



AGRICULTURE & LIFE SCIENCES

Department of Nutrition and Food Science

NUTR 304 FOOD SERVICE SYSTEMS & MANAGEMENT Fall 2017

Lecture: TR 8-9:15am; HPCT 102
4 Credits

Lab: F 9am-12pm; Cater-Mattil & Onsite
Locations

Course Instructor

Karen Beathard, MS, RD, LD, FAND-kbeathard@tamu.edu
Senior Lecturer, ACEND Didactic Program Director
102 Cater-Mattil, 979-862-7621
Office Hours – Tue 9:30-10:30pm; Thurs. 1:30-2:30 pm or by appt.

Graduate Assistant

Tara Price-tprice@tamu.edu (preferred communication)
Graduate Student
Location- 208 Kleberg
Office Hours – Mon. 2-3pm; Wed. 11am-noon or by appt.

Course Description

Principles of food service management used in selecting, storing, preparing and serving food in quantity; emphasis on menu planning, quality control, purchasing, production, food service equipment, and layout design; application of basic management principles in food service operations, including financial planning and personnel issues.

Prerequisites

Junior classification; NUTR 211

1. Demonstrate a basic knowledge of food selection based on quality standards and aesthetics (application of commodity grades & uses in food production).
2. Demonstrate basic safe preparation methods that preserve the quality and nutritive value of foods.
3. Explain food/nutrition laws/regulations/policies.
4. Apply food science knowledge to functions of ingredients in food.
5. Apply appropriate terminology for food preparation and production and culinary techniques.
6. Apply sensory evaluation skills to all aspects of food preparation and service.
7. Demonstrate ability to analyze dietary intake of various populations.

Learning Outcomes for Lecture and Lab:

The 2017 Accreditation Council for Education in Nutrition and Dietetics (ACEND) Accreditation Standards for Nutrition and Dietetics Didactic Programs requires the curriculum is designed to ensure the breadth and depth of requisite knowledge needed for entry to supervised practice to become a registered dietitian nutritionist. The program's curriculum must include required components, including prerequisites. The ACEND curriculum requirements met in this course are as follows:

Food science and food systems, environmental sustainability, techniques of food preparation and development and modification and evaluation of recipes, menus and food products acceptable to diverse populations

- Demonstrate knowledge of HACCP development, menu planning, writing product specifications, factoring and standardization of recipes through completion of participation assignments;
- Develop menus that meet nutritional requirements for an identified target market;
- Identify and write specifications for equipment used in quantity food production & service;
- Demonstrate the ability to procure food and equipment in the food service layout and design project;
- Quantify and standardize recipes for quantity food service production;
- Identify how the components of food service systems (menu planning, purchasing, receiving, production, assembly, delivery and service) function together; and
- Participate and display the proper usage of equipment in receiving, storage, inventory, food preparation, and the delivery and service of food to clientele.

KRDN 2.1 Demonstrate effective and professional oral and written communication and documentation.

- Apply negotiation and oral communication skills through participation in a group semester project;
- Orally communicate with food service professionals by discussing identified and self-developed questions in the lab and seeking professional guidance related to the Facility and Layout Design semester project;

- Communicate food service knowledge and lab experiences through written weekly lab reports;
- Demonstrate oral and written communication skills through successful completion of the Facility and Layout Design semester project; and
- Use oral communication and presentation skills to “sell” the group’s Facility and Layout Design project to a mock Board of Directors.

KRDN 2.2 Describe the governance of nutrition and dietetics practice, such as the Scope of Nutrition and Dietetics Practice and the Code of Ethics for the Profession of Nutrition and Dietetics; and describe interprofessional relationships in various practice settings.

- Interact with food service professionals through weekly lab participation and discussion; and
- Apply critical thinking, professional ethics and guidelines to case studies and exam questions.

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.

- Participate in a field trip to tour the Cypress Fairbanks ISD Food Production Facility and Michael DeBakey Veteran Affairs Medical Center in Houston.
- Interact with food service professionals and other members of interprofessional teams through weekly lab participation and discussion; and
- Develop a staffing model that will efficiently deliver quality food and nutrition services to the identified target market in the Facility Layout and Design semester project

KRDN 3.2 Develop an educational session or program/educational strategy for a target population.

- Demonstrate the ability to plan and develop an educational session for institutional food service employees in the Facility and Layout Design semester project
- Demonstrate the ability to assess learning outcomes of an educational session in the Facility and Layout Design semester project

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

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

KRDN 4.2 Evaluate a budget and interpret financial data.

- Participate in a field trip to tour the Cypress Fairbanks ISD Food Production Facility and Michael DeBakey Veteran Affairs Medical Center in Houston.
- Demonstrate food safety knowledge through satisfactory completion of the Food Safety Manager Certification Training Software (TAPS Modules) and passage of the Prometric Food Safety Manager Certification Exam
- Apply management knowledge and critical thinking in the creation of an institutional food service that displays the understanding of food service systems management and demonstrates the ability to write a mission statement, goals and measurable targets; develop and analyze a food budget; establish effective marketing techniques and an energy management plan; write a cycle menu for a target market; coordinate purchasing, production and delivery of food; and develop a facility layout with an effective and efficient work flow; and
- Demonstrate basic principles of organizational and human resource management through the Facility and Layout Design semester project and case studies related to total quality management and employee selection and development.

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

- Demonstrate the application of human resource management through participation resolution of case study scenarios and open-ended examination questions

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

- Demonstrate knowledge of HACCP development and application through a participation assignment and open-ended examination questions
- Demonstrate food safety knowledge through satisfactory completion of the Food Safety Manager Certification Training Software (TAPS Modules) and passage of the Prometric Food Safety Manager Certification Exam

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

- Apply technical knowledge of continuous quality improvement methods to resolve relevant performance improvement case studies and open-ended examination questions

Required Text and Clicker

Food For Fifty. 13th ed. 2011. Molt, Mary. Prentice-Hall, Inc.* (This text will be required for exam 2)

Foodservice Management. 13th ed. 2016. Payne-Palacio and Theis. Pearson Education, Inc.*

TAP Food Safety Manager Certification Training Program; See attached instructions to order

I>clicker or I>clicker 2. Students will be expected to bring I>clicker to class every session beginning Tuesday, 1/24.

Recommended Resources

Nutrition 304 Lecture Notes on e-Campus

The Book of Yields: Accuracy in Food Costing and Purchasing. 8th ed. 2010. Lynch, Francis T. John Wiley & Sons, Inc.

*Copies of texts are on reserve in the Reserve Department at the West Campus Library - (979)862-1986; WCLReserves@lib-gw.tamu.edu

Teaching/Learning Strategies

NUTR 304 will involve multiple teaching/learning strategies including experiential activities, lectures, discussions, readings, teamwork and individual in-class participation. Students are expected to prepare in advance of class by completing pre-class assignments and to come to class prepared to engage in discussion and in-class activities.

Lecture notes, pre-recorded lectures, and other reference information will be posted in the lecture note folder on e-Campus. Students are encouraged to use the lecture notes when watching the pre-recorded presentations and use resources provided on e-campus when completing participation assignments and the group semester project. It is recommended to get a notebook for the lecture notes and participation assignments and bring this to class regularly.

Participation points will be earned throughout the semester through I>clicker responses and completing participation assignments that coincide with the topic of discussion. Participation assignments will vary in format; some will be outside of class assignments while others will be completed in class. The intent of the participation assignments is for students to think through the topic and relevant problem(s)/case study(s) and promote problem solving and critical thinking. Therefore, students **MUST** attend class and turn in the outside participation assignments at the beginning of the designated class period (when assigned) to receive participation points; students who are absent or do not turn in the participation assignment at the beginning of the designated class session **will not** receive participation points for the respective assignment, unless they have a university-authorized excuse.

Learning Outcomes Assessment

Learning Outcomes Assessment w/Final Exam Evaluation	Points Available	My Points Earned	Total Points with Grade Earned
Lab	180 Points		A - 895-1000
Food Safety Manager Certification Training	75 Points		B - 795-894
Participation	75 Points		C - 695-794
Semester Project	220 Points		D - 595-694
Exam 1	100 Points		F - <595
Exam 2	100 Points		
Exam 3	100 Points		
Comprehensive Final Exam	150 Points		
TOTAL	1000 Points		

Learning Outcomes Assessment Without Final Exam Evaluation	Points Available	My Points Earned	Total Points with Grade Earned
Lab	180 Points		A - 761-850
Food Safety Manager Certification Training	75 Points		B - 676-760
Participation	75 Points		C - 591-675
Semester Project	220 Points		D - 506-590
Exam 1	100 Points		F - <506

Exam 2	100 Points		
Exam 3	100 Points		
TOTAL	850 Points		

Note: Late assignments are not accepted except in conjunction with an university-authorized absence, unless stated in the specific assignment guidelines.

Course Communication

The e-Campus web site (<http://ecampus.tamu.edu>) will be the primary form of course communication outside of scheduled class periods. Lecture notes, lab information, course assignments, announcements and grades will be posted there. Additionally, students will periodically receive email messages related to this course. Therefore, please check the e-Campus web site often and read all email regarding this course, as students will be responsible for posted and emailed course information.

Classroom Behavior and Expectations

Classroom behavior during lecture must be appropriate at all times. Please read and comply with University Student Rules (<http://student-rules.tamu.edu/rule21>) regarding appropriate behavior. Cell phone ringers must be turned off or silenced during class and lab. Talking during class, except in class discussion, is also distracting and should be avoided. Students violating classroom etiquette policies will be asked to leave and unable to make-up missed work.

Attendance Policy

Attendance will be taken at each class session. **Students must be present to class within 10 minutes of the scheduled class and lab start time and not leave more than 10 minutes before the scheduled end of class and/or lab to be considered present.** The Texas A&M University policy on excused absences will be followed.

Opportunities to make-up missed exams, assignments and activities will be given for university-authorized absences that are substantiated with written evidence. See *Student Rules at Texas A&M University, Student Rule 7*, (<http://student-rules.tamu.edu/rule07>) for a list of university-authorized absences. Written documentation is required for make-up work and/or exams and must be provided within ONE week after the original excused absence or it will be counted as "unexcused." All make-up work and/or exams from an excused absence must be made up within TWO days of the release to return to class.

Exam Policies

The final exam is optional for students with **two absences (either excused or unexcused) or less** to both lecture and/or lab **and** make a "B" or better on each scheduled exam. The final is mandatory for **ALL** other students.

When entering the classroom for exams, students are asked to leave one vacant seat between themselves and their neighbor. Students are not allowed to leave the classroom during exams. Please go to the restroom prior to the start of exams and obtain or bring tissues to the exam, if you have a cold. Please notify instructor prior to class of potential emergencies (nausea, etc.).

Scantron sheets are not required for exams; however a basic calculator is required for most exams. No graphing calculators or PDA's are allowed. Cell phones cannot be used as calculators. The Food For Fifty text is required for exam 2 and the final exam.

Only students with a university-authorized absence have permission to make-up an exam. Students who know they will miss an exam should notify the instructor in advance of the exam. It is required students contact the instructor within 24 hours of missing an exam to qualify for a make-up exam. Missed exams resulting from an excused absence must be made up within TWO days of the release to return to class and verification documents are required. A different exam form will be used for make-up exams.

Electronic Communication and Response Time

Check the syllabus first! Often student questions can be answered by reading the syllabus or browsing the course e-Campus site. If students cannot locate an answer and/or need to send an email to myself, the class TA, or a lab preceptor, it is requested that professionalism is used when constructing the email. Please use a formal salutation (e.g. Dear Mrs. Beathard – not Howdy Karen, Dear Tara - not Hey You!), body, closing and signature. Use appropriate sentence structure, capitalization, punctuation, and tone. This is a professional form of communication and not a text message. Use the following format to send a professional email with your request:

To: kbeathard@tamu.edu

Subject: NUTR 304 – Semester project

Dear Mrs. Beathard,

[Body of email]

Sincerely,

Student Name

Generally, I check email several times on the week days, but do not routinely check email over the weekend. Please allow a 48 hour window for an email response.

Americans With Disabilities Act (ADA) Policy Statement

The Americans with Disabilities Act (ADA) is a federal anti-discrimination statute that provides comprehensive civil rights protection for persons with disabilities. Among other things, this legislation requires that all students with disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation, please contact Disability Services, currently located in the Disability Services building at the Student Services at White Creek complex on west campus or call 979-845-1637. For additional information, visit <http://disability.tamu.edu>.

Academic Integrity and Misconduct

*Aggies do not lie, cheat, or steal,
nor do they tolerate those who do.*

As stated in the *Texas A&M University Student Rule 20* (<http://student-rules.tamu.edu/rule20>), "Misconduct in research or scholarship includes **fabrication, falsification, or plagiarism** in proposing, performing, reviewing, or reporting research. It does not include honest error or honest differences in interpretations or judgments of data.

Plagiarism: The materials used in this course are not to be duplicated without permission. This includes all materials generated for this class, which include, but are not limited to, syllabi, handouts, Power Point outlines, exams, quizzes, case studies, in-class materials, Power Point slides shown in class that are not part of lecture outlines, etc. Students do not have the right to copy these materials unless I expressly grant permission. Note: "Making copies" is not limited to making hard copies, but it also includes taking pictures of materials with your phone or other electronic device.

Texas A&M University students are responsible for authenticating all work submitted to an instructor. If asked, students must be able to produce proof that the item submitted is indeed the work of that student. Students must keep appropriate records at all times.

The Aggie Honor System requires honor violations be handled by the Aggie Honors Council with consistent and more severe consequences. See the Aggie Honor System web site, <http://aggiehonor.tamu.edu>, to learn the definitions of academic misconduct and the process and sanctions that will result if Aggie honor is violated.

No form of academic misconduct, including fabrication, plagiarism or cheating will be tolerated. If evidence of academic misconduct is found the incident WILL BE REPORTED to the Aggie Honors Council and their guidance in disciplinary action will be followed.

Letters of Recommendation

Many current and former students request letters of recommendation for dietetic internships, graduate school and/or professional programs. While it is my desire to assist students in achieving their career goals, I will only write letters of recommendation for students who have two or less unexcused absences in my lecture or lab and make a "B" or better in this course. Although absences may not indicate a student's level of intelligence or ability, it does indicate their motivation, level of interest in a major course and may predict their performance in post baccalaureate programs. Additional criteria such as general class participation, overall grade point, extracurricular activities and a "B" or better in other nutrition courses will be considered when asked to write letters of recommendation.

Course Evaluations

Course evaluations are extremely important to me; I value the opinion of students in my courses and use the information in planning for future semesters. Students will be asked to complete two evaluations throughout the semester, the traditional PICA evaluation and an online lab evaluation. My goal is to be the most effective teacher and prepare my students for professional success in a dietetic

internship and the dietetic profession. Your feedback is essential as I seek to achieve this goal. Please take these evaluations seriously and complete them at the proper time.

TENTATIVE COURSE OUTLINE

(Changes will be announced in class.)

<u>Week 1</u> 8/28-9/1 Friday, 9/1	The Foodservice Industry The Systems Approach Lab 9am (Cater-Mattil 124A&B)	Chapter 1 Chapter 2
<u>Week 2</u> 9/4-9/8	The Systems Approach (cont.) Food Safety & HACCP TAPS Module 1 (due 5pm on 9/8)	Chapter 2 Chapter 3
<u>Week 3</u> 9/11-9/15 Tuesday, 9/12 Friday, 9/15	Cleaning, Sanitation & Safety Menu Planning Field Trip – 7:15am-3:00pm Lab 9am (Cater-Mattil 124A&B) TAPS Modules 2 & 3 (due 5pm on 9/15)	Chapter 4 Chapter 5
<u>Week 4</u> 9/18-9/22	Menu Planning (cont.) Marketing TAPS Module 4 & 5 (due 5pm on 9/22)	Chapter 5 Chapter 18
<u>Week 5</u> 9/25-9/29	Financial Management Procurement TAPS Modules 6 (due 5pm on 9/29)	Chapter 17 Chapter 6
<u>Week 6</u> 10/2-10/6 Thursday, 10/5	Procurement Exam 1 (covers 8/29-9/28 Lectures/Lab) TAPS Module 7 (due 5pm on 10/6)	Chapter 6
<u>Week 7</u> 10/9-10/13	Receiving & Storage; Inventory Production Management TAPS Modules 8 & 9 (due 5pm on 10/13)	Chapter 7 Chapter 8
<u>Week 8</u> 10/16-10/20	Production Management (cont.) Assembly, Delivery & Service TAPS Module 10 (due 5pm on 10/20)	Chapter 8 Chapter 9
<u>Week 9</u> 10/23-10/27	Facility Planning & Design Equipment & Furnishings TAPS Modules 11 & 12 (due 5pm on 10/27)	Chapter 10 Chap 11, App B
<u>Week 10</u> 10/30-11/3 Friday, 11/3	Equipment & Furnishings (cont.) Environmental Management/Sustainability TAPS Module 13 (due 5pm on 11/3) Exam 2 (covers 10/3-10/26 Lectures/Lab; Cater-Mattil 124 A&B)	Chap 11, App B Chapter 12
<u>Week 11</u> 11/6-11/10	Organizational Design Administrative Leadership TAPS Modules 14 & 15 (due 5pm on 11/10)	Chapter 13 Chapter 14

Week 12

11/13-11/17

Friday, 11/17

Human Resource Management

Chapter 15

Prometric Food Safety Manager Certification Exam (9am in Cater-Mattil 124A&B)

Week 13

11/20-11/24

Thursday, 11/23

Performance Improvement

Chapter 16

Thanksgiving Holiday

Week 14

11/27-12/1

Thursday, 11/30

Friday, 12/1

Performance Improvement (cont.)

Chapter 16

Exam 3 (covers 10/31-11/28 Lectures/Lab)

Semester Project Group Work (9am in Cater-Mattil 124A&B)

Week 15

12/4-12/8

Monday, 12/4

Tuesday, 12/5

Redefined Day – attend Friday class - Group Semester Project Oral Presentation

Semester Group Project (including self & peer evaluations), Assessment of Goal Attainment and Lab Evaluation Due by noon

Monday, 12/11

Final Exam (Comprehensive)

1:00 – 3:00 PM

Important dates to
remember:

Friday, 9/1 – Last day to drop without record

Friday, 11/17 - Last day to Q-drop without penalty