

SAM HOUSTON STATE UNIVERSITY
COLLEGE OF HEALTH SCIENCES
DEPARTMENT OF FAMILY AND CONSUMER SCIENCES
COURSE DESCRIPTION

SPRING, 2018 SEMESTER

CLASSROOM LOCATION: Margaret Lea Houston Building in Room #301

CLASS MEETING TIMES: Monday/Wednesday 10:30 – 11:50

EXPERIENTIAL LEARNING

LAB MEETING TIMES: Monday or Wednesday 12:00 – 1:50

DEPARTMENT: Family and Consumer Sciences
College of Health Sciences

COURSE NUMBER/TITLE: *FACS 2441 Meal Management in Hospitality*
3 hours credit

TEXTBOOK: Planning and Management of Meetings, Expositions, Events, and Conventions
George G. Finich
ISBN 13: 978-0-13-261043-8 ISBN 10: 0-13-261043-4

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COURSE DESCRIPTION:

This course includes choice, purchase, preparation and service of meals in hospitality settings. Through laboratory experiences emphasis is given to table settings and appointments, various forms of meal service and special occasion functions. The importance of acceptable social procedures and aesthetic values related to the above activities are stressed. (3-2). Offered spring semesters.

COURSE OBJECTIVES:

The student will be involved throughout the semester in the areas of planning, preparation, and management. Upon completion of the course, the student will be able to:

1. Identify the benefits and characteristics of a successful food and beverage operation.
2. Describe procedures used to help ensure total customer satisfaction.
3. Design a foodservice operation theme, develop recipes, forecast menu mix, pre-cost

the menu, requisition food needed, plan production, schedule the staff, market the theme, and project the profit/loss for an actual foodservice operation.

4. Demonstrate food production methods and an ability to present and serve both food and beverage to the dining public.
5. Demonstrate proper use of equipment and sanitation techniques important to all foodservice operations.
6. Apply the principles of human resources management involving customer relations, guest contact, and management/employee relations.
7. Identify the appropriate characteristics of quality cuisine, service, and hospitality as they interrelate in the foodservice operation.

ATTENDANCE POLICY:

Regular and punctual attendance is expected. Each student is allowed two absences during the semester without penalty to the class participation grade. For each absence over the two mentioned above, ten (10) points will be subtracted from the class participation grade. It is the STUDENT'S responsibility to ensure that a tardy is recorded as a tardy and not as an absence!! It is recommended that you save these times for possible illnesses, funerals, etc. since there are no "excused" absences.

COURSE EVALUATION:

IN CLASS CHECK FOR UNDERSTANDING QUIZ-----10@10 pts---100 points
 GROUP RESEARCH PROJECT PRESENTATION -----200 points
 MANAGER INTERVIEW POWER-POINT PRESENTATION-----200 points
 FINAL EXAM-----100 points
 ATTENDANCE/TARDINESS-----100 points

Evaluation/Grading

There will be a possible 700 points accumulated in the completion of this course.

A=93% and above	B=80-92%	C=70-80%	D=60-70%	F=Below 60%
700-651=A	650-560=B	559-490=C	489-420=D	Below 419=F

LAB EVALUATION:

EVENT OBSERVATIONS-----3@33.3 pts=100 points
 MANAGER INTERVIEW VISUAL PRESENTATION-----200 points
 LAB EVENT PLANNING PROJECT & DELIVERY-----300 points
 LAB PARTICIPATION-----100 points

There will be a possible 700 points accumulated in the completion of this lab. See grade break down above.

POLICIES AND PROCEDURES:

1. PLEASE RESPECT YOUR FELLOW CLASSMATES. PLEASE MAKE SURE TO KEEP ALL CELLPHONES AND PAGERS OFF IN THE CLASSROOM TO ELIMINATE DISTRACTION FOR OTHER PEOPLE AROUND YOU!! THANK YOU FOR YOUR HELP IN THIS MATTER!!

<http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

2. Please come to class every time prepared (textbook, supplies, etc.) like you would in a regular work environment. Set a good example for your fellow classmates!!
4. If you are not able to attend a class because of different circumstances, please notify your instructor a couple of hours in advance by email, voice mail, etc. This would be very respectful!! If not, I will take it as NO SHOW!!
5. All assigned homework or quizzes will be due at time of request. NO LATE WORK WILL BE ACCEPTED WITHOUT PRIOR INSTRUCTOR APPROVAL.
6. No student(s) will be allowed to talk during the instructor's lectures. This shows disrespect to your professor and your fellow classmates. This will not be accepted!! The students found disrupting class will be asked to leave!! Act like this is a place of work-show respect to your boss and your co-workers!
7. YOU do not go to Work and leave when you want to. You leave when class is dismissed.
8. The only excused absence from class that will be accepted is:
 - A. A Doctor's excuse will be the only accepted documentation if you are sick----no other documentations will be accepted!
 - B. If student must attend a Funeral-only documentation from the funeral parlor and funeral ceremony will be accepted! ---No other documentations will be accepted!
9. Laptops utilized in the classroom must be used for assignments in class. DO NOT use the computer for unauthorized activities during classroom time.

Academic Dishonesty Policy: All assigned work turned in to the instructor must be the original work of the student turning in the assignment!!

"All students are expected to engage in all academic pursuits in a manner that is above reproach. Students are expected to maintain complete honesty and integrity in the academic experiences both in and out classroom. Any student found guilty of dishonesty in any phase of academic work will be subject to disciplinary action. The University and its official representatives may initiate disciplinary proceedings against a student accused of any form of academic dishonesty including, but not limited to, cheating on an examination or other academic work which is to be submitted, plagiarism, collusion and the abuse of resource materials". <http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

DISABLED STUDENT POLICY:

It is the policy of Sam Houston State University that no otherwise qualified disabled individual shall, solely by reason of his/her handicap, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any academic or Student Life program or activity. Disabled students may request help with academically with academically related problems stemming from individual disabilities from their instructors, school, department chair, or by contacting the Chair of the Committee for Continuing Assistance and Director of the Counseling Center, Lee Drain Annex, or by calling (936) 294-1720. NOTE: No

accommodation can be made until the student registers with the Counseling Center.

<http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

STUDENT ABSCENCES ON RELIGIOUS HOLY DAYS POLICY:

Section 51.911 (b) of the Texas Education Code requires that an institution of higher education excuse a student from attending classes or other required activities, including examinations, for the observance of a religious holy day, including travel for that purpose. A student whose absence is excused under this subsection may not be penalized for that absence and shall be allowed to take an examination or complete an assignment from which the student is excused within a reasonable time after the absence.

University policy 861001 provides the procedures to be followed by the student and the instructor. A student desiring to absent himself/herself from a scheduled class in order to observe (a) religious holy day(s) shall present to each instructor involved a written statement concerning the religious holy day(s). The instructor will complete a form notifying the student of a reasonable timeframe in which the missed assignments and/or examinations are to be completed. <http://www.shsu.edu/students/guide/StudentGuidelines2010-2012.pdf#page=29>

Academic Grievance Procedures for Students AP 900823

In the event of an academic grievance, the student must first appeal to his/her instructor or committee chair for a resolution of the matter and must do so in writing and within thirty days following the final course exam for the semester or summer session during which the dispute arises. (If the grievance involves a suspension for academic deficiency, the student appeals directly to the appropriate academic dean.) <http://www.shsu.edu/dotAsset/0bb1346f-b8d6-4486-9290-dba24123d0d8.pdf>

COURSE TIME LINE

Wednesday, January 17, 2018--Syllabus Information, Quiz over syllabus. Class Introduction, and Instructor Information. Lecture on Chapter 1: Introduction.

Monday, January 22, 2018--Lecture on Chapter 2: Strategic Planning in Meetings, Expositions, Events, and Conventions. Chapter 2 Quiz.

Wednesday, January 24, 2018--Lecture on Chapter 3: Meetings and Events as Complex Projects. Quiz on Chapter 3.

Monday, January 29, 2018--Lecture on Chapter 4: Risk Management for Meetings, Expositions, Events, and Conventions. Chapter 4 Quiz.

Wednesday, January 31, 2018-- Lecture on Chapter 5: Stakeholder Management. Quiz Chapter 5.

Monday, February 5, 2018—Student Groups present GROUP RESEARCH PROJECT PRESENTATION

Wednesday, February 7, 2018—Student Groups present GROUP RESEARCH PROJECT PRESENTATION

Monday, February 12, 2018-- Lecture on Chapter 6: Accounting and Financial Planning. Half of Quiz Chapter 6

Wednesday, February 14, 2018-- Lecture on Chapter 6: Accounting and Financial Planning. Half of Quiz Chapter

Monday, February 19, 2018—Lecture on Chapter 7: Event Program Planning. Half of Quiz Chapter 7.

Wednesday, February 21, 2018—Lecture on Chapter 7: Event Program Planning. Half of Quiz Chapter 7.

Monday, February 26, 2018—Lecture on Chapter 8: Planning and Designing the Environment. Half of Quiz on Chapter 8.

Wednesday, February 28, 2018—Lecture on Chapter 8: Planning and Designing the Environment. Half of Quiz on Chapter 8.

Monday, March 5, 2018—Lecture on Chapter 9: Site Planning and Management. Half of Quiz on Chapter 9

Wednesday, March 7, 2018—Lecture on Chapter 9: Site Planning and Management. Half of Quiz on Chapter 9

Monday, March 19, Wednesday, March 21, Monday, March 26, and Wednesday, March 28—Class Presentations of MANAGER INTERVIEW VISUAL PRESENTATION. All folders should be turned in March 19, 2018.

Monday, April 2, 2018—Lecture on Chapter 10: Food and Beverage Planning. Half of Quiz on Chapter 10.

Wednesday, April 4, 2018—Lecture on Chapter 10: Food and Beverage Planning. Half of Quiz on Chapter 10.

Monday, April 9, 2018—Lecture on Chapter 11: Marketing of Meetings, Expositions, Events, and Conventions. Half of Quiz on Chapters 11.

Wednesday, April 11, 2018—Lecture on Chapter 11: Marketing of Meetings, Expositions, Events, and Conventions. Half of Quiz on Chapters 11.

Monday, April 16, 2018—Lecture on Chapter 12: Promotions Planning. Quiz on Chapters 12.

Wednesday, April 18, 2018—Lecture on Chapter 13: Sales Initiatives in the Meetings and Events Industry.

Monday, April 23, 2018—Pre-Preparation for event.

Wednesday, April 25, 2018—Event: Graduating Senior Lunch

Monday, April 30, 2018—Debrief and Evaluate Meal

Wednesday, May 2, 2018—Lecture on Chapter 14: Epilogue. *Review for Final Examination!!*

Monday, May 7, 2018—*Final Examination Day!*

ASSIGNMENTS FOR CLASS AND LAB:

EVENT OBSERVATION

EXPERIENTIAL LEARNING LAB (complete during lab time)

Students will select three separate events on or off campus where they will secure permission to observe how the event is carried out. You will have an observation form to complete during/after your observation. The observation forms must be completed and submitted by February 21, but completing them will give insight into your other assignments so sooner is better. These will be Lab grades.

GROUP RESEARCH PROJECT PRESENTATION

EXPERIENTIAL LEARNING LAB (complete during lab time)

Students will divide into groups of 4. Students will develop a project management plan for a meeting of their choice. Students need to then identify the elements of their project life cycle; create goals and objectives; write project charters and project scopes; compose a WBS, risk management plan, and communications plan; and develop PERT and Gantt Charts. The group will compile this into a Slide Presentation which they will present to the class on February 5 and finish on February 7. This will be part of your class grade.

MANAGER INTERVIEW VISUAL PRESENTATION:

EXPERIENTIAL LEARNING LAB (complete during lab time)

The purpose of this assignment is to conduct several interviews to find out how an Event Planner and a Food and Beverage Manager work and coordinate together to make a plan to achieve the goals of his/her company and for your own focus. The objective of these interviews is to compare whether what happens in real life resembles the theory that we study.

You will conduct an interview with an Event Planner and Food and Beverage Manager of your choice. They are a valuable source of occupational information. Building strong relationships with career contacts is the first step of networking with people in the field in which you are interested in pursuing a career. Formulate your interview questions using the textbook.

Example: "How do you evaluate and select a site?"

Directions:

1. Choose an event planner and manager working within the food and beverage industry that work together and interview both. Select these people in your field—example Golf Event/Wedding/Event at Lowman Student Center. Contact the person and set up a time and date to conduct the interview separately if possible.
2. Determine what (minimum 25 questions) questions you will ask ahead of time and take notes throughout the interview.
3. You must create a comprehensive Slide/PowerPoint presentation that will be conducted in front of the entire class describing what you gained from this experience and discuss how to be an effective and successful manager/leader (use references from credible sources).
4. Additionally, answer the following three questions:
 - What did you find useful that you can apply to your future career path?
 - What advice might you give to the manager in order to improve his/her performance?
 - What information most surprised you from the interview and was most useful to you?
5. Write a thank you notes to all people you interviewed.
 - Note must not be sent via e-mail.
 - Hand write the note on a thank you card.

Report: The presentation must convey all the details.

Grading: Grading will be done using a rubric which will be given to you after the first few classes. This will be part of your Class grade and Lab grade. Assignment is due March 19, but we will draw for presentation dates.

Before your presentation, on 3/19-3/28, each individual must turn in the following to your Instructor:

- Cover page including your name, the name and title of the people interviewed, organization name, and the dates of the interviews
- A copy of your interview questions.
- Your printed copy of the Slide/PowerPoint presentation
- A copy of the hand written thank you note to the manager.

Field Trip Dress Code:

Appearance is a very important factor in achieving success. The manner in which you display yourself communicates a substantial amount of information to the interviewee, other employees, and guests about you. Make the impression count!! It is therefore essential that you maintain grooming standards accordingly. Proper grooming standings must be adhered to at all times when conducting interviews. It is important that the image you present be in harmony with Sam Houston State University's Department of Family and Consumer Sciences. Be reflective of a working professional!!

LAB EVENT PLANNING PROJECT AND DELIVERY

EXPERIENTIAL LEARNING LAB:

Students will plan, prepare, and deliver an event as a class group. The class will host a celebration meal for graduating seniors on April 25, 2018. Students will work as a large group for planning and break into smaller groups to accomplish specific event goals. You will have in-class instruction and lab time to complete all tasks. This is a major part of your lab grade and you are expected to participate. You will receive grading rubrics as we progress forward in this activity.

Prior to food preparation in the lab, you will receive training in food safety and sanitation including grooming and dress. We will also practice correct table settings. The class group will be responsible for all aspects of this event.

THE INSTRUCTOR MAY CHANGE ASSIGNMENTS, REQUIREMENTS, AND INFORMATION INCLUDED IN THIS SYLLABUS IF NECESSARY. ALL STUDENTS WILL BE NOTIFIED IN ADVANCE OF ANY CHANGES.

***Please keep a copy of all work that you turn in that was prepared outside of class. The instructor reserves the right to recall, review, and retain any previously submitted assignments during the course of the semester. It is the student's responsibility to collect and keep each graded assignment in a safe place until final course grades have been issued. It is also the responsibility of the student to bring to the Instructor's attention any discrepancy or challenge of the grade received in a timely fashion (within 15 days of the grade being distributed). ***