

**PRACTICE EXERCISE Nº 1. Operations Management at Hard Rock Cafe**

**1. Resources:**

Texts: File Texts from Heizer and Render, 2009

Video: Spanish <https://www.youtube.com/watch?v=vj96af72u3g>

English <https://www.youtube.com/watch?v=lsWtwlcBBQg>

(Minutes 1:50-10:00)

**2. Questions:**

a/ What is operations management?

b/ Please identify the ten decisions of operations management.

c/ Please explain how each operations management decision is taken at Hard Rock Cafe.

d/ What differences would you find in the implementation of each decision in a services company when compared to a goods company?

**3. Working method:**

1- Individual homework

Read the text and watch the video

2- Plenary session

Discuss the responses to the questions and wrap-up

**4. Evaluation**

This activity will not be considered for evaluation purposes.