NFS 250
Foodservice Systems Management
Spring 2017

Professor: Sylvia M. Geiger, MS, RD
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Office Hours: Wednesday 3:30 to 4:30 pm or by appointment
Class Time: Wednesday 5:10 to 8:10 pm, 110 Aiken Hall
Course Credits: 4 hours

Textbooks:

Pre/co-requisites: BSAD 65 and 120

Course Summary: This course is an overview of the management practices utilized to direct, operate and control foodservices. Students will gain an understanding of volume food production and service through a series of problem-based learning activities as well as didactic coursework. Through an emphasis on group work, practical case studies, and an applied field practicum, students will become familiar with the techniques foodservice managers utilize to control human and financial resources required for the operation of a successful foodservice. This course is intended for dietetics majors.

Course Objectives: Development of foundation knowledge and skills needed for entry-level dietitians in the area of foodservice management.

After course completion students will have knowledge of:

- Foodservice Industry
- Food production systems and kitchen equipment
- Food and nonfood procurement
- Sanitation and safe & delivery systems
- Facilities and materials management
- Marketing theory and techniques used by foodservice
- Quality control and improvement
- Program planning, monitoring and evaluation
- Human resources management, including labor relations
After course completion students will have demonstrated ability to:

- Write and modify menus & recipes to meet individual or group dietary needs.
- Translate nutrition needs into food choices and menus for people of diverse cultures and religions.
- Adjust and modify recipe/formula proportions for volume food production.
- Apply foodservice forecasting techniques
- Apply procurement techniques for food and equipment purchases.
- Identify the benefits of different tray delivery systems.
- Determine food, labor and related costs in foodservice operations.
- Apply emerging concepts of sustainability to foodservice procurement and operation.
- Utilize human resources management techniques to operate a foodservice.
- Apply management techniques to monitor, control and evaluate quality in foodservice.

Course Requirements:

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<tr>
<th>Requirement</th>
<th>Points</th>
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<tbody>
<tr>
<td>Exams (2)</td>
<td>500</td>
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<tr>
<td>Quizzes (3)</td>
<td>75</td>
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<tr>
<td>Field Experience (group assignment)</td>
<td>100</td>
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<tr>
<td>Individual Assignments</td>
<td>300</td>
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<tr>
<td>Instructor Discretion</td>
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Grading:

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Course Expectations

- Regular attendance at every class is required; attendance will be taken.
- Students will not be late; classroom door closes at 5:05 pm sharp. Points will be deducted from instructor discretionary points for every late arrival.
- Students will be responsible for obtaining power point presentations from Blackboard and bring these notes to class.
- If you miss a class, it is your responsibility to obtain notes, handouts, etc. from fellow students. Class lectures and exercises will cover materials found in the text as well as materials from outside sources. All materials presented & discussed in class by instructor or guest speakers may be included on exams.
Individual Assignments (300 points)

General Guidelines for Assignment

- Specific instructions and due dates will be provided for each assignment.
- See “Individual Assignment” summary for assignment due dates.
- All assignments are **individual work** unless group work is specified.
- All assignments must be typed; size 12 font and single-spaced with numbered pages.
- Both content and writing style will be considered in grading.
- Plagiarism is unacceptable and will not be tolerated. Suspect work will be investigated and the university disciplinary policy will be followed.

Late Policy

- All assignments and group work received after 5:05 pm on the due date will have points deducted.
- No work turned in 1 week after the due date will be accepted.
- **No work will be accepted via email** unless prior approval has been granted.

Unit Overview Assignments (self study available on blackboard)

- All students should complete an overview study sheet for each unit.
- These study sheets include the basic key terms & concepts for the unit and are the basis for exam questions.
- Study sheets will not be collected or graded.

Exams & Quizzes (575 points)

- Exams will not be administered except for on dates announced in the syllabus. You will receive at least a two-week notice if there is a change in an exam date.
- In the case of an emergency or illness, verification will be required in order for a make-up an exam to be scheduled. In this event, the exam may be of a different type than the one given in class.
- Exam 1: 275 points, Exam 2: 225 points, 3 quizzes for a total of 75 points.

Field Practicum Project: Group Assignment (100 points)

- Specific instructions, guidelines and grading is provided on separate sheet.

Group Work

- The instructor will assign all students to a permanent group for the semester.
- It is imperative that all students participate and contribute to their group.
- Each group will develop its own rules to assure that all group members participate equally.
- Confidential information regarding work performance of peers should be shared with the instructor; the instructor will deal with the issue in a **confidential manner without** disclosing the source of the information will remain confidential.