – Ch. 8
	(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information.	(E) evaluate Internet resources for information	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
	(9) The student demonstrates an understanding that personal success depends on personal effort.	(A) demonstrate a proactive understanding of self-responsibility and self-management (B) identify behaviors needed to be employable and maintain employment such as positive work ethics and positive personal qualities (C) analyze the effects of health and wellness on employee performance (D) implement stress-management techniques (E) follow directions or procedures independently	<ul style="list-style-type: none"> • CE – Ch. 1.3 • Family, Career, and Community Leaders of America www.fcclainc.org
	(10) The student develops principles in time management, decision making, effective communication, and prioritizing.	(B) analyze various steps in the career decision-making process (C) discuss the importance of balancing a career, family, and leisure activities	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 34 • ME – Ch. 11, 37
	(12) The student understands the use of technical knowledge and skills required to pursue careers in the restaurant industry, including knowledge of design, operation, and maintenance of technological systems.	(A) define job-specific technical vocabulary	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 1, 2

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
	(11) The student knows and understands the importance of employability skills.	(A) demonstrate skills related to seeking employment in the restaurant industry	<ul style="list-style-type: none"> • CF - Ch. 5-8 • FPMSCC • FPMSCG • ME - Ch. 7-8, 10 • America's Career InfoNet www.acinet.org/acinet • Achieve Texas www.achievetexas.org • Labor Market and Career Information www.lmci.state.tx.us • National Restaurant Association www.restaurant.org • National Research Center for Career and Technical Education www.nccte.org • Small Business Administration www.sba.gov • Texas Workforce Commission www.twc.state.tx.us • U.S. Department of Labor www.dol.gov • U.S. Department of Labor-Occupational Outlook Handbook www.bls.gov/oco
(B) identify the required training and educational requirements that lead toward an appropriate industry certification			
(C) select educational and work history highlights to include in a career portfolio			
(D) update a personal career portfolio			
(E) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements			
(F) research the local and regional labor workforce market to determine opportunities for advancement			
(G) investigate professional development training opportunities to keep current on relevant trends and information within the industry			
(H) explore entrepreneurship opportunities			

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
III. Human Resource Operations			
A. Laws and regulations of human resources B. Employee relations C. Personnel management process	(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information.	(E) evaluate Internet resources for information	<ul style="list-style-type: none"> • National Restaurant Association www.restaurant.org • National Restaurant Association Educational Foundation www.nraef.org
D. Liability and damages	(5) The student understands roles within teams, work units, departments, organizations, and the larger environment of the restaurant industry.	(A) explain the different types and functions of departments (B) investigate quality-control standards and practices	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 3- 5, 38 • Food and Drug Administration www.fda.gov • Occupational Safety and Health Administration www.osha.gov
	(8) The student knows and understands the importance of professional ethics and legal responsibilities within the restaurant industry.	(A) demonstrate ethical reasoning in a variety of workplace situations in order to make decisions (B) interpret and explain written organizational policies and procedures to help employees perform their jobs (C) develop guidelines for professional conduct	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 3-5, 34, 38 • ME – Ch. 6 • Food and Drug Administration www.fda.gov • Occupational Safety and Health Administration www.osha.gov

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
IV. Food Safety and Sanitation			
<p>A. Managing safety and sanitation</p> <p>B. Prevention of food-borne illness</p> <p>C. Hazard analysis and critical control point (HACCP)</p>	<p>(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information.</p>	<p>(E) evaluate Internet resources for information</p>	<ul style="list-style-type: none"> • National Restaurant Association www.restaurant.org • National Restaurant Association Educational Foundation www.nraef.org
	<p>(6) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.</p>	<p>(A) assess workplace conditions with regard to safety and health</p> <p>(B) analyze potential effects caused by common chemicals and hazardous materials</p> <p>(C) demonstrate first aid and cardiopulmonary resuscitation skills</p> <p>(D) apply safety and sanitation standards common to the workplace</p> <p>(E) research sources of food-borne illness and determine ways to prevent them</p> <p>(F) determine professional attire and personal hygiene for restaurant employees</p>	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 10-13 • Food and Drug Administration www.fda.gov • Food Safety www.foodsafety.gov • Occupational Safety and Health Administration www.osha.gov
	<p>(9) The student demonstrates an understanding that personal success depends on personal effort.</p>	<p>(E) follow directions and procedures independently</p>	<ul style="list-style-type: none"> • CE – Ch. 1.3 • Food and Drug Administration www.fda.gov

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
V. Managing Restaurant Operations			
<p>A. Managing food and beverage production</p> <p>B. Purchasing, receiving, and storage procedures</p> <p>C. Managing cost i. Labor cost ii. Food cost</p> <p>D. Customer relations</p> <p>E. Financial analysis</p> <p>F. Marketing strategies</p>	<p>(1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the restaurant industry.</p>	<p>(A) organize oral and written information</p> <p>(B) compose a variety of written documents such as agendas, menus, presentations, and advertisements</p> <p>(C) calculate correctly using numerical concepts such as percentages and estimations in practical situations</p> <p>(D) infer how scientific principles are used in the restaurant industry</p> <p>(E) use mathematics and science knowledge and skills to produce quality food products</p>	<ul style="list-style-type: none"> • CE – Ch. 1.2, 1.4 • FPMSCC • FPMSCG – Ch. 1 • National Restaurant Association www.restaurant.org
	<p>(2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees.</p>	<p>(B) analyze various marketing strategies for a restaurant or food venue</p>	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 39 • ME – Ch. 11, 17, 19, 20
	<p>(3) The student solves problems using critical thinking, innovation, and creativity independently and in teams.</p>	<p>(A) generate creative ideas to solve problems by brainstorming possible solutions</p> <p>(B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, customers, clients, and employers</p>	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch 37, 40

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
		(C) use principles of budgeting and forecasting to maximize profit and growth	
	(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information.	(A) use information technology tools to manage and perform work responsibilities	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 40 • National Restaurant Association www.restaurant.org
		(B) use technology applications to perform workplace tasks	
		(C) prepare complex multimedia publications	
		(D) demonstrate knowledge and use of point-of-sale systems	
		(E) evaluate Internet resources for information	
	(5) The student understands roles within teams, work units, departments, organizations, and the larger environment of the restaurant industry.	(A) explain the different types and functions of departments	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 16-17, 19, 34-38 • National Restaurant Association www.restaurant.org
		(B) investigate quality-control standards and practices	
		(C) differentiate between various styles of restaurant services such as table, buffet, and fast food	
		(D) illustrate various place settings using proper placement of dining utensils	
(E) demonstrate the proper service techniques in food service operations			
(9) The student demonstrates an understanding that personal success depends on personal effort.	(E) follow directions and procedures independently	<ul style="list-style-type: none"> • CE – Ch. 1.3 • Family, Career, and Community Leaders of America www.fcclainc.org 	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
	(10) The student develops principles in time management, decision making, effective communication, and prioritizing.	(A) apply effective practices for managing time and energy	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 34 • ME – Ch. 11, 37
		(B) analyze various steps in the career decision-making process	
		(C) discuss the importance of balancing a career, family, and leisure activities	
	(12) The student understands the use of technical knowledge and skills required to pursue careers in the restaurant industry, including knowledge of design, operation, and maintenance of technological systems.	(B) analyze customer comments to formulate improvements in services and products and training of staff	<ul style="list-style-type: none"> • FPMSCC • FPMSCG – Ch. 16-19, 34-38 • National Restaurant Association www.restaurant.org
		(C) detail ways to achieve high rates of customer satisfaction	
		(D) use different types of payment options to facilitate customer payments for services	
		(E) demonstrate technical skills used in producing quality food service	

Units of Study	Knowledge and Skills	Student Expectations	Resources (key on last page)
Resources: Books			
CE	Culinary Essentials, Glencoe/McGraw-Hill Division, 2002		ISBN: 0078226090
CF	Careers in Focus, Goodheart-Wilcox, 2003		ISBN: 1566378826
FPMSCC	Food Production, Management and Services Curriculum Caddy, CEV Multimedia, Ltd., 2004		ISBN: 1569186790
FPMSCG	Food Production, Management, and Services Curriculum Guide, Reference Book, Student Activity Book, and Tests, Curriculum Center for FCS, 2006.		www.depts.ttu.edu/hs/ccfcs
ME	Marketing Essentials, Glencoe/McGraw-Hill Division, 2002		ISBN: 78769043
Resources: Websites			
Americas Career InfoNet	www.acinet.org/acinet		
Achieve Texas	www.achievetexas.org		
DECA	www.deca.org		
Family, Career, and Community Leaders of America	www.fcclainc.org		
Food and Drug Administration	www.fda.gov		
Food Safety	www.foodsafety.gov		
Labor Market and Career Information	www.lmci.state.tx.us		
National Research Center for Career and Technical Education	www.nccte.org		
National Restaurant Association	www.restaurant.org		
National Restaurant Association Educational Foundation	www.nraef.org		
Occupational Safety and Health Administration	www.osha.gov		
Small Business Administration	www.sba.gov		
Texas Workforce Commission	www.twc.state.tx.us		
U.S. Department of Labor	www.dol.gov		
U.S. Department of Labor-Occupational Outlook Handbook	http://www.bls.gov/oco		