QSR Hospitality Leadership/Operations Management Program: Course Syllabus

Institution: Bright Star Institute
Program Title: Certificate in QSR Hospitality Leadership/Operations Management
Total Clock Hours: 160 Synchronized Online Contact Hours
Program Duration: 8 Weeks (Fully Instructor-Led Online Synchronization)
Credential Type: 8 Stackable Industry Certifications

Program Description

This 160 hour vocational program bridges the gap between entry-level food service work and high-level operations management. The curriculum utilizes a fully instructor-led synchronized online delivery. Unlike standard management courses, this program is designed as a Stackable Credential Pathway. Upon graduation, the student earns the Bright Star Institute Operations Manager Certificate plus eight (8) nationally recognized industry certifications required for modern QSR and hospitality operations management.

Module 1: Learn2Serve Food Handler

Instructional Hours: 20 hours

- 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.

Module 2: AHLEI Certified Guest Service Professional (CGSP)

Instructional Hours: 20 hours

- 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.

Module 3: ServSafe Allergens

Instructional Hours: 20 hours

- 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.

Module 4: Alcoholic Beverage Server Training

Instructional Hours: 20 hours

- 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.

Module 5: OSHA-Authorized Provider: Fire Safety and Extinguisher Operation

Instructional Hours: 20 hours

- 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.

Module 6: OSHA 10-Hour General Industry

Instructional Hours: 20 hours

- 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.

Module 7: ServSafe Food Protection Manager

Instructional Hours: 20 hours

- 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.

Module 8: First Aid / CPR / AED

Instructional Hours: 20 hours

- 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.

Placement & Workforce Readiness

Upon completing the 8-week Bright Star Institute program, graduates receive a Certificate in QSR Hospitality Leadership & Operations Management. This industry-aligned credential validates their foundational management competencies and operational expertise.

Graduates immediately enter a structured career-advancement pipeline managed by Bright Star Institute Job Placement Services.

To ensure optimal employer matching and long-term retention, participants undergo targeted preparation:

- **Interview Mastery**: Mock interviews, behavioral question strategy, and corporate communication standards.
- **Employability Skills**: Leadership psychology, personal accountability, and operational problem-solving.
- **Direct Matching**: Facilitated interviews with verified industry partners actively hiring job-ready talent.