



# Management Skills for Commercial Kitchens 2019-2020

**Program Overview:** This certificate prepares learners to manage a professional kitchen in a variety of settings, such as long-term care and supportive living facilities, seniors housing, institutional settings and full-service restaurants. Designed for individuals who are working in professional kitchens, this certificate develops practical skills to implement when managing in these environments. Studying in an interactive online environment, learners gain a broad understanding of topics such as human resource management, inventory control, menu planning and marketing.

**Audience:** Individuals who have experience in professional kitchens and who want to develop their skills for a kitchen management role.

**Course Delivery:** The four courses are delivered online through Blackboard, an online learning platform. Course work is independent but connected to an instructor and class where students interact through discussions and assignments. All course materials are included in the course. Each course has weekly assignments and tasks to complete. To obtain the Management Skills for Commercial Kitchens Certificate all courses must be satisfactorily complete.

**Textbooks:** All course materials are included in the online courses.

## **Course Descriptions:**

### ***Introduction to Professional Kitchen Management (15 hours)***

#### **OVERVIEW OF THIS COURSE**

In this course, students examine the basics of professional kitchen environments.

#### **LEARNING OUTCOMES**

- Explain role of employer and employee in regard to Occupational Health and Safety Regulations, Worksite Hazard Materials Information Systems, Fire Regulations
- Recall Employment Standards
- Explain Workers Compensation Board Regulations
- Describe regulatory environment
- Interpret regulatory environment and compliance
- Create time management plan
- Interpret effective budget and inventory control processes
- Discuss good nutrition as it affects wellness
- Interpret effective budget and inventory control process
- Recognize diversity in workplace
- Examine effective mental health strategies

## ***Professional Kitchen Management Operations (15 hours)***

### **OVERVIEW OF THIS COURSE**

In this course, students examine ideal kitchen layout and organization and understand kitchen organization, scheduling, inventory control, budgeting and labelling.

### **LEARNING OUTCOMES**

- Illustrate components of professional kitchen budget
- Analyze food labelling terminology
- Develop working budget
- Solve questions using standard Kitchen Math
- Design purchasing and receiving activities
- Interpret food labelling terminology
- Recognize Product Branding
- Develop kitchen management and staff schedules
- Analyze Kitchen Layout
- Compute Labour Costing of Schedules
- Restate FIFO system to rotate stock
- Analyze food storage safety

## ***Menu Planning in Professional Kitchens (15 hours)***

### **OVERVIEW OF THIS COURSE**

In this course, students will gain practical understanding of menu planning by exploring all components of effective menus.

### **LEARNING OUTCOMES**

- Apply volume costing principles
- Explain waste management
- Practice recipe conversion
- Differentiate customer needs, challenges, choices
- Recognize cultural and dietary factors
- Differentiate visual impact of food presentation
- Explain menu types
- Determine price point by balancing costs
- Restate recipes in professional kitchen environment

## ***Human Resource Management in Professional Kitchens (15 hours)***

### **OVERVIEW OF THIS COURSE**

In this course, students will practice key skills in management, including recruitment, conflict resolution, scheduling, and performance management.

### **LEARNING OUTCOMES**

- Identify effective recruitment and retention strategies
- Practice performance management skills
- Describe collaborative work environment
- Explain labour standards
- Demonstrate writing skills
- Analyze conflict resolution
- Develop satisfaction surveys
- Analyze social media presence
- Identify social media marketing goals

### **Admission Recommendations:**

There are no pre-requisites or specific admission requirements for this program.

### **Prior Learning/Approved Equivalencies:**

There are no prior learning or approved equivalencies for this course.

### **Program Regulations for Grades and Attendance:**

A minimum overall grade of 65% is required to successfully complete each course. Completion/submission of all assignments, projects and assessments is required. Late or incomplete submissions will result in a grade of 0% for that particular requirement.

### **Transcripts:**

Students must acquire a Successful grade on all four courses in order to receive their certificate. As per the Red Deer College grading policy, percentage grades will be converted to the grade of S (satisfactory) or U (unsatisfactory) for non-credit career development programs.

**Changes to the Course Outline:** Changes in the course outline may be made after the first class, providing this is done in consultation with the students and instructors and reviewed by the Program Coordinator for completeness and consistency with all college policies.

## Student Responsibilities:

- ☑ As college students, you must accept responsibility for managing your own learning.
- ☑ You are expected to have read assigned material prior to class and be prepared for class discussion and exercises on the topic.
- ☑ You are responsible for completing and understanding exercises distributed in class. Completion of these exercises is extremely important in mastering the subject matter.
- ☑ You are strongly encouraged to contact the instructor or instructional assistant if you are encountering difficulty with the subject material.

**Course Costs:** \$600 + GST per course

**Registration Information:** Students register online, in person or by phone. Course fees are due at the time of registration.

As the Alberta Seniors Communities & Housing Association (ASCHA) helped to pioneer this Certificate Program, ASCHA Members receive 10% discount off the tuition. Contact ASCHA at [education@ascha.com](mailto:education@ascha.com) or 780.439.6473 to get the member discount code prior to registering.



**RDC Refund policy:** Cancellation deadline two business days prior to start date.  
Withdrawal fee: \$30 admin fee.