Term Information

Effective Term: Autumn 2016
Previous Value: Spring 2015

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Change concurrent status of lab and lecture – lecture should be taken either in the same or one of the previous semesters.
Name change from Food Service Systems to better align with similar courses offered in other comparable institutions

What is the rationale for the proposed change(s)?
b. Currently students need to take lab and lecture portion of the course in the same semester. Lab course in reality is an internship. Right now students need to find their own employment in order to meet lab requirement. Some students do not manage to do that and they need to drop not only lab but also lecture part. The proposal is to keep lab as one of core requirements but to offer students and opportunity to register for it in concurrent or following semesters

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)?
No implications

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: Department of Human Sciences - D1251
College/Academic Group: Education & Human Ecology
Level/Career: Undergraduate
Course Number/Catalog: 3720
Course Title: Food Service Management
Previous Value: Food Service Systems
Transcript Abbreviation: Food Serv Manag
Previous Value: 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: 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
Credit Available by Exam: No
Admission Condition Course: No
Prerequisites and Exclusions

Prerequisites/Corequisites
Prereq: 2600, 2700 (350.01), and 2710, or enrollment in Human Nutrition Dietetics major.

Exclusions
Not open to students with credit for 551.

Cross-Listings

Subject/CIP Code
Subject/CIP Code 52.0904
Subsidy Level Baccalaureate Course
Intended Rank Junior, Senior

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 HM 3720 SP14.doc: Existing Syllabus
  (Syllabus. Owner: Bujisic,Milos)

Comments

Workflow Information

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

Course Description: Provides an in-depth exploration of the crucial elements involved in the successful operation of a foodservice enterprise and demonstration of their inter-relationships. Special emphasis will be on application of leadership qualities and employee development.

Course Objectives:
Following successful completion of this course, the student should be able to:
1. Explain the difference between a manager and a leader and successful qualities
2. Describe how to build a positive work climate
3. Outline good practices for staffing and employee training and development
4. Define what teamwork means in the foodservice industry
5. Identify basic concepts for managing the flow of food from purchasing to service

Textbooks and Required Readings
1. ManageFirst Human Resources Management & Supervision; with pencil & paper answer sheet
2. ManageFirst Principles of Food and Beverage Management; with pencil & paper answer sheet
3. ManageFirst Hospitality & Restaurant Management; with pencil & paper answer sheet

(Recommendation: do not buy on Amazon)

Policies:
1. Attendance: Policy is that you attend all classes unless there is a serious reason for your absence.
   If you miss any class please be responsible for getting class notes and/or handouts from a classmate or on Carmen. Instructor does not respond to individual requests for information presented in class.
2. Electronic Devices: No talking on cell phones, text messaging or emailing on laptops during class. Such behavior will result in you being asked to leave the room.
3. Missed Exams or in-class activities: will not be allowed to be made-up unless PRIOR arrangements have been made with the instructor and a verifiable excuse is provided.
4. Extra credit: opportunities are made available throughout the quarter at the discretion of the instructor; no extra credit made available to individual students.
**Assessments:**
1. There will be 15 quizzes/activities worth 300 points total. All will be online; if you encounter problems, please contact Carmen Help first at carmen@osu.edu or 614.688.4357 (688-HELP). They will advise you if necessary to contact the instructor.
2. The ManageFirst Exams, conducted in class, will be worth 100 points each. They each require an official answer sheets and there are no make-up exams.
3. 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.

**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.

**DISTRIBUTION OF POINTS**

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<td>ManageFirst Exams 100 each</td>
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Final grades will be based on the OSU Standard scheme:

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<th>C+</th>
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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.