Term Information

Effective Term: Summer 2016

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Changing 1600 prereq to 2600

What is the rationale for the proposed change(s)?
Prereq course is changing number

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: 3700
Course Title: Controlling Food, Beverage, and Labor Costs
Transcript Abbreviation: Fd Bv & Lbr Cost
Course Description: Course will demonstrate effective and efficient controls of prime costs in a foodservice operation without sacrificing quality and good customer service.
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
Off Campus: Never
Campus of Offering: Columbus

Prerequisites and Exclusions

Prerequisites/Corequisites: Prreq: 2600, 2700, and 2710, and Hospitality Management major; or a premajor or major in Human Nutrition Dietetics, Culinary Science, or Professional Golf Management.
<table>
<thead>
<tr>
<th>Previous Value</th>
<th>Prereq: 1600, 2700, and 2710, and Hospitality Management major; or a premajor or major in Human Nutrition Dietetics, Culinary Science, or Professional Golf Management.</th>
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<tbody>
<tr>
<td>Exclusions</td>
<td>Not open to students with credit for 370.</td>
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## Cross-Listings

### Cross-Listings

## Subject/CIP Code

<table>
<thead>
<tr>
<th>Subject/CIP Code</th>
<th>52.0904</th>
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<tbody>
<tr>
<td>Subsidy Level</td>
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<tr>
<td>Intended Rank</td>
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## Requirement/Elective Designation

Required for this unit's degrees, majors, and/or minors
The course is an elective (for this or other units) or is a service course for other units

## Course Details

### Course goals or learning objectives/outcomes

- Understand the relationship between costs, and controls in both commercial and institutional foodservice operations whether they are for profit or nonprofit
- Identify the financial concepts that impact foodservice operations and the importance of their analysis
- Outline cost control procedures through each stage of the foodservice process from purchasing to service including the challenge of labor controls
- Describe and analyze the impact that menu items have on all of these processes and management’s role in guaranteeing that quality and safety of products is ensured and their costs are controlled
- Earn the National Restaurant Association Solution's ManageFirst "Controlling Foodservice Costs" certificate
Content Topic List

- Operating controls in the foodservice industry
- Recipes
- Portion cost
- Purchasing
- Receiving & storing products
- Processing invoices
- Inventory and inventory control
- Food production control
- Food cost & food cost percentage
- Monitoring sales
- Menus & menu pricing
- Sales forecasts & sales analysis
- Beverage production control, cost & cost percentage
- Measuring staff performance & productivity
- Controlling payroll costs
- Operating statements
- Preparing income statements

Attachments

- CS HM 3700 SP14.pdf: Existing Syllabus
  (Syllabus. Owner: Bujisic,Milos)

Comments

Workflow Information

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<thead>
<tr>
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<th>Date/Time</th>
<th>Step</th>
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<td>Submitted for Approval</td>
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<tr>
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<td>Odum,Sarah A. Zircher,Andrew Paul Warnick,Bryan R. Achterberg,Cheryl L</td>
<td>02/17/2016 02:38 PM</td>
<td>College Approval</td>
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General course information
Instructor: Dr. Soobin Seo
Email: seo.190@osu.edu
Class Location: Parks hall 0103
Class Times: 9:35 am – 10:55 am TR
Office Location: Campbell hall 115A
Office Hours: please email me for an appointment
Teaching Assistant: Hanna Paulose [paulose.1@buckeyemail.osu.edu]

Textbook
- Understanding Foodservice Cost Control (3rd), Sanders, Hill and Faria; Pearson, Prentice Hall
- NRAEF ManageFirst Controlling Foodservice Costs (2nd), new with answer sheet

Course Goals
This course will help the student be effective and efficient in foodservice operations management by ensuring there exists:
1. An understanding of prime costs, why they are important, and how they affect an operation’s financial health
2. An ability to design controls without sacrificing quality and good customer service
3. The capability to ensure that all controls are implemented and maintained

Course Objectives
Following successful completion of this course, the student should be able to:
1. Understand the relationship between costs, and controls in both commercial and institutional foodservice operations whether they are for profit or nonprofit
2. Identify the financial concepts that impact foodservice operations and the importance of their analysis
3. Outline cost control procedures through each stage of the foodservice process from purchasing to service including the challenge of labor controls
4. Describe and analyze the impact that menu items have on all these processes and management’s role in guaranteeing that quality and safety of products is ensured and their costs are controlled
5. Earn the National Restaurant Association Solution’s ManageFirst Controlling Foodservice Costs certificate

Course Productivity and Accomplishment Tools
The student should be able to:
1. Utilize Carmen to access information and submit class requirements
2. Perform basic math calculations and bring a calculator. (NOTE: CELLPHONES WILL NOT BE PERMITTED)
3. Compute and correctly display percentages as well as dollars and cents
4. Understand and adjust basic measurements - i.e. ounces, cups, quarts, pounds etc.

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. **In-class Activities**: There will be 5 activities presented and completed in class. If you miss any you will not be able to make them up.
3. **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.
4. **Missed Exams**: Will not be allowed to be made-up unless PRIOR arrangements have been made with the instructor and a verifiable excuse is provided.
5. **Extra credit**: Opportunities are made available throughout the semester at the discretion of the instructor; no extra credit made available to individual students.

Email Etiquette
1. Please reference the course number, “CS3700” in the subject line. Otherwise, your emails can be missed or disregarded.
2. Please write as expected in any professional correspondence.
3. Email communication should be courteous and respectful in manner and tone.
4. 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.
5. Instructor does not monitor email in evenings or on weekends or holidays

Exams
1. There will be three online exams available through Carmen, each worth 100 points consisting of multiple choices, true/false, and calculation questions.
2. Students wishing to see what questions they missed or what the correct answers are can make an appointment with the instructor to review the exam.
3. **The ManageFirst National Certification Exam will be held in class and is a paper and pencil exam requiring an official answer sheet. There is no makeup exam available.**

Course Requirements and Grading

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<th>Activity</th>
<th>Points</th>
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<tr>
<td>In-class activities- 5 at 10 points each</td>
<td>50 points</td>
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<tr>
<td>Online Exam 1</td>
<td>100 points</td>
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<tr>
<td>ManageFirst Exam</td>
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<tr>
<td>Online Exam 2</td>
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<td>Group project presentation</td>
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<tr>
<td>Group project paper</td>
<td>50 points</td>
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<tr>
<td>Online Exam 3</td>
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Final grades will be based on the OSU Standard scheme:

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<th>Percentage</th>
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<tr>
<td>A-</td>
<td>90-92.9</td>
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<tr>
<td>B+</td>
<td>87-89.9</td>
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<tr>
<td>B</td>
<td>83-86.9</td>
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<tr>
<td>C</td>
<td>77-79.9</td>
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<td>C+</td>
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<tr>
<td>C-</td>
<td>70-72.9</td>
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<tr>
<td>E</td>
<td>59.9% or less</td>
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University Classroom 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.

Group project: Professional Interview with Restaurant Operation Manager

You, as a team, will conduct a professional interview with a manager in charge of restaurant operation such as operation manager, general manager, restaurant owner, etc.

**Goal of this professional interview is to**
- Apply what we learned from the class
- Bring up ideas to bridge academia and industry
- Be able to come up with suggestions to improve the restaurant operation system

**Mid-report**
- Submit a short mid-report by **Feb 27, 2014** on Carmen
- Put a heading including group number “CS370_Midreport_Group #”
- A mid-report should contain
  - Which restaurant is chosen
  - Who will be interviewed
  - Exact interview schedule (time/date/location) – if the interview has not been arranged, indicate your future plan
  - Tentative interview questions
  - Roles of five members (e.g., interview arrangement, participation)
Group Project Paper
- A word file of final paper should be submitted by **Apr 17, 2014** on Carmen. No late submission is allowed.
- The length of paper should be **8-10 pages**, double-spaced, and completed in Word document.
- Peer evaluation should be reported via Carmen.
- The paper should include
  - Introduction
    - Restaurant
    - Interviewee (general manager, operation manager, etc)
  - Current operation management tactics
    - Pre-purchase functions (Menu, Menu pricing, etc)
    - Back-of-House (BOH) functions (Purchasing, Inventory management, etc)
    - Front-of-House (FOH) functions (Guest service, etc)
    - Managerial roles (Sales analysis, Marketing, Staff management, etc)
  - Suggestions for improvements
    - Pre-purchase functions
    - FOH functions
    - BOH functions
    - Managerial roles
  - Conclusion
  - References

Group Project Presentation
- Presentation should take about **10-12 minutes** following by 3-5 minutes of Q&A.
- Each group will present on the assigned date
  - Group 1-4: Apr 8, 2012
  - Group 5-8: Apr 10, 2012
  - Group 14-16: Apr 17, 2012
- Powerpoint files should be submitted on Carmen by **Apr 17**
- Each student will be provided an evaluation sheet.

**Evaluation**

**Group Project Presentation**

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<td>In-class evaluation</td>
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**Group Project Paper**

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Mid-report</td>
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<tr>
<td>Final paper</td>
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