

Food Service Systems  
NFS 3250  
Spring Semester 2024  
Monday, Wednesday, Friday: 9:40-10:30  
Professor Kelsey Rose  
[klrose@uvm.edu](mailto:klrose@uvm.edu)  
Teaching Assistant: Saadatu Abdul-Rahaman  
[Saadatu.Abdul-Rahaman@uvm.edu](mailto:Saadatu.Abdul-Rahaman@uvm.edu)

Welcome to Food Service Systems! I'm excited that you've joined the class. This course is an overview for understanding the foodservice system model. Topics we'll cover include food procurement, production, and marketing; as well as management and evaluation of foodservice facilities and human and financial resources. Ultimately, I want you to understand what leadership in the foodservice industry looks like so that you can pass the RD exam with flying colors.

Thematically, this class will focus on those topics from a food access point of view. Food access and food insecurity are essential concepts to understand as you emerge as undergraduates and pursue leadership roles related to diet and human health and wellness. The capstone of this class involves a lab practicum project that will have designated meeting times (included in the course schedule below.) This is a time for you to work with your fellow classmates to contribute to the community of UVM and Vermont.

I care about you as students, and as humans. Over the course of the semester, I ask that you show up prepared for class and ready to explore concepts in a collaborative and critical manner. I am a resource to help direct your learning, and to do my best to create a safe and (even possibly) exciting learning environment. If an emergency or conflict arises and you cannot attend class, I expect that you will notify me prior to your absence.

**Required Text:** Gregoire, M. Foodservice Organizations: A Managerial and Systems Approach. 9<sup>th</sup> edition. 2017. ISBN 13-97801340

### **ACEND Competencies**

The foundational knowledge and skills needed for entry-level dietitians met by the course curriculum are:

- **KRDN 3.4 Explain the processes involved in delivering quality food and nutrition services.**
- **KRDN 4.4 Apply the principles of human resource management to different situations.**
- **KRDN 4.1 Apply management theories to the development of programs or services.**
- **KRDN 4.2 Evaluate a budget and interpret financial data.**

## Course Learning Objectives

At the conclusion of the course, students will be able to:

1. Describe the systems theory concept and analyze the ways in which environmental factors influence foodservice systems.
2. Describe the activities of purchasing, receiving, storage, and inventory control in a foodservice operation.
3. Discuss the menu planning process, describe various types of menus used in foodservice operations, and explain the impact of the menu on all components of the system.
4. Demonstrate the ability to standardize and expand quantities of recipes to meet a particular purpose in a foodservice operation.
5. Identify techniques used to control costs and to make sound financial decisions in foodservice systems.
6. Describe the planning and monitoring of the safety, sanitation, and maintenance elements for the foodservice system.
7. Discuss market regulation through federal legislation. Name state and federal agencies responsible for safeguarding the food industry.
8. Analyze specifications for food and equipment procurement.
9. Describe the roles and functions of managers in relation to all activities in a foodservice system.
10. Describe the communication process and identify strategies for improving communication.
11. Define human resource management and describe the activities involved in human resource planning.
12. Analyze the productivity of a work unit and identify key points for improving productivity.
13. Describe outcomes of the foodservice systems model and describe the process of achieving quality in the foodservice operation.

## Assessments

### **Assignments -29%**

There will be assignments throughout the semester that you will be asked to complete. They will be posted on Brightspace and you will be given time in class to complete them.

### **Spent Reflection- 8%**

This assignment involves a game simulation and reflection. During class you will be given time to complete this assignment. This assignment is due 11:59 on February 5, 2024.

### **Movie Discussion Reflection- 8%**

This assignment involves watching “A Place at the Table” before class on February 9, 2024. During class you will be asked to discuss this film with a group and then right a reflection on the discussion. This assignment is due via Brightspace by 11:59 on February 12, 2024.

### **Grocery Assessment- 12%**

This assignment involves completion of an assessment of a grocery store for cultural foods that are covered by WIC. One class session will be cancelled to give you time to complete your assessment. This assignment is due via Brightspace by 11:59 on February 23, 2024.

### **Final Practicum- 20%**

This project will build on skills and information learned throughout the course. You will work with your assigned team to facilitate a large meal.

**Final Practicum Reflection-15%**

Please see instructions on Brightspace.

**Tipping Debate - 8%**

Please see instructions on Brightspace.

*This syllabus is subject to change due to needs and interests of students, the professor or unexpected events.*

<b>Week</b>	<b>Knowledge (Mon)</b>	<b>Knowledge (Wed)</b>	<b>Application (Fri)</b>
Week of Jan 15	<b>NO CLASS</b>	Syllabus Day: Introduction to the course	What is Systems Thinking
Week of Jan 22	What is food insecurity	<b>Spent Assignment</b>	<i>Guest Lecture: Dr. Trishnee Bhurosy</i>
Week of Jan 29	Taste test: Framing the problem/solution for the course	<i>Guest Lecture: Nicole Reilly:</i>	What are food supplemental programs: SNAP & WIC
Week of Feb 5	What are food supplemental programs: SNAP & WIC	Curing hunger brainstorm session	<b>Film Discussion</b>
Week of Feb 12	Saada guest lecture	<i>Guest lecture: Amy Finley</i> Developing menus (components of a meal and what is satisfying)	<b>In-class work: Menu Assignment</b>
Week of Feb 19	<b>NO CLASS</b>	Guest Lecture: Ethnic Access Food	NO CLASS
Week of Feb 26	Procurement (Sourcing)	<b>Production</b>	<i>Games: Apples &amp; Food Access</i>
Week of Mar 4	Human Resources	<b>In-class work: Budgeting FTE worksheet</b>	Marketing
Week of Mar 18	Distribution	<b>LAB PRACTICUM</b>	<b>LAB PRACTICUM</b>
Week of Mar 25	<b>LAB PRACTICUM</b>	Budget Lecture	Budget WS due
Week of Apr 1	<b>LAB PRACTICUM PROJECT (3-4 hours)</b>		<b>Food Safety</b>
Week of Apr 8	<b>LAB PRACTICUM PROJECT (3-4 hours) – date TBD</b>		

<b>Week</b>	<b>Knowledge (Mon)</b>	<b>Knowledge (Wed)</b>	<b>Application (Fri)</b>
Week of Apr 15	<i>Lab Practicum: Group D Presents</i>	<i>Guest Lecture: Todd Pritchard, Food Safety</i>	<b>Cleaning worksheet</b>
Week of Apr 22	NO CLASS FOR HOLIDAY	Management	Management
Week of May 1	<i>Guest Lecture: Hearing from an RD in Foodservice at UVM</i>	Leadership & Organizational Change	Summary Class
Exam Week	<b>FINAL REFLECTION DUE</b>		

### Lived Name and Pronoun Information

The UVM Directory includes fields for indicating your lived name and your pronouns. Lived names (preferred names, names in use) are names that an individual wants to be known by in the University community. Entering your pronouns is strongly encouraged to help create a more inclusive and respectful campus community. To update your information, login to the UVM Directory. A preview box will allow you to see how this information will appear in other systems used on campus such as Microsoft Teams and Blackboard.

### General Education Requirements Satisfied

This course satisfies the Diversity Category 2 (Diversity of Human Experience) requirement by intending to:

- Promote an awareness of and appreciation for the diversity of human experience in all its forms including, but not limited to race, ethnicity, religion, socio-economic status, language, sex, gender identity, sexual orientation, age, and disability; and
- Foster an understanding of global and international issues including the flow of people, cultures, diseases, and capital or other resources within or across political and geographical boundaries.

This course also satisfies the Sustainability requirement by supporting you to:

- Have an informed conversation about the multiple dimensions and complexity of sustainability;
- Evaluate sustainability using an evidence-based disciplinary approach and integrate economic, ecological, and social perspectives;
- Think critically about sustainability across a diversity of cultural values and across multiple scales of relevance from local to global; and
- Recognize and assess how sustainability impacts their lives and how their actions impact sustainability.

### Research and Citation Help

For help selecting research topics, finding information, citing sources, and more, ask a librarian. The UVM Libraries are eager to help. You may ask questions by phone, e-mail, chat, or text, or make an appointment for an individual consultation with a librarian.

Howe Library: <https://library.uvm.edu/askhowe>

Dana Medical Library: <https://dana.uvm.edu/help/ask>

Silver Special Collections Library: <https://specialcollections.uvm.edu/help/ask>

### **Intellectual Property Statement/Prohibition on Sharing Academic Materials**

Students are prohibited from publicly sharing or selling academic materials that they did not author (for example: class syllabus, outlines or class presentations authored by the professor, practice questions, text from the textbook or other copyrighted class materials, etc.); and students are prohibited from sharing assessments (for example homework or a take-home examination). Violations will be handled under UVM's Intellectual Property policy and Code of Academic Integrity.

### **Student Learning Accommodations**

In keeping with University policy, any student with a documented disability interested in utilizing ADA accommodations should contact Student Accessibility Services (SAS), the office of Disability Services on campus for students. SAS works with students and faculty in an interactive process to explore reasonable and appropriate accommodations, which are communicated to faculty in an accommodation letter. All students are strongly recommended to discuss with their faculty the accommodations they plan to use in each course. Faculty who receive Letters of Accommodation with Disability Related Flexible accommodations will need to fill out the Disability Related Flexibility Agreement. Any questions from faculty or students on the agreement should be directed to the SAS specialist who is indicated on the letter.

Contact SAS:

A170 Living/Learning Center; 802-656-7753 [access@uvm.edu](mailto:access@uvm.edu) [www.uvm.edu/access](http://www.uvm.edu/access)

### **Important UVM Policies Academic Integrity**

The Academic Integrity policy addresses plagiarism, fabrication, collusion, and cheating.

### **Code of Student Conduct**

UVM's Code of Student Conduct outlines conduct expectations as well as students' rights and responsibilities.

### **FERPA Rights Disclosure**

The purpose of UVM's FERPA Rights Disclosure is to communicate the rights of students regarding access to, and privacy of their student educational records as provided for in the Family Educational Rights and Privacy Act (FERPA) of 1974.

### **Religious Holidays**

Students have the right to practice the religion of their choice. If you need to miss class to observe a religious holiday, please submit the dates of your absence to me in writing by the end of the second full week of classes. You will be permitted to make up work within a mutually agreed-upon time. The complete policy is here.

## **Promoting Health & Safety**

The University of Vermont's number one priority is to support a healthy and safe community:

Center for Health and Wellbeing

Counseling & Psychiatry Services (CAPS) Direct Phone Line: (802) 656-3340

**C.A.R.E.** If you are concerned about a UVM community member or are concerned about a specific event, we encourage you to contact the Dean of Students Office (802-656-3380). If you would like to remain anonymous, you can report your concerns online by visiting the C.A.R.E. Team website.