

**FN 347 Introduction to Foodservice
Spring 2018**

Course Description: Basic principles of foodservice management as applied to commercial and noncommercial food service organizations. Impact of current social, economic, technological and political factors on food service operations. Food service facility design. Prerequisite 346

Class Meetings: MW 10:00-11:50 a.m., CCC 205

Text: Gregoire M.B.: Foodservice Organizations. A Managerial and Systems Approach. 9th ed. Boston: Pearson. 2016.

Instructor: Mrs. Deborah Tang, MS, RD, CD

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Office Hours: Thursdays 12:30 – 2:30 p.m. and by appointment. However, times may vary for some weeks due to last minute meetings and other unforeseeable circumstances. It is best to make an appointment with me in person or via email to secure a meeting time. There may be other times more convenient for you that can be arranged as well.

General Course Objective: To provide the student with a comprehensive introduction to foodservice operations and management techniques for efficient and effective use of resources in the production and service of nutritious, safe and high quality food.

Objectives:

1. Highlight the history of foodservice organizations as well as current types of foodservice operations.
2. Describe different types of food service operations and recognize design specifications applicable to each.
3. Identify methods of distribution and service of food.
4. Describe responsibilities of the foodservice manager in assuring safe food and specific practical guidelines of how to design a facility-specific HACCP system.
5. Explain the management responsibilities for each foodservice operational function including menu planning, purchasing, production, and service.
6. Describe the principles of cleaning and sanitation in a foodservice operation and the responsibility of a foodservice manager in assuring these principles are implemented.
7. Work as a team member to plan and design a foodservice operation to scale with considerations for equipment needs and work flow.
8. Identify current environmental management issues and the potential impact on foodservice operations.
9. Describe the professional qualities required of a foodservice manager including administrative leadership and worker improvement skills.
10. Identify the terms and concepts of financial management, marketing and promotions in a foodservice operation that will lead to success.
11. Complete the various calculations relevant to foodservice management.
12. Increase competence in cross-cultural communication by being aware of one's own cultural background and worldview and being sensitive to other's cultural background and worldview as it applies to food service operations.
13. Write purchase specifications for food products used in food service.
14. Identify selection and procurement considerations for food items used in foodservice operations.

2017 ACEND Accreditation Standards for Nutrition and Dietetics Didactic Programs (DPD)

Domain 2. Professional Practice Expectations: Beliefs, values, attitudes and behaviors for the professional dietitian nutritionist level of practice.

KRDN 2.5 Identify and describe the work of interprofessional teams and the roles of others with whom the registered dietitian nutritionist collaborates in the delivery of food and nutrition services.

Domain 3. Clinical and Customer Services: Development and delivery of information, products and services to individuals, groups and populations.

KRDN 3.4 Explain the processes involved in delivering quality food and nutrition services.

Domain 4. Practice Management and Use of Resources: Strategic application of principles of management and systems in the provision of services to individuals and organizations.

KRDN 4.1 Apply management theories to the development of programs or services.

KRDN 4.2 Evaluate a budget and interpret financial data.

KRDN 4.4 Apply the principles of human resource management to different situations.

KRDN 4.5 Describe safety principles related to food, personnel and consumers.

KRDN 4.6 Analyze data for assessment and evaluate data to be used in decision-making for continuous quality improvement.

Academic Conduct:

This course is part of the UW-Stevens Point academic community, an academic community that is bound together by the traditions and practice of scholarship. Honest intellectual work – on examinations and on written assignments is essential to the success of this community of scholars. Using classmates' responses to answer exam questions or disguising words written by others as your own undermines the trust and respect on which our course depends. The work in this course is challenging and will demand a good deal from each of you. I have every confidence that each of you can succeed. Doing your own work will enhance your sense of accomplishment when the semester comes to a close.

Additionally, the classroom environment is a unique opportunity for students to share ideas, opinions, discuss classroom and course content. As each student is entitled to contribute in class, specific expectations are necessary to ensure a thriving classroom environment. Expectations include: arriving to class on time, being prepared for class, and keeping cell phones silenced or turned off and put away. Behaviors such as loud shouting, excessive side conversations, arriving to class under the influence of any alcohol or drugs, profane language, and verbal or physical threats, intimidation of any kind, or any other behavior that may be disruptive to the instructor or other students are considered unacceptable. If any of this behavior is exhibited, you may be asked to leave the class for the day. Any continued disruptive behavior may result in a referral to the Dean of Students Office.

For additional information, please refer to the statements on Academic Standards as outlined by the Office of Student Rights and Responsibilities. You can read the full text of Chapter 14 on "Student Academic Standards & Disciplinary Procedures" at <https://www.uwsp.edu/dos/Documents/CommunityRights.pdf#page=11>

Attendance: Students are responsible for all information presented during class and labs as well as assigned chapter readings and any additional resources posted on our D2L course site. Students should obtain lecture notes or other information from a missed class session from other students, not from the instructor. If clarification from a missed class is needed, an appointment can be made with the instructor after obtaining the lecture material from other students. Extended absences will be dealt with on an individual basis. Please inform the instructor in advance if you are aware of any potential absences.

As a courtesy to the instructor and other students, **the use of cell phones for calls or texting is not permitted during class or lab. Please keep phone in your bag or backpack.** In the event that you have an emergency and need to take a call, please turn your phone to vibrate and leave the classroom to answer the call. Laptops are permitted only for note taking and reasonable activities related to course content, not for web browsing or completing assignments for other classes.

Assignments: All writing assignments should be computer printed (unless otherwise stated) and written in complete sentences with proper spelling and punctuation. Late assignments will not receive full points even if done well. A 10% deduction will apply to the final grade if an assignment is not submitted on time and for each day that an assignment is late.

Desire to Learn (D2L): Lecture outlines in the form of PowerPoint slides will be posted 1-2 days prior to that particular class. Students can log onto D2L and preview or print these out in the format of a handout. Although it is not required, students may find the slides helpful to have during lecture for note-taking.

Exam Policy: Students are expected to inform the instructor **prior** to an exam if he/she will be absent so that alternate arrangements can be made. Without prior notification and an acceptable reason, the exam may not be made up and the student will receive a zero. **Cell phones cannot be used during exams.**

Special Accommodations: Within the first 2 weeks of class, students requiring special accommodations and/or program access should arrange an appointment with UWSP Disability and Assistive Technology Center located in the Learning Resource Center (LRC 609), telephone (715)346-3365. Please provide eligibility documentation to me in order to request appropriate accommodations

Course Evaluations:

3 exams @ 125 points each	375 points
Market Research Survey	75 points
Catering Class Project	100 points – Due dates to be determined for each component
Layout and Design Project	100 points
4 labs @ 25 points each	100 points
Menu Using Exchange Lists	15 points – in-class activity
Total	765 points

Class points may change with the addition or subtraction of class activities and/or assignments, but students will always be notified well in advance of these changes.

Grading Scale:

A = 93-100%	C+ = 77-79.9%	F = <60%
A- = 90-92.9%	C = 73-76.9%	
B+ = 87-89.9%	C- = 70-72.9%	
B = 83-86.9%	D+ = 67-69.9%	
B- = 80-82.9%	D = 60-66.9%	

FN 347 Tentative Course Schedule – spring 2018

Week	Dates	Content	Required Reading
1	Jan 22, 24	Course introduction; Systems Approach to a Foodservice Organization; Managing Quality Management Principles Introduce Market Research Assignment	Chapters 1, 2, 9
2	Jan 29, 31	Marketing research, menu development – meet in CPS 104, Innovation Space Yield tests Introduce Catering Project Assignment	Chapters 14; pp. 184-185
3	Feb 5, 7	Monday- Lab 1: Yield Tests Wednesday- Group project work	
4	Feb 12, 14	Menu pricing, design and merchandising, principles of menu writing Introduce Layout and Design Assignment	Chapter 3; pp. 417 – 419; D2L
5	Feb 19, 21	Monday - Lab 2: Convenience Foods Wednesday – Group project work Lab 1 due on Feb 21	Chapter 6
6	Feb 26, 28	Procurement; Introduce Lab 3 Exam one – Wednesday (covers weeks 1-4)	Chapter 5, pp. 88-104
7	Mar 5, 7	Ordering, receiving and storage Can cutting on Mar 5, 10 a.m. – food lab Market order for lab 3 due Mar 7 Lab 2 due on Mar 7	Chapter 5, pp. 104-144
8	Mar 12, 14	Market Research Assignment Due Mar 14, submit to dropbox Monday - Lab 3: Cost restriction and CV Wednesday – Group project work	
9	Mar 19, 21	Production, workflow, sustainable practices Facilities planning and layout	Chapters 4, 6
Spring Break week of March 26 - 30			
10	Apr 2, 4	Safety, Sanitation, and Maintenance Tour of DeBot on Wednesday– meeting place TBA Lab 3 due on April 4	Chapter 8
11	Apr 9, 11	Distribution and Service Market orders for lab 4 on April 11 Exam two – Wednesday (covers weeks 5-9)	Chapter 7
12	Apr 16, 18	Monday - Lab 4: Equipment restriction. Low Na, low K Wednesday – Group project work	
13	Apr 23, 25	Leadership and Organizational Change Wednesday – Pre-production in lab during class time Thursday, April 26th – “Our Restaurant” Catering Project	Chapter 10, 11
14	Apr 30, May 2	Management of Financial Resources Exchange List for Meal Planning Layout and Design Project Due on May 2, submit hardcopy in class, scanned PDF in dropbox	Chapter 13, 15
15	May 7, 9	Management of Human Resources Complete content and assignments Lab 4 and Catering Project Reflection due on May 9	Chapter 12
Final Exam: Thursday, May 17 from 10:15 a.m. – 12:15 p.m. (covers weeks 10-15)			