



# DIPLOMA PROGRAM: Culinary & Hospitality Operations Management

## **Sanitation, Safety and Equipment**

- Interpretation of Terms
- Personal Hygiene
- Food Contamination
- Safe Food Handling
- Construction Standards
- Maintenance Standards
- Sanitation Codes
- The Health Protection and Promotion Act
- Food Poison Prevention
- Dishwashing

## **Bake Theory**

- Flour Production & Applications
- Types of Shortening
- Sugar Commodities
- Eggs in Baking
- Dairy Products
- Use of Salts
- Leavening Agents
- Chocolate and Flavourings

## **Basic Nutrition**

- Major nutrient identification
- Energy sources
- Lipids
- Proteins and Vegetarian Diets
- Carbohydrate and Dietary Fibre
- Vitamins, Processing & Additives
- Mineral Elements
- Water – Sources, value & quality
- Developing Food Patterns

## **Culinary Techniques – Basic**

- Kitchen Tools – Identification, Storage & Handling
- Uniform Standards
- Proper Food Storage and Packaging
- Fire Procedures
- Stock Cookery
- Thickening Agents
- Soup Cookery
- Sauce Cookery
- Egg & Breakfast Cookery
- Short Order Cookery
- Vegetable, Pasta & Rice Cookery
- Fish & Shellfish Cookery
- Meat Entrees
- Salads

## **Communications – Basic**

- Basic Business Communications
- Accident Reports
- Resume preparation
- Cover Letters
- Application Forms

## **Calculations - Basic**

- Addition, subtraction, multiplication & division
- Common Fractions
- Decimal Fractions
- Percentages
- Standards of Measurement
- Fahrenheit to Celsius conversions

## **Techniques of Baking**

- Pie Dough
- Piping Batters
- Quick Breads and Muffins
- Cream Desserts
- Icings
- Yeast Dough
- Choux Paste Products
- Pastries
- Cake Preparation

## **Kitchen Management**

- Hospitality /Tourism Perspectives and Organizations
- Orientation, Training and Career Planning
- Menu Planning and Basic Marketing
- Table Service
- Basic Kitchen Calculations
- Basic Purchasing
- Kitchen Organization, Maintenance and Security

## **Food Theory – Basic**

- Major cooking methods
- Vegetable cuts and Flavouring Agents
- Stock and Soup Cookery
- Sauce Cookery
- Breakfast and Short Order Cookery
- Vegetable and Pasta & Rice Cookery

## **Quantity Food Preparation**

- Rules of Personal Hygiene and Sanitation
- Safety Regulations
- Large Kitchen Equipment Identification
- Stock, Soup and Sauce Cookery
- Poultry, Lamb, Pork, Beef, Fish Cookery
- Potato and Vegetable Cookery
- Salad Preparation
- Dessert Preparation



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## **Food, Beverage and Labour Cost Controls**

- Objectives and Applications of a Food and Beverage Control System
- Food & Beverage Cost controls
- Management Principles
- Employment & Labour Laws
- Employment Recruitment, Selection and Training
- Performance Assessment and Productivity Standards
- Labour Relations
- Labour Cost Controls

## **Communication - Advanced**

- Formal Reports
- Business Correspondence
- Resume Development and Career Planning
- Presentation Skills

## **Calculations - Advanced**

- Business Calculations
- Cost / Sales Calculations
- Break-even Analysis
- Inventory Calculations
- Yield Calculations

## **Food Theory - Advanced**

- Deep Frying and Fish Cookery
- Meat & Poultry Cookery
- Wines, Spirits and Beers in Cooking
- Garnishes & Derivative Sauces
- Buffet Preparation
- Convenience and Microwave –ready Foods

## **Pastry, Desserts and Related Theory**

- A la carte Cold and Hot Desserts
- Pies, Tarts, and Flans
- Choux Paste Products
- Yeast Products
- Puff Pastry
- Cheese Cakes, Special Occasion Cakes

## **Culinary Techniques - Advanced**

- Fish and Shellfish
- Canapés, Pate and Hors D'Oeuvres
- Cold Buffet and Soups
- Desserts
- Poultry and Game
- Lamb, Pork, Veal and Beef Cookery
- Pasta and Rice Cookery
- Soufflés
- Dining Room – Mise-en-Place

## **Cuisine – A La Carte**

- Introduction
- Appetizers, Soups and Salads
- Vegetables, Potatoes, Pastas and Rice
- Desserts
- Equipment Identification, Use and Maintenance

## **Fundamentals and History**

- History of the Food Service
- Today's food Service Industry
- Introduction to Financial Management
- Challenges in the Food Service Industry
- Advantages and disadvantages to starting a food service outlet
- Food service terminology
- Basic mathematic calculations: percentages, averages
- Basic bookkeeping principles

## **Restaurant Types**

- Family or Commercial
- Coffee Shop
- Cafeteria
- Gourmet
- Ethnic
- Fast Food
- Delicatessen
- Buffet
- Institution
- Coffee Bar

## **Menu Planning**

- General menu requirements
- Menu presentation
- Effect of menu on decision making
- Menu design
- Menu merchandising
- Menu analysis

## **Business Organization**

- Proprietorship
- Partnerships
- Limited Company
- Corporations
- Chains and Franchises
- Professional help: banker, accountant, lawyer, consultants, government services

## **Food Service Feasibility**

- Importance of site: general suitability, site specialists
- Visibility, Suitability, Accessibility
- Location Factors
- Downtown versus Shopping Centre
- By-laws and similar considerations: zoning, utilities, highways, property appraisal
- Feasibility Study



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## **Premises and Equipment**

- Leasing: agreements, clauses, bare leases, net and gross, offer and acceptance, conditions, renewal options, buy-out options, interest
- Fixtures and equipment
- Rentals: fixed rental, variable rental, percentage of sales, percentage of profit
- Sale / Leaseback
- Rental Agents
- Architect and Contractors: leasehold improvements, blueprints, preliminary work, landlord negotiations
- Insurance: building and contents, liability, crime insurance, business interruption

## **Equipment, Furnishings and Sanitation**

- Cost of equipment
- Equipment based on needs: menu, storage areas, hours of operation, level of service, budget
- Kitchen design
- Equipment requirements: kitchen equipment, bar area, dining area, sales control equipment
- Professional assistance
- Sanitation controls, procedures and the Health Department

## **Market Analysis**

- Market Research
- Demographics
- Customer Profiles
- Compiling data

## **Financial Planning & Controls**

- Financial statements
- Balance sheets: assets, liabilities, equity
- Income statements
- Retained earnings
- Forecasting, budgeting and analysis
- Financing: equity financing, debt financing, interest, balloon payments, variable rate, lender competition, security, personal guarantees, guarantee release
- Cash receipts and disbursements, bank reconciliation's

## **Purchasing**

- Purchasing cycle
- Suppliers
- Receiving and storage
- Inventory: perpetual inventory, requisitions, quantity control, turnover

## **Human Resources**

- Job Descriptions
- Employee selection, applications, interview techniques, probation, employment standards
- Employee Training
- Employee evaluation, pay raises, promotions, discipline, termination
- Employee records
- Scheduling and Payroll
- Worker's Compensation

## **Marketing and Advertising**

- Trading Area Analysis: attractions analysis, business environment analysis
- Competitor Analysis: sources of information
- Product Analysis: physical limitations, location, parking
- Opportunity Analysis: internal opportunities, external opportunities
- Marketing Plan: strategies, measuring results
- Planning and Budgeting
- Sales Promotion
- Restaurant critics