Purdue University  
Consumer and Family Sciences  
Department of Foods and Nutrition  

FN 44200  
Foodservice Systems Management  
Spring 2010  

Donna L. Zoss, MS, RD, CD  
Stone Hall 220  
Phone: 496-2975  
Off-campus Phone: 447-4791  
E-mail: zossd@purdue.edu  

Class Period:  M 2:30-3:20 PM  
F 1:30-4:20 PM  
Location: (M) SC 239  
(F) HORT 117  
Office Hours: M 3:30 PM or by appointment  

Course Description: Systems approach to foodservice management. Foodservice operations based on nutritional goals of the target market. Food sanitation and safety, management of human resources, and supervision. Emphasis on applications to health-care facilities. 2 credit hours.  


F&N 442 COURSE GOALS

As approved by the American Dietetic Association’s Foundation Knowledge and Skills for Didactic Component of Entry-Level Dietitian Education Programs.

The methods for achieving the knowledge and skills are listed after each competency statement.

1. Communications
   Graduates will have knowledge of:
   - Negotiation techniques (team projects)
   - Interpersonal communication skills (team project, case studies)
   - Concepts of human and group dynamics (team projects, case studies)

   Graduates will have demonstrated the ability to:
   - Use current information technologies (Microsoft Word, PowerPoint, Internet, menu software, research article databases, WebCT)
   - Work effectively as a team member (team projects)

2. Physical and Biological Sciences
   Graduates will have demonstrated the ability to:
   - Apply microbiological and chemical considerations to process controls (sanitation inspection)

3. Research
   Graduates will have knowledge of:
   - Needs assessments (lecture)
   - Outcomes-based research (lecture)
   - Quality Improvement Methods (lecture, case studies)

   Graduates will have demonstrated the ability to:
   - Interpret current research (case study, research article reading)

4. Food
   Graduates will have knowledge of:
   - Food safety and sanitation (lecture, ServSafe sanitation course, sanitation inspection)
   - Food delivery systems (lecture, case studies)
   - Food and nonfood procurement (lecture, case studies, Menu project)
   - Food production systems (lecture, case study)
   - Promotion of pleasurable eating (lecture)
   - Food and nutrition laws/regulations/policies (lecture, menu evaluation, sanitation inspection)
   - Food availability and access for the individual, family, and community (lecture)
Graduates will have demonstrated the ability to:
- Calculate and interpret nutrient composition of foods (Menu project)
- Determine recipe/formula proportions and modifications for volume food production (lecture, expanding recipes)
- Apply food science knowledge to functions of ingredients in food (lecture, expanding recipes, Menu project)
- Demonstrate basic food preparation and presentation skills (Menu project)
- Modify recipe/formula for group dietary needs (lecture, Menu project)

5. Management

Graduates will have knowledge of:
- Program planning monitoring and evaluation (lecture)
- Strategic management (lecture)
- Facility management (lecture)
- Organizational change theory (lecture)
- Risk management (lecture)
- Management theories (lecture)
- Human resource management, including labor relations (lecture, case study, job description, job analysis)
- Materials management (lecture, case study)
- Financial management, including accounting principles (lecture, case study)
- Quality improvement (lecture)
- Information management (lecture)
- Systems theory (lecture)
- Marketing theory and techniques (lecture, Marketing project)
- Diversity issues (lecture)

Graduates will have demonstrated the ability to:
- Determine costs of services/operation (lecture, Marketing project)
- Prepare a budget (lecture, case study)
- Interpret financial data (lecture, assignment, case study)
- Apply marketing principles (lecture, Marketing project)
GENERAL INFORMATION

Computer Software: Microsoft Word, Powerpoint, Computer Planned Menus, Nutrient Analysis software


Evaluation Method: Letter grades will be determined by performance on:

Total Possible Points

Team Projects/Assignments

Menu Project 100
Marketing Project 75

Individual Assignments

Menu Assignment 25
Expanding Recipes 25
Job Analysis, Specification and Description 25
Case Studies - 3 total 30
Case Study Written Report 40

Attendance/Participation 50

Quizzes/Exams

Mid Term 100
Final 100

Sanitation

Sanitation Inspection/Recommendations (group of 2 students) 30
3 Unit Quizzes (25 points each) 75
ServSafe Certification Exam 75

Grand Total 750 points
Grading Scale:

A+ = 98 to 100%, A = 93 to 97%, A- = 90 to 92%
B+ = 87 to 89%, B = 83 to 87%, B- = 80 to 82%
C+ = 77 to 79%, C = 73 to 77%, C- = 70 to 72%
D = 65 to 69%
F = less than 65%

Incomplete grades will be given in accordance with University Regulations. Grades will be posted on Blackboard.

All assignments must be completed in order for a student to receive a passing grade. Assignments are expected to be typed unless a worksheet or a handout. Each assignment is expected to be handed in during class on its due date. Assignments handed in late will have points deducted unless instructor has given prior approval.

Please notify the instructor immediately if you have a grade discrepancy or if a grade has been inaccurately recorded so it can be corrected in a timely manner.

POLICIES AND PROCEDURES

1. Attendance
   Attendance is an important component of this course since information not contained in the textbook will be presented during class through lectures, videotapes, demonstrations, activities, and discussions. It is the student’s responsibility not to commit to outside obligations that conflict with class times. It is the student’s responsibility to obtain class notes, handouts, etc. and to be aware of any in class announcements in case of an absence.

2. E-Mail
   Student may ask the instructor questions through e-mail. The address is located on the front page of the syllabus. Questions will be answered as quickly as possible.

3. Make-Up Exams
   Make-up exams will not be given after a scheduled exam, except for major illness or extenuating circumstances, both requiring documentation. If a student needs to arrange a make-up exam, please be aware that the make-up exam can be different from the regularly scheduled exam.

   Failure to notify the instructor by 5:00 pm on the day of the scheduled exam will forfeit a student’s right for consideration of a make-up exam. Contact the instructor either in person or by telephone or e-mail as to the reason for the absence. A message may be left at 494-8228. (Main office, secretary Debbie).
4. Cheating
   Students are required to follow the University Student Code of Honor and all student policies and procedures. Please see your student handbook for a complete transcript of University policies. Any student guilty of cheating will be disciplined according to University Regulations.

5. Non-discrimination
   Purdue University and this instructor do not discriminate on the basis of race, religion, color, gender, age, national origin, handicap, or disabled status.

This syllabus and course schedule are subject to revisions as needed throughout the semester. Students will be given advance notice of any change.

In the event of a major campus emergency, course requirements, deadlines and grading percentages are subject to changes that may be necessitated by a revised semester calendar or other circumstances. Information regarding these types of changes would be available on Vista web page or one may e-mail the instructor at zossd@purdue.edu or call 765-496-2975.

SPRING 2010
FN 44200 Course Outline

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>Assigned Reading</th>
<th>Assignments/Exams</th>
</tr>
</thead>
<tbody>
<tr>
<td>January 11</td>
<td>Introduction</td>
<td></td>
<td></td>
</tr>
<tr>
<td>January 15</td>
<td>Food Service Management Systems Approach</td>
<td>Chapters 1&amp;2</td>
<td></td>
</tr>
<tr>
<td>January 18</td>
<td>No Class</td>
<td></td>
<td></td>
</tr>
<tr>
<td>January 22</td>
<td>Menu System</td>
<td>Chapter 5</td>
<td>Menu Assignment</td>
</tr>
<tr>
<td></td>
<td>Menu Evaluation</td>
<td>Case Study pages 3-5</td>
<td></td>
</tr>
<tr>
<td>January 25</td>
<td>Purchasing System</td>
<td>Chapter 6</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 23-29</td>
<td></td>
</tr>
<tr>
<td>January 29</td>
<td>Receiving, Storage and Inventory</td>
<td>Chapter 7</td>
<td>CASE STUDY DISCUSSIONS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 11-13,</td>
<td>(Bring text)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>21-22, &amp; 79-81</td>
<td>Case Study p. 30-32</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 30 - 32</td>
<td></td>
</tr>
<tr>
<td>February 1</td>
<td>Forecasting/Production Control</td>
<td>pages 274-294</td>
<td>ServSafe info due</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>1. Certificate if passed</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>2. Need for exam sheet</td>
</tr>
<tr>
<td>February 5</td>
<td>Recipe Standardization</td>
<td>pages 257-274</td>
<td>CASE STUDY DISCUSSIONS</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 14-17,</td>
<td>(Bring text)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>44-45, &amp; 49-51</td>
<td>Expanding Recipes</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 42-43</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Event Description</td>
<td>Chapter(s)</td>
<td>Notes</td>
</tr>
<tr>
<td>------------</td>
<td>------------------------------------------------------------------------------------</td>
<td>------------------------------------------------</td>
<td>--------------------------------------------</td>
</tr>
<tr>
<td>February 8</td>
<td>Service and Delivery System</td>
<td>Chapter 9</td>
<td>CASE STUDY p. 30 due</td>
</tr>
<tr>
<td>February 12</td>
<td></td>
<td></td>
<td>EXAM</td>
</tr>
<tr>
<td>February 15</td>
<td>Team Menu Project</td>
<td></td>
<td>CASE STUDY p. 42 due</td>
</tr>
<tr>
<td>February 19</td>
<td>ServSafe Unit I The Sanitation Challenge</td>
<td>SS Chapters 1, 2, 3 &amp; 4</td>
<td>EXPANDING RECIPES DUE</td>
</tr>
<tr>
<td>February 22</td>
<td>Food Service Equipment</td>
<td>Chapter 11</td>
<td></td>
</tr>
<tr>
<td>February 26</td>
<td>ServSafe Unit II The Flow of Food through the Operation</td>
<td>SS Chapters 5, 6, 7, 8, 9 &amp; 10</td>
<td>UNIT I QUIZ (Chapters 1, 2, 3 &amp; 4)</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Sanitation Inspection</td>
</tr>
<tr>
<td>March 1</td>
<td>Team Menu Project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 5</td>
<td>ServSafe Unit III/IV Clean &amp; Sanitary Facilities &amp; Equipment Sanitation Management</td>
<td>SS Chapters 11, 12, 13, 14 &amp; 15</td>
<td>UNIT II QUIZ (Chapters 5, 6, 7, 8, 9 &amp; 10)</td>
</tr>
<tr>
<td>March 8</td>
<td>ServSafe Review</td>
<td></td>
<td>UNIT III &amp; IV QUIZ (Chapters 11, 12, 13, 14, &amp; 15)</td>
</tr>
<tr>
<td>March 12</td>
<td>ServSafe CERTIFICATION EXAM</td>
<td></td>
<td>ServSafe CERTIFICATION EXAM</td>
</tr>
<tr>
<td>March 15</td>
<td>NO CLASS – SPRING BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 19</td>
<td>NO CLASS-SPRING BREAK</td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 22</td>
<td>Team Menu Project</td>
<td></td>
<td></td>
</tr>
<tr>
<td>March 26</td>
<td>Marketing</td>
<td>Chapter 18</td>
<td>Marketing Project</td>
</tr>
<tr>
<td>March 29</td>
<td>Layout and Design</td>
<td>Chapter 10</td>
<td></td>
</tr>
<tr>
<td>April 2</td>
<td>Financial Accountability/ Budgeting of Foodservices</td>
<td>Chapter 17</td>
<td>CASE STUDY DISCUSSIONS (Bring text)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 111-116 &amp; 117-119</td>
<td>Case Study p. 120</td>
</tr>
<tr>
<td>April 5</td>
<td>Team Project Work</td>
<td></td>
<td>SANITATION INSPECTION due</td>
</tr>
<tr>
<td>April 9</td>
<td>Organizational Design/ Human Resource Management Recruitment/Selection Retention and Motivation</td>
<td>Chapter 13</td>
<td>Job Analysis, Specification and Description</td>
</tr>
<tr>
<td></td>
<td></td>
<td>pages 505-518</td>
<td>CASE STUDY p. 120 due</td>
</tr>
<tr>
<td>April 12</td>
<td>Discipline/Evaluation of Employees</td>
<td>pages 518-529</td>
<td></td>
</tr>
<tr>
<td>April 16</td>
<td>Job Design/Work Simplification Quality Improvement</td>
<td>Chapter 16</td>
<td>CASE STUDY DISCUSSIONS (Bring text)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Case Study pages 57-63, 89-90, 91-94, &amp; 97-99</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Event</td>
<td>Pages/Text Details</td>
<td></td>
</tr>
<tr>
<td>----------</td>
<td>--------------------------------------------</td>
<td>-----------------------------------------</td>
<td></td>
</tr>
<tr>
<td>April 19</td>
<td>Labor Relations Leadership and Managing Change</td>
<td>pages 529-553 Chapter 14</td>
<td></td>
</tr>
<tr>
<td>April 23</td>
<td>MARKETING PROJECT DUE Presentations</td>
<td>MARKETING PROJECT DUE</td>
<td></td>
</tr>
<tr>
<td>April 26</td>
<td>Case Study Discussions</td>
<td>Case Study pages 6-8, 64-67, &amp; 84-88</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>CASE STUDY DISCUSSIONS (Bring text)</td>
<td></td>
</tr>
<tr>
<td>April 30</td>
<td>MARKETING PROJECT Presentations Review for Final</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

TEAM MENU PROJECT DATES TO BE ANNOUNCED

FINAL EXAM DATE TO BE ANNOUNCED