

Chapter 4

Restaurant Operations

RESTAURANT OPERATIONS

- This module looks more closely at the actual operations of a restaurant
- This module should reinforce the notion that to understand the restaurant business, one must not only study it but also work in it
- Even though there are many different types of restaurants, much of the actual work that is performed in them is common across segments

RESTAURANT OPERATIONS

- The typical restaurant can be divided into three general areas: (1) the front-of-the-house; (2) the back-of-the-house and; (3) the office
- The front-of-the-house is where the customer is serviced; the back-of-the-house is where the food is produced/prepared and; the office is where much of the planning and management takes place