I. Course Description:

Food Service Organization and Management is a three credit hour course. This course will be taught 100% online for 15 weeks utilizing the D2L delivery platform and a 2-hour final exam in week 16. Students will have discussion board and article review assignments for each chapter each week. The D2L module lectures, required textbook chapter readings, weekly assignments, and test preparation will average 9 hours per week.

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!!

- KRON 34: Explain the processes involved in delivering quality nutrition and food services.
- KRON 35: Apply management theories to development of programs or services.
- KRON 36: Apply the principles of human resource management to different situations.
- KRON 37: 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 systems.
Week 5  9/23-9/29  Chapter 6 – The Menu
Article Review on Food Sustainability, Menu Labeling Laws, etc.
EXAM 2 – Chapters 3-5

Week 6  9/30-10/6  Chapter 6 - Purchasing
Article Review on Purchasing, Inspection Programs, etc.

Week 7  10/7-10/13  Chapter 7 – Receiving, Storage, and Inventory
Discussion on how technology/inventory influence inventory processes
Chapter 8 – Production
Quality food production discussion \([\text{KRDN}3\text{A}]\)

Week 8  10/14-10/20  Chapter 9 – Service
Article Review on Industry Service
EXAM 3 - Chapters 6-9

Week 9  10/21-10/27  Chapter 10 – Facilities Planning and Design
Article Review on Design Trends, Recycled Materials, etc.

Week 10  10/28-11/3  Chapter 11 – Equipment and Furnishings
Discussion on workplace injuries involving equipment

Week 11  11/4-11/10  Chapter 12 – Resource Conservation
Article review on Recycling, Conservation, and/or Green Efforts
EXAM 4 – Chapters 10-12

Week 12  11/11-11/17  Chapter 13 – Organizational Design
Discussion on your management perspective
Chapter 14 – Leadership
Article Review on Management and Motivational Theories \([\text{KRDN}4\text{A}]\)

Week 13  11/18-11/24  Chapter 15 – Human resource Management
Article Review on Human Resources \([\text{KRDN}4\text{A}]\)

Week 14  11/25-12/1  THANKSGIVING BREAK

Week 15  12/2-12/8  Chapter 16 – Performance Improvement
Discussion on importance of TQM, productivity, etc.
Chapter 17 – Financial Management
Discussion on financial struggles that cause closures

Week 16  12/9-12/13  Chapter 18 - Marketing
Article Review on Marketing and Advertising

Friday, 12/13 8:00am-11:00pm  FINAL EXAM – Chapters 13-18
The instructor has the right to change this calendar any time throughout the semester.

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

FOR FND Students ONLY: You will need to set up a LiveText account if you have not done so already. This course collects assessments for FND 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 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 email 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. LiveText account, ISBN# 978-0-979-6635-4-3. The cost of LiveText is part of your university fees and is thus paid for at the beginning of the semester.
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-sep 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/). 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.