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 1 credit hour (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.

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 and the program remain the same.

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)?

Little to no programmatic implications. These courses are required to be taken concurrently and the total number of credit hours remains the same between the courses. Other programs that use these courses have been updated of the potential change but this will not negatively impact our program or theirs as the total number of credit hours between the two courses remains the same.

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: 3730
Course Title: Food Service Systems Laboratory
Transcript Abbreviation: Food Serv Sys Lab
Course Description: Application of customer service and restaurant management responsibilities in a real operating foodservice environment.

Semester Credit Hours/Units

Fixed: 2

Previous Value

Fixed: 1

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
Prerequisites and Exclusions

Prerequisites/Corequisites
- Prereq: CSHSPMG 2700 (350.01). Concur: CSHSPMG 3720.

Previous Value
- Prereq: 2700 (350.01). Concur: 3720.

Exclusions
- Not open to students with credit for CSHSPMG 551.

Previous Value
- Not open to students with credit for 551.

Cross-Listings

Cross-Listings

Subject/CIP Code

Subject/CIP Code | 52.0901
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Subsidy Level | Baccalaureate Course
Intended Rank | Junior, Senior

Quarters to Semesters

Quarters to Semesters
- New course

Give a rationale statement explaining the purpose of the new course
- Course CSHspMg 551 contained both Lecture and Laboratory components. This course would be just the Laboratory portion of the course and the lecture portion of the course would be a separate course.

Sought concurrence from the following Fiscal Units or College

Requirement/Elective Designation

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

Course Details

Course goals or learning objectives/outcomes
- Student will experience the challenges of operational flow in a casual dining restaurant and participate in the collective process of finding solutions
- Students will implement good customer service skills and experience how to apply methods for solving customer complaints
- Students will experience how the concepts and skills of purchasing, production, food safety, sanitation and customer service are actualized in an operating restaurant
- Student will utilize characteristics of good customer service as well as concepts of how to handle customer complaints
- Students will participate and gain experience in the many positions of a food service operation
- Students will be able to constructively and critically evaluate their level of experience in food service operations
Content Topic List

- Foodservice systems models and operating practices
- The internal and external customer
- The menu—the primary control tool of a foodservice enterprise
- The flow of food from purchasing to production to service
- 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 3730 Semester Syllabus -2 Credit Hours.pdf: Syllabus
  (Other Supporting Documentation. Owner: Montalto, Catherine P)

Comments

Workflow Information

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Lab Coordinator: Erica Mitchell.
265N Campbell Hall
Phone: 292-7794
Email: mitchell.554@osu.edu
Office Hours: By appointment

Lab website:
https://carmen.osu.edu/
The Carmen website contains information on:
* Lab Policies and Procedures
* Lab Schedules
* Lab Assignments, Evaluations, Quizzes, and Surveys
* Important Announcements about labs and lecture

It is the student’s responsibility to keep current on the information posted and available on Carmen. The student should regularly check their email and Carmen for lab announcements, reminders, and communication.

Lab Times: Two 3 hours shifts as scheduled with the Lab Coordinator; Student are responsible to communicate with the Lab Coordinator to schedule weekly shifts by the last week of the previous semester.
**All labs will start promptly and will fill the entire scheduled time.

Lab Objectives:
- Student will experience the challenges of operational flow in a many foodservice operations including but not limited to a casual dining restaurant, quick casual operation, coffee shop and retail operation, small operation kitchen, bulk production kitchen and a sports bar/tavern; and participate in the collective process of finding solutions.
- Students will implement good customer service skills and experience how to apply methods for solving customer complaints
- Students will experience how the concepts and skills of purchasing, production, food safety, sanitation and customer service are actualized in an operating restaurant
- Students will participate and gain experience in the many line level positions of a food service operation
- Students will be able to constructively and critically evaluate their level of experience in the food service operations
- Student will experience the practice of managing multiple food service operations with many different levels of employees.
- Students will be able to demonstrate appropriate sanitation and safety principles in food service operations.
- Students will be able to describe the relationships between stations and management functions to line level experiences such as: menu planning, inventory and ordering, receiving, marketing, cost control, financial management.
To provide you an opportunity to obtain applied experience in a food service and culinary setting and an opportunity to apply the principles from classes in real situations, you are required to work two 4 hour shifts at the foodservice operations at the Ohio Union or another food service location as placed by the lab coordinator.

**Distribution of points:**

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<td>Orientation Training Session</td>
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<td>Orientation Training Quiz</td>
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<td>Station Rotation Lab Attendance, Performance, and Participation</td>
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<td>Student Management Rotation Attendance, Performance, and Participation</td>
<td>50</td>
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<tr>
<td>Overall Performance Evaluation</td>
<td>50</td>
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<td>Lab Assignments, Quizzes, and Activities</td>
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<td>Lab Experience Workbook</td>
<td>150</td>
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<td>Management Analysis Report</td>
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<td><strong>Total</strong></td>
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**Orientation:**

Orientation and Lab training will be held during the first week of the semester. Students are responsible for scheduling an orientation session with the lab coordinator prior to beginning the lab experience. Students are required to attend orientation or they will not be able to take the class in the current semester and will be asked to drop the class, No students are exempt from this rule.

Orientation will cover many topics related to lab including but not limited to:

- Attendance, Punctuality, Call-offs, and Make-up Policies and Procedures
- Uniform, Appearance Policies, and code of conduct
- Menu, Point of Sale System, Reservation System, and other operational system training
- Guest service guidelines, hosting, bartending, and serving training
- Front of the House, Back of the House, Bar, and other culinary policy and procedures
- Lab experience policy and procedures
- Information on lab required activities, quizzes, and duties
- Location information and tour
- Student rotation schedule

**Lab Attendance:** Lab attendance is mandatory. Students must receive at least an 80% in attendance to pass the entire class. Students who do not meet this criterion will receive an E in the class.

- Students receive 200 points for Lab Attendance and Participation. All students receive the full 100 points at the start of the quarter. Points will be docked from the total Lab Attendance and Participation Grade for the following:
  - No Call No Show - 20 Points
  - Calling off a Lab - 15 Points
    - Will need to be made up, 10 points will be earned back
    - Medical Note will allow all 15 points to be earned back
  - Tardy to Lab (each occurrence) - 5 Points
  - Violation of Lab Policies and Procedures (each occurrence) - 5 Points
- Explanations of the above are detailed in the Lab Experience Training Packet and will be explained in the Lab Training and Orientation Session.
Guidelines for the Lab: While participating in the lab, students are expected to follow these guidelines:

- All students are expected to behave professionally at all times while in the lab setting, an example for the all students and employees they come in contact with during their lab experience. Students are expected to work together as a team and treat others in a respectful way.
- Students are expected to honor all lab policies, and must show respect to the full time managerial and culinary staff. Greater detail regarding policies and lab expectations will be provided in the mandatory orientation process during the first week of the quarter.
- The lab Coordinator is your liaison to the operation that you are doing your lab experience. Any operational questions should be directed at the managerial staff of the location; any class, scheduling, or grading issues should be directed to the lab coordinator. The lab coordinator works with the both the managing staff and the professors to provide a learning environment for the lab experience.

Lab Evaluation: Two types of performance evaluations will be completed. These evaluations are for each student to evaluate progress, improvement, leadership, and other areas of performance. Each evaluation has a specific process that is outlined below. The specific form for each evaluation can be found in the content section of Carmen.

- Performance Evaluation: The CS HSPMG 3730 evaluation form examines each student on interest and commitment, initiative, dependability, communication skills, customer service, enthusiasm, operational knowledge, attendance, training and leadership abilities, and responsibility. Each student will be evaluated by the Lab Coordinator towards the end of the semester with input from the managers of the lab operations. This is a chance to point out both areas the student is excelling and areas of needed improvement. The Lab Coordinator reviews and approves all provided observations and comments to ensure accuracy, tact, relevance, and professionalism of content. This evaluation is worth 50 points total. Due dates are listed on the attached lab agenda.
  - Evaluation measurement determines whether the student needs improvement, meets expectations, or exceeds expectations. Points are based on the overall assessment.
    - Needs Improvement = 30/50 points
    - Needs Moderate Improvement = 35/50 points
    - Meets Expectations = 40/50 points
    - Moderately Exceeds Expectations = 45/50 points
    - Exceeds Expectations = 50/50 points

Lab Assignments, Activities, and Quizzes: There will be activities and quizzes within the lab experience work book that will focus on the concepts and information covered in the lab experience. These are designed to help you retain the information and concepts learned in class and prepare you for experiences in food service outside of the lab experience.
## Lab Experience Agenda:

<table>
<thead>
<tr>
<th>Date</th>
<th>Content / Lab Assignment</th>
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| Week 1 | Attend Required Orientation and Training Session  
          Finalized Semester Lab Schedule and Rotation Schedule provided  
          Lab Experience Workbook required and reviewed |
| Week 2 | Lab Rotation Begins:  
          Casual Dining – Service |
| Week 3 | Lab Rotation:  
          Casual Dining – Service |
| Week 4 | Lab Rotation:  
          Casual Dining – Service |
| Week 5 | Lab Rotation:  
          Bulk Kitchen - Cold Foods |
| Week 6 | Lab Rotation:  
          Bulk Kitchen – Hot Foods |
| Week 7 | Lab Rotation:  
          Quick Casual Stations – International – Kitchen and service |
| Week 8 | Lab Rotation:  
          Quick Casual Stations – Grill – Kitchen and service |
| Week 9 | Lab Rotation:  
          Coffee Shop – Baking and Service |
| Week 10 | Lab Rotation:  
          Pizza shop and tavern – Kitchen and Service |
| Week 11 | Lab Rotation:  
          A la Cart Kitchen – Full line rotation |
| Week 12 | Lab Rotation:  
          A la Cart Kitchen – Full line rotation |
| Week 13 | Student Management Rotation |
| Week 14 | Student Management Rotation |
| Finals Week | Finals Week – No Labs |