

NFS 250 Foodservice Systems Syllabus

Spring 2021 (4.0 credit hours)

Instructor

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By virtual appointment

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Lab Practicum

Emily Barbour, Foods Lab Manager

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Course Overview

Emphasis on the foodservice system model for understanding quality control; food procurement, production, and marketing; management and evaluation of foodservice facilities, human and financial resources. Prerequisites: BSAD 060 or CDAE 158; BSAD 120; minimum Junior standing; Dietetics or Nutrition and Food Sciences, and Dietetics, Nutrition and Food Sciences majors only.

Lectures and exams will be available in asynchronous format. Activities and the lab practicum project have designed meeting times which are noted on the course schedule on the following pages.

Required Text

Gregoire, M. Foodservice Organizations: A Managerial and Systems Approach. 9th edition. 2017. ISBN 13-978013401

Technical support for students

Please read this technology check list to make sure you are ready for classes. <https://www.uvm.edu/it/kb/student-technology-resources/>

Students should contact the Helpline (802-656-2604) for support with technical issues.

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.

Course Expectations

Knowledge (“Lectures”) (150 points)

- Self-guided lectures will be pre-recorded and available via Blackboard. All students are expected to review the weekly lecture and assigned textbook chapters prior to the Wednesday activity session. Attendance will not be taken during asynchronous lectures; however, the activity relies on your knowledge of the material.
- Class lectures will be audio-visually recorded and available throughout the course while the activities and lab practicum will occur in “real time” class sessions. Students who participate in any live session with their camera engaged or utilize a profile image are agreeing to have their video or image recorded. If you are unwilling to consent to have your profile or video image recorded, be sure to keep your camera off and do not use a profile image. Likewise, students who un-mute during class and participate orally are agreeing to have their voices recorded. If you are not willing to consent to have your voice recorded during class, you will need to keep your mute button activated and communicate exclusively using the chat feature, which allows students to type questions and comments live.
- There are 3 exams, based solely on the textbook and lectures, built into the course and accessible on Blackboard. Each exam is worth 50 points. Exams will be open for 2 weeks and can be taken at any time the student feels prepared. Students may access any resources needed to complete the exam, but exams must be completed within 90 minutes.

Application (“Activities”) (225 points)

- Weekly activities are meant to apply the lecture material to a real-world example. These activities feed into the service project in April. Activity summaries must be typed and submitted via Blackboard by the designated deadline noted on the class schedule.

Lab: Practicum Project (175 points)

- NFS250 will provide students with a group practicum experience where they will prepare and serve a meal. Specific guidelines and grading criteria will be given separately in class.
- The group assignments will be posted in Blackboard during the first month of class.
- Attendance and participation for the practicum component will be required with weekly hours in April of approximately three 3-4-hour sessions between April 5-April 24. The groups will do active cooking work in the foods lab. All students are expected to participate in this group assignment. A confidential evaluation at the end of the semester will provide an opportunity for students to evaluate their colleagues’ participation.
- Remote students will receive separate instructions on fulfilling the lab requirement for this course.

Graduate Student ONLY Requirement: Research (175 points)

- For graduate students taking this course, this research project will be in addition to the requirements of the undergraduate students. If the undergrad student is remote, the research project will substitute for the in-person service project.
- A separate handout will be given describing the requirements for this independent project.

Late Policy

Exams must be taken by the deadline, but you have the flexibility of a 2-week time period to work with your own schedule to complete this graded assignment. No late assignments will be accepted without prior authorization and/or documentation of an excused absence.

Attendance Policy

Attendance is required on certain dates to reinforce and apply lecture material to “real world” situations. If your absence is planned, deadlines may be adjusted to meet your needs. Reach out to the instructor to discuss your absence timeframe to make arrangements for submitting missed work. If an absence is unexpected, inform your TA/instructor as soon as possible. In the theme of management, think of attending class and completing assignments on time as your “job” with your TA/instructor as your “boss.” Calling in sick is sometimes a necessity to take care of ourselves and families, but you should follow established guidelines and take each call in as seriously as if you were missing a day of paid work. Refer to the course schedule for deadlines and required attendance events.

If you need to isolate or quarantine, Student Health Services will inform your Dean’s office. It is the responsibility of the student to contact their instructions that they will not be attending class for medical reasons. Students in quarantine are expected to continue their academic work.

The Green and Gold Promise clearly articulates the expectations that UVM has for students, faculty, and staff to remain compliant with all COVID-19 recommendations from the federal CDC, the State of Vermont, and the City of Burlington. This include following all rules regarding facial coverings and social distancing when attending class. If you do not follow these guidelines, I will ask you to leave the class. If you forget your mask, you cannot enter the class and should go back and retrieve your mask. The Code of Student Conduct outlines policies related to violations of the Green and Gold Promise. Sanctions for violations include fines, educational sanctions, parent notification, probation, and suspension.”

Response Time, Assignment Feedback, & Grade Management

You can anticipate a response to course messages/emails within 48 hours (Monday - Friday). Feedback on assignments is generally provided within one week of assignment submission. Exams are graded automatically upon submission within Blackboard. Students will be able to track their progress through the course and to see how they are doing at any time. Click the “My Grades” link on the course navigation menu in Blackboard to view your grades and access applicable feedback.

Modality Description/Required Platforms & Software

NFS 250 will be structured based on mixed modality delivery. Blackboard will be utilized for course lectures, exams, and as a portal for submitting your activity summaries. All student grades will also be available on Blackboard. Microsoft Teams will be used for activity session meetings and synchronous activities. The Lab Practicum component is on-site and further instructions on accessing the food lab will be given as the course progresses.

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>

General statement regarding potential changes during the semester:

<http://catalogue.uvm.edu/>

The University of Vermont reserves the right to make changes in the course offerings, mode of delivery, degree requirements, charges, regulations, and procedures contained herein as educational, financial, and health, safety, and welfare considerations require, or as necessary to be compliant with governmental, accreditation, or public health directives.

Green and Gold Promise:

The Green and Gold Promise clearly articulates the expectations that UVM has for students, faculty, and staff to remain compliant with all COVID-19 recommendations from the federal CDC, the State of Vermont, and the City of Burlington.

The Code of Student Conduct outlines policies related to violations of the Green and Gold Promise. Sanctions for violations include fines, educational sanctions, parent notification, probation, and suspension.

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.

Tips for Success - Course-specific study/preparation tips

Here are a few resources for students on remote/online learning:

- Checklist for success in <https://learn.uvm.edu/about/support-for-students/checklist-online-credit-courses/>
- Academic support for online courses: <https://www.uvm.edu/academicsuccess/online-learning-student-resources-remote-instruction>
- 30-minute webinar on online learning success (Mar 2020): https://www.youtube.com/watch?v=Xp_MYsqQyvE

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
www.uvm.edu/access

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. <https://www.uvm.edu/registrar/religious-holidays>

Academic Integrity:

The policy addresses plagiarism, fabrication, collusion, and cheating.
<https://www.uvm.edu/policies/student/acadintegrity.pdf>

Grading & Grade Appeals:

For information on grading and GPA calculation, go to <https://www.uvm.edu/registrar/grades>

If you would like to contest a grade, please follow the procedures outlined in this policy:

<https://www.uvm.edu/policies/student/gradeappeals.pdf>

Code of Student Conduct:

<http://www.uvm.edu/policies/student/studentcode.pdf>

FERPA Rights Disclosure:

The purpose of this policy 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.

<http://catalogue.uvm.edu/undergraduate/academicinfo/ferparightsdisclosure/>

Promoting Health & Safety:

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

Center for Health and Wellbeing:

<https://www.uvm.edu/health>

Counseling & Psychiatry Services (CAPS)

Phone: (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 Dean of Students website at <https://www.uvm.edu/studentaffairs>

Final Exam Policy:

The University final exam policy outlines expectations during final exams and explains timing and process of examination period. <https://www.uvm.edu/registrar/final-exams>

Alcohol and Cannabis Statement:

As a faculty member, I want you to get the most you can out of this course. You play a crucial role in your education and in your readiness to learn and fully engage with the course material. It is important to note that alcohol and cannabis have no place in an academic environment. They can seriously impair your ability to learn and retain information not only in the moment you may be using, but up to 48 hours or more afterwards. In addition, alcohol and cannabis can:

- Cause issues with attention, memory, and concentration
- Negatively impact the quality of how information is processed and ultimately stored
- Affect sleep patterns, which interferes with long-term memory formation

It is my expectation that you will do everything you can to optimize your learning and to fully participate in this course.

NFS250 Spring 2021 COURSE SCHEDULE

Week	Knowledge (Mon)	Application (Wed)	Knowledge (Fri)
Week of Feb 1 Chapter 1, 3	Intro to Systems & Impact of Covid-19 Pandemic	---	---
Week of Feb 8 Chapter 3, 4	Planning Your Menu	Menu Planning (due: 2/17)	Kitchen Design Concepts
Week of Feb 15 Chapter 8, 5	Safety, Sanitation & Maintenance	Cleaning List (due: 2/24)	Procurement
Week of Feb 22 Chapter 6, 7	Production	Production Sheet (due: 3/3)	Distribution & Service
Week of Mar 1 Chapter 8	Customer Complaints	Food Costing Exercise (due: 3/10)	---
Week of Mar 8	EXAM 1 (3/8) (chapters 1, 3, 4, 5, 6, 7, 8)	---	Management Principles 1
Week of Mar 15 Chapter 9, 10	Management Principles 2	---	Leadership & Organizational Change
Week of Mar 22 Chapter 11, 12	Decisions & Human Resources 1	Budgeting FTEs (due: 3/31)	Decisions & Human Resources 2
Week of Mar 29	---	Crucial Conversations & Corrective Action (due: 4/7)	EXAM 2 (4/2) (chapters 9, 10, 11, 12)
Week of Apr 5	LAB PRACTICUM PROJECT (3-4 hours) – date TBD		
Week of Apr 12	LAB PRACTICUM PROJECT (3-4 hours) – date TBD		
Week of Apr 19	LAB PRACTICUM PROJECT (3-4 hours) – date TBD		
Week of Apr 26 Chapter 13	Managing Finances	Budget Variance project (due: 5/5)	PDSA & Quality Tools
Week of May 3 Chapter 15, 2	Meals, Satisfaction, Quality Measures 1	Quality survey & Data analysis (due: 5/12)	Meals, Satisfaction, Quality Measures 2
Week of May 10 Chapter 14	Marketing	Social Media proposal (due: 5/17)	--- Grad Project Due 5/19
Exam Week	EXAM 3 (5/17) (chapters 2, 13, 14, 15)		

COURSE REQUIREMENTS

Criteria	Due Date	Value
Exam 1	3/8	50
Exam 2	4/2	50
Exam 3	5/19	50
Menu Planning	2/17	25
Cleaning List	2/24	25
Production Sheet	3/3	25
Food Costing Exercise	3/10	25
Corrective Action	4/7	25
Budgeting FTEs	3/31	25
Budget Variance Project	5/5	25
Quality Survey & Data Analysis	5/12	25
Social Media Proposal	5/17	25
Lab Practicum Project	TBD	175
Practicum Project Eval (bonus points)	5/19	(25)
Graduate Student Requirement	5/19	(175)
TOTAL POINTS (undergrad)		550
TOTAL POINTS (grad student)		725

GRADING SCALE (undergrad)	
A	495 and above
B	440-494
C	385-439
D	330-384
F	329 and below
GRADING SCALE (grad student)	
A	656 and above
B	580-655
C	510-579