

## **Food Production and Management** **11:709:448 (3 credits)**

**Instructor: Salome P. Rao, Ph.D., RDN**

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**Office Hours:** by appointment

*NOTE: The best way to reach me is by email. In case you do not receive a response from me within 24hrs, please contact me again.*

**Lectures: Tuesdays and Thursdays 2:00-3:20 PM, CDL-109**

**Prerequisites:** 11:709:201 & 202 Culinary Nutrition and Lab; 11:709:301 Food Safety & Sanitation

**Co-Requisite:** 11:709:449 Food Service Laboratory

### **Course Description:**

Application of quantity food production principles in commercial and non-commercial food service operations. Emphasis is on integration of menu creation and analysis; budgeting; food procurement; food production; customer service; and management theories.

**Course website:** <https://rutgers.instructure.com/courses/267052>

### **Textbook (Required):**

Foodservice Operations and Management: Concepts and Applications

Karen Eich Drummond, EdD, RD, LDN, FAND; Mary Cooley, MA, RD, LDN; Thomas J. Cooley, MA, RD Jones & Bartlett, Ed., ISBN: 9781284186710 © 2022

### **Textbooks (Optional):**

Foodservice Organizations: A Managerial and Systems Approach, 9th Edition, M.B. Gregoire, Pearson Ed.

Foodservice Management: Principles and Practices, 13th Edition, J. Payne-Palacio, M. Theis, Pearson Ed.

### **Course Objectives:**

At the conclusion of this course, the student will be able to:

1. Understand the process of food procurement, production and distribution systems and the role of marketing and merchandising in the business of food service.
2. Become familiar with kitchen design for quantity preparation, service, and holding equipment, and understand function, use, types of equipment.
3. Develop the ability to plan nutritious, appealing food combinations and menu patterns that meet the needs of the defined clientele.
4. Increase knowledge of the responsibilities and duties of the food production manager and

food service staff, and become familiar with human resources management, leadership, everyday supervision and organization of work of the food service department.

5. Become familiar with sustainable ways for a Food Service establishment to function.
6. Develop cultural competence skills as they relate to Food Service establishments and Menu offerings.

**2022 Core Knowledge for the RDN (KRDN) – Standards for the Didactic Programs in Dietetics: Rutgers University Department of Nutritional Sciences undergraduate Didactic Program in Dietetics is accredited by the Accreditation Council for Education in Nutrition and Dietetics (ACEND) of the Academy of Nutrition and Dietetics (AND). The following ACEND Core Knowledge aptitudes are included within the curriculum of this course:**

KRDN 1.3: Apply critical thinking skills (i.e., case studies, powerpoint presentations).

**KRDN 3.6\*: Develop nutritionally sound meals, menus and meal plans that promote health and disease management and meet client's/patient's needs (i.e., cycle menu project).**

**KRDN 4.2\*: Evaluate a budget/financial management plan and interpret financial data (i.e., Financial management Quiz questions and calculations).**

**KRDN 4.4\*: Apply the principles of human resource management to different situations (i.e., interview questions for hiring and simulation).**

KRDN 4.5: Apply safety and sanitation principles related to food, personnel and consumers (i.e., theme meal project).

KRDN 4.6: Explain the processes involved in delivering quality food and nutrition services (i.e., planning of theme meal projects)

KRDN 4.7: Evaluate data to be used in decision-making for continuous quality improvement (i.e., theme meal budget planning, customer satisfaction survey).

KRDN 5.4: Practice resolving differences or dealing with conflict (i.e., group projects with theme meal, peer evaluation).

KRDN 5.5: Promote team involvement and recognize the skills of each member (i.e., group projects with theme meal, evaluation of team member contributions).

**\*Indicates a Student Learning Outcome. If you receive less than 70% on an assessment of a KRDN Student Learning Outcome, you will be required to redo the assignment until you pass (no grade change). If not, you may not receive a Verification Statement required to enter a supervised practice program.**

#### **Classroom Conduct:**

As a potential future health care employee, we expect college-level, professional behavior. Once lab/class has started, such things as reading newspapers, working on outside-of-class materials, carrying on distracting side conversations, leaving early, etc., are considered rude and distracting to us, your classmates, and especially to our guests when present. All cell phones must be turned to vibrate or silent during class time. If a student feels it necessary to answer a phone or open a text during class time, that student must exit the classroom to do so. Laptops must be used for class-related activities ONLY, not social networking or shopping! Students attending class are expected to arrive to class on time and stay the entire class time. Special situations should be discussed with

the instructor. It is disruptive to guest lecturers, students, and to class to arrive late or leave before class is dismissed. Adjust travel times, appointments, and work schedules accordingly. Class will be dismissed in a timely manner so that students may commute to the next class.

**All assignments are due by the deadlines noted on Canvas, and as will be described in class. Unless prior arrangements are made, any assignment received after the due date will be considered late and 5 % will be deducted for each day of delay.**

If you are unable to attend class due to medical or personal emergencies the day an assignment is due, the assignment can be emailed as an attachment *before* the beginning of the class period. Doctor's note is required to excuse any medical absences.

### **Participation:**

We believe one of the best ways to learn is from conversation and debates with your peers. We hold an open classroom with opportunities for discussion. Please participate when you deem it is appropriate and please be courteous to your fellow peers. Preparing your assignments ahead of time makes you a better participant and makes the discussions more constructive.

### **Academic Integrity**

As a student of Rutgers University you are responsible for understanding and abiding by the university's principles of academic integrity. For more information about the academic integrity policy, visit: <http://academicintegrity.rutgers.edu/integrity.shtml>. These policies are strictly enforced!

### **Grading:**

| <u>Course Requirement</u>                  | <u>Points (~1000 Total)</u> |
|--|-----------------------------|
| Participation (& in class assignments)     | ~100                        |
| Menus & Calorie Labeling                   | 25                          |
| HR/Job Interview                           | 25                          |
| Management Case Studies                    | ~50                         |
| Quizzes                                    | ~100                        |
| Cycle Menu                                 | 100                         |
| Food Service Current Topic Presentation    | 100                         |
| Exam 1 (Midterm)-Food Service Fundamentals | 200                         |
| Exam 2 (Final)-Food Service Management     | 200                         |

92 - 100% = A

86 – 91.99% = B+

80 – 85.99% = B

75 – 79.99% = C+

70 – 74.99% = C

60 – 69.99% = D

Below 60% = F

- **Attendance and Participation will affect your performance and your grade in this course.**
- **There will be no negotiating on the final grades.**

**Viewing Grades:** It is your responsibility to know your exam and assignment scores which will be posted on Canvas. The correct grades are also included on your handed back exams and assignments. Grades will also be on an excel spreadsheet on the Instructors' work (password protected) computer.

### Syllabus

| WEEK             | LECTURE TOPICS   | READINGS          |
|------------------|--|-------------------|
| Jan<br>16-18     | Course Overview<br>Introduction to the Food Service Industry<br>Sanitation and Safety Review                                   | Chapter<br>1<br>2 |
| Jan<br>23-25     | Introduction to the Food Service Industry<br><br>MENUS<br><i>Guest speaker: Melissa Woortman</i>                               | 1, 3              |
| Jan 30-<br>Feb 1 | MENUS, Recipes   | 3, (6)            |
| Feb<br>6-8       | Flow of Food: Procurement/Purchasing   | 7                 |
| Feb<br>13-15     | Flow of Food: Receiving, Storage, Inventory  | 8                 |
| Feb<br>20-22     | Flow of Food: Production   | 9, (4, 5)         |
| Feb<br>27-29     | Flow of Food: Distribution & Service   | 10                |
| Mar<br>5-7       | <i>Guest Speaker: Jillian Gervasio</i><br><br><b>Thurs: EXAM 1-MIDTERM</b><br><br>[Sanitation and Safety Review]-Optional Quiz | 2                 |
| Mar<br>19-21     | <i>Tues: Guest Speaker: Thomas Lott—Food Waste in Food Service</i><br><br>Thurs: Introduction to Management                    | 9<br><br>11       |

|                                    |  |                |
|------------------------------------|--|----------------|
|                                    | <i>Thurs Current Topics: 1. Food Waste &amp; 2. Sustainability</i>   |                |
| Mar<br>26-28                       | Management Functions: Organizing-Planning<br><i>Tues: Food Art</i><br><br><i>Thurs-ZOOM-Guest Speaker: Jocelin Oudemans</i>  | 12             |
| Apr<br>2-4                         | Management: Human Resources<br><br><i>Tues: Meal Kits</i>  | 13             |
| Apr<br>9-11                        | Management: HR<br><i>Tues: Meals at Schools</i><br><br><i>Thurs: Guest Speaker: Jillian Gervasio</i><br><i>Thurs: Tipping Culture</i>  | 13             |
| Apr<br>16-18                       | Management: Financials<br><br><i>Tues: 1. Customer Satisfaction 2. Catering to a Variety of Diets</i><br><i>Thurs: 1. Ghost Kitchens 2. Pop-Up Restaurants</i>                         | 15             |
| Apr<br>23-25                       | Quality and Customer Satisfaction<br>Leadership, Communication & Decision Making<br><br><i>Tues: Social Media</i><br><i>Thurs: 1. Gluten Free &amp; 2. Healthier/more Ethical Food</i> | 14<br>11<br>17 |
| <b>May 7</b><br><br><b>12-3 PM</b> | <b>EXAM 2-FINAL</b>  |                |

# **PLAN FOR ASSESSMENT OF COURSE LEARNING GOALS & EVALUATION CRITERIA**

## **Student Learning Goals for Food Production and Management:**

### **Learning Goals 1 & 2**

1. Understand the process of food procurement, production and distribution systems and the role of marketing and merchandising in the business of food service.
2. Become familiar with kitchen design for quantity preparation, service, and holding equipment, and understand function, use, types and maintenance of equipment.

### **Assignment/Prompt Used to Assess Student Achievement**

Learning goals 1 & 2 on Food Service fundamentals, will be achieved through the Midterm Exam, comprised mostly of multiple choice and short answer questions. The Midterm is worth 20% of the overall grade, and will be given during week 8, after the relevant material and book chapters have been covered in class.

### **Learning Goal 3**

3. Develop the ability to plan nutritious, appealing food combinations and menu patterns that meet the needs of the defined clientele.

### **Assignment/Prompt Used to Assess Student Achievement**

Learning goal 3 will be addressed upon completion of a Cycle Menu, which comprises of a 5-Day Menu for a defined clientele. The setting for the Menu could be a hospital, nursing home, etc, and the menu is also required to be culturally appropriate. In addition the Cycle Menu will be modified into a Cardiac (Lower Salt or Lower Fat) option, among other dietary restrictions, in order to address specific nutritional needs. The Cycle Menu will be due during Week 12 of the semester. The students will also review information available online on Menu Labelling and whether noting calories and/or macronutrient amounts (such as sugar/fat) affects consumer choices. This will be a short essay submission and discussion during class during the earlier part (~week 4) of the semester.

### **Learning Goal 4**

4. Increase knowledge of the responsibilities and duties of the food production manager and food service staff, and become familiar with human resources management, leadership, everyday supervision and organization of work of the food service department.

### **Assignment/Prompt Used to Assess Student Achievement**

Learning goal 4 will be addressed upon completion of an interview with a RU Dining Manager in order to get insight on management skills and intricacies of a Food Service department. Students will become familiar with human resources management concepts, such as recruitment, hiring, the interview process, retention, and disciplinary and corrective actions to address performance problems. In addition students will be provided with Management Case Studies, during which they will have to analyze and solve real-world problems. This will be performed during class in group settings, where the students will have to communicate

effectively and collaborate in order to resolve these issues. These HR concepts will also be tested during the Final exam, which focuses on Food Service HR and management concepts.

### **Learning Goal 5**

5. Become familiar with sustainable ways for a Food Service establishment to function.

### **Assignment/Prompt Used to Assess Student Achievement**

This learning goal will be addressed by students researching ways in which Food Service establishments achieve reduced food waste, more sustainable and environmentally friendly cleaning and sanitation practices, fair trade practices, etc. Each student will prepare 3-4 slides with their findings, and the instructor will compile the slides into a PowerPoint to be presented to class. This will be assigned at the start of the semester and the compiled PowerPoint will be presented toward the end of the semester.

### **Learning Goal 6**

6. Develop cultural competence skills as they relate to Food Service establishments and Menu offerings.

### **Assignment/Prompt Used to Assess Student Achievement**

Learning goal 6 will be addressed upon completion of a Cycle Menu, which comprises of a 7-Day Menu for a defined clientele. The setting for the Menu could be a hospital, nursing home, etc, and the menu is also required to be culturally appropriate. In addition the concept of DEI and cultural competencies will be addressed during the student interviews with Food Service staff and management.

### **EVALUATION CRITERIA**

All students in the class will be assessed for achieving these learning goals. The Instructor will be grading Exams and Assignments. Students with a grade of at least 70% (C grade according to the class rubric) will be considered to have achieved the student learning goals.

### **PLANS TO USE ASSESSMENT RESULTS**

At the end of each semester the instructor of the course will review student accomplishment of these learning goals, to determine areas needing modification in order to improve student learning. In addition, the instructors receive feedback each semester from the RU Dining facility Managers, in order to further improve assignments and students' experience and skills.