Bright Star Institute

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QSR Hospitality Leadership/ Operations Management Certificate

QSR Hospitality Leadership/Operations Management Certificate Overview

8-course program: $4,000

Effective leadership and streamlined operations are the backbone of today's fast-casual and quick-service restaurant industries, and skilled managers are currently in great demand. This is certainly due to the evolving complexity of the modern food service environment, which now relies heavily on digital integration, strict regulatory compliance, and precision labor optimization.

The QSR Hospitality Leadership/Operations Management program teaches students how to bridge the gap between entry-level food service work and high-level operations management. The hospitality program covers how to master essential leadership psychology, ensure strict operational compliance, and handle real-world crisis scenarios. Through interactive online modules and real-time challenges, students will learn to use industry-standard frameworks to ensure frontline safety and operational profitability.

Course Name	Duration	Modules & Testing
Week 1: Learn2Serve Food Handler	20 Hours	Food Safety & Quality Audits
Week 2: AHLEI Certified Guest Service Professional (CGSP)	20 Hours	Digital Reputation & Service Recovery
Week 3: ServSafe Allergens	20 Hours	Cross-Contamination & Menu Ecosystems
Week 4: Alcoholic Beverage Server Training	20 Hours	Transaction Integrity & Team Retention
Week 5: OSHA Fire Safety & Emergency Action Planning	20 Hours	Infrastructure Failures & Liability Defense
Week 6: OSHA 10-Hour General Industry	20 Hours	Labor Compliance & Command Intent Loops
Week 7: ServSafe Food Protection Manager	20 Hours	Variance Investigations & Overtime Auditing
Week 8: First Aid / CPR / AED	20 Hours	Scene Assessment & Trauma Management

Required Courses

Learn2Serve Food Handler

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** The Invisible Enemy. Introduction to foodborne illnesses and high-risk populations.
- **Lesson 2:** Personal Hygiene. Handwashing protocols, attire, and when to stay home.
- **Lesson 3:** Flow of Food. Cross-contamination prevention and “Danger Zone” temperatures.
- **Lesson 4:** Cleaning & Sanitizing. The 5-step cleaning process and chemical safety.

AHLEI Certified Guest Service Professional (CGSP)

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** The Gold Standard of Service. Understanding the "7 Golden Opportunities" and how to move from"transactional" service (just taking an order) to "transformational" service (building loyalty).
- **Lesson 2:** Anticipatory Service (Intuition & Delight). Learning to read guest cues to provide what they need before they ask. Includes identifying "small wins" that create positive impressions and "wow" moments.
- **Lesson 3:** Recovery and Empathy. Techniques for handling guest complaints with a focus on empathy. Learning how to validate a guest's feelings and take immediate initiative to fix mistakes without supervision.
- **Lesson 4:** Professional Advocacy. Taking ownership of the guest experience. Focuses on personal branding, authenticity, and acting as a "Champion" for the organization to drive repeat business.

ServSafe Allergens

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** The “Big 9.” Identifying the most common food allergens and their symptoms.
- **Lesson 2:** The Guest Experience. Effective communication between staff and customers regarding allergies.
- **Lesson 3:** Preventing Cross-Contact. Kitchen protocols for dedicated equipment and safe preparation.

Alcoholic Beverage Server Training

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** State Law. Legal hours of service, prohibited sales, and administrative rules.
- **Lesson 2:** Identifying Intoxication. Physical and behavioral signs of over-service and the science of BAC.
- **Lesson 3:** Checking ID. Verifying legal age and identifying forged or altered identification documents.
- **Lesson 4:** Intervention Strategies. Professional service refusal and managing social situations.

OSHA-Authorized Provider: Fire Safety and Extinguisher Operation

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** Chemistry of Fire. The fire tetrahedron and classification of fires (Class A-K).
- **Lesson 2:** Fire Prevention. Identifying hazards, storage protocols, and emergency action plans.
- **Lesson 3:** Extinguisher Types. Selecting the correct extinguisher for specific fire risks.
- **Lesson 4:** The P.A.S.S. Method. Step-by-step operation of a portable fire extinguisher.

OSHA 10-Hour General Industry

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** Intro to OSHA. Worker rights and employer responsibilities.
- **Lesson 2:** Walking & Working Surfaces. Fall protection and ladder safety.
- **Lesson 3:** Exit Routes & Fire Prevention. Emergency action plans.
- **Lesson 4:** Electrical Safety. Grounding and “Lockout/Tagout” (LOTO) basics.
- **Lesson 5:** PPE. Selecting and maintaining safety gear.
- **Lesson 6:** Hazard Communication. Reading SDS (Safety Data Sheets) and labels.

ServSafe Food Protection Manager

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** Professionalism. Time management, workplace ethics, and personal branding.
- **Lesson 2:** Advanced Service. Table service techniques and maximizing the guest experience.
- **Lesson 3:** Kitchen Operations. Knife skills, portion control, and waste reduction.
- **Lesson 4:** Financial Foundations. POS systems, basic inventory, and cash handling.
- **Lesson 5:** Safety and Security. Recognizing workplace hazards and handling workplace violence.

First Aid / CPR / AED

Instructional Hours: 20 hours

Lessons

- **Lesson 1:** Before Giving Care. Checking the scene, obtaining consent, and standard precautions.
- **Lesson 2:** Sudden Illness. Recognizing signs of stroke, seizures, and diabetic emergencies.
- **Lesson 3:** Choking & Breathing Emergencies. Conscious choking maneuvers for adults, children, and infants.
- **Lesson 4:** CPR & AED. High-quality chest compressions and the proper operation of an AED.
- **Lesson 5:** Environmental Emergencies. Treating heat exhaustion, hypothermia, and severe allergic reactions.