I. Course Description:

Principles of management applied to food service systems including restaurants and institutions.

II. Intended Learning Outcomes/Goals/Objectives (Program/Student Learning Outcomes):

This course supports the mission of the College of Education “to prepare competent, successful, caring and enthusiastic professionals dedicated to responsible service, leadership, and continued professional and intellectual development.”

THE COLLEGE OF EDUCATION VALUES AND GOALS ARE:
1. Academic excellence through critical, reflective, and creative thinking
2. Life-long learning
3. Collaboration and shared decision-making
4. Openness to new ideas, to cultural diverse people, and to innovation and change
5. Integrity, responsibility, diligence, and ethical behavior
6. Service that enriches the community

Program Learning Outcomes:
1. **PLO 1 – Resource Development:** The Students will demonstrate the use of appropriate technology and sustainability in the hospitality industry.
2. **PLO 2 – Professional Behavior:** The student will exhibit the professional behavior (strong communication skills, a professional image, a good work ethic, and adequate preparation for employment in his/her specific discipline) expected in the field of Human Sciences and Hospitality.
3. **PLO 3 – Key Ratios:** The student will calculate, interpret and understand key ratios, financial statements and budgets, related to the hospitality industry.
4. **PLO 4 – Service Attitude:** The student will demonstrate a positive service attitude.

ACEND Requirements:

**Food, Nutrition, and Dietetic Standards for 4 assignments. (high-lighted in calendar)**

This is for all FND students! These 4 assignments MUST be submitted in LiveText and D2L!

- **KRDN 3.4:** Explain the processes involved in delivering quality nutrition and food services. – assignment related to the measuring the delivery of quality nutrition and food services (maybe like a QA or something?)
- **KRDN 4.1:** Apply management theories to development of programs or services. – article review assignment on management and motivational theories
- **KRDN 4.4:** Apply the principles of human resource management to different situations. – HR article review assignment
- **KRDN 4.5:** Describe safety principles related to food, personnel, and consumers.

Student Learning Outcomes:

The course objectives provide an opportunity for learning to:

- Identify trends impacting management of food operations.
- Identify the characteristics of the major types of foodservice systems.
- Identify management functions necessary for effective operation of food system.
- Apply the management functions necessary for effective operation of a foodservice system.
- Evaluate managerial styles appropriate for a culturally diverse workforce in foodservice operations.
- Identify the principles of equipment and facility maintenance.
Identify current work productivity trends in foodservice facilities to assure the smooth, efficient workflow throughout the foodservice system.

Identify the role of marketing in foodservice and nutritional care systems.

Identify and interpret laws, standards, and regulations that govern the foodservice systems.

Identify total quality management programs appropriate for use in foodservice and nutritional care.

Identify the basic components of financial reporting.

Understand the systems approach to foodservice organization.

Identify and understand the foodservice systems model.

Understand the ethical issues for a foodservice operation.

For additional information on meaningful and measurable learning outcomes see the assessment resource page http://www.sfasu.edu/assessment/index.asp.

III. Course Assignments, Activities, Instructional Strategies, use of Technology:

EXAMS - 5 exams will be given covering material from the textbook AND course content pages. Each exam will be worth 100 points. Exams will be available in D2L on each scheduled Friday between 8:00am-11:00pm. Make-up exams will only be given for an excused absence and rescheduling is at the discretion of the instructor.

ASSIGNMENTS – You will have weekly assignments to be posted in the Course Tools link (Discussions and Dropbox) in Desire 2 Learn. There will also be 4 assignments that MUST be submitted in LiveText for FND assessment purposes (FND students only). All assignments will be related to the chapters as we move though the textbook and online modules, as well as research article reviews found in professional publications, research journals, or professional industry blog sites. The article reviews must include a summary of the article, your opinion of the article content, and the link to the actual article. These assignments will be due each week on Friday, and once the due date has passed, LATE WORK WILL NOT BE ACCEPTED!

INSTRUCTIONAL STRATEGIES – This class will utilize an online delivery format. All course content, lecture notes, assignments, exams, and grading will be done through D2L.

TECHNOLOGY – Desire 2 Learn (D2L) will be used to post announcements, course grades, online assignments, and support information.

IV. Evaluation and Assessments (Grading):

<table>
<thead>
<tr>
<th>Component</th>
<th>Points</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exam 1</td>
<td>100</td>
</tr>
<tr>
<td>Exam 2</td>
<td>100</td>
</tr>
<tr>
<td>Exam 3</td>
<td>100</td>
</tr>
<tr>
<td>Exam 4</td>
<td>100</td>
</tr>
<tr>
<td>Final Exam</td>
<td>100</td>
</tr>
<tr>
<td>D2L Assignments</td>
<td>200</td>
</tr>
<tr>
<td>TOTAL</td>
<td>700</td>
</tr>
</tbody>
</table>

V. Tentative Course Outline/Calendar:

Week 1  Jan 16-19  Chapter 1 – The Foodservice Industry and Student Introductions

Week 2  Jan 22-26  Chapter 2 – The Systems Approach

Week 3  Jan 29-Feb 2  Chapter 3 – Food Safety

Week 4  Feb 5-9  Chapter 4 – Facility Sanitation and Worker Safety

Week 5  Feb 12-16  Chapter 5 – The Menu

Week 6  Feb 19-23  Chapter 6 – Purchasing

Week 7  Feb 26-Mar 2  Chapter 7 – Receiving, Storage, and Inventory

Week 8  Mar 5-9  Chapter 9 - Service
<table>
<thead>
<tr>
<th>Week 9</th>
<th>Mar 12-16</th>
<th><strong>SPRING BREAK</strong></th>
</tr>
</thead>
</table>
| Week 10 | Mar 19-23 | Chapter 10 – Facilities Planning and Design  
*Article Review on Design Trends, Recycled Materials, etc.*  
D2L Assignment on workplace injuries involving equipment |
| Week 11 | Mar 26-30 | Chapter 11 – Equipment and Furnishings  
D2L Assignment on workplace injuries involving equipment  
Chapter 12 – Resource Conservation  
*Article review on Recycling, Conservation, and/or Green Efforts* |
| Week 12 | Apr 2-6   | EXAM 4 – Chapters 10-12 |
| Week 13 | Apr 9-13  | Chapter 13 – Organizational Design  
D2L Assignment on your perspective of being a manager |
| Week 14 | Apr 16-20 | Chapter 14 – Leadership  
*Article Review on Management and Motivational Theories*  
Chapter 15 – Human resource Management  
*Article Review on Human Resources*  
Chapter 16 – Performance Improvement  
D2L Assignment on importance of TQM, productivity, etc. |
| Week 15 | Apr 23-27 | Chapter 17 – Financial Management  
D2L Assignment on financial struggles that cause closure  
Chapter 18 - Marketing  
*Article Review on Marketing and Advertising* |
| Week 16 | Apr 30-May 4 | FINAL EXAM – Chapters 13-18 |

VI. Readings (Required and recommended—including texts, websites, articles, etc.):

LiveText account, ISBN# 978-0-979-6635-4-3. This course collects assessments for students who are Perkins College of Education majors (undergraduate, graduate, and doctoral) or majors in other colleges seeking educator certification through the Perkins College of Education, using the LiveText data management system. Students who do not have an existing LiveText account will receive an access code via your SFA Titan email within the first week of class. You will be required to register your LiveText account, and you will be notified how to register your account. If you forward your SFA e-mail to another account and do not receive an e-mail concerning LiveText registration, please be sure to check your junk mail folder and your spam filter for these e-mails. If you have questions about LiveText, call ext. 1267 or e-mail SFALiveText@sfasu.edu.

If you are purchasing LiveText for the first time, you need to complete the *My Cultural Awareness Profile* (MCAP) found within your LiveText account. You should complete the MCAP within the first month of long terms and within the first week of short terms.

**Required Textbook**

VII. Course Evaluations:

Near the conclusion of each semester, students in the College of Education electronically evaluate courses taken within the COE. Evaluation data is used for a variety of important purposes including: 1. Course and program improvement, planning, and accreditation; 2. Instruction evaluation purposes; and 3. Making decisions on faculty tenure, promotion, pay, and retention. As you evaluate this course, please be thoughtful, thorough, and accurate in completing the evaluation. Please know that the COE faculty is committed to excellence in teaching and continued improvement. Therefore, your response is critical!

In the College of Education, the course evaluation process has been simplified and is completed electronically through MySFA. **Although the instructor will be able to view the names of students who complete the survey, all ratings and comments are confidential and anonymous, and will not be available to the instructor until after final grades are posted.**

VIII. Student Ethics and Other Policy Information:

**Attendance:** Due to collaborative and reflective nature of the course and the sequence of activities, students are required to actively participate in a professional manner in classes. This is not a self-paced class. There are deadlines that must be met. NO LATE QUIZZES will be accepted.
Regular, punctual attendance, documented participation, and, if indicated in the syllabus, submission of completed assignments are expected at all classes, laboratories, and other activities for which the student is registered. Based on university policy, failure of students to adhere to these requirements shall influence the course grade, financial assistance, and/or enrollment status. The instructor shall maintain an accurate record of each student’s attendance and participation as well as note this information in required reports (including the first 12 day attendance report) and in determining final grades. Students may be excused from attendance for reasons such as health, family emergencies, or student participation in approved university-sponsored events. However, students are responsible for notifying their instructors in advance, when possible, for excusable absences. Whether absences are excused or unexcused, a student is still responsible for all course content and assignments. Students with accepted excuses may be permitted to make up work for up to three weeks of absences during a semester or one week of a summer term, depending on the nature of the missed work. Make-up work must be completed as soon as possible after returning from an absence.

Students with Disabilities
To obtain disability related accommodations, alternate formats and/or auxiliary aids, students with disabilities must contact the Office of Disability Services (ODS), Human Services Building, and Room 325, 936-468-3004 as early as possible in the semester. Once verified, ODS will notify the course instructor and outline the accommodation and/or auxiliary aids to be provided. Failure to request services in a timely manner may delay your accommodations. For additional information, go to http://www.sfasu.edu/disabilityservices/.

Academic Integrity
Abiding by university policy on academic integrity is a responsibility of all university faculty and students.

Definition of Academic Dishonesty
Academic dishonesty includes both cheating and plagiarism. Cheating includes, but is not limited to:
- using or attempting to use unauthorized materials on any class assignment or exam;
- falsifying or inventing of any information, including citations, on an assignment; and/or;
- helping or attempting to help another in an act of cheating or plagiarism.

Plagiarism is presenting the words or ideas of another person as if they were one’s own. Examples of plagiarism include, but are not limited to:
- submitting an assignment as one’s own work when it is at least partly the work of another person;
- submitting a work that has been purchased or otherwise obtained from the Internet or another source; and/or,
- incorporating the words or ideas of an author into one’s paper or presentation without giving the author credit.

Penalties for Academic Dishonesty
Penalties may include, but are not limited to reprimand, no credit for the assignment or exam, re-submission of the work, make-up exam, failure of the course, or expulsion from the university

Student Appeals
A student who wishes to appeal decisions related to academic dishonesty should follow procedures outlined in Academic Appeals by Students (6.3).

Withheld Grades Semester Grades Policy (A-54)
At the discretion of the instructor of record and with the approval of the academic unit head, a grade of WH will be assigned only if the student cannot complete the course work because of unavoidable circumstances. Students must complete the work within one calendar year from the end of the semester in which they receive a WH, or the grade automatically becomes an F, except as allowed through policy [i.e., Active Military Service (6.14)]. If students register for the same course in future semesters, the WH will automatically become an F and will be counted as a repeated course for the purpose of computing the grade point average.

Student Code of Conduct: Policy 10.4
Classroom behavior should not interfere with the instructor’s ability to conduct the class or the ability of other students to learn from the instructional program. Unacceptable or disruptive behavior will not be tolerated. Students who disrupt the learning environment may be asked to leave class and may be subject to judicial, academic or other penalties. This policy applies to all instructional forums, including electronic, classroom, labs,
discussion groups, field trips, etc. The instructor shall have full discretion over what behavior is appropriate/inappropriate in the classroom. Students who do not attend class regularly or who perform poorly on class projects/exams may be referred to the iCare: Early Alert Program at SFA. Information regarding the iCare program is found at https://www.sfasu.edu/judicial/earlyalert.asp or call the office at 936-468-2703.

To complete Certification/Licensing Requirements in Texas related to public education and other professional settings, you will be required to:

1. Undergo criminal background checks for field or clinical experiences on public school campuses; the public school campuses are responsible for the criminal background check; YOU are responsible for completing the information form requesting the criminal background check. If you have a history of criminal activity, you may not be allowed to complete field or clinical experiences on public school campuses. At that point, you may want to reconsider your major while at SFASU.

2. Provide one of the following primary ID documents: passport, driver’s license, state or providence ID cards, a national ID card, or military ID card to take the TExES exams (additional information available at www.texas.ets.org/registrationBulletin/ <http://www.texas.ets.org/registrationBulletin/>). YOU must provide legal documentation to be allowed to take these mandated examinations that are related to certification/licensing requirements in Texas. If you do not have legal documentation, you may want to reconsider your major while at SFASU.

3. Successfully complete state mandated a fingerprint background check. If you have a history of criminal activity, you may want to reconsider your major while at SFASU.

For further information concerning this matter, contact Katie Martin 936-468-1740 or snyderke1@sfasu.edu.

IX. Other Relevant Course Information:

PROFESSIONAL STANDARDS

1. Students should prepare themselves adequately for each semester. Professors are not able to provide effective student critique when student work is unavailable for review or student effort is lacking.

2. Students should limit food or drink to the kitchen during non-lab days. Per University policy, food and drink are not allowed in University classrooms/labs.

3. Students should exhibit professional courtesy and conduct. Examples include a positive work attitude, sensitivity to others, attentiveness, and cooperation.

4. Faculty are committed to provide information and prompt response to students on the web, return student work in a timely fashion, honored posted office hours, provide feedback on student progress, and work with field supervisors.

5. If student dissatisfaction arises, the student’s request for a private conference/phone call with the professor serves as the first step toward resolution.