NFS 250
Foodservice Systems Management
Spring 2020

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Office Hours: Wednesday 3:30 to 4:30 pm or by appointment
Class Time: Wednesday 5:05 to 8:05 pm Rowell 118
Course Credits: 4 hours

Textbooks:

Pre/co-requisites: BSAD 65 / 120 or instructor permission

Course Summary:
The course NFS 250 Foodservice Systems Management provides an overview of the management practices utilized to direct, operate and control foodservices. The course focuses on the role and competencies of the Registered Dietitian (RD) working in these environments.

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.

Themes of sustainability relevant to foodservice operators are central to the course. The topics of sustainable food sourcing, menus of change, waste stream management and green kitchen design, are essential for future registered dietitians who may manage healthcare foodservices.

Graduate students enrolled in NFS 250 must complete all required coursework but must also demonstrate proficiency in applying dietetic management techniques to monitor, control, evaluate and improve quality in a foodservice. (See specific information at the end of syllabus.)

ACEND Required Core Knowledge (KRDN): The foundation 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 4.1: Apply management theories to the development of programs or services.
KRDN 4.2: Evaluate a budget and interpret financial data.
KRDN 4.4: Apply the principles of human resource management to different situations.
Course Objectives

After course completion students will have knowledge of and demonstrated ability to:

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

Course Requirements:

Exams (2) .................................................. 500 points
Quizzes (1) .................................................. 25 points
Field Experience (group assignments) ................. 130 points
Individual Assignments ......................... 325 points
Instructor Discretion & Attendance ................. 20 points

1000 points

Grading: 900-1000 Points A range
800-899 Points B range
700-799 Points C range
600-699 Points D range
Below 600 Points F

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 (325 points)**

**General Guidelines for Assignment**
- Specific instructions and due dates will be provided for each assignment.
- See “Individual Assignment” summary for assignment due dates.
- Many assignment/worksheets will be completed during class time, students not present who complete the worksheet afterwards will get 5 pts deducted from assignment turned in after class.
- 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 (525 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, 1 quiz for a total of 25 points.

**Field Practicum Project: Group Assignment (130 points)**
NFS 250 partners with UVM Dining to provide all students with a group practicum experience where they prepare and serve a quantity recipe, market the recipe and evaluate the final product.
- Specific instructions, guidelines and grading is provided separately in class.
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.

Additional Requirements for graduate level credit
Graduate students will complete an advanced level experience and problem project with the class partner UVM Dining. Through the completion of a specific problem project, graduate students will demonstrate their competency in applying their advanced dietetic skills in a foodservice environment.

The expectation is that the graduate student will coordinate with the UVM Dining RD+/or Campus Executive Chef in identifying a problem project which can reasonably be completed during the semester long course. The project will culminate with a written report and presentation submitted to UVM Dining and the course instructor detailing the outcome and results of the project. It is expected that this project will represent 10-15 hours of additional coursework for the graduate student.

Because the project needs of UVM Dining vary from semester to semester, there is considerable leeway for tailoring the project to the interests of each graduate student. Appropriate projects discussed with UVM Dining include:

- Targeted recipe development and implementation for specific dining halls +/or dining needs such as, creating more vegan breakfasts or desserts options.
- Analysis of food waste data from the Lean Path program and developing recommendations for reducing food waste in a specific kitchen.
- Developing allergen free recipes and providing in-service education for cooks and servers.
- Assisting the UVM Dining RD in a specific wellness project such as, curriculum development or nutrition signage in the service area.