


ASIGNATURA DE ADMINISTRACIÓN DE PROCESOS GASTRONÓMICOS BIS

1. Competences	To develop and manage a gastronomic concept through the diagnosis of culinary potential, menu engineering, representative Mexican and international cuisine, financial and strategic management tools, and applicable regulations to strengthen the gastronomic sector and contribute to the economic development of the area.
1. Term	Seventh
2. Theory hours	24
3. Practical hours	36
4. Total hours	60
5. Weekly hours	4
6. Objective	The student will manage the operations of a food and beverage establishment through the standardization and measurement of processes, the use of computer tools and the development of procedure manuals to contribute to the quality and competitiveness of the gastronomic industry.

LEARNING UNITS	Horas		
	Theoretical	Practical	Total
I. Process approach in production systems.	12	18	30
II. Productive function	12	18	30
Total	24	36	60


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LEARNING UNITS

1. Learning Unit	I. Process approach in production systems.
2. Theoretical Hours	12
3. Practical Hours	18
4. Total	30
5. Objective	The student will design processes in the functional areas of food and beverage establishments to optimize resources.

Topic	knowledge	Skills	Values
Basic concepts of production systems	<p>Identify the concept and the relationship of production systems with the operation of a food and beverage establishment.</p> <p>Define the concepts of:</p> <ul style="list-style-type: none"> -Processes -Standard -System -Times and movements - Supply chain 		Analytical Systematic Critical thinking Responsibility Discipline Organized Objective Honest Ethical Assertive Punctuality Dynamism
Processes in a Food and Beverage establishment	<p>Identify the classification of the processes of food and beverage establishments:</p> <ul style="list-style-type: none"> - Online - Indicators - By project <p>Identify the processes of the functional areas in a food and beverage establishment.</p> <p>Recognize the representation of processes:</p> <ul style="list-style-type: none"> - Flowcharts - Process diagrams 	<p>Prepare the processes of the functional areas of food and beverage establishments.</p> <p>Diagram the processes of the functional areas of food and beverage establishments.</p>	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive objective Creativity Honest Ethical Assertive Dynamism Teamwork Punctuality Efficient Meticulous

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Topic	knowledge	Skills	Values
Design and measurement of processes in food and beverage establishments	<p>Identify times and movements of the processes of a food and beverage establishment:</p> <ul style="list-style-type: none"> -Principles of economy of movements -Measurement of work -Standard trading time -Applicability of standard times <p>Identify the variables involved in a production and service system</p> <p>Describe aspects to consider in the design of the service.</p>	<p>Determine times and movements of the processes of the functional areas.</p> <p>Evaluate the processes of the functional areas of food and beverage establishments.</p> <p>Propose the redesign of the processes of the functional areas of food and beverage establishments.</p>	<p>Analytical</p> <p>Systematic</p> <p>Critical thinking</p> <p>Responsibility</p> <p>Discipline</p> <p>Organized</p> <p>Proactive</p> <p>objective</p> <p>Creativity</p> <p>Honest</p> <p>Ethical</p> <p>Assertive</p> <p>Dynamism</p> <p>Teamwork</p> <p>Punctuality</p> <p>Efficient</p> <p>Meticulous</p>

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EVALUATION PROCESS

Learning Outcome	Learning Process	Evaluation tools and instruments
<p>Based on a case study, you will prepare a report that includes:</p> <ul style="list-style-type: none"> - Design of the processes of the functional areas - Diagram of the processes of the functional areas - Variables involved - Result of the evaluation of the processes of the functional areas - Redesign of the processes of the functional areas - Justification 	<ol style="list-style-type: none"> 1. Understand the basic concepts of production systems. 2. Identify the classification of the processes of the food and beverage establishment. 3. Analyze times and movements of the functional areas of food and beverages. 4. Understand the process of evaluating food and beverage production and service processes. 	<p>Case study Rubric</p>

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TEACHING-LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Case analysis Problem solving Investigation	Computer Multimedia equipment Printed material Internet Printed Video camera Photographic camera

LEARNING SPACE

Classroom/virtual classroom	Languages Lab/Work shop	Company
X		


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LEARNING UNITS

1. Learning Unit	II. Productive function
2. Theoretical Hours	12
3. Practical Hours	18
4. Total	30
5. Objective	The student will implement the planning tools of the productive function of food and beverage establishments to standardize their procedures.

Topic	knowledge	Skills	Values
Planning of production processes in food and beverage establishments	<p>Identify the concepts of:</p> <ul style="list-style-type: none"> - Productivity - Efficacy - Efficiency - Critical route - Demand - Income, costs and profits. <p>Explain the planning of production processes, considering:</p> <ul style="list-style-type: none"> -The critical path method -Prediction of demand - Costs -Adjustments in production 	Develop the planning of the production processes of food and beverage establishments.	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive objective Creativity Honest Ethical Assertive Dynamism Teamwork Punctuality Efficient Meticulous

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Topic	knowledge	Skills	Values
IT tools for planning and operating processes	Identify the computer tool used in planning and operating processes.	Prepare the planning of the operation of food and beverage establishments with IT tool.	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive objective Creativity Honest Ethical Assertive Dynamism Teamwork Punctuality Efficient Meticulous
Procedures manual	Identify the elements of procedures manuals: <ul style="list-style-type: none"> - Structure of the manual - Name of the procedure - Purpose and scope - Operation policies, standards and guidelines - Description - Flowchart - Reference documents - Records - Glossary - Annexes 	Prepare procedure manuals for the functional areas of food and beverage establishments.	Analytical Systematic Critical thinking Responsibility Discipline Organized Proactive objective Creativity Honest Ethical Assertive Dynamism Teamwork Punctuality Efficient Meticulous

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EVALUATION PROCESS

Learning Outcome	Learning Process	Assessment Instruments
<p>Based on a case study, you will prepare the planning of the production processes of the functional areas of a food and beverage establishment, which includes:</p> <ul style="list-style-type: none"> - Critical route - Demand prediction - Costs - Adjustments in production and justification - System reports - Procedures manuals. 	<ol style="list-style-type: none"> 1. Understand the concepts of process planning. 2. Analyze the planning of production processes. 3. Understand the IT tools for planning production processes. 4. Identify the structure of the procedure manuals. 	<p>Case study Rubric</p>

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TEACHING-LEARNING PROCESS

Methods and teaching techniques	Media and teaching materials
Collaborative teams Investigation Learning aided by information technologies	Computer Multimedia equipment Printed material Internet Printed software

LEARNING SPACE


Classroom/virtual classroom	Languages Lab/Work shop	Company
X		

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ADMINISTRACIÓN DE PROCESOS GASTRONÓMICOS BIS

CAPABILITIES DERIVED FROM THE PROFESSIONAL COMPETENCES WHICH CONTRIBUTE TO THE SUBJECT


Capability	Performance Criteria
<p>Diagnose human, material, technical and financial resources through the analysis of positions and functionality of the equipment, basic financial statements and applicable regulations to determine and optimize resources.</p>	<p>Prepare the diagnosis of the resources and integrate the report with the following:</p> <p>A) Human Resources:</p> <ul style="list-style-type: none"> - Job analysis: functions, skills, abilities, aptitude, attitude and job profile - Diagnosis of training needs <p>B) Material resources:</p> <ul style="list-style-type: none"> - Inventories of facilities, equipment, and raw materials: use, handling, usefulness and probable life. <p>C) Financial Resources:</p> <ul style="list-style-type: none"> - Cost analysis of production and operation - Basic financial statements: internal controls of the functional areas <p>D) Technical Resources:</p> <ul style="list-style-type: none"> -Software -The establishment's menu -Inventories -Process engineering <p>E) Applicable regulations:</p> <ul style="list-style-type: none"> -License and operating permits.

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Capability	Performance Criteria
<p>Plan human, material, technical and financial resources considering the diagnosis of resource needs, applicable regulations, strategic planning tools and organizational development, as well as the preparation of budgets and indicators, for the fulfillment of the organization's objectives.</p>	<p>Prepare the planning and integrate a report with the following:</p> <p>A) Organizational philosophy</p> <p>B) Objectives: operational, tactical, and strategic.</p> <p>C) Plans and programs of the functional areas: lines of action, contingencies, and critical control points:</p> <ul style="list-style-type: none"> - human resources: induction and training of personnel - Material resources: purchases, supplies, infrastructure, and preventive and corrective maintenance - financial resources: income and expenditure budgets and projections <p>D) Process engineering:</p> <p>I. Operational manuals for kitchen, warehouse, purchasing, customer service area, bar, comptroller's office, and administration:</p> <ul style="list-style-type: none"> - Functions, objectives, scope, and responsible unit - Organizational structure of the areas - Regulatory framework - Functional areas - Times and movements of the areas - Flow diagrams of the areas: kitchen, warehouse, shopping, dining room, bar, comptroller, and administration - Schedule of activities - Applicable formats - Establish critical control points <p>E) Checklists of functional areas.</p> <p>F) Establish indicators of the functional areas:</p> <ul style="list-style-type: none"> - Production - Performance - Quality

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Capability	Performance Criteria
<p>Coordinate human, material, technical and financial resources considering the planning and applicable regulations, using accounting, financial, administrative and quality management tools to achieve the established goals.</p>	<p>Coordinates the operation of the areas and delivers the operation report that contains:</p> <ul style="list-style-type: none"> - Degree of compliance with the indicators of: <ul style="list-style-type: none"> - production - performance - quality - Degree of compliance with the internal controls of the functional areas. - Procedures checklists. - Logs of functional areas - Incident report
<p>Evaluate the administration of resources through the analysis of results, evaluation tools and considering the applicable regulations to determine strategies for continuous improvement and decision-making.</p>	<p>Evaluates resource management and submits a report containing:</p> <p>I. Results:</p> <p>a) Human resources:</p> <ul style="list-style-type: none"> - staff performance evaluation - Compliance with production, performance and quality indicators of the functional areas. - working environment <p>b) Material and technical resources:</p> <ul style="list-style-type: none"> - Functionality and physical condition audit report of the facilities and equipment. <p>c) Financial Resources:</p> <ul style="list-style-type: none"> - Basic financial statements <p>d) Regulations</p> <ul style="list-style-type: none"> - compliance with applicable regulations <p>II. Proposal for improvement: preventive and corrective actions</p>

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REFERENCES

Author	Year	Title	City	Country	Editorial
Gabriel Angos Vallejo	(2016)	<i>Diseño de procesos de servicio de restauración</i>	Cd. de México	México	Paraninfo
David F. Muñoz Negrón	(2017)	<i>Administración de operaciones.</i>	Cd. de México	México	Alfaomega
Oswaldo Ortega	(2017)	<i>Mejoramiento continuo de procesos. Aspectos conceptuales</i>	Bogotá	Colombia	Ediciones de la U
Los procesos de servicios en restauración	(2015)	<i>Los procesos de servicios en restauración</i>	Madrid	España	Síntesis
María Galván Alcántara	(2018)	<i>Diseño de procesos de servicio en restauración</i>	Málaga	España	IC Editorial

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