

# Food Service Management BA/BS

## Explain the processes involved in delivering quality food service

### Goal Description:

The Department of Family and Consumer Sciences (FACS) will graduate food service management majors who can apply concepts learned in their curriculum by developing a quantity foodservice operation. Each student works individually to design a cycle menu, develop a purchasing plan, design a kitchen, develop a HACCP Plan, and develop a list of necessary equipment.

**Providing Department:** Food Service Management BA/BS

### RELATED ITEMS/ELEMENTS -----

#### RELATED ITEM LEVEL 1

#### Menu and Purchasing

#### Learning Objective Description:

Each student will work individually to develop a day menu for an institutional foodservice operation e.g., a senior care facility, a school, a childcare facility, a hospital, or a correctional facility.

Attached Files

 [Food Project Part 1.docx](#)

 [Quantity Food Project Pt 1.docx](#)

#### RELATED ITEM LEVEL 2

#### Cycle Menu, Purchasing Plan, and Equipment and HACCP Plan

#### Indicator Description:

#### Part I

#### Menu

1. The menu should be a cycle menu for an identified operation. The menu offerings may differ depending on a student's selected operation, however, use the following as guidelines:

- Each student will plan a menu with two to three meals (breakfast, lunch, and dinner) depending on their operation.
- Everything must be healthy (e.g., focus on whole, minimally processed, nutrient-dense foods that are typically higher in micronutrient value, and are less likely to contain high levels of added sugars, saturated or trans fats, and sodium).
  - Depending on the type of operation, the student will consider the following guidelines when designing their menu:
    - A senior care facility (regular, with modifications for no concentrated sweets, 2300 mg sodium, and low fat (25% fat of Kcal, 7% of Kcal saturated fat), mechanical soft diet—refer to [Texas Administrative Code for Nursing Facilities](#) and ([sample menu 1/ sample menu 2](#))
    - A school (regular based on [School Nutrition Standards](#)). [School Breakfast meal patterns](#) and [School Lunch Meal Patterns](#)
    - A correctional foodservice facility (regular—see this [sample menu](#))
- For each menu item, each student will do the following:
  - List how it is cooked/served if applicable (grilled, baked, steamed, ready-to-serve, etc.)
  - List the portion size (cup, ounce, etc.)

- List total calories. You can use the U.S. Department of Agriculture (USDA) Nutrient Database ([FoodData Central](#)), [Cronometer](#), or [allrecipes.com](#) to estimate total calories.
- Identify any known allergens (e.g., contains milk, eggs, peanuts, tree nuts, fish, crustacean shellfish, wheat, or soy)

## **Purchasing plan**

### **Each student will complete the following:**

- Provide information about their selected purchasing methods e.g., bid buying, independent purchasing, centralized purchasing, etc.
- Provide a list of at least 3 potential suppliers for food items.
- Provide product specifications for at least 5 food ingredients.
- Design a purchase order template to use with their suppliers and attach it to their assignment.
  - Each student will need to estimate the quantity of **one food ingredient** to buy based on the approximate number of individuals to serve.

## **Part II: Equipment Plan**

### **A list of required equipment**

- For this part, each student will need to list all equipment needed to prepare, cook, store, and serve the menu items you have developed for their operation.

### **Written specifications for one large piece of equipment**

#### **Each student will perform the following:**

- Select one of the large pieces of equipment e.g., a refrigerator, a dishwasher, etc., and write specifications including the following information:
  1. The common, easily recognized name of the piece of equipment. For example, reach-in refrigerator, one-door.
  2. A general statement of what the buyer wants. For example, one-door reach-in refrigerator to be used by the hot-line cooks to store products prior to cooking.
  3. Specific classification information. This includes type, size, style or model, grade, type of mounting required, and so on.
  4. Proof of quality assurance. Inspection reports or results of performance tests on the equipment.
  5. Delivery and installation. Who will do it, and when; how much are you willing to pay for it?
  6. Any specific requirements about construction. This might include materials used to construct the equipment; utility details (gas or electric); certification by an agency, such as Underwriters' Laboratories or the American Gas Association; warranty and/or maintenance requirements.

## **Kitchen Layout**

- For this part, each student will need to design a layout of the receiving, storage, preparation, production, and dishwashing areas' equipment in your proposed foodservice operation.
  - The layout should include the location of each piece of major equipment in all areas.
  - The layout should also indicate by arrows the expected flow of food and workers during food production and service.

## **Part III: HACCP Plan**

HACCP is a management system in which food safety is addressed through the analysis and control of biological, chemical, and physical hazards from raw material production, procurement, and handling, to manufacturing, distribution and consumption of the finished product.

- 1. Each student will select one menu item that may pose a high food safety risk from the menu he/she designed for the purchasing project.
- 1. The student will develop a Hazard Analysis Critical Control Point (HACCP) plan for that menu item.
- The HACCP plan should outline with enough detail the following principles of HACCP:
  - 1. Conduct a hazard analysis.
  - 2. Identify critical control points (CCPs). CCPs generally include cooking, cooling, reheating, cold holding, and hot holding, but other steps may be included if needed for a specific food.
  - 3. Establish critical limits for each critical control point.
  - 4. Establish monitoring procedures.
  - 5. Establish corrective actions that be taken when there is a loss of control at a CCP due to such factors as employee error, equipment malfunction, or power failure
  - 6. Establish recordkeeping procedures.
  - 7. Establish verification procedures to ensure proper monitoring of each CCP such as calibration of cooking and holding equipment and thermometers, and maintenance and review of records such as temperature logs.
- The HACCP plan should also include brief written procedures (150 words) for employee HACCP training.

**Criterion Description:**

80% of food service management majors will complete all three parts of the project satisfactorily. Rubrics will be used to grade their project.

**Findings Description:**

There were no food service management students enrolled in the course to provide data for this assessment cycle.

**RELATED ITEM LEVEL 3**

**Explain the processes involved in delivering quality food service**

**Action Description:**

The food service management program has been pulled from the 2024-2025 academic catalog. Due to low enrollment, the program is being discussed for possible deletion.

**Positive Employer/Supervisor Evaluation**

**Goal Description:**

The Department of Human Sciences will graduate Food Service Management majors who perform well in employment positions within the field.

**Providing Department:** Food Service Management BA/BS

**RELATED ITEMS/ELEMENTS -----**

**RELATED ITEM LEVEL 1**

**Demonstration Of Applied Professional Competence**

**Learning Objective Description:**

The student will demonstrate professional competence and the ability to apply what they have learned (e.g., appropriate product knowledge, knowledge of business procedures, knowledge of industry systems) in various aspects of food service management positions.

## RELATED ITEM LEVEL 2

### Employer/Supervisor Evaluation Data

#### Indicator Description:

The supervisor evaluation form for food service management interns evaluates three skill areas (personal skills, interpersonal skills, and professional characteristics including appropriate use of knowledge from the program content). Two questions from the internship form are used as indicators of the overall supervisor ratings of the intern's performance. One question rates the interns on a Likert-type scale of 1 to 5, with 1 being the lowest rating and 5 being the highest rating. The other is a "yes or no" indicator of whether the employer would hire the intern in the company for an entry-level management position.

The internship is a requirement for degree completion in this program, so all food service management students are evaluated in this way. The instrument, which includes the supervisor rating of the intern that will be extracted and reported, was developed by the department faculty as a whole. The attached instrument was designed to be generic for all programs in the Department of Human Sciences that require an internship and is published in the department's Internship Handbook, which serves as the textbook for the internship courses (FACS 4369).

Attached Files

 [FACS Internship Form E](#)

#### Criterion Description:

1. At least 80% of business supervisors of foodservice management interns will give the intern a rating of 3.5 or higher on a 5.0 scale
2. 80% of business supervisors will indicate they would hire the intern given the availability of a suitable entry-level position in the company.

#### Findings Description:

There were no food service management students enrolled in internship to provide data for this assessment cycle.

## RELATED ITEM LEVEL 3

### Employer/Supervisor Evaluation Data

#### Action Description:

The food service management program has been pulled from the 2024-2025 academic catalog. Due to low enrollment, the program is being discussed for possible deletion.

## Update to Previous Cycle's Plan for Continuous Improvement Item

### Previous Cycle's Plan For Continuous Improvement (Do Not Modify):

#### Closing Summary

The course where this assessment data is collected is low-enrolled with only 5 students in fall 2023. This is a 50% drop in enrollment from fall 2022. A decision has been made to move forward to offer this course only once a year, and will not be scheduled for spring 2024 to potentially help with future course enrollments.

At the writing of this assessment, Dr. Basem Boutros, faculty of record for the food service management program, has decided not to return to SHSU. This leaves the program without a dedicated FT faculty member to lead the curriculum and assessment. No new plan will be put into place for the upcoming year, our goal is to secure part-time faculty to support the course in the program and to maintain the program for the upcoming year. However, at the time of this assessment, the future of this degree program is uncertain.

Program health checks completed in 2023 indicated positive data on the career potential and job market for the food service industry. The chair of Human Sciences and dean of the College of Health Sciences has and will continue discussing the future of this program, if recourses including faculty hires, will be placed towards the program due to continued low enrollments.

**Update of Progress to the Previous Cycle's PCI:**

The food service management program has been pulled from the 2024-2025 academic catalog. Due to low enrollment, the program is being discussed for possible deletion.

**New Plan for Continuous Improvement Item**

**Closing Summary:**

The food service management program has been pulled from the 2024-2025 academic catalog. Due to low enrollment, the program is being discussed for possible deletion. Students are currently out of the program; the remaining few were advised in 2023-2024 to move to a new degree plan. The Dean of COHS and COBA plan to meet with the Chair of Human Science to see if a collaboration of this program with the two colleges could be developed to sustain the program. There may be an additional pathway for this program to remain active with the new Polytechnic College and a potential degree plan name change to Hospitality and Food Service Management. Several new courses are needed in the major for it to be sustained.

However, there currently needs to be dedicated faculty and experts teaching in the program. If a viable solution to retain the program is found, the program will be maintained for the 2025-2026 academic year.