Term Information

Effective Term: Spring 2017

Course Change Information

What change is being proposed? (If more than one, what changes are being proposed?)
Removing CSHSPMG 2700 and 2710 prerequisites

What is the rationale for the proposed change(s)?
To simply registration process for students both in major and the proposed minor. Additionally, course content in 2700 and 2710 is not required for successful completion of 3700 course.

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, 12 Week, 8 Week, 7 Week, 6 Week, 4 Week
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

Prereq: 2600 (1600), and Hospitality Management major; or Hospitality Management premajor; or a Hospitality Management minor; or major in Human Nutrition: Dietetics, Culinary Science, or Professional Golf Management.

Previous Value

Prereq: 2600 (1600), 2700, and 2710, and Hospitality Management major; or a premajor or major in Human Nutrition: Dietetics, Culinary Science, or Professional Golf Management.

Exclusions

Not open to students with credit for 370.

Cross-Listings

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
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

- CSHSPMG 3700 Kelnhofer SP17.docx
  (Syllabus. Owner: Bujisic,Milos)

Comments

Workflow Information

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CSHSPMG 3700 Controlling Food, Beverage, and Labor Costs
Course Syllabus
Spring Semester 2017 (01/12/2017 to 05/03/2017)

General course information
Instructor: Mark Kelnhofer, MBA
Email: kelnhofer.1@osu.edu
Class Times: Tuesdays and Thursdays, 9:35 a.m. – 10:55 a.m.
Office Hours: Please email me for an on campus appointment.

Textbook

Course Description:
Course will demonstrate effective and efficient controls of prime costs in a foodservice operation without sacrificing quality and good customer service.

Course Prerequisites:
2600 and Hospitality Management major; or a pre-major in Human Nutrition Dietetics or Culinary Science. Not open to students with credit for 370.

Other Tools:
A basic calculator is all that is needed (functions of add, subtract, divide, multiply). Tablets, cell phones and other devices cannot be used as a calculator during class.

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

**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). A basic calculator is all that is needed (functions of add, subtract, divide, multiply).
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.
6. Late Work: Late work will not be accepted.
7. When communicating avoid colors like red and green for accessibility reasons.
8. Addressing the professor: Address the professor using “Professor” or “Professor Kelnhofer”.

**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. Text color should be black.
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
6. The primary method of communication is The Ohio State University email address. Emails coming from personal accounts (i.e. gmail.com) may not be read or attended to in a timely manner.

**Technology**

Students are expected to use and be proficient using Microsoft Office (i.e. Excel, Word and Power Point). Office products should be used for the group project paper and presentation. The group paper will be submitted through Turn It In. Carmen will be used extensively. Firefox is the recommended browser.

**Technology Support:**

Carmen Support: carmen@osu.edu, 614-688-4357, 614-688-8743 TDD
General IT Support: help@osu.edu, 614-688-4357, 614-688-8743 TDD

**Exams**

1. There will be four 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 American Hotel & Lodging Education Institute (AHLEI) 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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<td>Group Project Paper</td>
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**Grading Scale:**

- A 94 – 100%
- A- 90-93%
- B+ 87-89%
- B 84-86%
- B- 80-83%
- C+ 77-79%
- C 74-76%
- C- 70-73%
- D+ 67-69%
- D 64-66%
- E < 63%

Note: If the grade at the end of the semester land in between letter grades, traditional rounding will be used (i.e. 93.5% would be an A, 93.4% would be an A-)

**Institutional Policies**

**Academic Integrity (Academic Misconduct)** – Academic integrity is essential to maintaining an environment that fosters excellence in teaching, research, and other educational and scholarly activities. Thus, The Ohio State University and the Committee on Academic Misconduct
COAM expect that all students have read and understand the University’s *Code of Student Conduct*, and that all students will complete all academic and scholarly assignments with fairness and honesty. Students must recognize that failure to follow the rules and guidelines established in the University’s *Code of Student Conduct* and this syllabus may constitute “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 examination. Ignorance of the University’s *Code of Student Conduct* is never considered an “excuse” for academic misconduct, so I recommend that you review the *Code of Student Conduct* and, specifically, the sections dealing with academic misconduct.

If I suspect that a student has committed academic misconduct in this course, I am obligated by University Rules to report my suspicions to the Committee on Academic Misconduct. If COAM determines that you have violated the University’s *Code of Student Conduct* (i.e., committed academic misconduct), the sanctions for the misconduct could include a failing grade in this course and suspension or dismissal from the University.

If you have any questions about the above policy or what constitutes academic misconduct in this course, please contact me.

Other sources of information on academic misconduct (integrity) to which you can refer include:

1. The Committee on Academic Misconduct web pages ([COAM Home](#))
2. *Ten Suggestions for Preserving Academic Integrity* ([Ten Suggestions](#))
3. *Eight Cardinal Rules for Academic Integrity* ([http://www.northwestern.edu/provost/policies/academic-integrity/index.html](http://www.northwestern.edu/provost/policies/academic-integrity/index.html))

**Office of Disability Services Statement:** Any student who feels s/he may need an accommodation based on the impact of a disability should contact me privately to discuss your specific needs. Please contact the Office for Disability Services at 614-292-3307 in room 150 Pomerene Hall to coordinate reasonable accommodations for students with documented disabilities.

**Diversity Statement:** The College of Education and Human Ecology 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 persons who are different as age, color, disability, gender identity or expression, national origin, race, religion, sex, sexual orientation, or veteran status, is prohibited.

The College of Education and Human Ecology is committed to maintaining a community that recognizes and values the inherent worth and dignity of every person; fosters sensitivity, understanding, and mutual respect among its members; and encourages each individual to strive to reach his or her own potential. In pursuit of its goal of academic excellence, the College seeks to develop and nurture diversity, believing that it strengthens the organization, stimulates
creativity, promotes the exchange of ideas, and enriches of the University’s community on the basis of race, religion, color, sex, age, national origin or ancestry, marital status, parental status, gender identity, sexual orientation, ability status, health status, health status, or veteran status.

**Statement of Student Rights:** “Any student with a documented disability who may require special accommodations should self-identify to the instructor as early in the semester as possible to receive effective and timely accommodations.” [http://ods.osu.edu/](http://ods.osu.edu/)

**Grievances statement:** According to University Policies, available from the Division of Student Affairs, if you have a problem with this class, “You should seek to resolve a grievance concerning a grade or academic practice by speaking first with the instructor or professor. Then, if necessary, with the department chairperson, college dean, and provost, in that order. Specific procedures are outlines in Faculty Rule 3335-7-23, which is available from the Office of Student Life, 208 Ohio Union.”

**Off-Campus Field Experiences:** If applicable, describe the nature of and provisions made for off-campus field experience in terms of the following:

- Collaboration between OSU and school partners
- Evidence of attainment of field experience objectives

**INTELLECTUAL PROPERTY**

**Course Audio and Video Recording**
Video or audio recording of classes without the explicit written permission of the instructor/professor is a violation of the Code of Student Conduct or Students who wish to record their classes must first obtain written permission of the instructor/professor. Otherwise, such recording constitutes a violation of the Code of Student Conduct.

**Student Generated materials**
Any materials generated by a student(s) is copyrighted. Permission must be obtained to use these materials other than the intended purpose inside the course.

**Course materials**
These materials are copyrighted and are owned by the author. Copyrights have been secured or they are considered fair use inside/for the course but this does not apply to uses outside of the course.

**Mental Health Statement:** A recent American College Health Survey found stress, sleep problems, anxiety, depression, interpersonal concerns, death of a significant other and alcohol use among the top ten health impediments to academic performance. Students experiencing personal problems or situational crises during the quarter are encouraged to contact the OSU Counseling and Consultation Services (614-292-5766; http://www.ccs.ohio-state.edu) for assistance, support and advocacy. This service is free and confidential.
Group Project: Personal Interview with a Restaurant Operation Manager

Teams are going to be assigned randomly. Once assigned to a team, there are no changes to the assignments. 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 25, 2017** on Carmen utilizing Dropbox
- Put a heading including group number “CS3700_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 the team members (e.g., interview arrangement, participation)

Group Project Paper
A word file of final paper should be submitted by **Apr 21, 2017** on Carmen using Dropbox. No late submissions are allowed. The length of paper should be **8-10 pages**, double-spaced, and completed in Word document. Peer evaluations 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 and Works Cited
Group Project Presentation
Presentation should take about **10-12 minutes** following by 3-5 minutes of Q&A. Each group will present on their assigned dates. Power Point presentations are to be submitted on April 7, 2017 in advance of the student presentations using Carmen

- Group 1-4: Apr 12, 2017
- Group 5-8: Apr 14, 2017
- Group 9-13: Apr 19, 2017
- Group 14-16: Apr 21, 2017

Power Point files should be submitted on Carmen using Dropbox by **Apr 7, 2017**. Each student will be provided an evaluation sheet.

**Evaluation**

*Group Project Presentation* Points
- Instructor evaluation 25 points
- In-class evaluation 25 points
- Total 50 points

*Group Project Paper* Points
- Mid-report 10 points
- Final paper 20 points
- Peer evaluation 20 points
- Total 50 points
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