

**NUTR 660: "Food Service Systems Management"**  
**NUTR 660L: "Food Service Systems Management Experience"**  
**DEPARTMENT OF NUTRITION, SCHOOL OF PUBLIC HEALTH**  
**Starbucks Conference Room – NC Cancer Hospital – 101 Manning Drive**

**CREDITS:**   **NUTR 660**   2 credits  
                  **NUTR 660L**   1 credit

**TIME:** Monday 3:00PM – 4:45PM

**INSTRUCTOR:**   Angelo Mojica, MPH, RD, CEC  
                          e-mail: amojica@unch.unc.edu  
                          Phone No: 919 357-1835

**OFFICE HRS:**     After class and by appointment.

**TEXTS:**

- 1) Payne-Palacio, June and Theis, Monica. 2005. Introduction to Foodservice, 10<sup>th</sup> ed. Prentice Hall, Upper Saddle River, NJ. ISBN 0-13-048903-4
- 2) Tyler-Herbst, Sharon. The New Food Lover's Companion, 4th ed. 2001, Barron's Educational Series, Inc., Hauppauge, NY. ISBN 0-7641-1258-9 (optional)

**COURSE**

**DESCRIPTION:**   Procurement and production of quantity food with an emphasis on menu planning; pre-preparation; service; sanitation; delivery systems; selection, use and care of quantity food production equipment.

**TEACHING STRATEGIES:**

A variety of teaching strategies will be employed in this class, including: lecture, class discussion, group work, student group presentations, and hands on quantity food preparation.

**OBJECTIVES:**

Upon completion of this course, the student will be able to:

1. Utilize a systems approach to examining the foodservice industry.
2. Incorporate customer focus into foodservice operations and procedures.
3. Practice basic principles of food purchasing, specifications, and quality assurance in running the everyday operations of a foodservice operation.
4. Describe food receiving and storage practices.
5. Demonstrate the importance of food sanitation by following the proper food handling and personnel hygiene procedures during lab.
6. Incorporate the use of computers in everyday foodservice activities.
7. Summarize the basic principles of service.
8. Exhibit basic principles of equipment selection, layout, and design in creating restaurant layout in class project.
9. Compose a menu using principles of menu development and design.
10. Describe legislation regarding the production, transport, and safety of food.

11. Demonstrate the basic concepts, techniques, and principles of quantity food production when practiced in lab.

### **ASSIGNMENTS:**

1. Readings: Required readings for each topic are listed in the tentative course schedule. They are to be read prior to each corresponding week.
2. Lab Reports: There are eight lab modules which require a report and all eight must be completed to receive full credit for the lab portion of the course. A journal is to be kept stating what activities you participated in each day and to record any additional learning experiences. Copies of the lab modules to be completed will be provided in class during the first week. Reports and the journal entries are to be kept in a notebook and turned in on the last day the class meets.

Laboratory Attire: The following must be worn at all times while in lab:

- a. clean, white lab coat and name tag
  - b. short nails with no nail polish
  - c. hair restraint (hairnet)
  - d. non-slip comfortable white, black or brown shoes that cover whole foot **(No clogs, flip flops, sandals, or canvas shoes)**
  - e. no jewelry, except a plain wedding band and small pierced earrings that fit close to the ear
3. Food Service Design Project: The food service design projects are team projects (from 2-5 people depending on class size) and presented to the instructor at the end of the semester.
  4. Exams: There will be 2 one-hour exams during the semester and one final 1 hour exam given at the end of the semester. The Final exam will be held in our same classroom.

### **ATTENDANCE:**

Class attendance is mandatory. Because this class only meets once a week each absence beyond the second one will decrease your grade by a letter. Make up exams will be given without penalty only if a reasonable excuse (e.g. illness, death in family) is provided in writing and verified in writing or print by a second party (e.g. physician, counselor, parent, newspaper obituary). Unexcused missed tests and missed laboratory sessions will be counted as zero points. Holiday travel will not be considered as a valid excuse for missing an exam.

During labs, promptness is required. Any tardiness will lower your lab grade. Emergencies are the only reason for missing lab. You must contact your lab site supervisor as soon as possible. There are no excuses for leaving lab early. This means that you do not schedule personal appointments during class/lab time.

**LEARNING DISABILITIES or CRISIS SITUATIONS:**

If a student needs special accommodations related to a LD s/he is to contact the instructor at the beginning of the course. If a special situation arises during the course, it is the student's responsibility to alert the instructor as soon as possible to avoid issues at a later date.

**TENATIVE COURSE AGENDA:**

<u>Week</u>	<u>Lecture Topic</u>	<u>Readings</u>
1 (8/29)	Course and Lab Overview, Lecture on The Food Service Industry	Chapter 1
3 (9/12)	Foodservice Operations and Food Safety	Chapters 2 and 3
4 (9/19)	HACCP and The Menu	Chapters 3 and 5
5 (9/26)	The Menu	Chapter 5
6 (10/3)	<b>Test # 1</b>	
7 (10/10)	Facilities Planning, Layout/Design	Chapter 10
8 (10/17)	Facilities Planning, Layout/Design Equipment and Furnishings	Chapters 10 and 11
9 (10/24)	Purchasing, Receiving, Storage and Inventory	Chapters 6 and 7
10 (10/31)	Production and Service	Chapters 8 and 9
11 (11/7)	<b>Test # 2</b>	
12 (11/14)	Cleaning and Sanitation	Chapter 4
13 (11/21)	Organizational Design and Work Simplification	Chapter 13
14 (11/28)	Human Resource Management and Staffing	Chapter 15 and 16
	Leadership and Performance Improvement	
15 (12/5)	<b>Final Exam</b> Lab Notebooks and Project Notebooks Due	

**COURSE EVALUATION:**

Laboratory Notebooks	20%
Exam 1	20%
Exam 2	20%
Final Exam	20%
Foodservice Design Project	10%
Class participation and evaluations	10%

**HONOR SYSTEM:**

The Honor Code is in effect in this class and all others at the University. I am committed to treating Honor Code violations seriously and urge all students to become familiar with its terms set out at <http://instrument.unc.edu>. If you have questions, it is your responsibility to ask me about the Code's application. All exams, written work and other projects must be submitted with a statement that you have complied with the

requirements of the Honor Code in all aspects of the submitted work.

**ADA COMPETENCIES:**

**Core Competencies for Dietitians (CD)**

- CD6. Use current technologies for information and communication activities (perform)
- CD14. Supervise quality improvement, including systems and customer satisfaction, for dietetics service and/or practice
- CD16. Participate in organizational change and planning and in goal-setting processes
- CD18. Supervise the collection and processing of financial data
- CD20. Participate in human resources functions
- CD21. Participate in facility management, including equipment selection and design/redesign of work units
- CD23. Supervise production of food that meets nutrition guidelines, cost parameters, and consumer acceptance
- CD24. Supervise development and/or modification of recipes/formulas
- CD25. Supervise translation of nutrition into foods/menus for target populations
- CD27. Participate in applied sensory evaluation of food and nutrition products
- CD28. Supervise procurement, distribution, and service within delivery systems
- CD29. Manage safety and sanitation issues related to food and nutrition

**General Emphasis Competencies**

- FS1. Manage development and/or modification of recipes/formulas
- FS3. Manage applied sensory evaluation of food and nutrition products
- FS7. Supervise customer satisfaction systems for dietetics services and/or practice
- BE2. Develop business or operating plan (perform)
- BE3. Supervise procurement of resources

## **FOUNDATION KNOWLEDGE AND SKILLS:**

### **Graduates will have *knowledge of*:**

- Negotiation techniques
- Interpersonal communication skills
  - Interviewing techniques
  - Concepts of human and group dynamics
- Quality improvement methods
  - Culinary techniques
  - Food safety and sanitation
  - Food delivery systems
  - Food and nonfood procurement
  - Food production systems
  - Environmental issues related to food
  - Food and nutrition laws/regulations/policies
  - Applied sensory evaluation of food
- Program planning, monitoring, and evaluation
- Strategic management
  - Facility management
  - Organizational change theory
  - Risk management
  - Management theories
  - Human resource management, including labor relations
  - Materials management
  - Financial management, including accounting principles
  - Quality improvement
  - Information management
  - Systems theory
  - Marketing theory and techniques
  - Current reimbursement issues, policies, and regulations

### **Graduates will have *demonstrated the ability to*:**

- Use current information technologies
- Work effectively as a team member
- Apply microbiological and chemical considerations to process controls
- Determine recipe/formula proportions and modifications for volume food production
- Demonstrate basic food preparation and presentation skills
- Modify recipe/formula for individual or group dietary needs
- Translate nutrition needs into food choices and menus for people of diverse cultures and religions
- Determine costs of services/operation
- Prepare a budget
  - Interpret financial data
  - Apply marketing principles

## SELECTED REFERENCES:

1. Bennion, M. and Scheule, B., Introductory Foods, 11<sup>th</sup> ed., New Jersey: Prentice Hall, 2000.
2. Culinary Institute of America, The Professional Chef's Techniques of Healthy Cooking, New York: Van Nostrand Reinhold, 1993.
3. Culinary Institute of America, Cooking Essentials for the New Professional Chef, New York: Van Nostrand Reinhold, 1997.
4. Dittmer, P. and Griffin, G.: Principles of Food, Beverage, and Labor Cost Controls, New York: John Wiley & Sons, Inc., 1999.
5. Gisslen, W., Professional Cooking, 4<sup>th</sup> ed., New York: John Wiley and Sons, 1999.
6. Katz, J., Restaurant Planning, Design, and Construction: A Survival Manual for Owners, Operators, and Developers, New York: John Wiley and Sons, 1997.
7. Katsigris, C. and Thomas, C., Design and Equipment for Restaurants and Foodservice: A Management View, New York: John Wiley and Sons, 1999.
8. McVety, P., Desmond Marshall, S. and Ware, B., The Menu and the Cycle of Cost Control, Iowa: Kendall/Hunt, 1997
9. Miller, J.E., Menu Pricing and Strategy, 2nd ed., New York: CBI/Van Nostrand Rienhold, 1987.
10. Molt, M., Food for Fifty, 10th ed., New Jersey: Prentice-Hall, Inc., 1997.
11. National Assessment Institute, Handbook for Safe Food Service Management, New Jersey: Regents/Prentice Hall, 1994.
12. National Restaurant Association, Applied Foodservice Sanitation: A Certification Coursebook, 4th ed., Chicago: The Educational Foundation of the National Restaurant Association, 1995.
13. Sackler, W. and Trapani, S., Foodservice Cost Control Using Microsoft Excel for Windows, New York: John Wiley and Sons, 1996.
14. Stefanelli, J., Purchasing: Selection and Procurement for the Hospitality Industry, 4<sup>th</sup> ed., New York: John Wiley and Sons, 1997.

**TENATIVE LAB AGENDA:**

<b>Week</b>	<b><u>Lab Topic</u></b>	
<b>1 (8/29)</b>		
<b>3 (9/12)</b>	No Lab - Tour of Lab Facilities	
<b>4 (9/19)</b>	Module 1	
<b>5 (9/26)</b>	Module 2	
<b>6 (10/3)</b>	Module 3	
<b>7 (10/10)</b>		
<b>8 (10/17)</b>		
<b>9 (10/24)</b>		
<b>10 (10/31)</b>		
<b>11 (11/7)</b>		
<b>12 (11/14)</b>		
<b>13 (11/21)</b>		
<b>14 (11/28)</b>		
<b>15 (12/5)</b>	Lab Notebooks and Project Notebooks Due	