

BRESCIA UNIVERSITY COLLEGE
DIVISION OF FOOD AND NUTRITIONAL SCIENCES

FOODS & NUTRITION 3348B

WINTER 2014

FOOD PRODUCTION MANAGEMENT I

COURSE DIRECTOR: Leslie Whittington-Carter, MHS, RD

Office Hours: Wednesdays 12:00 p.m. – 2:00 p.m. Room 107 Ursuline Hall, on face to face class weeks. Virtual office hours (available for live chat) will be held at the same time for online lesson weeks.

Contact: lwhittin@uwo.ca 519 762-0393

COURSE DESCRIPTION:

This course introduces the elements of food service systems, including purchasing, quantity food production, preparation, distribution and service, menu planning, food safety and sanitation. Human resources management in food service operations will be discussed.

Students will be able to attain certification in the National Food Safety Training Program following successful completion of the NFSTP exam (certification is optional and requires exam fee).

OBJECTIVES:

At the completion of the course, students will be able to:

1. Describe the foodservice industry in Canada.
2. Explain the elements of foodservice operations including systems and subsystems.
3. Describe current trends in foodservices and identify resources to find current information.
4. Apply management principles through discussion of scenarios in food service operations.
5. Describe the impact of the menu on the entire foodservice operation in commercial and institutional settings.
6. Plan menus appropriate for various groups, following good menu planning practices, given parameters of a foodservice operation.
7. Describe the principles of food safety and identify critical control points in quantity food production and service.
8. Discuss the impact of foodservice operations on economy and health.

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.

In-person classes will be held on Thursdays 11:30 a.m. – 2:30 p.m. Room BR136

3 lecture hours per week.

Class discussion, small group activities, and guest speakers will be included.

REQUIRED TEXTS:

FN3348 Coursepack, available at the UWO Bookstore

Thompson, K., Mayerson, D. Menu Planning in Long Term Care and Retirement Homes: Comprehensive Guide, 2013

Additional required readings will be posted to Owl.

COURSE EVALUATION:

Participation in class discussions, case studies, and in-class/online assignments	16%
Menu Planning Assignment	28%
Mid-term	28%
Final Exam	28%

NOTE: The policies of the Division of Food and Nutritional Sciences are as follows:

- 1) Failure to attend at least 75% of the field trip and guest speaker presentations will result in an “incomplete” in the course.
- 2) 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.
- 3) There will be no make-up mid-term test for a student who has missed a test except with documentation to show a confirmed personal illness or a death in her/his immediate family, through the Academic Counsellors.

Specific Course Policies:

Requests for accommodation for medical and non-medical reasons should be brought to the Academic Counsellors, with proper documentation submitted.

Planned Schedule (subject to change)

Date	Topic		Text Readings (additional readings are posted on Owl)	Activities (additional activities may be assigned)
January 9 WEEK ONE	Class introduction Foodservice industry overview Trends in Foodservice	In person		“Getting to know you” survey Mind map or written summary of how you see foodservice fitting in with other components of this program
January 16 WEEK TWO	Systems Approach Types of Food service Menu Planning	In person	Chapters 1 and 2	Foodservice systems quiz
January 23 WEEK THREE	Menu Planning (continued) Purchasing Receiving	Online	Menu Planning text chapter 1 and 2	Post menu review and comment on one other review Purchasing and receiving quiz
January 30 WEEK FOUR	Food Production	Online	Chapters 5 and 6 Menu planning text chapter 3	Case study
February 6 WEEK FIVE	Service and Distribution Foodservice industry impact on health	In person	Chapters 7 and 8	Room service menus discussion forum Calorie and nutrient estimation in foods, estimating portion sizes Discussion forum response to The Atlantic article (Freeman)
February 13 WEEK SIX	Midterm	In person		
February 20 WEEK SEVEN	READING WEEK			
February 27 WEEK EIGHT	Tour of foodservice facility	In person (tour location to be determined)		Written reflection of tour
March 6 WEEK NINE	Food Safety	Online	Chapter 3	Food Safety Quiz Post food safety resource with critique

March 13 WEEK TEN	Sanitation and Worker Safety	In person	Chapter 4	Handwashing demo with UV light Sanitizer concentration testing Completing process flows
March 20 WEEK ELEVEN	Performance improvement and quality management Financial Management Marketing	Online NFSTP Exam (Optional) – date and location to be announced	Chapter 11	Audit review Financial Management quiz Marketing discussion forum
March 27 WEEK TWELVE	Human Resources management	In person	Chapter 9	Scheduling exercise Role play management scenarios
April 3 WEEK THIRTEEN	Equipment, planning and design Environmental management	Online	Chapter 10	
		Final Exam During Exam Period		

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 on medical grounds 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. Appropriate academic accommodation will be determined by the Dean's Office in consultation with the student's instructor(s). 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 under the Medical Documentation heading of the following website: <https://studentservices.uwo.ca/secure/index.cfm> . If it is not possible to have an SMC completed by the attending physician/nurse practitioner, 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. All documentation is to be submitted to an Academic Advisor.

Whenever possible, requests for academic accommodation should be initiated in advance of due dates, examination dates, etc. Students must follow up with their professors and Academic Advisor in a timely manner.

The full statement of University policy regarding extensions of deadlines or makeup exams can be found at <http://www.westerncalendar.uwo.ca/2013/pg117.html>

2. ACADEMIC CONCERNS

If you feel that you have a medical or personal problem 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 may not be considered.

If you think that you are too far behind to catch up or that your work load is not manageable, you should consult an 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, www.registrar.uwo.ca, for official dates). 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.*

The 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.

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.

4. POLICY ON CHEATING & ACADEMIC MISCONDUCT

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Students are urged to read the section on Scholastic Offences in the Academic Calendar. 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 Academic Misconduct in the Western Academic Calendar.

If you are in doubt about whether what you are doing is inappropriate or not, consult your instructor, the Student Services Centre, 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 (see Scholastic Offence Policy in the Western Academic Calendar).

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.

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.

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 signed by the student must be sent to the Department Chair. If the response of the department is considered unsatisfactory to the student, she may then submit a signed, written appeal to the Office of the Dean. Only after receiving a final decision from the Dean may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office, or you can consult an Academic Advisor. Students are advised to consult the section on Academic Rights and Responsibilities in the Western Academic Calendar.

6. PREREQUISITES AND ANTIREQUISITES

Unless you have either the prerequisites for a course or written special permission from your 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 prerequisites.

Similarly, you will also be deleted from a class list if you have previously taken an antirequisite course unless this has the approval of the Dean. These decisions may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course because you have taken an antirequisite course.

7. SUPPORT SERVICES

The Brescia University College Registrar's website, with a link to Academic Advisors, is at http://www.brescia.uwo.ca/academics/registrar_services/index.html . The Western Registrar's website is at <http://www.registrar.uwo.ca/index.cfm> . The website for the Student Development Centre at Western is at <http://www.sdc.uwo.ca/> . Students who are in emotional/mental distress should refer to Mental Health @ Western <http://www.uwo.ca/uwocom/mentalhealth/> for a complete list of options about how to obtain help.

Portions of this document were taken from the Academic Calendar, the Handbook of Academic and Scholarship Policy and the Academic Handbook of Senate Regulations. This document is a summary of relevant regulations and does not supersede the academic policies and regulations of the Senate of the University of Western Ontario.