Term Information

Effective Term

Summer 2012

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)

Change credit hours from 3 credit hours (fixed) to 2 credit hours.

What is the rationale for the proposed change(s)?

When the semester plan for 3720 (551 lecture) and 3730 (551 lab) were completed, 3 credits were allocated to the lecture and 1 credit to the lab. This does not accurately reflect the credit hours that the lab utilizes and puts more focus on the lecture over the lab. The plan that we have for these courses now is a more equal relationship for learning objectives in both lab and lecture. Because of this we want to change the 3720 to 2 credit hours and 3730 to 2 credit hours.

What are the programmatic implications of the proposed change(s)?

(e.g. program requirements to be added or removed, changes to be made in available resources, effect on other programs that use the course)?

Students will not be negatively impacted by this change since completion of the quarter course 551 will still count for both 3720 and 3730 on degree audits for students who have already completed the class. Also students who still need to take the class are already required to take both courses concurrently and the total number of credit hours has not changed.

The advising sheets will be updated with the change of credit the overall total of the concurrent course would remain the same as well as the program credit hour total.

Is approval of the request contingent upon the approval of other course or curricular program request? No

Is this a request to withdraw the course? No

General Information

Course Bulletin Listing/Subject Area
Consumer Sci: Hospitality Mgt

Fiscal Unit/Academic Org
Dept Of Consumer Sciences - D1255

College/Academic Group
Education & Human Ecology

Level/Career
Undergraduate

Course Number/Catalog
3720

Course Title
Food Service Systems

Transcript Abbreviation
Food Serv Systems

Course Description
Identification of the crucial elements involved in the successful operation of a foodservice enterprise and demonstrate their inter-relationships. Special emphasis will be on customer service and employee development

Semester Credit Hours/Units
Fixed: 2

Previous Value
Fixed: 3

Offering Information

Length Of Course
14 Week, 7 Week, 4 Week (May Session), 12 Week (May + Summer)

Flexibly Scheduled Course
Never

Does any section of this course have a distance education component?
No

Grading Basis
Letter Grade

Repeatable
No

Course Components
Lecture

Grade Roster Component
Lecture
Prerequisites and Exclusions

**Prerequisites/Corequisites**

*Previous Value*

Prereq: CSHSPMG 2700 (350.01). Concur: CSHSPMG 3730.

**Exclusions**

*Previous Value*

Not open to students with credit for CSHSPMG 551.

Cross-Listings

Cross-Listings

Subject/CIP Code

Subject/CIP Code: 52.0901

Subsidy Level: Baccalaureate Course

Intended Rank: Junior, Senior

Quarters to Semesters

Quarters to Semesters: Modified or re-envisioned course that includes substantial parts of the content and learning goals of one or more quarter courses

List the current courses by number and title that are to be subsumed into proposed course

CSHspMg 551: Introduction to Employee Training in Foodservice Operations. Modification of content to more closely aligned with issues impacting Sloopy's operations and in support of CSHspMg 3730 lab experience.

Requirement/Elective Designation

Required for this unit's degrees, majors, and/or minors

Course Details

Course goals or learning objectives/outcomes:

- Student will understand the challenges of operational flow in various categories of foodservice operations
- Student will explain the management functions that oversee purchasing, production, food safety, sanitation and customer service
- Student will identify key concepts in employee selection and training to ensure correct foodservice skill standards are met
- Student will describe and employ characteristics of good customer service as well as concepts of how to handle customer complaints
Content Topic List

• Foodservice systems models and operating practices
• Impact of external forces on the ability to prepare and serve food from government regulation to food sources and costs
• The menu—the primary control tool of a foodservice enterprise
• The flow of food from purchasing to production to service
• Analyzing hazards of food production and developing controls to ensure a safe product
• The internal and external customer
• Developing and maintaining Front-of-House and Back-of-House employees
• Measuring and improving employee productivity through food production and customer service controls
• Characteristics of good customer service from fast food to fine dining
• Dealing with customer complaints and empowering employees

Attachments

• CS HSPMG 3720 Draft Semester Syllabus.pdf: Course Syllabus
  *(Other Supporting Documentation. Owner: Montalto, Catherine P)*

Comments

Workflow Information

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HM 3720
Food Service Systems
Autumn Semester 2012
2 Credit Hours
Hybrid Course

Instructor
Betty Kaye
Office: 265C Campbell Hall
Ph: (614) 292-4691
Email: kaye.47@osu.edu
Office Hours: Wednesday 9:00-10:30am; or by appointment.

Textbook and Required Readings
3. Restaurant Operations

Both available from: www.mypearsonstore.com. (Recommendation: do not buy on Amazon)

Course Objectives:
Following successful completion of this course, the student should be able to:
1. Communicate effectively as a leader and manager
2. Describe how to build a positive work climate
3. Explain how to create crew and management schedules
4. Define what teamwork means in the foodservice industry
5. Identify basic concepts for high quality customer service

Online Learning in Support of the Sloopy’s Experience
The lecture component of this class will be online as well as activities/ quizzes for both lab and lecture. The online learning process is normally accelerated and requires commitment on your part. Staying up with the class and completing all work on time is vital. Once you get behind, it is very difficult to catch up.

Ask yourself: How confident am I of:
- Taking responsibility for my education?
- How prepared do I think I am?
- Managing my time? Do I think I have the self-discipline to succeed in online learning without a formal "classroom" to keep me on track?
- Keeping my focus on the course objectives and assignments?
- Taking responsibility for accomplishing my assignments?
- Meeting unexpected problems or challenges?
To help you answer these questions follow these guidelines:

1. Take this class seriously! The lecture component and the lab are designed to maximize your time to achieve the course learning objectives.
2. Be self-motivated and self-disciplined; schedule time to complete the work.
3. Check the class Carmen site on a daily basis so you do not miss important information; it is where all the online learning components will be available for you.
4. Know the requirements and due dates for both lecture and lab; they are different.
5. Remember: you are responsible for completing tasks in the time allotted.
6. Take the time to read the material and complete the assignments/quizzes.
7. Speak up if you are having problems; reference HM 551 in the subject line of emails.
8. Connect with others in your class during you time at Sloopy’s; share ideas and support one another; don’t just complain.
9. Be sure and let us know what works and what doesn’t. Helpful suggestions and constructive criticism are used to improve the learning environment for all.
10. Online learning is the future of instruction; embrace it, make it work for you and realize it is not easier than seated classroom instruction, just different and requires more discipline.

Policies
1. Assessments: There will be 7 quizzes/activities worth 140 points total. All will be online; The ManageFirst Exams, conducted in class, will be worth 100 points each.
2. Deadlines for quizzes: will be strictly adhered to so please plan accordingly. There will be no make-up quizzes unless prior approval has been received from the instructor and a verifiable excuse provided. **Lecture and Lab due dates are different**
3. Discussion Forums: There will be a minimum of 2 discussion topics posted for your participation. Read the posts, post yourself, and respond to others. Be courteous and professional when explaining your point of view. Bonus points will be awarded based on participation.

Email Etiquette:
1. Please reference the course number in the subject line.
2. Please write as expected in any professional correspondence.
3. Email communication should be courteous and respectful in manner and tone.
4. Do not send emails that are curt or demanding.
5. Do not expect an immediate response via email (normally, a response will be sent within two business days). If your email question is sent at the last minute it may not be possible to send you a response before an assignment is due or a test is given.
6. Instructor does not monitor email in evenings or on weekends or holidays.

Grading and evaluation: Grades will be based upon the following evaluation system. Any student who is terminated with cause from the lab experience during the internship will fail the course.

**DISTRIBUTION OF POINTS:**

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<td>ManageFirst Exams 100 each</td>
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<td>CLASS TOTAL</td>
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**TOTAL COURSE POINTS:** 340 POINTS
Grading scale:
Final grades will be based on the OSU Standard scheme:

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<tr>
<td>D</td>
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University Policies

1. Academic Misconduct: The Ohio State University’s *Code of Student Conduct* (Section 3335-23-04) defines academic misconduct as: “Any activity that tends to compromise the academic integrity of the University, or subvert the educational process.” Examples of academic misconduct include (but are not limited to) plagiarism, collusion (unauthorized collaboration, copying the work of another student, and possession of unauthorized materials during an exam. Ignorance of the University’s *Code of Student Conduct* is never considered an excuse for academic misconduct. Please review the Code specifically the sections dealing with this issue.

2. Course Accommodations: Any student who feels s/he may need an accommodation based on the impact of a disability should contact the instructor privately. Please contact the Office for Disability Services in Room 150 Pomerene Hall to coordinate reasonable accommodations.

3. Grievances and Solving Problems: According to University policies, available from the Division of Student Affairs, if you have a problem with this class, you should first speak first with the instructor, then if necessary with the Department Chairperson, College Dean and Provost, in that order. Specific procedures are outlined in Faculty Rule 3335-7-23 which is available from the Office of Student Life, 208 Ohio Union.

4. Statement on Diversity: The Department of Consumer Science affirms the importance and value of diversity in the Student Body. Our programs and curricula reflect our multicultural society and global economy and seek to provide opportunities for students to learn more about person who are different from them. Discrimination against any individual based upon age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.
| Week | Overview of Class & Lab | Week | Read HRM Ch. 1-2 | Week | Read HRM Ch. 3 | Week | Read HRM Ch. 4 | Week | Read HRM Ch 5 | Week | Read HRM Ch 6 | Week | Read HRM Ch. 7 | Week | Read HRM Ch. 10 | Week | Read HRM Ch 9 | Week | Read HRM Ch 10 | Week | Hospitality & Restaurant Mgt Exam | Week | Read CS Ch. 1-3 | Week | Read CS CH.4 & 5 | Week | Customer Service Exam | Final | TB A |

**HM 3720**

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