

**FN 347 Introduction to Foodservice  
Spring 2016**

**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 320

**Text:** Payne-Palacio J. & Theis M.: *Introduction to Foodservice*. 10<sup>th</sup> ed. New Jersey : Prentice Hall. 2005.

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

**Office:** CPS 240B

**Phone:** 705-346-2749

**Email:** [dtang@uwsp.edu](mailto:dtang@uwsp.edu) (preferred method of contact)

**Office Hours:** Thursdays 12:30 – 2:30 p.m. and by appointment. Please arrange an appointment time in person or via 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. Understand 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. Become familiar with 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. Develop an understanding of 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.

## **ACEND – 2012 Standard for Didactic Programs in Nutrition & Dietetics**

**KRD 4.1** The curriculum must include management and business theories and principles required to deliver programs and services.

**KRD 4.2** The curriculum must include content related to quality management of food and nutrition services.

**KRD 5.1** The food and food systems foundation of the dietetics profession must be evident in the curriculum. Course content must include the principles of food science and food systems, techniques of food preparation and application to the development, modification and evaluation of recipes, menus and food products acceptable to diverse groups.

### **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

<http://www.uwsp.edu/stuaffairs/Documents/RightsRespons/SRR-2010/rightsChap14.pdf>

**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. 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 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	100 points
Catering Class Project	100 points – Due dates to be determined for each component
Layout and Design Project	125 points
4 labs @ 25 points each	100 points
Menu Using Exchange Lists	15 points – in-class activity
Total	<b>815 points</b>

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 2016

Week	Dates	Content	Required Reading
1	Jan 25, 27	Course introduction; Introduction to the foodservice industry A systems approach Management functions, organization culture <b>Introduce Market Research Assignment</b>	Chapters 1 & 2
2	Feb 1, 3	Market research and menu development Yield tests <b>Introduce Layout and Design Project</b>	Chapter 5
3	Feb 8, 10	<b>Monday- Lab 1: Yield Tests</b> <b>Wednesday- Group project work</b>	
4	Feb 15, 17	Menu pricing, design and merchandising, principles of menu writing <b>Introduce Catering Project Assignment</b>	
5	Feb 22, 24	<b>Monday - Lab 2: Convenience Foods</b> <b>Wednesday – Group project work</b> <b>Lab 1 due on Feb 24</b>	Chapter 6
6	Feb 29, Mar 2	Purchasing; Introduce Lab 3 <b>Exam one – Wednesday (covers weeks 1-4)</b>	
7	Mar 7, 9	Ordering, receiving and storage <b>Lab 2 due on Mar 9</b> <b>Market order for lab 3 due Mar 7</b>	Chapter 7
8	Mar 14, 16	<b>Market Research Assignment Due Mar 14, submit to dropbox</b> <b>Monday - Lab 3: Cost restriction and CV</b> <b>Wednesday – Group project work</b>	Chapter 8
<b>Spring Break week of March 21 - 25</b>			
9	Mar 28, 30	Production, workflow Facilities planning and layout	Chapter 10
10	Apr 4, 6	Equipment and Furnishings <b>Lab 3 due on April 4</b> <b>Tour of DeBot on Wednesday– meet in Debot 073</b>	Chapter 11 Appendix B
11	Apr 11, 13	Food safety – HACCP <b>Market orders for lab 4 due April 11</b> <b>Exam two – Wednesday (covers weeks 5-9)</b>	Chapters 3, 4
12	Apr 18, 20	<b>Monday - Lab 4: Equipment restriction. Low Na, low K</b> <b>Wednesday – Group project work</b>	Chapter 12
13	Apr 25, 27	Environment management Methods of service <b>Wednesday – Pre-production in lab</b> <b>Thursday, April 28<sup>th</sup> – “Our Restaurant” Catering Project</b>	Chapter 9
14	May 2, 4	Financial Management <b>Layout and Design Project Due on May 4, submit hardcopy in class, scanned PDF in dropbox</b>	Chapter 17
15	May 9, 11	Human Resources Complete content and assignments <b>Lab 4 and Catering Project Reflection due on May 11</b>	Chapter 15
16	<b>Final Exam: Thursday, May 19<sup>th</sup> from 10:15 – 12:15 p.m. (covers weeks 10-15)</b>		