

FOODS & NUTRITION 4449B Section 230 FOOD PRODUCTION MANAGEMENT II**COURSE OUTLINE****COURSE DIRECTOR: Leslie Whittington-Carter**

Office hours: Before and after in-person classes, or by appointment.

Email: lwhittin@uwo.ca (preferred) Telephone: 519-494-3282

COURSE DESCRIPTION:

Managerial decision making relevant to financial management of a Food Service system. Ethical and professional behavior, internal control, records, work improvement methods and micro-computer applications. Practicum included.

This course builds on the introductory material in FN3348 with an emphasis on managerial decision making in a foodservice system. Students apply course concepts in a practicum placement and case studies. Limited enrolment.

CLASS SCHEDULE: 8:30 – 11:30 AM Tuesdays BR14 (3 lecture hours per week, half-course).

FIELD WORK: 2:30 – 5:30 pm Tuesdays or as assigned (3 practicum hours per week). Practicum total of 40 hours over the term.

Important information for field work: Students must have current vulnerable sector police check and may need to complete other health prerequisites prior to field work for healthcare settings. It is strongly recommended that the police check be completed before the term starts as it may take several weeks to be received.

Students will be assisted in finding a suitable placement in the London area; arrangements may also be explored with organizations in other areas at student request.

PREREQUISITE OR CO-REQUISITE:

Foods and Nutrition 3348A/B, Business 1220E, and registration in the Honours Specialization in Nutrition and Dietetics Module. Business 2257 highly recommended.

Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

OBJECTIVES:

Upon successful completion of this course, students will be able to demonstrate the Brescia Competencies of Communication (Level 4), Critical Thinking (Level 4), Inquiry and Analysis (Level 4), Problem Solving (Level 3), Self-Awareness and Development (Level 3), Social Awareness and Engagement (Level 3), and Valuing (Level 3) by:

1. Describing and applying cost effective food service management practices.
2. Planning menus for varying consumer groups to meet described standards.
3. Describing quality improvement practices used in food service operations and make operational decisions based on quality improvement records.
4. Describing a framework for ethical decision-making, describe and present possible solutions to ethical dilemmas faced by food service managers/dietitians.

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5. Demonstrating ability to deploy foodservice staff to accomplish foodservice goals within budget.
6. Describing appropriate methods of dealing with management issues through case studies and in-class discussion of current events in foodservice management.
7. Demonstrating appropriate oral and written communication, problem solving skills, and professional behaviour.

FORMAT:

This course will be taught utilizing a **blended format**, with online and in-person components throughout the term as specified on the schedule and the weekly outline. Students will engage in asynchronous online activities as well as in-class sessions. *Although every effort will be made to adhere to the schedule, students are asked to not schedule work or other commitments during the scheduled class time, in case an online class has to be switched to in-person due to guest speaker availability or other circumstances.*

Three hours of lecture/discussion per week, plus readings and homework as assigned. Small group and individual in-class/online activities, class discussions, and role play will be used. Students will have opportunities to lead class discussions.

PRACTICUM/FIELD WORK FORMAT:

- Approximately 3 hours of field work per week. A total of 40 hours is spent at the practicum location. Schedule for completing the practicum is arranged between student and supervisor.
- The practicum will provide students with an opportunity to pursue experiences in selected food service facilities

REQUIRED TEXTS:

Course notes available for download from Owl

Additional resources will be found on the course Owl site, or on reserve in the library.

EVALUATION:

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|---|------------|
| • Case Studies (2 @ 25%) written responses to cases | 50% |
| • Practicum journal (due April 9) | 15% |
| • Practicum evaluation (by supervisor) | 15% |
| • Class activities (online and in class participation) | 10% |
| • Case discussion leadership (assigned dates) | 10% |

Specific Course Policies:

Requests for accommodation on medical or non-medical grounds should be made to academic counselors, with proper documentation submitted.

Assignments are due at time and date noted. The mark will be reduced by 20% on assignments submitted within seven (7) days of the due time. Assignments submitted after seven days will not be accepted for marking unless accommodation is provided through academic counsellors.

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Planned Schedule (Subject to Change). Shaded weeks indicate online lessons.
The Course Owl site is the most current guide to weekly lectures, readings, and activities.

Date	Topic
Week 1 January 8	Course introduction Practicum expectations Review of foodservice systems
Week 2 January 15	Menu planning Purchasing
Week 3 January 22	Guest Speaker Outsourcing foodservice operations Contract management Menu Planning Case Study Due January 22 at 5 p.m.
Week 4 January 29	Food production Nutrition and institutional foodservice linkages
Week 5 February 5	Food waste and Sustainability
Week 6 February 12	Menu pricing strategies Menu engineering Food cost control
February 19	Reading week
Week 7 February 26	Staff selection, training and development
Week 8 March 5	Staff deployment and scheduling
Week 9 March 12	Ethics, Standards of Practice, Conflict of Interest Staffing Case study due March 12 at 5 p.m.
Week 10 March 19	Budgeting and variance analysis Funding mechanisms for healthcare
Week 11 March 26	Guest speaker Financial Statements Ratio Analysis
Week 12 April 2	Performance Management Food safety
Week 13 April 9	Quality Improvement Initiatives

FOODS & NUTRITION 4449B Section 230 FOOD PRODUCTION MANAGEMENT II**2018-19 BRESCIA UNIVERSITY COLLEGE ACADEMIC POLICIES AND REGULATIONS****1. POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES**

When a student requests academic accommodation (e.g., extension of a deadline, a makeup exam) for work representing 10% or more of the student's overall grade in the course, it is the responsibility of the student to provide acceptable documentation to support a medical or compassionate claim. All such requests for academic accommodation **must** be made through an Academic Advisor and include supporting documentation.

Academic accommodation for illness will be granted only if the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete her academic responsibilities. Minor ailments typically treated by over-the-counter medications will not normally be accommodated.

Students must submit their documentation along with a request for relief specifying the nature of the accommodation being requested no later than two business days after the date specified for resuming responsibilities. In cases where there might be an extended absence or serious issue, students should submit their documentation promptly and consult their Academic Advisor for advice during their recovery period. Whenever possible, students who require academic accommodation should provide notification and documentation in advance of due dates, examinations, etc. Appropriate academic accommodation will be determined by the Dean's Office/Academic Advisor in consultation with the student's instructor(s). Academic accommodation may include extension of deadlines, waiver of attendance requirements for classes/labs/tutorials, arranging Special Exams or Incompletes, re-weighting course requirements, or granting late withdrawals without academic penalty.

Please note that personal commitments (e.g., vacation flight bookings, work schedule) which conflict with a scheduled test, exam or course requirement are **not** grounds for academic accommodation.

A UWO Student Medical Certificate (SMC) is **required** if a student is seeking academic accommodation on medical grounds. This documentation should be obtained at the time of the initial consultation with the physician/nurse practitioner or walk-in clinic. A SMC can be downloaded from: http://www.uwo.ca/univsec/pdf/academic_policies/appeals/medicalform.pdf . The student must request documentation sufficient to demonstrate that her ability to meet academic responsibilities was seriously affected. Please note that under University Senate regulations documentation stating simply that the student "was seen for a medical reason" or "was ill" is **not** adequate to support a request for academic accommodation.

The full policy on requesting accommodation due to illness can be viewed at:

http://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_12

2. ACADEMIC CONCERNS

If you feel that you have a medical or personal challenge that is interfering with your work, contact your instructor and Academic Advisor as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. Retroactive requests for academic accommodation on medical or compassionate grounds are not normally considered.

If you think that you are too far behind to catch up or that your work load is not manageable, you should consult your Academic Advisor. If you consider reducing your workload by dropping one or more courses, this must be done by the appropriate deadlines (refer to the Registrar's website, <http://brescia.uwo.ca/academics/registrar-services/> or the list of official sessional dates in the Academic Calendar, see the Sessional Dates tab at <http://www.westerncalendar.uwo.ca/index.cfm?SelectedCalendar=Live&ArchiveID=>). You should consult with the course instructor and the Academic Advisor who can help you consider alternatives to dropping one or more courses. *Note that dropping a course may affect OSAP eligibility and/or Entrance Scholarship eligibility.*

FOODS & NUTRITION 4449B Section 230 FOOD PRODUCTION MANAGEMENT II**3. ABSENCES**

Short Absences: If you miss a class due to a minor illness or other problems, check your course outline for information regarding attendance requirements and make sure you are not missing a test or assignment. Cover any readings and arrange to borrow notes from a classmate. Contact the course instructor if you have any questions.

Extended Absences: If you have an extended absence, you should contact the course instructor and an Academic Advisor. Your course instructor and Academic Advisor can discuss ways for you to catch up on missed work and arrange academic accommodations, if appropriate and warranted.

It is important to note that the Academic Dean may refuse permission to write the final examination in a course if the student has failed to maintain satisfactory academic standing throughout the year or for too frequent absence from the class or laboratory

(http://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=5&SelectedCalendar=Live&ArchiveID=#SubHeading_68).

4. SCHOLASTIC OFFENCES

Scholastic offences are taken seriously and students are directed to read the appropriate policy, specifically, the definition of what constitutes a Scholastic Offence, at:

http://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_20.

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Note that such offences include plagiarism, cheating on an examination, submitting false or fraudulent assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. Students are advised to consult the section on Scholastic Discipline for Undergraduate Students in the Academic Calendar.

If you are in doubt about whether what you are doing is inappropriate or not, consult your instructor, the Academic Dean's Office, or the Registrar. A claim that "you didn't know it was wrong" is not accepted as an excuse.

The penalties for a student guilty of a scholastic offence (including plagiarism) include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

Plagiarism:

Students must write their essays and assignments in their own words. Whenever students take an idea or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes or citations. Plagiarism is a major academic offence.

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com (<http://www.turnitin.com>).

Computer-marked Tests/exams:

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating. Software currently in use to score computer-marked multiple-choice tests and exams performs a similarity review as part of standard exam analysis.

FOODS & NUTRITION 4449B Section 230 FOOD PRODUCTION MANAGEMENT II**5. PROCEDURES FOR APPEALING ACADEMIC EVALUATIONS**

All appeals of a grade must be directed first to the course instructor. If the student is not satisfied with the decision of the course instructor, a written appeal is to be sent to the School Chair. If the response of the Chair is considered unsatisfactory to the student, she may then submit a written appeal to the Office of the Dean. If the student is not satisfied with the decision of the Dean, she may appeal to the Senate Review Board Academic (SRBA), if there are sufficient grounds for the appeal. For information on academic appeals you can consult your Academic Advisor or see the Student Academic Appeals – Undergraduate in the Academic Calendar

http://www.westerncalendar.uwo.ca/PolicyPages.cfm?Command=showCategory&PolicyCategoryID=1&SelectedCalendar=Live&ArchiveID=#Page_14.

Note that final course marks are not official until the Academic Dean has reviewed and signed the final grade report for the course. If course marks deviate from acceptable and appropriate standards, the Academic Dean may require grades to be adjusted to align them with accepted grading practices.

6. PREREQUISITES

Unless you have either the prerequisites for a course or written special permission from the Dean to enroll in it, you will be removed from the course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisite(s).

7. SUPPORT**Support Services**

The Brescia University College Registrar's website, with a link to Academic Advisors, is at <http://brescia.uwo.ca/academics/registrar-services/>. The website for the Student Development Centre at Western is <http://www.sdc.uwo.ca/>.

Mental Health and Wellness

Students may experience a range of issues that can cause barriers to your learning, such as increased anxiety, feeling overwhelmed, feeling down or lost, difficulty concentrating and/or lack of motivation. Services are available to assist you with addressing these and other concerns you may be experiencing. You can learn more about mental health and wellness at Brescia at <http://brescia.uwo.ca/life/mental-health-wellness/>. Students who are in emotional/mental distress should refer to Health and Wellness at Western, http://uwo.ca/health/mental_wellbeing/index.html, for information about how to obtain help for yourself or others.

Sexual Violence

All members of the Brescia University College community have a right to work and study in an environment that is free from any form of sexual violence. Brescia University College recognizes that the prevention of, and response to, Sexual Violence is of particular importance in the university environment. Sexual Violence is strictly prohibited and unacceptable and will not be tolerated. Brescia is committed to preventing Sexual Violence and creating a safe space for anyone in the Brescia community who has experienced Sexual Violence.

If you or someone you know has experienced any form of Sexual Violence, you may access resources at <http://brescia.uwo.ca/life/sexual-violence/>.