

Module Title: Hospitality and Restaurant Management**Module Code: B1191****Level: BAICA – 1st Semester...Lesson Plan**

S. No.	Units	Topics / Activities
1	The Dynamics of Leadership in the Hospitality and Restaurant Industry	<ul style="list-style-type: none">• Managing in the Restaurant Industry• Qualities of a Leader• Workplace Ethics• Setting the Right Course for your Organization• Keeping Things in Balance• Professional Development and Leadership• Hospitality Industry and its Segments,
2	Goal Setting in the Hospitality and Restaurant Industry	<ul style="list-style-type: none">• Why goals are important?• Setting Organizational Goals• Writing Smart Goals and Objectives• SWOT and PESTLE Analysis• A Process for Achieving Organizational and Departmental Goals• Strategies for Superior Service Delivery• Emphasis on Strategic Planning, Customer Focus, and Social Impact
3	Communicating Effectively as a Leader and Manager	<ul style="list-style-type: none">• The Importance of an Effective Communication• The Communication Process Defined• Effective Speaking• The Importance of Listening• The Telephone as a Communication Tool• Effective Writing• Organizational Communication

4	Win-Win Scheduling Practices	<ul style="list-style-type: none"> • Master Schedules • Additional Scheduling Considerations • Creating the Actual Crew Schedule • Backup Strategies for Crew Scheduling • Developing And Preparing The Management Schedule
5	Teamwork in the Foodservice and Hospitality Workplace	<ul style="list-style-type: none"> • The Importance of Teamwork in Food Service • Team Types • Advantages and Disadvantages of Working in the Team • Stages of Team Growth • Manager's Role in Team Development • Goal Setting with a Team • Benefits and Challenges of Team Goal Setting • Managing Team-Based Projects
6	Dimensions of Problem Solving	<ul style="list-style-type: none"> • The Importance of Problem Solving in Daily Activities • Developing a Problem-Solving Model • Potential Consequences of Improperly Solving Problem • Crisis Management • Types of Crisis and its Solution • Before a Crisis Strikes
7	Planning and Conducting Effective Meeting	<ul style="list-style-type: none"> • Why people dislike meetings? • Planning Effective Meetings • Types of Meetings • Conducting Effective Meetings • Establishing Ground Rules for the Meeting

