UAB
Universitat Autònoma de Barcelona

Catering Management II

Code: 103732
ECTS Credits: 6

2025/2026

Degree	Type	Year
Hotel Management	OB	2

Contact

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Teaching groups languages

You can view this information at the of this document.

Prerequisites

There are no prerequisites

Objectives and Contextualisation

At the end of the course the student will have to be able to:

1. Knowing the structure of a department of A & B as well as the skills, abilities and tasks of each job profiles that comprise it.
2. Manage and control costs effectively Department of A & B od`una catering company.
3. Become familiar with managing and implementing effective management and control models.
4. Identify the route information and working in F & B department.
5. Manage and be able to perform various catering services provided in a hotel.
6. Knowing how to determine the procedures and adapt to customer expectations, the peculiarities of human capital and material resources available.
7. Take decisions and devise strategies for the development and improvement of the department.

Competences

- Analyse, summarise and evaluate information.
- Apply concepts related to the creation setting up, acquisition, maintenance and conservation of equipment in hotel and catering premises which are energy-sustainable and economically viable.
- Apply health and safety rules in the establishments of the hotel and catering sector.
- Apply knowledge in practice
- Apply the technology and practice acquired in the laboratory in the departments of catering, cooking and accommodation to real cases.
- Be able to search efficiently for the necessary information.
- Demonstrate knowledge of the production system, and operating procedures in the restaurant service.
- Demonstrate understanding of basic human nutrition and its repercussion on health and its application to food.
- Develop a capacity for independent learning.

- Identify and apply the basic measures of food hygiene and safety as well as the national and European regulations that have to be met by establishments and activities in the sector.
- Manage and organise time.
- Manage communication techniques at all levels.
- Work in teams.

Learning Outcomes

1. Analyse, summarise and evaluate information.
2. Analyse the structure of the sector.
3. Apply knowledge in practice.
4. Apply the technology and practices acquired in the practicals laboratory to department of catering, accommodations and back of house operations to real scenarios.
5. Be able to search efficiently for the necessary information.
6. Develop a capacity for independent learning.
7. Develop balanced menus for different groups.
8. Draw up small action plans for health and safety.
9. Identify and understand the different types of services and points of sale for a hotel establishment.
10. Identify health and safety systems in the hotel and catering sector.
11. Identify human nutritional requirements.
12. Manage and organise time.
13. Manage communication techniques at all levels.
14. Structure the different phases of opening of establishments.
15. Understand and apply the basic rules to be satisfied by hotel establishments in questions of food hygiene and safety.
16. Understand the essential steps for creating settings and promotion.
17. Understand the rules of hygiene, food handling and their application.
18. Understand the structure and management of the department as well as the competences and skills of the professional profiles in the area of catering.
19. Work in teams.

Content

Theoretical block

1. Value chain in restaurants

2. Analysis of different gastronomic offers

3. Analysis charts

4. Creating a menu

4.1 Calculation and pricing Sales

4.2 Omnes principles.

4.3 Ingineering menu.

4.4 Systems costs, Direct Cost and Full Cost F & B department.

5. Personal ethics of service / customer care

5.1 Assets calculation, based on space and depending on the service model.

5.2 Personnel management I. Handbooks and Welcome

5.3 Personnel management II. Hours and Holidays

6. Marketing restoration

PRACTICE BLOCK RESIDENTS

1. Management and Operations daily dep. F & B
2. Management l`oferta different outlets
3. Management of spaces and rooms d`esdeveniments
4. Personnel management and distribution operations
5. Customer service and problem solving
6. Types of service
7. Differences in assemblies
8. Beverage service
9. Preparations before the client

Activities and Methodology

Title	Hours	ECTS	Learning Outcomes
Type: Directed			
Problem resolution	7.5	0.3	1, 3, 4, 15, 16, 18, 6, 14, 12, 9, 5
Theoretical classes	22.5	0.9	2, 1, 3, 4, 15, 17, 16, 18, 7, 8, 6, 14, 13, 12, 10, 9, 11, 5, 19
Type: Supervised			
Resident practices	65.5	2.62	2, 3, 4, 15, 17, 16, 18, 7, 6, 14, 13, 12, 10, 9, 11, 19
Tutorial	4	0.16	1, 3, 4, 6, 13, 12, 9, 5, 19
Type: Autonomous			
Preparation of works	16	0.64	1, 3, 4, 15, 17, 16, 18, 7, 14, 12, 9, 19

Teaching Language: Spanish

The theoretical and practical teaching block (teaching in the classroom) takes place in classrooms on the 2nd semester, forming 20% of the course.

The practical training block (Resident Practical Trainning / TPT's / Experiential sessions) develops throughout the course on the premises of the Hotel School, forming 80% of the course. These practices, by reason of their characteristics, they offer different schedules and shifts to teaching in the classroom. For the realization of these practices requires a broad enough knowledge of the language used in the school (listening and speaking and writing) with industry-specific vocabulary.

• Resident Practical Training (PR).

Throughout the different consecutive weeks students subdivided into different groups on weekdays and dedication daily morning and evening, and different activities scheduled to participate in the preparation and provision of various services at the facilities of room Hotel School, in order to consolidate knowledge about the

various restoration activities carried out in a hotel. It should be mentioned that during the first week includes days of initiation and therefore only organized activity called contact, ie without the presence of customers (operations) in order to foster a climate of learning optimal.

- Sessions of preparation and service provision. On the constant presence of the instructor, the student makes rotate a series of activities at some point in the restoration of areas that has the hotel. For example: à la carte hotel services, coffee breaks, assembly halls, etc.

- feedback sessions. Where once the service or the activity, the monitor and the students reflect on the development of operations / activities carried out during the day ca. Students present their experiences and feelings and doubts monitor and carry out the required clarifications and comments rectification measures.

•TPT sessions.

Previous exhibitionand demonstration of the theoretical part of the monitor, the student personally performs the activity developed previously. It should be mentioned that these sessions are held outside the premises of the hotel, ie, specialized classrooms that the school has to adapt the equipment to the development of these types of activities (classroom classroom demonstration and tasting).

• Guided experiential sessions

There will be visits to companies and / or professional conferences, demostracions. From these activities the teacher will propose a series of works related to the topics.

Annotation: Within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Assessment

Continous Assessment Activities

Title	Weighting	Hours	ECTS	Learning Outcomes
Classroom activities	1%	3	0.12	2, 3, 16, 6, 14, 13, 5
Experiential Sessions	10%	2	0.08	4, 15, 18, 9
Practical Case	7%	22.5	0.9	1, 3, 4, 16, 7, 6, 14, 12, 10, 9, 5, 19
Resident Practices I	30%	1.5	0.06	2, 3, 4, 15, 17, 16, 18, 7, 8, 6, 14, 13, 12, 10, 9, 11, 19
Resident Practices II	40%	3.5	0.14	2, 4, 15, 16, 18, 6, 14, 13, 9
Test Evaluation	12%	2	0.08	2, 1, 3, 4, 15, 17, 16, 18, 7, 8, 6, 14, 13, 12, 10, 9, 11, 5, 19

This subject does not consider the single assessment system.

THEORETICAL PART (20% on the final grade) - THREE EVALUATION OPTIONS

A) Continuous assessment with final assessment test:

The evaluation system is organized with the presentation of independent activities (practices, understanding of individual texts, group and/or individual work, classroom presentations, assessment exercises -if applicable-, etc.) plus the final test of continuous assessment of interrelationship and understanding of the topics and theoretical concepts worked on.

The teacher in charge of the subject will establish the list of activities to be carried out, dates and frequency of delivery, assessments, etc. with a percentage of incidence on the grade of 8% to which 12% will be addedcorresponding to the final continuous assessment test.

In order to correctly follow this continuous evaluation system, a minimum of 80% of the activities and tasks is requiredentrustedin theperiodicityestablished by the teacher, before the final continuous assessment test.

Students who do not pass the subject, through the continuous assessment, will be assessed by the single assessment system, without taking into account any of the grades obtained previously.

B) Single assessment: Final exam (all subjects).

Day and time established, according to the academic calendar, in the Center's Official Program.

There will be a single type of final exam, with no difference between students who have not satisfactorily passed the continuous assessment.

C) Re-Assessment:

Only students who in the final evaluation have obtained a grade equal to orhigher than 3.5and lower than 5. The grade of this re-evaluation will not exceed 5 as a final grade.

Examination method to be defined by the teaching staff of the subject.

Day and time established, according to the academic calendar, in the Center's Official Program.

PRACTICAL TRAINING PART (Resident Practical Trainning / TPT's / Experiential sessions) - (80% OF THE FINAL GRADE)

This bloc is evaluated as follows (3 parts):

- OPERATIONAL (30% final note): operational activities, service and customer care in the Hotel and School.

- MANAGEMENT (40% final note): functional part, development project of a F&B department.

- EXPERIENTIAL SESSIONS (10% final note): Completion of a quarterly report/written validation test to consolidate the knowledge, skills and abilities acquired during the experiential sessions which include the completion of the corresponding tasks (with a minimum of 80% attendance)

To be able to apply these percentages, passing all 3 with a minimum grade of 4 out of 10 is an essential condition.

Sine qua non CONDITION TO OBTAIN ACCREDITATION OF THE SUBJECT: it will be necessary to obtain a minimum grade of 4 out of 10 in each block/ part (20% THEORETICAL and 80% PRACTICAL) to be able to average in the final grade and to attend a minimum of 80% both in practical and experiential sessions. If the percentage is lower, it will be scored as Not Evaluable.

The grade for the subject will be NOT EVALUABLE when the student attends less than half of the assessment activities and/or does not attend the final exam.

Bibliography

BIOSCA, DOMENEC. COMO DIRIGIR CON EXITO UN RESTAURANTE. Ediciones CDN, Madrid 1993

FELIPE GALLEGO, JESÚS. DIRECCION ESTRATEGICA EN LOS HOTELES DEL SIGLO XXI. McGraw Hill Interamericana. Madrid, 1996

MESTRES, JUAN R. TECNICAS EN GESTION Y DIRECCION HOTELERA. Editorial Gestion 2000. Barcelona, 2003

ORIOL AMAT i FERNANDO CAMPA, CONTABILIDAD, CONTROL de GESTION y FINANZAS de HOTELES. Editorial PROFIT. Barcelona, 2011.

ROCHAT, MICHEL. MARKETING Y GESTION DE LA RESTAURACION. Editorial Gestion 2000. Enero, 2001

Software

Free Apps for IOS & Android:
Hotel Empire Tycoon. Hotel management and administration game/simulation
Idle Restaurant Tycoon. Restaurant management and administration game/simulation

Groups and Languages

Name	Group	Language	Semester	Turn
(TE) Theory	1	Spanish	second semester	morning-mixed