

1 Introduction to Culinary and Food Service Operations Management for Industry 5.0

Aim

To set the scene and the core philosophy behind the book.

Objectives

1. Identify the principles that lie behind culinary and food service operations management 5.0.
2. Discuss the industry 5.0 strategies within the context of the book, human centric, resilience and sustainability.
3. Explore the diversity of the culinary and food service operations and a framework by which they can be identified.
4. Investigate the concept of the experience economy and experiential dining and their influence on developing the offer.

1.1 Introduction to the book

The approach of the book is to extend knowledge and understanding from the traditions of culinary and food and beverage operations management, into the space often omitted, or with limited discussion, as the hospitality industry is impacted by and begins to embrace the notion of Industry 5.0. The book is designed to be read as a companion text to *Food and Beverage Management, 6th Edition*, Cousins et al. (2023), or similar textbooks which cover food and beverage operations management. This innovative text takes a different approach, in that the overarching focus is orientated towards the concept of Industry 5.0 and to this end, it covers the traditions, technology and operational management challenges in three clusters after this introductory chapter.

- Chapters 2 to 4 focus on the traditions of the food service sector, the changes and the impact that these have brought.
- Chapters 5 to 8 review the impact of technology, across the breadth of service delivery, future application and the challenge of robotics.
- Chapters 9 to 12 review the wider operations management issues, the adoption of quality standards, service improvement and the application of corporate social responsibility within the business.