

**FN 347 Introduction to Foodservice  
Spring 2020**

**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 1:00 – 2:50 p.m., CCC 205

**Text:** Gregoire M.B.: Foodservice Organizations. A Managerial and Systems Approach. 9<sup>th</sup> ed. Boston: Pearson. 2016.

**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 1:00-3:00 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 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.

**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 Canvas 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.

**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.

**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.

**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](#).

**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>

### **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 misuse is observed.

**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.

### **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.

**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.**

### **Disability and 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](mailto:datctr@uwsp.edu); 715/346-3365; 609 Albertson Hall, 900 Reserve Street

### **Additional Campus Policies:**

#### **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.

#### **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>.

### **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.

## 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	5 points – in-class activity
Total	<b>765 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 2020**

Week	Dates	Content	Required Reading
1	Jan 22	Course introduction; Systems Approach to a Foodservice Organization; Managing Quality Management Principles <i>Introduce Market Research Assignment</i>	Chapters 1, 2, 9
2	Jan 27, 29	Marketing research, menu development Yield tests <i>Introduce Catering Project Assignment</i>	Chapters 14; pp. 184-185
3	Feb 3, 5	<i>Monday- Lab 1: Yield Tests</i> <i>Wednesday- Group project work</i>	
4	Feb 10, 12	Menu pricing, design and merchandising, principles of menu writing <i>Introduce Layout and Design Assignment</i>	Chapter 3; pp. 417 – 419; D2L
5	Feb 17, 19	<i>Monday - Lab 2: Convenience Foods</i> <i>Wednesday – Group project work</i> <i>Lab 1 due on Feb 19, submit on Canvas</i>	Chapter 6
6	Feb 24, 26	Procurement; Introduce Lab 3 <i>Exam one – Wednesday (covers weeks 1-4)</i>	Chapter 5, pp. 88-104
7	Mar 2, 4	Ordering, receiving and storage <i>Can cutting on Mar 4 – food lab</i> <i>Market order for lab 3 due Mar 4 – submit hardcopy</i> <i>Lab 2 due on Mar 4, submit on Canvas</i>	Chapter 5, pp. 104-144
8	Mar 9, 11	<i>Market Research Assignment Due Mar 11, submit on Canvas</i> <i>Monday – Lab 3: Cost restriction and CV</i> <i>Wednesday – Group project work</i>	
Spring Break week of March 16-20			
9	Mar 23, 25	Production, workflow, sustainable practices Facilities planning and layout	Chapters 4, 6
10	Mar 30, Apr 1	Safety, Sanitation, and Maintenance <i>Lab 3 due on April 1, submit on Canvas</i>	Chapter 8
11	Apr 6, 8	Distribution and Service <i>Market orders for lab 4 on April 8 – submit hardcopy</i> <i>Exam two – Wednesday (covers weeks 5-9)</i>	Chapter 7
12	Apr 13, 15	<i>Monday - Lab 4: Equipment restriction. Low Na, low K</i> <i>Wednesday – Group project work</i>	
13	Apr 20, 22	Leadership and Organizational Change <i>Wednesday – Group project work</i> <i>Layout and Design Project Due on Apr 22 by 5 p.m.; submit electronic version in Canvas and hardcopy in person</i>	Chapter 10, 11
14	Apr 27, 29	Management of Financial Resources <i>Wednesday – Pre-production in lab</i> <i>Thursday, April 30 – Catering Project (4-8 p.m.)</i>	Chapter 13, 15
15	May 4, 6	Management of Human Resources Exchange lists for meal planning <i>Lab 4 and Catering Project Reflection due on May 6, submit on Canvas</i>	Chapter 12
<i>Final Exam: Wednesday, May 13, 2020 from 2:45 – 4:45 p.m. (covers weeks 10-15)</i>			

**REVISED FN 347 Tentative Course Schedule – spring 2020**

Week	Dates	Content	Required Reading
1	Jan 22	Course introduction; Systems Approach to a Foodservice Organization; Managing Quality Management Principles <b>Introduce Market Research Assignment</b>	Chapters 1, 2, 9
2	Jan 27, 29	Marketing research, menu development Yield tests <b>Introduce Catering Project Assignment</b>	Chapters 14; pp. 184-185
3	Feb 3, 5	<b>Monday- Lab 1: Yield Tests</b> <b>Wednesday- Group project work</b>	
4	Feb 10, 12	Menu pricing, design and merchandising, principles of menu writing <b>Introduce Layout and Design Assignment</b>	Chapter 3; pp. 417 – 419; D2L
5	Feb 17, 19	<b>Monday - Lab 2: Convenience Foods</b> <b>Wednesday – Group project work</b> <b>Lab 1 due on Feb 19, submit on Canvas</b>	Chapter 6
6	Feb 24, 26	Procurement; Introduce Lab 3 <b>Exam one – Wednesday (covers weeks 1-4)</b>	Chapter 5, pp. 88-104
7	Mar 2, 4	Ordering, receiving and storage <b>Can cutting on Mar 4 – food lab</b> <b>Market order for lab 3 due Mar 4 – submit hardcopy</b> <b>Lab 2 due on Mar 4, submit on Canvas</b>	Chapter 5, pp. 104-144
8	Mar 9, 11	<b>Market Research Assignment Due Mar 11, submit on Canvas</b> <b>Monday – Lab 3: Cost restriction and CV</b> <b>Wednesday – Group project work</b>	
<b>Spring Break from March 16-27</b>			
9	Mar 30, Apr 1	Production, workflow, sustainable practices	Chapters 4, 6
10	Apr 6, 8	Facilities planning and layout <b>Lab 3 due on April 8, submit on Canvas</b>	Canvas posting
11	Apr 13, 15	Safety, Sanitation, and Maintenance <b>Online exam two – Wednesday (covers weeks 5-8)</b>	Chapter 8
12	Apr 20, 22	Distribution and Service <b>Lab Simulation: Equipment restriction. Low Na, low K</b> Leadership and Organizational Change	Chapter 7  Chapter 10, 11
13	Apr 27, 29	Management of Financial Resources <b>Submit lab simulation meal concept on Canvas– April 27</b> Exchange list for meal planning <b>Layout and Design Project Due on Apr 29 by 5 p.m.; submit electronic version in Canvas (hardcopy is no longer required)</b>	Chapters 13, 15
14	May 4, 6	Management of Human Resources <b>Submit exchange list assignment on May 6 via Canvas</b>	Chapter 12
<b>Online Final Exam: Wednesday, May 13, 2020 – 2:45 – 4:45 p.m. (covers weeks 9-14)</b>			