

HMHC-315 : Hospitality Operations Management

(Formerly Hospitality Facilities and Operations Management.) This course investigates the distinctive operational characteristics, mechanics, and management practices of hospitality organizations. Throughout the course, students will be provided with advanced techniques and tools to analyze the operational capabilities of any organization and offer viable solutions to problems. Topics such as the design of effective service delivery systems, capacity planning, pricing strategies and restaurant revenue management, cost control, labor management and customer service processes are addressed. Emphasis will be placed on principal operating problems facing managers in the restaurant industry. Students will perform the service delivery analysis of an existing restaurant.

Credits 3

Prerequisites

Hospitality Management Internship ([HMFB-300](#))