



Restaurant Technology and Automation Practice Training Course

28 February – 4 March 2027
Muscat



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Ref: 1606_218602 **Date:** 28 February – 4 March 2027 **Location:** Muscat **Fees:** 5700 Euro

Overview

Restaurant Technology and Automation Practice Training Course is a one-week professional course for restaurant owners, operations managers, food and beverage managers, technology leads, finance controllers, service managers, and implementation coordinators. Participants build a Restaurant Technology and Automation Control Pack linking technology strategy, point-of-sale and order flows, kitchen display automation, reservations, inventory, workforce tools, guest data, cybersecurity, vendor controls, analytics, and benefits tracking. Agile Leaders Training Center develops restaurant technology and automation capability.

Who Should Attend

- Restaurant owners and multi-site operations managers
- Food and beverage, service, kitchen, and finance managers
- Restaurant technology and digital-transformation leads
- Inventory, purchasing, workforce, and data coordinators
- Project managers responsible for vendors and system implementation

The course assumes participants understand restaurant workflows and operating measures. It excludes software coding, product certification, payment-security auditing, and legal advice.

Departments and Industries

The course supports restaurant technology implementation across independent restaurants, groups, hotels, catering businesses, and food-service operations.

- Restaurants, cafés, quick-service, and casual-dining operations
- Hotel food and beverage departments
- Restaurant groups, franchises, and central support teams
- Catering, cloud-kitchen, and delivery-led operations
- Technology, finance, procurement, security, and data functions

Learning Objectives

By the end of this course, participants will be able to:



- Map restaurant technology and automation requirements
- Design integrated point-of-sale, order, and kitchen workflows
- Analyze inventory, workforce, reservation, and guest-data interfaces
- Apply payment, privacy, cybersecurity, and access controls
- Evaluate vendors, implementation risks, and acceptance criteria
- Measure automation performance, adoption, and operating benefits

Course Agenda

Day 1: Restaurant Technology Strategy and Architecture

- Restaurant Operating Model and Technology Map
- Technology Need, Pain-Point, and Priority Register
- Point-of-Sale and Order-Channel Architecture
- System Integration and Data-Flow Diagram
- Technology Governance and Decision Matrix

Day 2: Ordering, Kitchen and Service Automation

- Digital Ordering and Payment Journey Map
- Kitchen Display and Production Workflow Design
- Reservation, Queue, and Table-Management Interface
- Exception, Override, and Service-Recovery Controls
- Order Accuracy, Timing, and Throughput Dashboard

Day 3: Inventory, Workforce and Back-Office Integration

- Recipe, Menu, Inventory, and Purchasing Data Map
- Stock Movement and Variance Control Sheet
- Workforce Scheduling and Time-System Interface
- Finance, Payroll, Tax, and Compliance Data Flow
- Master Data Ownership and Quality Register

Day 4: Data, Security and Vendor Controls

- Guest and Employee Data Processing Inventory
- Payment-Terminal and Access-Control Checklist
- Cybersecurity Risk and Incident Response Matrix
- Vendor Due-Diligence and Service-Level Scorecard
- Business Continuity, Backup, and Recovery Test Plan



Day 5: Implementation and Automation Performance

- Technology Business Case and Benefits Map
- Pilot, Migration, Training, and Adoption Plan
- User Acceptance and Operational Readiness Checklist
- Automation Performance and Exception Review
- Restaurant Technology and Automation Control Pack Capstone

Practical Exercises

The course uses suggested activities to convert restaurant technology requirements into controlled implementation decisions.

- Suggested activity: map point-of-sale, kitchen, reservation, inventory, and workforce interfaces
- Suggested activity: analyze a failed order and service-recovery scenario
- Suggested activity: assess vendor, data, payment, and cybersecurity risks
- Suggested activity: present a Restaurant Technology and Automation Control Pack

FAQs

Who suits restaurant technology and automation training?

It suits restaurant owners, operations and food and beverage managers, technology leads, finance controllers, service managers, and implementation coordinators responsible for selecting, integrating, or improving restaurant systems.

Does the course teach one restaurant software product?

No. The course is vendor-neutral and focuses on requirements, workflows, integrations, controls, implementation, adoption, and performance measures that can be applied across products.

How do point-of-sale and kitchen display systems work together?

The point-of-sale and order channels capture transactions and route structured order data, while the kitchen display workflow sequences preparation, shows status and timing, records exceptions, and returns completion information to service teams.

What data controls matter in restaurant automation?

Important controls include lawful data purpose, access roles, payment-data boundaries, secure configuration, vendor accountability, backups, retention, incident response, data quality, and documented processing activities.



How are automation benefits measured?

Teams compare baseline and post-implementation measures for order accuracy, preparation time, throughput, inventory variance, labour use, guest adoption, system availability, exceptions, and corrective actions.

Conclusion

Participants take back a Restaurant Technology and Automation Control Pack. The work product connects strategy, architecture, ordering, kitchen production, reservations, inventory, workforce, finance, data protection, cybersecurity, vendors, implementation, and performance. It supports controlled technology decisions and traceable operational improvement.