

Curriculum

For

Restaurant Manager (6 Months Certificate)

Code: VH70S004

SCHEME OF STUDIES

Restaurant Manager

Sr #	Modules	Theory Hours	Practical Hours	Total Hours
1	Hygiene & Cleanliness	10	60	70
2	Daily Activities	10	0	10
3	Mis-en-place	10	70	80
4	Restaurant Maintenance	10	60	70
5	Setup of the Restaurant	10	40	50
6	Setting of Side Station	10	40	50
7	Receiving, Greeting, Seating	10	30	40
8	Order Taking	10	40	50
9	Service of Food	20	80	100
10	Service of Beverage	20	80	100
11	Complaint Handling	5	50	55
12	Training Development	10	50	60
13	Manage Documentation	5	0	5
14	Menu Planning	5	40	45
15	Inter-departmental	5	0	5

	Communication			
16	Financials of the Restaurant	10	0	10
	TOTAL HOURS	160	640	800

1. Introduction

- Advance Diploma In Restaurant Management
- To develop trained and qualified Restaurant Manager
- The trainee will be able to
 - o Supervise a restaurant
 - o Oversee services in the restaurant
 - o Manage profitability
 - o Handle complaints
 - o Manage Inventories
 - o Train and groom associates
- Restaurant Manager in free standing restaurants, Assistant Restaurant Manager/Restaurant Manager in 4/5 star hotels. Potential to be promoted as Assistant Food & Beverage Manager in 4-5 years in 4/5 star hotels.
- Intermediate
- Course material: English, delivery: English /Urdu
- Mid course assessment (After three months) End of course assessment (At the conclusion of the course)
- Curriculum Developer: Ashar Raza

2. Overview about the program – Restaurant Manager

Module Title and Aim	Learning Units	Theory ¹ Days/hours	Workplace ² Days/hours	Timeframe of modules
Module 1 Hygiene & cleanliness	<ul style="list-style-type: none"> • Personal hygiene • Sanitization of all utensils • Work place hygiene • Food safety 	10 Hours	60 Hours	70
Module 2 Daily Activities	<ul style="list-style-type: none"> • Confirming table reservation • Arranging for reservations • Shift opening & closing duties • Pre & post shift briefings • Staff duties & monthly roster 	10 Hours	NIL	10
Module 3 Mis-en-place	<ul style="list-style-type: none"> • Polishing of glassware • Polishing of chinaware • Polishing of silverware • Availability of required linen • Maintenance of par stocks 	10 Hours	70 Hours	80
Module 4 Restaurant Maintenance	<ul style="list-style-type: none"> • Condition of equipment under use • Defect Reporting • Condition of furniture & fixtures 	10 Hours	60 Hours	70
Module 5 Set up of the Restaurant	<ul style="list-style-type: none"> • Table layout for a la carte • Table layout 	10 Hours	40 Hours	50

¹ Learning hours in training provider premises

² Training workshop, laboratory and on-the-job workplace

	<ul style="list-style-type: none"> for buffet • Table layout for set menu/banquet • Set up of buffet counter 			
Module 6 Setting of side stations	<ul style="list-style-type: none"> • Cleaning of side stations • Availability of condiments • Availability of extra linen • Availability of extra covers 	10 Hours	40 Hours	50
Module 7 Receiving, Greeting, Seating	<ul style="list-style-type: none"> • Receiving of guests • Greeting the guests • Seating the guests 	10 Hours	30 Hours	40
Module 8 Order taking	<ul style="list-style-type: none"> • Menu presentation • Timely order taking • Order taking procedure • Passing the order properly • Opening the check in time 	10 Hours	40 Hours	50
Module 9 Service of Food	<ul style="list-style-type: none"> • Table set up according to the orders • Order conformity with waiter • Service of food as per defined standard 	20 Hours	80 Hours	100
Module 10 Service of Beverage	<ul style="list-style-type: none"> • Timely service of beverages • Replenishment of beverages • Beverage presentation 	20 Hours	80 Hours	100
Module 11 Complaint Handling	<ul style="list-style-type: none"> • Taking customer feedback 	5 Hours	50 Hours	55

	<ul style="list-style-type: none"> • Complaints resolution • Recording complaints 			
Module 12 Training & Development	<ul style="list-style-type: none"> • Training Need Analysis • On the job training • Developing training plans • Imparting trainings • Staff evaluation • Recording of training 	10 Hours	50 Hours	60 Hours
Module 13 Documentation	<ul style="list-style-type: none"> • Pre-opening checklist • Closing checklist • Par stock reports • Breakage records • Staff leaves plan 	5 Hours	NIL	5
Module 14 Menu planning	<ul style="list-style-type: none"> • Perform menu engineering • Recommend new items 	5 Hours	40 hours	45
Module 15 Interdepartmental Communicate	<ul style="list-style-type: none"> • Daily Briefings • Passing orders • Planning & schedules 	5 Hours	NIL	5
Module 16 Financials of the Restaurant	<ul style="list-style-type: none"> • Food Cost • Revenue Budget • Overhead expenses 	10 Hours	NIL	10

3. Restaurant Manager, Curriculum Contents (Teaching and Learning Guide)

Module 1: Hygiene & cleanliness

Objective of the Module: The trainee will understand the importance of hygiene and cleanliness in day to day operation of the restaurant.

Duration: 70 hours Theory: 10 hours Practice: 60 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Personal Hygiene	Maintain good personal hygiene	Knowledge of: Maintaining personal hygiene Ability to: Demonstrate good personal hygiene	23 hours Th: 3 Pr: 20	Nil	Classroom
2. Sanitization of utensils	Should be able to have all utensils under use clean and free from unhealthy germs	Knowledge of: Sanitization chemicals Ability to: Operate dishwashing machine Use of sanitizer solution through bucket and spray gun	23 hours Th: 3 Pr: 20	Sanitizing Solution Spray gun	Workplace
3. Work place hygiene	Maintain a clean and safe work environment	Knowledge of: Cleaning procedures. Cleaning of various equipment under use Ability to: Direct & supervise staff to clean the work area, floors, walls, fixtures, furniture &	18 hours Th: 2 Pr: 16	Cleaning chemicals Cleaning cloth	Classroom/ workplace

		equipments			
4. Food safety	Should be able to supervise food delivery in conformity with HACCP standards	Knowledge of: HACCP Standards Ability to: Monitor that hot food is served hot, cold food cold within the safe temperature limits. Ensure food holding temperatures on the buffet are maintained as per standards	6 hours Th: 2 Pr: 4	NIL	Classroom

Module 2: Daily activities

Objective of the Module: The trainee will be able to plan for the daily activities in order for a smooth operation

Duration: 10 hours Theory: 10 hours Practice: 0 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Confirming table reservation	To be able to plan for the reservation effectively with complete guest satisfaction	Knowledge of: Seating capacity of the restaurant. Ability to: Check reservations for the day and for the next one week on daily basis. Confirm reservations in time in order to avoid any no-show and food wastage.	2 hours Th: 2 Pr: 0	NIL	Classroom
2. Arranging for the reservation	To be able to have the tables ready for the guests	Knowledge of: Seating plan & capacity of the restaurant	2 hours Th: 2 Pr: 0	NIL	Classroom

	in time	Smoking & Non-smoking areas of the restaurant Ability to: Allocate tables according to reservation. Prioritize guest preferences Note for any special instructions Setup the restaurant by joining smaller tables Note for smoking and non-smoking areas Depute staff in different sections according to the reservations			
3. Opening and closing shift duties	To be able to have the shift opening and closing duties done professionally and in time	Knowledge of: Various duties needed to be performed Ability to: Define opening and closing duties Depute staff fairly Distribute task according to the skill of the individual Check to ensure the needful is done as per the set standards	2 hours Th: 2 Pr: 0	NIL	Classroom
4. Pre & post shift briefings	To be able to communicate with staff with timely feedback and to gain their input in day to day operation	Knowledge of: Events of the day Happenings of the day Bookings and any other information useful for the staff Ability: to	2 hours Th: 2 Pr: 0	NIL	Classroom

		conduct pre & post briefing engaging all the staff. Give timely feedback on good or bad performance			
5. Staff duties & monthly rosters	To be able to manage staff duties and rosters according to business demands	Knowledge of: Staff strength and weaknesses Busy and slow days of the week Weekly/monthly business forecast Ability to: Schedule staff according to the workload Distribute staff evenly ensuring that weak and strong staff are well spread in shifts Consider the leave plans and change the roster accordingly	2 hours Th: 2 Pr: 0	NIL	Classroom

Module3: Mis-en-place

Objective of the Module: The trainee will understand the importance of Mis-en-place and to ensure that all the required material is available before the operation starts.

Duration: 80 hours Theory: 10 hours Practice: 70 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Polishing of glassware	To be able to ensure that sufficient glassware is available for the operation	Knowledge of: Different types of glassware. Ability to: Ensure that required glassware is polished properly using	17 hours Th: 2 Pr: 15	Various types of glasses Wiping cloth	Classroom/ Workplace

		<p>the correct method. Ensure that no glass is chipped or has stains before going on the table set up</p>			
2. Polishing of Chinaware	To be able to ensure that sufficient Chinaware is available for the operation	<p>Knowledge of: Different types of Chinaware.</p> <p>Ability to: Ensure that required Chinaware is polished properly using the correct method. Ensure that no plate or platter is chipped or has stains before going on the table set up or on the buffet counter</p>	17 hours Th: 2 Pr: 15	Dinner, dessert plates, platters, side plates, ashtrays	Classroom/ Workplace
3. Polishing of silverware	To be able to ensure that sufficient silverware is available for the operation	<p>Knowledge of: Different types of silverware</p> <p>Ability to: Ensure that required silverware is polished properly using the correct method. Ensure that no piece of cutlery is damaged or has stains before going on the table set up or on the buffet counter</p>	17 hours Th: 2 Pr: 15	Knives, forks, spoons	Classroom/ Workplace

4. Availability of required linen	To be able to ensure that sufficient linen is available for the operation	Knowledge of: Different types of table linen Ability to: Ensure that the linen is available in sufficient quantity. Ensure that the linen is clean and well pressed. Ensure that the linen is not damaged or burnt	17 hours Th: 2 Pr: 15	Napkins, Round table cloths, rectangular table cloths, square table cloths	Classroom/ Workplace
5. Maintenance of par-stocks	To be able to maintain pa-stocks of various supplies	Knowledge of: Required quantities of various supplies and material Ability to : Maintain the par levels as per the size and turnover in the restaurant	12 Hours Th: 2 Pr: 10		

Module 4: Restaurant Maintenance

Objective of the Module: The trainee will be able to understand how to keep the restaurant in good repair and well maintained

Duration: 70 hours Theory: 10 hours Practice: 60 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Condition of equipment under use	To be able to make sure that the equipment in use is in good condition	Knowledge of: Working of various equipment in use Ability to: Check the	32 Hours Th: 4 Pr: 28	Coffee machine, tea boiler, Espresso machine	Classroom/ Workplace

		condition of the equipment on regular intervals			
2. Condition of furniture & fixtures	To be able to make sure the furniture and fixtures are in good repair	<p>Knowledge of:</p> <p>Ability to: Check for the polishing and wear and tear of furniture in use</p>	32 Hours Th: 4 Pr: 28	Tables, chairs, buffet tables	Classroom/ Workplace
3. Defects reporting	To be able to report defect in time & follow-up	<p>Knowledge of: The defect reporting procedure</p> <p>Ability to: Make maintenance reports for any malfunctioning equipment Make maintenance request for any damaged piece of furniture or fixture</p>	6 Hours Th: 2 Pr: 4	Sample maintenance request form	Classroom

Module 5: Table set up

Objective of the Module: The trainee will be able to understand how to do the restaurant table set up on day to day basis

Duration: 50 hours Theory: 10 hours Practice: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Table Set up for a la carte	To be able to ensure a la carte set up	<p>Knowledge of: Standard a la carte set up Different kind of silver and china ware</p> <p>Ability to: Check if all the tables have been set as per the a la carte standard. Check table</p>	13 hours Th: 3 Pr: 10	Knives, forks, Spoons, B&B plates, center setup,	Classroom/ Workplace

		randomly in each section Check the entire restaurant twice a week depending on the size of the restaurant			
2. Table set up for buffet	To be able to ensure buffet set up	Knowledge of: Standard buffet set up Different kind of silver and china ware Ability to: Check if all the tables have been set as per the ala carte standard. Check table randomly in each section Check the entire restaurant twice a week depending on the size of the restaurant	13 hours Th: 3 Pr: 10	Knives, forks, Spoons, B&B plates, center setup	Classroom/ Workplace
3. Table set up for set menu/ banquet	To be able to ensure set menu set up	Knowledge of: Standard set menu set up Different kind of silver and china ware Ability to: Check if all the tables have been set as per the set menu standard. Check table randomly in each section Check the entire restaurant twice a week depending on the size of the restaurant	13 hours Th: 3 Pr: 10	Knives, forks, Spoons, B&B plates, center setup	Classroom/ Workplace
4. Buffet counter	To be able to ensure buffet	Knowledge of: Different kind of	11 hours Th: 1	Chaffing dishes,	Classroom/ Workplace

set up	counter set up	buffet hollowware & silverware Ability to: Check If the buffet has been set as per standard. Check if all the hot dishes are filled with warm water and a burner has been placed Check if service spoons have been placed as required Check if cold and hot ban-marie temperature is up to the standards to ensure food safety	Pr: 10	service spoons, soup ladle, soup dish, plate warmer	
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Module 6: Setting of side stations

Objective of the Module: .The trainee will understand how to ensure set up of side stations

Duration: 50 hours Theory: 10 hours Practice: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Cleaning of side stations	To be able to ensure a clean & tidy side station	Knowledge of: Ability to: Check if all the section of the side station have been thoroughly cleaned	13 Hours Th: 3 Pr: 10	Side station, Cleaning cloth	Classroom/ Workplace
2. Availability of condiment	To be able to ensure availability of condiments	Knowledge of: Knowledge of different sauces and condiments used as standard set	13 Hours Th: 3 Pr: 10	Tomato ketchup, tobasco, hot sauce, Mustard sauce, woerschshire	Classroom/ Workplace

		up Ability to: Check all sauces and condiments are set in the side stations. Ensure all bottles are at least 2/3 full		sauce	
3. Availability of extra linen	To be able to ensure availability of extra linen	Knowledge of: Different types and size of linen The average turnover in the restaurant Ability to: Ensure enough linen to fulfill the restaurant's requirement is available at the side station	12 Hours Th: 2 Pr: 10	Table cloths, napkins	Classroom/ Workplace
4. Availability of extra cover set up	To be able to ensure availability of extra cover set up in the side station	Knowledge: Restaurant turnover history Ability to: Ensure that extra cover set up is available on side station consisting of napkins, b&B plates, cutlery, napkins, ashtrays etc.	12 Hours Th: 2 Pr: 10	Knives, forks, spoons, B & B plates	Classroom/ Workplace

Module 7: Receiving, Greeting, Seating

Objective of the Module: .The trainee will understand how to receive, greet & seat the guest

Duration: 40 hours Theory: 10 hours Practice: 30 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Receiving the guests	To be able to receive the guests coming in the restaurant as per the standard	<p>Knowledge of:</p> <p>Ability to: Ensure that a delegated staff is available at the restaurant entrance at all times to receive the guests</p>	13 Hours Th: 3 Pr: 10	Captain's desk	Classroom/ Workplace
2. Greeting the guests	To be able to ensure that guests are greeted upon arrival as per the standard	<p>Knowledge of greetings used at various times of the day</p> <p>Ability to: Ensure that the staff at the entrance maintains eye contact with the guests approaching the restaurant and greet them according to the time of the day</p>	13 Hours Th: 3 Pr: 10	Captain's Desk	Classroom/ Workplace
3. Seating the guests	To be able to ensure that guests are seated according to the standard	<p>Knowledge of:</p> <p>Ability to: Ensure guest are seated professionally as per the defined standards</p>	14 Hours Th: 4 Pr: 10	Tables & chairs	Classroom/ Workplace

Module 8: Order taking

Objective of the Module: The trainee will be able to understand how to ensure that the order taking is being done correctly in the restaurant

Duration: 50 hours Theory: 10 hours Practice:40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Menu Presentation	To be able to ensure correct menu presentation	<p>Knowledge of:</p> <p>Ability to: Present the menu from the right side with first page open Ensure menus are in good condition & presentable</p>	12 Hours Th: 2 Pr: 10	Menu cards	Classroom/ Workplace
2. Timely order taking	To be able to ensure timely order taking	<p>Knowledge of: Complete menu items</p> <p>Ability to: Check to ensure that waiters are taking orders in time</p>	12 Hours Th: 2 Pr: 10	NIL	Classroom/ Workplace
3. Order taking procedure	To be able to ensure order taking procedure	<p>Knowledge of: Correct order taking procedure</p> <p>Ability to: Randomly check order taking procedure. Make sure sequence of order taking is followed Check if the order is repeated to the guest</p>	12 Hours Th: 2 Pr: 10	Order taking chit, ball point pen	Classroom/ Workplace
4. Passing of orders to the kitchen	To be able to ensure order passing to the kitchen correctly & in	<p>Knowledge:</p> <p>Ability to: Check with</p>	7 Hours Th: 2 Pr: 5	NIL	Classroom/ Workplace

	time	waiters and follow up with kitchen if the complete order with instructions has been passed			
5. Opening of checks	To be able to ensure checks are opened in time	Knowledge of: Point of sale system. Check opening procedure Ability to; Perform random checks on the system and ensure that checks/bills are opened for the occupied tables	7 Hours Th: 2 Pr: 5	Point of sale system	Classroom/ Workplace

Module 9: Service of food

Objective of the Module: The trainee will be able to ensure smooth food service in the restaurant

Duration: 100 hours Theory:20 hours Practice: 80 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Table set up according to the order	To be able to ensure proper table set up	Knowledge of: Various set ups required for various dishes Ability to: Check on the occupied tables that all the silverware is according to the order. For example soup spoon for soup orders, steak knife for steak orders	13 Hours Th: 3 Pr: 10	Complete table setup	Classroom/ Workplace
2. Timely service of orders	To be able to ensure timely service of orders	Knowledge of: Preparation and service time for all the menu	13 Hours Th: 3 Pr: 10	NIL	Classroom/ Workplace

		<p>items</p> <p>Ability to: Monitor food pickups from the kitchen. Check the timing difference on KOT and actual order pickup. Gets guest feedback on delays in orders serving.</p>			
3. Service of food according to defined standards	To be able to ensure food service as per the standard	<p>Knowledge of: Styles of service. Pre-platted and platter service. Side servings of all menu items such as bread basket, melba toast etc</p> <p>Ability to: Monitor food service on tables and ensure orders are served right. Make sure pre-platted orders are served from right. Make sure platter service is done from left. Ensure auctioning of food is avoided. Make sure hot food is served hot, cold food is served cold. Make sure side orders are served timely with the main order.</p>	62 Hours Th: 12 Pr: 50	Dinner plate, Dessert plate, serving bowls, Remiquine dish, Soup sups & saucers	Classroom/ Workplace

4. Customer feedback	To be able to take timely customer feed-back	Ability to: Go to every table in regular intervals and take direct guest feed-back. In case of a negative feed-back, take actions if any	12 Hours Th: 2 Pr: 10	NIL	Classroom
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Module 10: Supervise service of beverage

Objective of the Module: The trainee will understand how to supervise the service of beverage

Duration: 100 hours Theory: 20 hours Practice: 80 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Beverages service	To be able to ensure timely beverage service	Knowledge of: All the hot & cold beverages offered in the restaurant Ability to: Ensure that beverage orders are taken in time followed by in time delivery of the order.	35 Hours Th: 5 Pr: 30	All types of glassware, Serving tray	Classroom/ Workplace
2. Beverage Replenishment	To be able to ensure timely beverage replenishment	Knowledge of: Ability to: Ensure that all the water glasses remain 2/3 filled. The guest should be asked for replenishment as soon as he finishes a glass of beverage (Soft drinks,	25 Hours Th: 5 Pr: 20	All Types of glassware	Classroom/ Workplace

		juices, mocktails etc)			
3. Beverage presentation	To be able to ensure proper beverage presentation	Knowledge of: Different styles of glass garnishes Types of glasses used for various beverages Ability to: To randomly check if the beverages are served in the right type of glass with the right garnish on it.	40 Hours Th: 10 Pr: 30	All types of glassware, Garnishes	Classroom/ Workplace

Module 11: Handle complaints

Objective of the Module: The trainee will learn how to handle complaints

Duration: 55 hours Theory: 5 hours Practice: 50 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Customer feedback	To be able to get guest's fee-back in time	Knowledge of: Approaching and talking to the guest to take feed-back	11 Hours Th: 1 Pr; 10	Comment Cards	Classroom
2. Complaints Resolution	To be able to resolve complaints professionally	Knowledge of: Use correct method to resolve complaint Ability to: Listen Empathize Apologize Resolve Notify	33 Hours Th: 3 Pr: 30	NIL	Classroom
3. Recording complaints	To be able to record	Knowledge of: How to record	11 Hours Th: 1	Log Book	Classroom

	complaints for follow-up	complaints Ability to: Record and follow up to make sure complaint has been resolved and the guest is satisfied.	Pr: 10		
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Module 12: Training & Development

Objective of the Module: The trainee will be able to train and develop the staff under his supervision

Duration: 60 hours Theory: 10 hours Practice: 50 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Training Need Analysis	To be able to assess training need analysis	Knowledge of: Making a "Training Need Analysis" Ability to: Asses the training need of the staff and address the weak areas	2 Hours Th: 2 Pr: 0	NIL	Classroom
2. On the job training	To be able to conduct on the job training	Knowledge of: Basic presentation skills Ability to: Train new associates on the job while getting the job done and develop them for future.	27 Hours Th: 2 Pr: 25	NIL	Classroom
3. Training Plans	To be able to develop training plans for the team	Knowledge of: Developing raining plans Ability to: Make training	2 Hours Th: 2 Pr: 0	Misc Stationary	Classroom

		plans according to "Training Need Analysis"			
4. Imparting trainings	To be able to impart training on the team	Knowledge of: Basis presentation skills Ability to: Impart training for new comers and refreshers for the old staff	27 Hours Th: 2 Pr: 25	NIL	Classroom
5. Staff Evaluation	To be able to evaluate staff trained	Knowledge of: Ability to: Observe and evaluate the staff that has undergone the training and check the need for further training if required.	1 Hours Th: 1 Pr: 0	Training evaluation form	Classroom
6. Training Records	To be able to maintain training records	Knowledge of: How to keep training records. Ability to: Maintain training records for each individual so that it can be tracked in future.	1 Hours Th: 1 Pr: 0	Training record books	Classroom

Module 13: Manage Documentation

Objective of the Module: The trainee will be able to understand what documents are needed to be updated and maintained in the restaurant

Duration: 5 hours Theory: 5 hours Practice: 0 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Opening check list	To be able to perform pre-opening checks	Knowledge of: Pre-opening duties and checks Ability to: Perform pre-	1 Hours Th: 1 Pr: 0	NIL	Classroom

		opening checks, document, take corrective actions and maintain the record.			
2. Closing checklist	To be able to perform closing checks	<p>Knowledge of: Closing duties and checks</p> <p>Ability to: Perform closing checks, document, take corrective actions and maintain the record.</p>	1 Hours Th: 1 Pr: 0	NIL	Classroom
3. Par stock reports	To be able to maintain par stocks	<p>Knowledge of: Various par-stocks to be kept in the restaurant</p> <p>Ability to: Maintain and record the par stocks of various items in the restaurant, such as crockery, cutlery, linen etc.</p>	1 Hours Th: 1 Pr: 0	NIL	Classroom
4. Breakage Records	To be able to maintain breakage records	<p>Knowledge of: Purchase price of each crockery and glassware item.</p> <p>Making a breakage report and record.</p> <p>Ability to: Monitor & report the breakage. Record the total breakage with loss in Rs. Through trainings and controls, minimize the breakage as much as</p>	1 hours Th: 1 Pr: 0	NIL	Classroom

		possible			
5. Staff leave plans	To be able to plan leaves and keep records	Knowledge of: Leave entitlement of each staff Ability to: Plan staff leaves spread over the year making sure the operation does not suffer. Keep record of staff proceeding on leaves and make sure all the staff avail their leaves by the year end.	1 hours Th: 1 Pr: 0	NIL	Classroom

Module 14: Menu planning

Objective of the Module: The trainee will be able to understand his role in menu planning for the restaurant

Duration: 45 hours Theory: 5 hours Practice: 40 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Menu Engineering	To be able to conduct menu engineering	Knowledge of: The menu engineering process Profit margin of all the items on the menu. Ability to: Conduct menu engineering. Identify star, dogs, plough horse and puzzle items in the current menu and suggest which items to be removed while the	43 Hours Th:3 Pr: 40	Desk top computer and printer	Classroom

		menu is being re-done			
2. Recommending new items	To be able to recommend new items in the proposed menu	<p>Knowledge of: Menu items that are in guest demand but are not in the current menu items. New trends in the market through a market survey of the competition.</p> <p>Ability to: Suggest items to be included in the new menu after determining the cost of sale for each.</p>	2 Hours Th: 2 Pr: 0	NIL	Classroom

Module 15: Inter-departmental Communication

Objective of the Module: The trainee will be able to understand how to communicate effectively within the organization

Duration: 5 hours Theory: 5 hours Practice:.0 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Daily meetings & briefing	To be understand importance of briefings and meetings	<p>Knowledge of:</p> <p>Ability to: Attend briefings & meetings with higher management and take note of all the relevant information.</p>	2 Hours Th: 2 Pr: 0	NIL	Classroom
2. Passing of orders	To be able to communicate orders to subordinates	<p>Knowledge of:</p> <p>Ability to: Pass on all the</p>	2 Hours Th: 2 Pr: 0	NIL	Classroom

		relevant information to the staff under command and check for the understanding.			
3. Planning & schedules	To be able to plan & schedule self and staff based on information provided	<p>Knowledge of:</p> <p>Ability to: Based on the information, make schedule for self and the staff for better execution of event and bookings</p>	1 Hour Th: 1 Pr: 0	NIL	Classroom

Module 16: Financials of the Restaurant

Objective of the Module: The trainee will be able to understand the basic financials of the restaurant

Duration: 10 hours Theory: 10 hours Practice: 0 hours

Learning Unit	Learning Outcomes	Learning Elements	Duration	Materials Required	Learning Place
1. Food Cost	To be able to understand basic food cost	<p>Knowledge of: Basic food cost (cost of sales)</p> <p>Ability to: Calculate food cost %age based on cost and selling price. Suggest selling price for new items or menus based on food cost.</p>	4 Hours Th: 4 Pr: 0	Misc stationary items	Classroom
2. Revenue Budgets	To be able to understand F & B revenue budget	<p>Knowledge of: Covers, average check and various types of revenues.</p> <p>Ability to: Monitor daily</p>	4 Hours Th: 4 Pr: 0	Misc Stationary items	Classroom

		performance against the budget and suggest ideas to catch-up with deficit if any. Give in-put for preparation of budgets for coming year.			
3. Overhead Expenses	To be able to understand restaurant's overhead *expenses.	<p>Knowledge of: All the overhead expenses of the restaurant.</p> <p>Ability to: Monitor overhead expenses and try to reduce with compromising on standards. Make sure that overhead costs remain within the budgeted limits</p>	2 Hours Th: 2 Pr: 0	Misc stationary items	Classroom

6. Assessment

Module 1 Hygiene & Cleanliness

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Personal Hygiene	3	20	1. Describe the importance of personal hygiene 2. Demonstrate the practice of good personal hygiene	Written test	
Sanitization of utensils	3	20	1. Describe the Sanitization chemicals 2. Demonstrate the Operation of dishwashing machine 3. Demonstrate the Use of sanitizer solution through bucket and spray gun	Demonstration	
Work place hygiene	2	16	1. Describe the Cleaning procedures. Demonstrate the cleaning of various equipment under use	Written test/Demonstration	
Food safety	2	4	1. Describe the HACCP Standards 2. Demonstrate how the hot food is served hot, cold food cold within the safe	Written test	

			temperature limits.		
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Module 2 Daily Activities

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Confirming table reservation	2	NIL	1. Describe how to Check reservations for the day and for the next one week on daily basis. 2. Describe how to Confirm reservations in time in order to avoid any no-show and food wastage.	Written test	
Arranging for the reservation	2	NIL	1. Describe how to allocate the tables according to reservation. 4. Describe how to prioritize guest preferences for any special instructions 5. Demonstration the Setup of restaurant by joining smaller tables	Written test/Demonstration	
Opening and closing shift duties	2	NIL	1. Describe Various duties needed to be performed 2. Explain opening and closing duties	Written test	

			3.Explain distribute of tasks according to the skill of the individual		
Pre & post shift briefings	2	NIL	1. Describe how to get the events of the day list 2. Demonstrate how to conduct the pre & post briefing engaging all the staff. 3. how to communicate feed-back on good or bad performance	Written test	
Staff duties & monthly rosters	2	NIL	1.Describe how to assess staff strength and weaknesses, Busy and slow days of the week Weekly/monthly business forecast 2.Describe how to prepare staff schedule according to the workload	Written test	

Module 3 Mis-en-place

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Polishing of glassware	2	15	1. Define different types of glassware. 2.Demonstrate the correct method of polishing	Oral/Demonstration	
Polishing of Chinaware	2	15	1. Describe different types of	Oral/Demonstration	

			Chinaware. 2. Demonstrate correct polishing procedure 3. Describe how to monitor quality of polishing		
Polishing of silverware	2	15	1. Describe different types of silverware. 2. Demonstrate correct polishing procedure 3. know how to monitor quality of polishing	Oral/Demonstration	
Availability of required linen	2	15	1. Describe different types of table linen 2. describe the methods to maintain the quality of linen	Oral/Written test	
Maintenance of par stocks	2	10	1. Describe how to determine the quantities of various supplies and material 2. Describe how to maintain the par levels as per the size and turnover in the restaurant	Oral	

Module 4 Restaurant Maintenance

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Condition of equipment under use	4	28	1. Demonstrate the Working of various equipment in use 2. Demonstrate how to	Written test/Demonstration	

			Check the condition of the equipment on regular intervals		
Condition of furniture & fixtures	4	28	1. Describe & demonstrate the procedures to check the quality of furniture and fixture.	Written test/Demonstration	
Defects reporting	2	4	1. Describe the defect reporting procedure	Written test	

Module 5 Layout of the restaurant

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Table Set up for a la carte	3	10	1. Demonstrate the standard a la carte set up. 2. Define various kinds of silver and china ware	Demonstration	
Table set up for buffet	3	10	1. Define various kinds of silver and china ware 2. Demonstrate the buffet table setting as per the buffet standard.	Demonstration	
Table set up for set menu/ banquet	3	10	1. Define various kinds of silver and china ware 2. Demonstrate the table setting as per the set menu standard.	Demonstration	
Buffet counter set up	1	10	1. Define the different kind of buffet hollowware & silverware 2. Demonstrate the buffet counter set up.	Demonstration	

Module 6 Setting of side stations

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Cleaning of side stations	3	10	1. define the standard procedures of cleaning. 2. Demonstrate the side station cleaning.	Demonstration	
Availability of condiment	3	10	1. Describe different sauces and condiments used as standard set up 2. Demonstrate the setting of sauces and condiments in the side stations.	Oral/Demonstration	
Availability of extra linen	2	10	1. Describe different types and size of linen	Oral/Demonstration	
Availability of extra cover set up	2	10	1. Define Restaurant turnover history 2. Demonstrate the cover set up on side station	Oral/demonstration	

Module 7 Receiving, Greeting, Seating

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Receiving	3	10	1. Demonstrate	Demonstration	

the guests			how to receive the guests as per defined standards		
Greeting the guests	3	10	1. Demonstrate how to receive the guests as per the defined standards	Demonstration	
Seating the guests	4	10	1. Demonstrate how to seat the guests as per the defined standards	Demonstration	

Module 8 Order taking

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Menu Presentation	2	10	1. Demonstrate how to present the menu to customer	Demonstration	
Timely order taking	2	10	1. Define various menu items on a standards menu 2. Define what is timely order taking	Oral	
Order taking procedure	2	10	1. Demonstrate the correct order taking procedure	Demonstration	
Passing of orders to the kitchen	2	5	1. Describe how to pass order to the kitchen	Oral	
Opening of checks	2	5	1. Demonstrate the Operating of point of sale system. 2. demonstrate the check opening procedure	Demonstration	

Module 9 Service of Food

Learnin g Units	Theory Days/hour s	Workplace Days/hour s	Recommended formative assessment	Recommended Methodology	Schedule d Dates
Table set up according to the order	3	10	1. Describe the Various set ups required for various dishes 2. Demonstrate table set up for a particular order	Demonstration	
Timely service of orders	3	10	1. Define the preparation and service time for various menu items 2. Demonstrate the procedures of food pickups from the kitchen.	Oral/demonstration	
Service of food according to defined standards	12	50	1. Describe various styles of service & side orders/accompaniments. 2. Demonstrate the various standards of service.	Oral/Demonstration	
Customer feedback	2	10	1. Define the procedure of taking customer feed-back.	Oral	

Module 10 Service of Beverage

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Beverages service	5	30	1. Define all hot & cold beverages offered in the restaurant	Demonstration	

			2.Demonstrate the service of different beverages.		
Beverage Replenishment	5	20	1.Demonstrate the standards for Beverage replenishment.	Demonstration	
Beverage presentation	10	30	1.define different styles of glass garnishes & types of glasses used for various beverages 2.Demonstrate various garnishes.	Demonstration	

Module 11 Handling Complaints

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Customer feedback	1	10	1.Define how to approach and and talk to the guest to take feed-back 2. Demonstrate the same	Oral/Demonstrate	
Complaints Resolution	3	30	1.Describe the Use of correct procedure to resolve complaint 2. Demonstrate the different ways to resolve complain.	Written/demonstrate	
Recording complaints	1	10	1.Describe how to record complaints	Oral	

Module 12 Training & Development

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Training Need Analysis	2	NIL	1.Describe how to carry out “Training Need Analysis”	Written/Oral	
On the job training	2	25	1.Demonstrate how to conduct training on job	Oral/Demonstration	
Training Plans	2	NIL	1. Describe how to develop training plans according to “Training Need Analysis”	Written test	
Imparting trainings	2	25	1.Demonstrate how to impart training	Demonstration	
Staff Evaluation	1	NIL	1.Describe how to evaluate staff	Written test	
Training Records	1	NIL	1. Describe how to keep training records each individual so that it can be tracked in future.	Oral	

Module 13 Documentation

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Opening check list	1	NIL	1.Describe the Pre-opening duties and checks	Written test	

Closing checklist	1	NIL	1. Describe the closing duties and checks	Written test	
Par stock reports	1	NIL	1. Describe the various par-stocks to be kept in the restaurant	Written test	
Breakage Records	1	NIL	1. Describe how to maintain the breakage record of crockery and glassware item.	Written test	
Staff leave plans	1	NIL	1. Describe how to make leave plans of the staff	Written test	

Module 14 Menu planning

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Menu Engineering	3	40	1. Describe what is meant by menu engineering process 2. Describe what is profit margin 3. Describe the menu engineering process and star, dogs, plough horse and puzzle items in the menu	Written test	
Recommending new items	2	NIL	1. describe how to recommend new items in the menu	Oral	

Module 15 Interdepartmental Communication

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Daily meetings & briefing	2	NIL	1. Describe how to take briefings and meeting notes	Oral	
Passing of orders	2	NIL	1. Describe how to pass on all the relevant information to the staff under command and check for the understanding.	Oral	
Planning & schedules	1	NIL	1. Describe how to make schedules for self and the staff for better execution of event and bookings	Written test	

Module 16 Financials of the Restaurant

Learning Units	Theory Days/hours	Workplace Days/hours	Recommended formative assessment	Recommended Methodology	Scheduled Dates
Food Cost	4	NIL	1. Describe what is meant by basic food cost (cost of sales) 2. Define how to Calculate food cost %age based on cost and selling price. 3. Describe how to suggest selling price for new items or menus based on food cost.	Written test	
Revenue Budgets	4	NIL	1. Describe various types of revenues. 2. Define what is meant by average food check & average	Written test	

			beverage check		
Overhead Expenses	2	NIL	1. describe various overhead expenses of the restaurant.	Written test	

Supportive notes

- Assessment context
- Critical aspects
- Assessment condition
- Resources required

7. List of Tools, Machinery & Equipment

Name of Trade	Restaurant Manager
Duration	6 Months

Sr. No.	Name of Item/ Equipment / Tools	Qty.
1.	Dinner knife	100
2.	Dinner Fork	100
3.	Salad Knife	100
4.	Salad Fork	100
5.	Dessert Fork	100
6.	Dessert Spoon	100
7.	Table Spoon	100
8.	Fish Knife	100
9.	Fish Fork	100
10.	B&B Knife	100
11.	Oyster Fork	100
12.	Steak Knife	100
13.	Dinner Plate	200
14.	Dessert Plate	200
15.	B & B Plate	100
16.	Soup Cup	100
17.	Soup Saucer	100
18.	Tea Cup	100
19.	Tea Saucer	200
20.	Espresso Cup	100
21.	Espresso Saucer	100
22.	Cappuccino Cup	100
23.	Service platter	30
24.	Service Bowl	30
25.	Salad Bowl	30
26.	Salad Platter	30
27.	Sauce Boat	10
28.	Ashtray	50
29.	Salt & Pepper shaker	25
30.	Sugar Bowl	25
31.	Remiquine dish	50
32.	Soup ladle	2
33.	Chaffing dish	30
34.	Burners	60
35.	Serving tray	25

36.	Espresso machine	2
37.	Tea boiler	2
38.	Coffee machine	2
39.	Goblet glass	100
40.	Hi Ball Glass	100
41.	Tumblers	30
42.	Pilsners	30
43.	Champagne Flute	30
44.	Champagne Saucer	30
45.	Ice Cream cups	100
46.	Point of sale system	2
47.	Desk Top Computer	25
48.	Laser Printer	2
49.	KOT Printer	2
50.	Spray Gun	25
51.	Square tables	10
52.	Rectangle tables	25
53.	Round tables	10
54.	Chairs	100
55.	Square table cloths	30
56.	Rectangle Table cloths	75
57.	Round Table cloths	30
58.	Napkins	100
59.	Service cloths	75
60.	Wiping Cloth	150

8. List of Consumable Supplies

Name of Trade	Restaurant Manager
Duration	6 Months

Sr. No.	Name of Consumable Supplies
1.	Tea Bags
2.	Espresso Coffee
3.	Filter Coffee
4.	Cleaning chemicals
5.	KOT Rolls
6	A4 Papers
7	Misc Food items
8	Coffee filters
9	Burner fuel
10	Misc Stationary items

Industry Visits:

Pearl Continental Hotel, Karachi,
Mr. Waseem Baig, Director Food & Beverage

Karachi Marriott Hotel,
Mr. Hassan Khurshed, Deputy Director Food & Beverage
Developed by: Ashar Raza, Deputy Director Food & Beverage, Sheraton Karachi Hotel