# FN 449 – Food Service Management Practicum Syllabus

**Course Description:** Demonstrate skills in quantity food production, food safety, sanitation (HACCP), recipe standardization, financial controls, inventory management, time and temperature relationships, food delivery, and promotions from a management perspective. 2 credits. Prerequisites: FN 347; permission required. 6 hours per week, maybe repeated.

**Work Schedule**: A weekly work schedule will be determined and emailed to you before the start of the semester. Please look for an email requesting your availability and a discussion relating to your class schedule prior to the semester.

**CPS Café Manager:** Chef James Witham **Phone:** 715-346-4848 **Email:** [jwitham@uwsp.edu](mailto:jwitham@uwsp.edu)

**Office:** CPS 125, within CPS Café **Office Hours**: by appointment

**CPS Café mission statement:**

CPS Café operates as a food service business, open to the public, for the purpose of giving dietetic students experience in all aspects of food service operation and management. The goal of the Café is to provide homemade healthy food from local, sustainable farms and to manage production in an environmentally friendly manner.

**Course Objective**: To support the mission and goal of the CPS café by demonstrating appropriate food and nutrition knowledge, culinary skills, teamwork, and effective communication in the food production and service business.

**Course Communications:** This is an active business with food production and service that meets the needs of the customer on a set schedule. The pace of the kitchen is fast, efficient, and cooperative, which means communication is a necessary daily skill. You will be communicating with Chef James, managers, fellow employees and students and customers. Clear and frequent communication is necessary for quality food preparation that is timely in a safe and friendly environment. It is your responsibility to initiate communication to contribute to the success of the daily operation of the café.

# Learning Objectives:

Upon completion of FN 449, the student will demonstrate the following skills:

* Job skills - proper equipment use, compliance with policy and procedures, recipe execution, utilize mise en place, ask appropriate questions, offer suggestions for improvements, show daily productivity with attention to detail, time management, task efficiency, high quality, knowledge and demonstration of cooking techniques, problem solving, critical thinking, plan, organize and evaluate components of food service systems, leadership, teamwork, self-management, decision making and consistency.
* Sanitation - proper dress, hygiene, and hand washing; FIFO (first in, first out); proper labeling of food; routine cleanup of station with wash/sanitation measures; proper storage of food/equipment after use or upon receiving an order with organization in mind; proper food safety measures with cooked TCS (time, temperature control safety) and ready to eat foods; proficient temperature taking with knowledge of TDZ (temperature danger zone) and corrective action as needed.
* Attitude - promptness; dependability; initiative and confidence to complete tasks with efficiency and high quality; contribute to team effort with extra tasks, suggestions, and improvements; respect; adaptability, flexibility to different situations; accepting of constructive feedback from Chef James, managers, and/or peers; provide guidance/suggestions to peers in a constructive manner. Dependability and punctuality demonstrating readiness for the job market.
* Management Skills - comprehends flow of work; demonstrates innovation, creates approaches to improve current practices; keeps peers informed of work progress, timelines, issues; effectively utilizes human and material resources, limits waste. May provide direction and training to others.
* Professionalism - competency in food service management; accountability for actions and outcomes; exhibit excellence in customer service as well as verbal interactions with peers; enthusiasm during time in café as well as interest in making the procedures of day-to-day duties better; respect for Chef James, peers, customers, and self; honesty and integrity to others and self-related to doing best job possible as well as payment of products and money handling.

As students in the College of Professional Studies, you are earning a degree that prepares you to enter the workforce as a food service professional with applied food, nutrition, culinary and business experience. Practicum experience is a training ground for learning and practicing professional behaviors. The values and attitudes of a pre-professional transfer to the workplace are highly valued by employers.

To achieve these performance skills, students will actively participate in various areas of food service as assigned. Café areas include food production, coffee station, cash handling, catering, inventory management, procurement, receiving and storage, customer service, cleaning and ware washing.

I expect this class to be an interesting and rewarding class for everyone involved and expect you to conduct yourself in a professional and competent manner. If you need help, ask.

# Course Outcomes: (what is expected of the student at the end of the course)

* Increase awareness of community resources and the importance of collaboration in community work.
* Demonstrate the ability to work as part of a team and accountability for tasks, both assigned and unassigned.
* Explore potential career opportunities and various roles in a food service setting.
* Develop a kitchen professionalism transferable to many different locations and a nutrition professional may be employed.
* Understand the importance of food handling in relation to HACCP, the Wisconsin Code and CPS Café policies.
* Demonstrate awareness of diversity and inclusivity within the work setting and work respectfully with all people.
* Effectively create food dishes and evaluate for flavor adjustments, utilizing suggestions for recipe changes when tasting with Chef James.
* Demonstrate competence in flow of food, specifically utilization of local food sourcing.
* Communicate, both verbally and written, at a professional level with peers, Chef James, and customers.

# Course Requirements and Assignments:

1. Expectations
   1. Attendance - a minimum of 6 weekly hours over the semester. If you miss hours, you must meet with Chef James to discuss any possible options.
   2. Electronic Devices and Personal hygiene and safety – see section in CPS Café New Associate Manual.
   3. Participation – it is expected that each associate will show up to the café ready to learn and execute assigned tasks. Attitude will be part of your grade. You are responsible for reading and remembering the café mission statement, policies, procedures and completing evaluations.
2. Evaluations -
   1. Pre-practicum Form – filled out and sent before the semester begins to give Chef James an idea of experiences to better serve both the student and CPS Café. **Before Orientation.**
   2. Training Schedule- Complete the checklist located in the binder near the door. When complete, see Chef James to confirm successful completion. This checklist must be completed with the Chef’s signature **within the first 8 weeks** of the semester. Set your schedule to complete this in time.
   3. Midterm Reflection and Self-Evaluation- The self-evaluation form can be found on the Canvas site and will be completed mid-semester. Completed forms will be used during mid-semester meeting with Chef James. Suggestions for improvements will be discussed.
   4. End of Semester Evaluation-Chef James will complete the evaluation form.
3. Quality Improvement Project – FN449 students will choose from a list provided, a project which ***improves the CPS café*** in meeting its mission and goals. It is a requirement for the FN449 practicum experience. Completed latest two weeks before the end of the semester. You the student, will work with CPS Café Manger Chef James, to determine the project/assignment. Create a folder with the project name in the shared UWSP Google Drive folder [FN 449 Student Projects](https://uwspedu-my.sharepoint.com/:f:/g/personal/jsteinme_uwsp_edu/ElT_EPShUVhKvfxr9U09-1gBVS7S2eHqDgf1cJ61e_SJMA?email=jwitham%40uwsp.edu&e=nd0PJc) and upload all of your materials, including a description of your project (project objective, methods, results, application to the CPS café operation, suggestions for next steps). **Please title your folder: Project name, your last name and year**. If Google Drive or anything else does not work effectively, please communicate immediately with me.

**Grading Points:**

Training Schedule 120 Points

Mid-term Self Evaluation 80 Points

Quality Improvement Project 100 Points

End of Semester Evaluation 170 Points

# Grading Scale:

A = 94-100% C+ = 77-79% F = <60%

A-= 90-93% C = 73-76%

B+ = 87-89% C- = 70-72%

B = 83-86% D+ = 67-69%

B- =80-82% D = 60-66%

**Tentative Semester Schedule – all components of the FN449 Food Service Practicum are subject to change.**

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| **Due Dates** | **Week** | **Notes** |
| 1/3/2024 | 0 | Pre-practicum form |
| 1/26/2024 | 1 | Orientation |
| 3/15/2024 | 8-9 | Training Schedule |
| 4/5/2024 | 9-10 | Mid-term Self-reflection |
| 4/26/2024 | 13-14 | Improvement Project |
| 5/14/2024 | 16 | End Evaluation & Final Grade |