

## FN 347 Introduction to Foodservice Spring 2022

**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 Schedule:** This course will be taught in a 50% hybrid format. Our class meets in-person on Mondays from 2:00-3:50 p.m. in CPS 228. Face coverings are required for in-person classes and labs, refer to policy on Face Coverings on p.7. There will be online lecture recordings, videos, and links provided in Canvas.

**Lab Schedule:** There are 4 labs and a Catering Project which requires the use of our food lab. Please refer to the tentative schedule on the last page, lab dates are indicated in blue.

**Required Reading:**

Gregoire M.B.: Foodservice Organizations. A Managerial and Systems Approach. 9<sup>th</sup> ed. Boston: Pearson. 2016.  
ISBN: 978-0-13-403894-0

Textbook is available for rent from UW-Stevens Point Text Rental. Refer to the document "Text Rental Information for Online Students" posted under the Student Resources section.

Additional reading and resources posted in Canvas.

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

**Office:** CPS 240B

Phone: 715-346-2749

**Email:** [dtang@uwsp.edu](mailto:dtang@uwsp.edu)

**Office Hours:** I have tentatively set aside Wednesdays from 2:00-3:00 p.m. and Thursdays from 1:00-2:00 p.m. as office hours. Please email me to schedule a time to meet in person or via Zoom (I will share a link with you). If this time does not work for you, we can determine another time that is mutually convenient.

**Expected Instructor Response Times:** I will attempt to respond to student emails within 24 hours between Mondays to Fridays. If you have not received a reply from me within 24 hours, please resend your email.

**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 workflow.
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.

### **Sustainable Food and Nutrition**

#### **Competency: Agricultural Production and Food Systems (Page 3)**

- Explain the effects of various food processing, packaging, distribution, and marketing practices on food availability, food choices, and nutritional value as well as the amount and types of additives, contaminants, and pathogens in foods.
- Describe ways to collaborate with other stakeholders to promote policies supporting systems that produce healthy food.

## Competency: Food Science (Page 5)

- Describe the basic types of culinary practices, including the scientific basis for how flavor, texture, and appearance of foods are created or maintained during food preparation.
- Describe the potential sources of food contamination and the best practices associated with the safe handling of food.
- Explain how to plan, select, prepare, and manage foods to enhance the well-being of individuals, families, communities, and the food system.

**Assignments:** All assignments for this course will be submitted electronically through Canvas unless otherwise instructed. Assignments must be submitted by 11:59 p.m. on Friday of that week or special permission must be requested from the instructor *before the due date*. Extensions will not be given beyond the assignment due date except under extreme circumstances.

Stay connected with the course by turning on email/text notifications. Go to the Account tab at the far left, hit settings to enter your email and cell phone in “ways to contact” (top right corner) and then hit notifications to tell Canvas to alert you of due dates, announcements, grades posted, etc. Then, click Notifications on the far left, choose which course details you want to get reminders about and when you get the alerts.

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 5% deduction will apply to the final grade if an assignment is not submitted on time and for each day it is late.

**Build Rapport:** If you find that you have trouble keeping up with assignments or other aspects of the course, make sure you let your instructor know as early as possible. As you will find, building rapport and effective relationships are key to becoming a professional. Make sure you are proactive in informing your instructor when difficulties arise during the semester so I can help you find a solution.

**Confidentiality:** Learning requires risk-taking and sharing ideas. Please keep your classmates’ ideas and experiences confidential outside the classroom unless permission has been granted to share them.

### Course Technology Requirements:

- Minimum recommended computer and internet configurations for online courses can be found [here](#).
- You will also need access to the following tools to participate in this course.
  - webcam
  - microphone
  - printer
  - a stable internet connection (don't rely on cellular)

### Electronic Devices

The use of cell phones will not be permitted during lectures and labs. Research supports that having visual access to a cell phone diminishes our ability to learn. Checking social media, texts, emails, and messages is unprofessional and disrespectful to our class community. Please turn off your phone during class; I will do so as well. If you are expecting an important phone call or dealing with an emergency, please silence your phone and let the instructor know that you may have to receive a call outside the classroom or lab. Laptops or iPads are permitted only for note taking activities related to course content, not for web browsing or completing assignments for other classes. Students will be asked to leave their electronics at the front of the classroom until the end of the class period if repeated misuse is observed.

**Inclusivity Statement:** It is my intent that students from all diverse backgrounds and perspectives be well-served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that students bring to this class be viewed as a resource, strength and benefit. It is my intent to present materials and activities that are respectful of diversity: gender identity, sexuality, disability, age, socioeconomic status, ethnicity, race, nationality, religion, and culture. Your suggestions are encouraged and appreciated. Please let me know ways to improve the effectiveness of the course for you personally, or for other students or student groups.

If you have experienced a bias incident (an act of conduct, speech, or expression to which a bias motive is evident as a contributing factor regardless of whether the act is criminal) at UWSP, you have the right to report it using this [link](#). You may also contact the Dean of Students office directly at [dos@uwsp.edu](mailto:dos@uwsp.edu).

### **Learning Management System:**

This course uses Canvas, the New Learning Management System (LMS) being adapted across the UW System. Canvas can be accessed via a launch portal at [www.uwsp.edu/canvas](http://www.uwsp.edu/canvas) using your campus login and password. Help in Canvas is available at the bottom of the launch portal, and through the "Help" menu within Canvas.

**Participation:** Students are expected to participate in online activities as listed on the course schedule. Students are responsible for all information presented in lecture recordings and labs as well as assigned chapter readings and any additional resources posted in our Canvas course site. Please inform the instructor in advance if you are aware of any potential issues. Without prior notification and approval, a missed activity cannot be made up.

**Quizzes:** There are 4 quizzes in this course. The format of these quizzes are multiple choice or true/false questions. You can take quizzes 1-3 at any time during that week between Thursday to Saturday from 8:00 a.m. – 11:59 p.m. The final quiz will be taken during the assigned exam date and time (please see tentative schedule).

Each quiz is timed once you begin the quiz, the clock will start. **Please note that Canvas tracks visits to other pages while you are taking the quiz so you should remain on the quiz page until you are done. If you are timed out or encounter technical difficulties because of viewing other pages (this is recorded and visible to the instructor), you will not be given another chance to take the quiz.** Correct answers for the previous week's quiz will be available on the following Tuesday from 4:00 – 11:59 p.m.

### **Student Expectations**

In this course you will be expected to complete the following types of tasks.

- communicate via email
- download and upload documents to the learning management system (LMS)
- read the textbook
- read documents online
- view online videos and lecture recordings
- complete lab experiments in our food lab
- complete quizzes online
- submit assignments online
- participate in class meetings
- feel free to post questions that are not of a personal nature, or reply to a peer's question(s) in our Course Q&A (under the Begin Here Module)

### **Technical Assistance:**

If you need technical assistance at any time during the course or to report a problem with Canvas you can:

- Visit with a Student Technology Tutor: <https://www.uwsp.edu/tlc/Pages/techTutoring.aspx>
- Seek assistance from the [IT Service Desk](#)
  - o IT Service Desk Phone: 715-346-4357 (HELP)
  - o IT Service Desk Email: [techhelp@uwsp.edu](mailto:techhelp@uwsp.edu)  
<https://www.uwsp.edu/infotech/Pages/HelpDesk/default.aspx>

**Course Evaluations:**

Description	Points
4 Quizzes	200 tentative
Market Research Review Discussion	20
Draft of Prospectus	15
Layout and Design Project	100
2 Lab Market Orders (labs 3 and 4)	10 for both
4 Labs @ 25 points each	100
Catering Project	100
In-class activities	85 tentative
Total Points, tentative	630

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%	

**Campus Policies:**

**Absences due to Military Service:** As stated in the UWSP Catalog, you will not be penalized for class absence due to unavoidable or legitimate required military obligations, or medical appointments at a VA facility, not to exceed two (2) weeks unless special permission is granted by the instructor. You are responsible for notifying faculty members of such circumstances as far in advance as possible and for providing documentation to the Office of the Dean of Students to verify the reason for the absence. The faculty member is responsible to provide reasonable accommodations or opportunities to make up exams or other course assignments that have an impact on the course grade. For absences due to being deployed for active duty, please refer to the Military Call-Up Instructions for Students.

**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 ends.

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 Disciplinary Procedures at: <https://www.uwsp.edu/dos/Documents/UWS%2014-1.pdf>

**Accommodations:** In accordance with federal law and UW System policies, UWSP strives to make all learning experiences as accessible as possible. If you need accommodations for a disability (including mental health, chronic or temporary medical conditions), please visit with the Disability and Assistive Technology Center within the first 2 weeks of class to determine reasonable accommodations and notify faculty. After notification, please discuss your accommodations with me so that they may be implemented in a timely fashion. **DATC contact info:** datctr@uwsp.edu; 715/346-3365; 609 Albertson Hall, 900 Reserve Street

**Care Team:** The University of Wisconsin-Stevens Point is committed to the safety and success of all students. The Office of the Dean of Students supports the campus community by reaching out and providing resources in areas where a student may be struggling or experiencing barriers to their success. Faculty and staff are asked to be proactive, supportive, and involved in facilitating the success of our students through early detection, reporting, and intervention. As your instructor, I may contact the Office of the Dean of Students if I sense you need additional support which individually, I may not be able to provide. You may also share a concern if you or another member of our campus community needs support, is distressed, or exhibits concerning behavior that is interfering with the academic or personal success or the safety of others, by reporting [here](#).

**Clery Act:** The US Department of Education requires universities to disclose and publish campus crime statistics, security information, and fire safety information annually. Statistics for the three previous calendar years and policy statements are released on or before October 1st in our [Annual Security Report](#). Another requirement of the Clery Act is that the campus community must be given timely warnings of ongoing safety threats and immediate/emergency notifications. For more information about when and how these notices will be sent out, please see our [Jeanne Clery Act](#) page.

### **Copyright Infringement**

This is the act of exercising, without permission or legal authority, one or more of the exclusive rights granted to the copyright owner under section 106 of the Copyright Act. Each year students violate these laws and campus policies, putting themselves at risk of federal prosecution. For more information about what to expect if you are caught, or to take preventive measures to keep your computing device clean, visit our [copyright page](#).

**COVID Guidance:** Please monitor your own health each day using this [Screening Tool](#). If you are not feeling well or believe you have been exposed to COVID-19, do not come to class; email your instructor and contact Student Health Service (715-346-4646).

- As with any type of absence, students are expected to communicate their need to be absent and complete the course requirements as outlined in the syllabus.
- Maintain a minimum of 6 feet of physical distance from others whenever possible.
- Do not congregate in groups before or after class; stagger your arrival and departure from the classroom, lab, or meeting room.

- Wash your hands or use appropriate hand sanitizer regularly and avoid touching your face.

Please maintain these same healthy practices outside the classroom.

### **Drug Free Schools and Communities Act**

The Drug Free Schools and Communities Act (DFSCA) requires institutions of higher education to establish policies that address unlawful possession, use, or distribution of alcohol and illicit drugs. The DFSCA also requires the establishment of a drug and alcohol prevention program. The Center for Prevention lists information about alcohol and drugs, their effects, and the legal consequences if found in possession of these substances. [Center for Prevention – DFSCA](#)

**Face Coverings:** At all UW-Stevens Point campus locations, the wearing of face coverings is mandatory in all buildings, including classrooms, laboratories, studios, and other instructional spaces. Any student with a condition that impacts their use of a face covering should contact the Disability and Assistive Technology Center to discuss accommodations in classes. Please note that unless everyone is wearing a face covering, in-person classes cannot take place. This is university policy and not up to the discretion of individual instructors. Failure to adhere to this requirement could result in formal withdrawal from the course.

**FERPA:** The Family Educational Rights and Privacy Act (FERPA) provides students with a right to protect, review, and correct their student records. Staff of the university with a clear educational need to know may also have access to certain student records. Exceptions to the law include parental notification in cases of alcohol or drug use, and in case of a health or safety concern. FERPA also permits a school to disclose personally identifiable information from a student's education records, without consent, to another school in which the student seeks or intends to enroll.

**Incomplete Policy:** Under emergency/special circumstances, students may petition for an incomplete grade. An incomplete will only be assigned if the student has maintained regular contact with the course instructor about his/her situation. All incomplete course assignments must be completed by the last day of classes of the following semester.

**Religious Beliefs Accommodation:** It is UW System policy ([UWS 22](#)) to reasonably accommodate your sincerely held religious beliefs with respect to all examinations and other academic requirements. You will be permitted to make up an exam or other academic requirement at another time or by an alternative method, without any prejudicial effect, if:

- There is a scheduling conflict between your sincerely held religious beliefs and taking the exam or meeting the academic requirements; and
- You have notified your instructor within the first three weeks of the beginning of classes (first week of summer or interim courses) of the specific days or dates that you will request relief from an examination or academic requirement.
- Your instructor will accept the sincerity of your religious beliefs at face value and keep your request confidential.
- Your instructor will schedule a make-up exam or requirement before or after the regularly scheduled exam or requirement.
- You may file any complaints regarding compliance with this policy in the Equity and Affirmative Action Office.

**Reporting Incidents of Bias/Hate:** It is my intent that students from all diverse backgrounds and perspectives be well-served by this course, that students' learning needs be addressed both in and out of class, and that the diversity that the students bring to this class be viewed as a resource, strength and benefit. It is my intent to present materials and activities that are respectful of diversity: gender identity,

sexuality, disability, age, socioeconomic status, ethnicity, race, nationality, religion, and culture. Your suggestions are encouraged and appreciated. Please let me know ways to improve the effectiveness of the course for you personally, or for other students or student groups.

If you have experienced a bias incident (an act of conduct, speech, or expression to which a bias motive is evident as a contributing factor regardless of whether the act is criminal) at UWSP, you have the right to report it: <https://www.uwsp.edu/dos/Pages/Anonymous-Report.aspx>.

You may also contact the Office of the Dean of Students directly at [dos@uwsp.edu](mailto:dos@uwsp.edu). Diversity and College Access is available for resources and support of all students: <https://www.uwsp.edu/dca/Pages/default.aspx>.

**Resources on Campus:** Please know that there are resources available to you on campus. The UWSP Counseling Center is located on the 3rd Floor of Delzell Hall. Office Hours: Monday-Friday: 8:00am to 4:30pm. Telephone: (715) 346-3553. Email: [counsel@uwsp.edu](mailto:counsel@uwsp.edu).

Health Services offers nutrition counseling appointments with the campus dietitian. These visits are covered by the health fee at no additional cost to the student. Appointments can be made directly by calling 715-346-4646 or a Student Health Service clinician can help coordinate a referral.

**Students Recording and Sharing Class Lecture:** Lecture materials and recordings for FN 347 are protected intellectual property at UW-Stevens Point. Students in this course may use the materials and recordings for their personal use related to participation in this class. Students may also take notes solely for their personal use. If a lecture is not already recorded, you are not authorized to record my lectures without my permission unless you are considered by the university to be a qualified student with a disability requiring accommodation. [Regent Policy Document 4-1](#)

Students may not copy or share lecture materials and recordings outside of class, including posting on internet sites or selling to commercial entities. Students are also prohibited from providing or selling their personal notes to anyone else or being paid for taking notes by any person or commercial firm without the instructor's express written permission. Unauthorized use of these copyrighted lecture materials and recordings constitutes copyright infringement and may be addressed under the university's policies, UWS Chapters 14 and 17, governing student academic and non-academic misconduct.

### **Title IX**

UW-Stevens Point is committed to fostering a safe, productive learning environment. Title IX and institutional policy prohibit discrimination on the basis of sex, which includes harassment, domestic and dating violence, sexual assault, and stalking. In the event that you choose to disclose information about having survived sexual violence, including harassment, rape, sexual assault, dating violence, domestic violence, or stalking, and specify that this violence occurred while a student at UWSP, federal and state laws mandate that I, as your instructor, notify the Title IX Coordinator/Office of the Dean of Students. Please see the information on the [Dean of Students webpage](#) for information on making confidential reports of misconduct or interpersonal violence, as well as campus and community resources available to students. For more information see the [Title IX page](#).

**Understand When You May Drop This Course:** It is the student's responsibility to understand when they need to consider unenrolling from a course. Refer to the UWSP [Academic Calendar](#) for dates and deadlines for registration. After this period, a serious and compelling reason is required to drop from the course. Serious and compelling reasons includes: (1) documented and significant change in work hours, leaving student unable to complete assigned tasks, or (2) documented and severe physical/mental illness/injury to the student or student's family.



## FN 347 Tentative Course Schedule – Spring 2022

Assignments and labs are due by 11:59 p.m. on Friday, Catering Project on set date.

Quizzes 1-3 can be taken anytime between Thursday – Saturday from 8:00 a.m. – 11:59 p.m.

Module	Class or lab day	Content	Required Reading
1	1/24	Course introduction, systems approach to a foodservice organization; managing quality, management principles	Chapters 1, 2, 9
2	1/31	Marketing research, yield calculations Introduce Market Research Review & Discussion Introduce lab 1	Chapters 14, pp. 184-185
3	2/7 lab	Yield Lab 1: Yield Test	Canvas postings
4	2/14	Menu pricing, writing, design, and merchandising Market Research Review & Discussion Introduce Layout and Design Assignment Introduce lab 2	Chapter 3, pp. 417 – 419
5	2/21 lab	Lab 2: Convenience Foods Quiz 1 – covers weeks 1-3	Chapter 6
6	2/28	Procurement; introduce lab 3 Lab 1 Due Introduce lab 3 Lab Market Order for Lab 3	Chapter 5, pp. 88-104
7	3/7	Ordering, receiving and storage Lab 2 Due	Chapter 5, pp. 104-144
8	3/14 lab	Production, workflow, sustainable practices Lab 3: Cost restriction and CVD Quiz 2 – covers weeks 4-6 Draft of Prospectus Due	Chapter 4
Spring Break week of March 21-25			
9	3/28	Facilities planning and layout; equipment and furnishings	Chapter 6
10	4/4	Safety, sanitation, and maintenance Lab 3 Due Introduce Lab 4 Lab Market Order for Lab 4	Chapter 8
11	4/11	Distribution and service	Chapter 7
12	4/18 lab	Leadership and organizational change Lab 4: Equipment restriction. Low Na, low K Quiz 3 – covers weeks 7-9	Chapters 10, 11
13	4/25 4/27 lab 4/28	Financial management Pre-production (times will vary) Production (times vary) and Catering Project (5:00-7:30 p.m., tentative)	Chapters 13, 15
14	5/2	Exchange lists for meal planning Layout and Design Project Due and Presentation Lab 4 Due	Canvas postings
15	5/9	Management of human resources	Chapter 12
Final Quiz: Thursday, May 19, 2022, from 8:00-10:00 a.m. (covers weeks 10-15)			