

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

**SPRING, 2018 SEMESTER**

**CLASSROOM LOCATION:** (Formerly AB2 Building)  
 Margaret Lea Houston Building in Room #302

**CLASS MEETING TIMES:** 2:30pm-5:20 pm (CST)

**DEPARTMENT:** Family and Consumer  
 Sciences

**Office Hours:** M W : 12 - 1 & T : 11 - 2

**Phone Number:** 936 - 294 - 1245

**COURSE NUMBER/TITLE:** *FCS 4370: Advanced Food Service  
 Organization & Management*

**Instructor:** Valencia Browning-Keen, PhD, RD, LD  
 Associate Professor  
 Email: [ybk001@shsu.edu](mailto:ybk001@shsu.edu)  
 Office: Margaret Lea Houston Bldg. Office 225

**TEXTBOOK:** *Gregoire, Mary B. Foodservice Organizations: A Managerial and  
 Systems Approach, 9<sup>th</sup> Edition: Pearson, Upper Saddle, NJ 2017.*

**COURSE DESCRIPTION:** This course includes principles of organization and management as it relates to food service systems; development of managerial and motivational skills; communication, decision-making and management by objectives and will include the following objectives as well for 3 Credit hours. Pre-requisites: FCS 3445 or Instructor and or Director allows from previous coursework transferred.

**COURSE OBJECTIVES:** The following KRDN core knowledge requirements developed by the ACEND accreditation for the curriculum of DPD students majoring in Food Science and Nutrition of required elements in 5.1 and 5.2 will be introduced in this class and or part of the assignments. These include:

KRDN: 2.2 describe the governance of nutrition and dietetics practice, such as the Scope of Nutrition and Dietetics Practice and the Code of Ethics for the Profession of Nutrition and Dietetics; and describe interprofessional relationships in various practice settings;

KRDN: 2.3 assess the impact of a public policy position on nutrition and dietetics practice;

KRDN: 2.4 discuss the impact of health care policy and different health care

delivery systems on food and nutrition services;

**\*KRDN: 3.4 explain the processes involved in delivering quality food and nutrition services;**

**\*KRDN: 4.1 apply management theories to the development of programs or services;**

**\*KRDN: 4.2 evaluate a budget and interpret financial data;**

**\*KRDN: 4.4 apply the principles of human resource management to different situations;**

**KRDN: 4.5 describe safety principles related to food, personnel and consumers;**

**\*KRDN: 4.6 analyze data for assessment and evaluate data to be used in decision-making for continuous quality improvement;**

**This course includes the following objectives as well:**

1. Discuss and define the systems approach history and development of food service organizations.
2. Describe food service operations to the food service industry.
3. Summarize aspects related to menu planning, and the procurement, production, distribution and service as parts of foodservice operations management.
4. Explain various aspects of food product flow in various kitchen designs and differentiate the concepts of design layout and flow.
5. Describe organizational structure, communication, decision making, leadership, personnel management, financial management, and use of computers in the foodservice operations.
6. Recognize principles to establish quality assurance programs in foodservice organizations.
7. Prepare a plan to establish, manage, and operate a foodservice facility.
8. Learn fundamental principles as it relates to this course.
9. Acquire skills in working with others as a member of a team.
10. Discuss Quality Management Theories (TQM) of Food and Nutrition System;

**ATTENDANCE POLICY:**

**Regular and punctual attendance is expected.** Each student is allowed two absences during the semester without penalty to the class standing. For each absence over the two mentioned above, five (5) points will be subtracted from total grade. Review: SHSU Class Attendance Policy AP 800401.

**COURSE EVALUATION:**

**-Chapter Reflection Worksheets: 100 points**

**(Chapters:1,9,10, 11,12,13,14,15)\*Due after the second week we discuss\***

**-Quality Assignment: 100 points**

**-Theory Application: 75 points**

**-CQI App: 100 points**

**-Budget/Financial: 100points**

**-HR Assignment: 150points**

**-Final Exam: 100points**

**\*\*Due Dates and Guidelines will be given during the first few weeks of the semester\*\***

**Grading Scale Distribution:**

**725-675=A**

**674-624=B**

**623-573=C**

**572-522=D---Really?**

**Academic Dishonesty Policy:** All assigned worked 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 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 materia**  
<http://www.shsu.edu/adminstrative/faculty/sectionb.html#dishonesty>: Review procedures in cases of Academic Dishonesty AP 810213.

**Classroom Management:**

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!!** Use of **telephones and text messengers in academic classrooms and facilities can be reviewed at AP 100728. Social Media can be a dangerous use if utilized inappropriately especially to discuss the professor or SHSU. Be careful little hands, feet and mouth what you type, listen to or comment on. IF you are expecting an emergency phone call, please contact me before class and sit up front if you have to leave class.**
2. All assignments must be completed and turned in to the instructor before the final exam date can be taken (Check Undergraduate Catalog).
3. 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 several hours in advance by email, voice mail, etc. This would be very respectable!!**
5. All assigned homework will be due at the time of request. **NO LATE WORK WILL BE ACCEPTED!!** If absent from class, please contact your **instructor within one day if an emergency arises.**
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!! Students found disrupting class will be asked to leave!**
7. There will be no laptops utilized in the classroom unless otherwise approved by the Instructor first. No exceptions!! **This is due to some students not using the computer for unauthorized activities during classroom time. Sometimes students will be asked to google or utilize apps so bring computers but do not use in class routinely.**

**\*Policies and Procedures:**

**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 related problems stemming from individual disabilities from their instructors. NOTE: No accommodation can be made until the student registers with the Counseling Center. [http://shsu.edu/~vaf\\_www/aps/811006.pdf](http://shsu.edu/~vaf_www/aps/811006.pdf) Students with disabilities can refer to AP 811006 to assist in acquiring the appropriate provisions for your necessary accommodations. We are here to help you succeed.

### **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 the missed assignments and/or examinations are to be completed. Please refer to:

[http://www.shsu.edu/vaf\\_www/aps/documents/861001.pdf](http://www.shsu.edu/vaf_www/aps/documents/861001.pdf)

[Academic Grievance Procedures for Students can be reviewed at: AP 900823.However, I make ever attempt to work with students on a case by case basis. You are human beings and adults with busy lives, not robots as I am not a robot.](#)

### **COURSE TIME LINE: Tentative Schedule Due to Unforeseen Disaster, Conflicts, Illness and due to Objectives Changing to Meet Accreditation—Course is being Redesigned---Be Flexible!!!**

**Tuesday, January 23rd—Cover Syllabus Information, Class Introduction, and Instructor Information.**

**Lecture on Chapter 1: Systems Approach to a Foodservice Organization and Part of Chapter 15: Meals/Satisfaction/**

**Tuesday, January 30th—Lecture on Chapter 15: Meals/Accountability**

**Tuesday, February 6<sup>th</sup> Lecture on Chapter 9: Management Principles**

**Tuesday, February 13<sup>th</sup> Lecture on Chapter 9: Management Principles**

**Tuesday, February 20<sup>th</sup> Lecture on Chapter 10: Leadership**

**Tuesday, February 27<sup>th</sup> Lecture on Chapter 10: Organizational Change**

**\*Tuesday, March 6<sup>th</sup> Review of Content and Share: DUE: Theory Assignment and Quality Assignment\***

**Spring Break: March 12-16 Have Fun in the Sun and Be Careful!!**

**Tuesday, March 20th—Lecture on Chapter 11: Decision Making, Communication and Balance.**

**Tuesday, March 27th-- Chapter 11 Continued on Decision Making, Communication and Balance. Styles that influence and work!**

**\*CQI Foodservice Business Plan Due and Share\***

**Tuesday, April 3<sup>rd</sup> --Chapter 12 Management of Human Resources**

**Tuesday, April 10th--Chapter 12 Management of Human Resources Continued** **\*HR Assignment Due and Share\***

**Tuesday, April 17th –Chapter 13 Management of Financial Resources**

**Tuesday, April 24th—Chapter 13 Management of Financial Resources** **\*Budget/Financial Assignment Due and Share\***

**Tuesday, May 1st---- Chapter 14 Marketing Foodservice**

**Tuesday, May 8th --\*Final Exam Due\***

