RUTGERS, THE STATE UNIVERSITY OF NEW JERSEY RUTGERS BIOMEDICAL AND HEALTH SCIENCES DEPARTMENT OFNUTRITIONAL SCIENCES NUTR 4120 FOODSERVICE SYSTEMS MANAGEMENT

Course Description

This course provides an overview of the principles and techniques of supervision and management processes in food service operations. This course will provide a foundation for students enrolled in Supervised Practice in Food Service Administration.

Credits/Modes of Instruction /MOODLE COURSE:

3 CREDIT/ MOODLE COURSE

Course Instructor: Jennifer Tomesko DCN, RD, CNSC 973 972-8667 tomeskje@shrp.rutgers.edu. The preferred method of contact for course instructors is through course email. The instructors may also be contacted through university e-mail or office phone numbers.

Course Goals and Objectives:

The goals for students of this course are:

- To understand the basic concepts and underlying principles of food service management providing a base for further study.
- To acquaint students with management concepts essential to the understanding of the organizational environment in various food services systems.

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- To provide information to be used as tools in day-to-day situations that will occur in food service operations.
- To provide information to be used as resources and tools in human resources and financial management.
- To understand the basic concepts of menu planning and development, and procurement in food service operations.
- To provide information on sanitation, safety, equipment, and sustainability.

THIS COURSE WILL CONTRIBUTE TO THE ATTAINMENT OF THE FOLLOWING KNOWLEDGE AND COMPETENCIES TO MEET THE FOLLOWING OUTCOMES:

KRD 2.1	The curriculum must include opportunities to develop a variety of communication skills sufficient for entry into pre-professional practice.	
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 4.3	The curriculum must include the fundamentals of public policy, including the legislative and regulatory basis of dietetics practice.	
KRD 4.4	The curriculum must include content related to health care systems.	
CRD 1.3	Justify programs, products, services and care using appropriate evidence or data.	Students will meet this competency by completing the written term project feasibility assignment.
CRD 1.5	Conduct projects using appropriate research methods, ethical procedures and data analysis.	Students will meet this competency by completing the written term project feasibility assignment.
CRD 2.2	Demonstrate professional writing skills in preparing professional communications	Students will meet this competency by completing the written term project feasibility assignment, and preparing the oral power point presentation.
CRD 2.5	Demonstrate active participation, teamwork and contributions in group settings.	Students will meet this competency by working in group discussions together.

| CRD 4.1 | Participate in management of human resources | Students will meet this competency by developing an organizational chart. |
| CRD 4.8 | Conduct feasibility studies for products, programs or services with consideration of costs and benefits. | Students will meet this competency by completing the written term project feasibility assignment, and preparing the oral power point presentation. |

Course Requirements: Requirements for Completion

Requirement	Weight
Organizational Chart Assignment	**5%**
Mid-Term Exam	**20%**
Term Project Outline	**5%**
Term Project (Written Assignment)	**15%**
Term Project (Power Point Presentation)	**5%**
Participation in Discussion Forums and Drop Box Assignments	**30%**
Final Exam	**20%**
Total	**100%**

[1]Utilizing the aspects of effective management covered throughout this course, design a fully functioning department/institution. This project should include:

1. an organizational chart
2. a description of how the management functions will be applied, and
3. a plan for how the department/institution will operate effectively

Special Enrollment Requirements

Students are required to have access to internet and basic computer skills. Computer requirements can be found at:

https://d2.parature.com/ics/support/default.asp?deptID=4115

Evaluation, Feedback and Grading

Evaluation/Assessment Methods

The purpose of the discussion forum is to share experiences with fellow students and to learn from one another. If the student fails to report in the weekly discussion boards, points will be deducted from their weekly participation grade. The instructor may also choose to post weekly discussion topics or assignments. Students are responsible to respond to the Instructor's discussion topic or complete the given assignment by the assigned date. The instructor will track the quality and quantity of the students Moodle activity in the course. If a student is completing the course with an "Incomplete" they will still be responsible for participation until the Portfolio is submitted. The average participation grade will be taken over the course of the semesters needed to complete the course. Students will receive a participation grade for each weekly posting based on this chart:

Discussion/assignment was completed with excellent detail, accuracy, and submitted on time.	

	100% (A)
Discussion/assignment was completed with good detail, accuracy and submitted on time	85% (B)
Discussion/assignment was completed with sufficient detail, accuracy and submitted on time.	75% (C)
Discussion/assignment lacks detail, is inaccurate and/or was submitted after the due date.	65% (D)
Discussion/assignment was not completed; is completely inaccurate; is more than 1 week late WITHOUT NOTICE TO THE INSTRUCTOR	0 (F)

Threaded Discussions

Threaded discussions for the week will be posted on Tuesdays as each week starts. Each week will run from Tuesday to 12: noon EST the following Monday. Students are required to participate in weekly activities on Moodle. If the student fails to report in the weekly discussion boards, points will be deducted from their weekly participation grade. The instructor will track quantitatively, the students Moodle activity in the course as well as the quality of their responses. Students are expected to participate in all weekly discussion forums and will receive a participation grade for each weekly posting based on the criteria below. The grades will be averaged to comprise the 30% portion allotted to class participation of the final grade using the table below.

Course Evaluation:

1. The student is also required to submit an evaluation of this rotation course and primary instructor anonymously through Rutgers SHRP email.

Feedback on Progress

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The instructor will contact students via email who are not meeting course expectations at midpoint and recommend remediation and academic support services accordingly. The student will conduct anonymous course/ instructor evaluation at the end of the course.

Unsatisfactory Performance/Progress: Students will be notified via email concerning their progress if their grade is unsatisfactory. Additional assistance will be offered via email and telephone if requested by the student.

Exams

For CP students the Mid Term and Final Exam will be fashioned similar to the Registration Examination for Dietitians. Students will not have the options of progressing or returning to the multiple choice questions asked. You must answer each question before progressing to the next question. In addition, you will have only one attempt to complete it.

Grade Determination:

The minimum level of satisfactory performance in this course is a 70% or better. To receive a 70% or better, students must first complete ALL course requirements specified above, including meeting the minimum attendance expectation. Based on the evaluations methods previously described, each requirement then is assigned a numeric score on a 0-100 point scale. The final letter grade is based on the weighted average of all requirements, as specified in the table below.

Weighted Average of All Requirements	Final Letter Grade	Grade Quality Description
93-100	A	4.0
90-92	A-	3.7
87-89	B+	3.3
83-86	B	3.0
80-82	B-	2.7
77-79	C+	2.3
73-76	C	2.0
70-72	C-	1.7
60-69	D	1.0
<60	F	0.0

Faculty/Student Honor Code

(Refer to your SHRP Student Handbook at http://shrp.rutgers.edu/current_students/pdf/Handbook.pdf)

The faculty of Rutgers-School of Health Related Professions believe that students must observe and support high standards of honesty and integrity in all aspects of education, practice and research. For this reason, all matriculated and non-matriculated students in this course are expected to abide by the School's Faculty/School's Honor Code and accept responsibility to help ensure that these standards

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are maintained by reporting violations of the Honor Code observed in others. All such violations will be considered with gravest concern and may be punishable with sanctions as severe as suspension or dismissal.

In addition, a plagiarism prevention and American Psychological Association (APA) tutorial are posted within the course. Please review it to prevent plagiarism and to cite references properly using APA formatting. We require APA format in the CP.

To prevent plagiarism, we have also enabled Turnitin for students to use *prior* to handing assignments in. Please take advantage of the software to identify where you need to revise your work before you submit it for grading.

General Learning Resources

Required Textbooks:

 Food Service Manual for Health Care Institutions by Ruby Puckett (fourth edition, 2012).

Other Required Learning Resources

As recommended in weekly discussion, journal articles, assignments.

Assignment Due Dates

Create and submit an organizational chart for your department/institution **October 3rd, 2016**

Outline of Term Project   **October 17th, 2016**

Written Term Projects   **November 29th, 2016**

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Live Adobe Connect Power Point Session   **November 30th, 2016**

Course Units/Schedule:

9/6/16 Module 1: Management in The Foodservice Industry: An Overview of the Impacts of The Healthcare System

Topics:
Chapter 1 : Foodservice Industry: An Overview
Chapter 2 : Leadership Managing for Change

Participation
Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:
Individual question assignment due via dropbox Monday September 12th at Noon EST

9/13/16 Module 2: Marketing, Revenue, and Quality Management

Topics:
Chapter 3 : Marketing and Revenue-Generating Services
Chapter 4 : Quality Management

Participation
Group Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:

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9/20/16 Module 3: Planning, Organizing, and Decision Making

Topics:
Chapter 5 : Planning and Decision Making
Chapter 6 : Organization and Time Management

Participation
Group Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:

9/27/16 Module 4: Communication Skills

Topics:
Chapter 7 : Communication

Participation
Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:
Organizational Chart Due October 3rd at Noon EST via Dropbox

10/4/16 Module 5: Human Resource Management

Topics:
Chapter 8 : Human Resource Management: Laws for Employment and the Employment Process
Chapter 9: Human Resource Management: Other Needed Skills

Participation
Group Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:

10/11/16 Module 6: Management Information Systems, Finance, and Controlling

Topics:
Chapter 10 : Management Information Systems
Chapter 11 : Control Function and Financial Management

Participation
Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:
Outline of Term Project topic due October 17th at Noon via dropbox

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10/18/16 Module 7: Mid-Term Exam: Chapters 1-11 Tuesday 10/20/15 9am EST- Monday 10/26/15 Noon EST

10/25/16 Module 8: Sustainability

Topics:
Chapter 12 : Environmental Issues and Sustainability

Participation
Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:
Sustainability Questions Due via Dropbox at Noon EST Monday Oct 31 via Dropbox

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11/1/16 Module 9: HACCP

Topics:
Chapter 13 : Microbial, Chemical, and Physical Hazards: Temperature Control
Chapter 14: HACCP, Health Inspections, Environmental Sanitation, Food Code, and Pest Control

Participation
Group Discussion Forum Topic on Moodle: See Forum for posted topic

Assignment:

11/8/16 Module 10: Emergency Preparedness

Topics:

Chapter 15 : Safety, Security, and Emergency Preparedness
Chapter 16 : Menu Planning

<u>Participation</u>
Group Discussion Forum Topic on Moodle: See Forum for posted topic

<u>Assignment:</u>

11/15/16 & 11/22/16 Module 10 & 11: The Product

<u>Topics:</u>
Chapter 17: Product Selection
Chapter 18: Purchasing
Chapter 19: Receiving, Storage, and Inventory Control

<u>Participation</u>
Discussion Forum Topic on Moodle: See Forum for posted topic

<u>Assignment:</u>
Questions Due via Dropbox at Noon EST Monday Nov 28 via Dropbox

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11/29/16 Module 13: Production and Distribution

<u>Topics:</u>
Chapter 20: Food Production

Chapter 21: Distribution and Service
Chapter 22: Facility Design, Equipment Selection, and Maintenance

<u>Participation</u>
Ongoing Discussion Forum of Student Term Projects

<u>Assignment:</u>
Term Projects Due November 29th at Noon via <u>Dropbox</u>

<u>WED 11/30 LIVE ADOBE CONNECT SESSION</u> 8pm EST Power Point of Term Project Presentations

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12/6/16 Module 14: Final Exam: Chapters 12-22 Tuesday 12/6/15 9am EST- Monday 12/12/15 Noon EST

Note: This schedule is a plan only and not a contract. As such, it is subject to change by the instructors as deemed necessary to achieve the course goals. Whenever possible, you will be notified in advance of any changes, especially those affecting course requirements or grading.

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