Term Information

Effective Term

Spring 2013

Course Change Information

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

Dietetic majors will not need this prerequisite.

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

Dietetic students will receive this prerequisite in their own field.

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)?

None

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

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

Laboratory

Grade Roster Component

Laboratory

Credit Available by Exam

No

Admission Condition Course

No

Off Campus

Never

Campus of Offering

Columbus

Prerequisites and Exclusions

Prerequisites/Corequisites

Prereq: 2700 (350.01). Concur: 3720 or dietetic major

Previous Value

Prereq: 2700 (350.01). Concur: 3720.
Exclusions
Not open to students with credit for 551.

Cross-Listings

Subject/CIP Code

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<tr>
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Quarters to Semesters

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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
COURSE CHANGE REQUEST
3730 - Status: PENDING

Attachments

Comments

Workflow Information

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<th>Step</th>
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<tr>
<td>Submitted</td>
<td>Binkley,Margaret M</td>
<td>08/29/2012 03:49 PM</td>
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<tr>
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<td>Failla,Mark L</td>
<td>08/29/2012 05:25 PM</td>
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<td>Achterberg,Cheryl L, Blount,Jackie Marie, Odum, Sarah A., Zircher,Andrew Paul</td>
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