

DIE 4125 FOOD SYSTEMS MANAGEMENT
Course Outline and Syllabus
Fall 2018

"We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity."

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Office hours: Thursday: 9:30 – 11:00 AM. By appointment (schedule appointment with Marianne, 392-1991, ext. 220, marianne@ufl.edu)
Wednesday 1:00 –3:00 Walk in office hours-no appointment needed
Additional time will be available through appointment.
- Teaching Assistant:** Abby Cartledge; abigailcartledge@ufl.edu
TA Office Hours: Contact to schedule appointment
- Class Meetings:** Lecture- MCCA 3194 Lab- Bldg 162 (Dietetics Lab) or FSHN "Pilot Plant"
Tuesday, 11:45 –1:40 Mon and/or Wed, 9:35A-11:30A
Thursday, 12:50-1:40
- Required Text:** Gregoire, MB. Foodservice Organizations: A Managerial and Systems Approach (9th edition)
Note: It is highly recommended that you purchase this text since it is good resource for both the dietetic internship and R.D. exam. However, if you choose not to purchase it, 3 copies of (Ed. 8) will be available on reserve at Marston Library.
- ServSafe Manager Book a.k.a. ServSafe Coursebook (7th Edition)
Note: It is highly recommended that you purchase this book with an "Exam Answer Sheet." If you do not, you must purchase one separately to take the exam.
- Prerequisite:** FOS3042 Introduction to Food Science
Co-Requisite: DIE4125L Food Systems Management Lab
Other Requirements: Access to:
1. WWW and UF E-Learning: Canvas
2. Power Point
3. Academy of Nutrition and Dietetics membership (to access *JAND* articles)
**DIE4125 uses UF Canvas for weekly postings of Power Point slides, announcements, grade posting and other information. If you are not familiar with UF E-Learning, you should review the website - <http://lss.at.ufl.edu>

Course Description: The management of human resources, food, equipment and facilities to provide a quality product and service to customers is an integral component in dietetic education. As the "food and nutrition" expert, the dietitian is responsible for the planning, organizing, leading, staffing and controlling in the foodservice or clinical nutrition management area. Management and leadership are two key skills required for effective dietetic practice.

Course Objectives: By the end of the semester, the students will be able to:

1. KRDN 1.1: Demonstrate how to locate, interpret, evaluate and use professional literature to make ethical and evidence-based decisions. (measured with Literature Review for blog-Stone Soup).
2. KRDN 1.2: Use current information technologies to locate and apply evidence-based guidelines and protocols. (measured with nutritional analysis assignment).
3. KRDN 1.3: Apply critical thinking skills. (measured by the success of the production schedule project and/or the lab report project)
4. KRDN 2.3: Assess the impact of a public policy position on nutrition and dietetics practice. (measured by the federally sponsored food program menu project).

5. KRDN 2.4: Discuss the impact of healthcare policy and different healthcare delivery systems on food and nutrition services (measured through the quiz on meal delivery systems).
6. KRDN 2.8: Demonstrate an understanding of the importance and expectations of a professional in mentoring and precepting others. (measured using the equipment demonstration by requiring students to mentor others on use of the equipment).
7. KRDN 3.1: Use the Case Study-Nutrigenomics to make decisions, identify nutrition-related problems and determine and evaluate nutrition intervention as a FSM RDN.
8. KRDN 3.2: Develop an educational session or program/educational strategy. (measured with the large equipment demonstration-peer reviewed).
9. KRDN 3.4: Explain the process involved in delivery of quality food and nutrition services. (measured by quiz on food delivery systems).
10. KRDN 4.1: Apply management theories to the development of programs and services. (measured through the theme meal/special event project, including but not limited to HR, time management, procurement, cost control, portion size).
11. KRDN 4.2: Evaluate a budget and interpret financial data. (Case Study on budget).
12. KRDN 4.4: Apply human resource management to different situations. (measured with an HR Case study).
13. KRDN 4.5: Describe safety principles related to food, personnel and customers. (measured by passing ServSafe exam).
14. KRDN 4.6: Analyze data for assessment and evaluate data to be used in decision-making for continuous quality improvement. (measure in reflection and assessment assignment after completing the team theme meal project).
15. Apply the systems approach to a foodservice operation.
16. Work effectively as a team member.

Academic Learning Compacts:

The University of Florida has mandated that each major will have an academic learning compact that describes the communication, critical thinking and knowledge for each student after program completion. You can read more about them on the website

<https://catalog.ufl.edu/ugrad/current/agriculture/alc/food-science-and-human-nutrition-dietetics.aspx>

Academic Learning Compacts relevant to this course include:

1. Apply management and business theories and principles to the development, marketing and delivery of programs and services.
2. Develop outcome measures, use informatics principles and technology to collect and analyze data for assessment and evaluate data for use in decision-making.

This learning outcome will be assessed through exam questions and case studies.

It is assumed all work will be completed independently unless the assignment is defined as a group project, in writing by the instructor. This policy will be vigorously upheld throughout this course.

Software Use:

All faculty, staff and students of the university are required and expected to obey the laws and legal agreements governing software use. Failure to do so can lead to monetary damages and/or criminal penalties for the individual violator. Because such violations are also against university policies and rules, disciplinary action will be taken as appropriate.

Grades and Grade Points

For information on current UF policies for assigning grade points, see

<https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx>

Absences and Make-Up Work

Requirements for class attendance and make-up exams, assignments and other work are consistent with university policies that can be found at:

<https://catalog.ufl.edu/ugrad/current/regulations/info/attendance.aspx>.

Academic Honesty

As a student at the University of Florida, you have committed yourself to uphold the Honor Code, which includes the following pledge: *"We, the members of the University of Florida community, pledge to hold ourselves and our peers to the highest standards of honesty and integrity."* You are expected to exhibit behavior consistent with this commitment to the UF academic community, and on all work submitted for credit at the University of Florida, the following pledge is either required or implied: *"On my honor, I have neither given nor received unauthorized aid in doing this assignment."*

It is assumed that you will complete all work independently in each course unless the instructor provides explicit permission for you to collaborate on course tasks (e.g. assignments, papers, quizzes, exams). Furthermore, as part of your obligation to uphold the Honor Code, you should report any condition that facilitates academic misconduct to appropriate personnel. It is your individual responsibility to know and comply with all university policies and procedures regarding academic integrity and the Student Honor Code. Violations of the Honor Code at the University of Florida will not be tolerated. Violations will be reported to the Dean of Students Office for consideration of disciplinary action. For more information regarding the Student Honor Code, please see: <http://www.dso.ufl.edu/SCCR/honorcodes/honorcode.php>.

Campus Helping Resources

Students experiencing crises or personal problems that interfere with their general well-being are encouraged to utilize the university's counseling resources. The Counseling & Wellness Center provides confidential counseling services at no cost for currently enrolled students. Resources are available on campus for students having personal problems or lacking clear career or academic goals, which interfere with their academic performance.

- *University Counseling & Wellness Center, 3190 Radio Road, 352-392-1575, www.counseling.ufl.edu/cwc/*
 - Counseling Services
 - Groups and Workshops
 - Outreach and Consultation
 - Self-Help Library
 - Training Programs
 - Community Provider Database
- *Career Resource Center, First Floor JWRU, 392-1601, www.crc.ufl.edu/*

Services for Students with Disabilities

The Disability Resource Center coordinates the needed accommodations of students with disabilities. This includes registering disabilities, recommending academic accommodations within the classroom, accessing special adaptive computer equipment, providing interpretation services and mediating faculty-student disability related issues. Students requesting classroom accommodation must first register with the Dean of Students Office. The Dean of Students Office will provide documentation to the student who must then provide this documentation to the Instructor when requesting accommodation.

Contact: 352-392-8565, www.dso.ufl.edu/drc/

Other Information: Lecture material and information are the property of the University of Florida and the course instructor and may not be used for any commercial purpose. Students found in violation may be subject to disciplinary action under the University's Student Conduct Code. Only students formally registered for the course are permitted to attend lectures and take quizzes/tests.

DPD Policy:

- *Attendance is required for all DIE courses. Attendance will be taken at the beginning of each class. Excused absence will only be granted for the following reasons:*
 - *Death in the family as documented by a dated obituary.*
 - *Illness or hospitalization as documented by a physician's note related to that illness (vague notes such as "was seen" are not acceptable).*

- *Religious holiday as documented by a written statement to the professor before the holiday.*
- *Professional/graduate school interviews with documentation of interview letter and travel arrangements.*
- *Accident as documented by a copy of the police report.*

Only students with excused absences will be allowed to make up the original work or suitable alternative if an exam or in-class assignment is missed. Absence from class will result in (penalty as determined by faculty member) unless there are unavoidable extenuating circumstances subject to the faculty member's discretion that can be documented to the faculty member's satisfaction.

- *Tardiness is unacceptable in the workplace and is also not appropriate in the classroom. It shows disrespect for the professor, other students in the class and the course content. Students who are tardy (as defined by the professor in each class) will be penalized according to the policy established for that class. (DPD Student Handbook 2013 at <http://fshn.ifas.ufl.edu/dietetics/undergraduate/home.shtml>)*

COURSE POLICIES:

Class attendance: Attendance will be taken at the beginning of class; if you are more than 5 minutes late, you will be marked absent. Attendance represents 10% of the final grade.

Class participation: This course requires that you participate in class discussions. You should read the chapter before class and be prepared to contribute to the discussion by sharing your experiences, asking questions and sharing opinions on the various topics. To be successful in foodservice management, you must always be thinking and problem solving; hopefully, you will do the same in this class.

Smart phone/cell phone/computer use in class: All of us love our smart phones, etc. and use them constantly to keep in touch with friends and what is going on outside of the classroom. My goal is to have our class time dedicated to the course. If you need to access something on your computer or phone that pertains to the class that we are having, feel free!! Please refrain from texting/searching for non-course related materials during class.

Communication: We will be using UF Canvas for course communication, including announcements, assignments, resources and Power Point presentations. You must have Power Point software to access the slides. Please use my UF email: gankofskie@ufl.edu

ASSIGNMENTS AND GRADING:

Exams

There are three non-cumulative exams during the semester and a final exam. Exams must be taken as scheduled. Students who miss exams will forfeit those exam opportunities. Students may only reschedule if there is an illness (documented by a physician's note) and you notify the professor by email before the exam that you will miss the exam.

Assignments

Assignments must be turned in by class time or due dates on the scheduled. **No late work is accepted.** If a circumstance shall necessitate a student to hand in a late assignment there will be a penalty of 5% for each day that it is late. All written assignments must be word processed in 10 or 12 point font and double-spaced. All formats should follow AMA style (not APA, Chicago, or MLA).

Graded assignments with performance indicators for this course include:

<u>Individual</u>	<u>Possible Points</u>
1. Exams (4 x 75 points)	300 as stated on Syllabus
2. Quizzes (7 x 5 points)	40 drop lowest grade out of 8-only 7 count
3. Professional Article Review: Nutrigenomics	20 Use article review outline printed for class
4. Attendance/participation	75
5. Student Presentation in lecture as assigned	20 Develop PPT and script
6. Financial Management assignment to prepare to work w/a budget (<i>meets KRDN 4.2</i>)	20 as assigned
7. Case study Human Resources (<i>meets KRDN 4.4</i>) Management Principles	20 as assigned
8. Case Study: Stone Soup	30 Use link and instructions on "handout" posted on Canvas
9. Menu Assignment (<i>meets KRDN 3.4</i>)	50 Use regulations, nutritional analysis app as assigned
<u>Team Projects*</u>	
10. Major Project: Developing a train the trainer course for future FSM RDN's	100 (80 for project and 20 for presentation)
11. Peer Evaluation	25 (15pts for menu and 10pts for group project)

Total possible points

750

*Teams to be assigned

Grade Assignment

The University has adopted a new grading policy starting in Summer 2009. Information can be found at <http://www.registrar.ufl.edu/catalog/policies/regulationgrades.html> .

The dietetics program has adopted the plus-minus grading scale for all DIE courses. The grade scale is as follows:

Letter Grade	Grade Points	Scale	Points
A	4.0	93.34-100	700-750
A-	3.67	90-93.33	675-699
B+	3.33	86.68-89.9	650-674
B	3.0	83.34-86.67	625-649
B-	2.67	80-83.33	600-624
C+	2.33	76.68-79.9	575-599
C	2.0	73.34-76.67	550-574
C-	1.67	70-73.33	524-549
D+	1.33	66.68-69.9	500-523
D	1.0	63.34-66.67	475-499
D-	0.67	60-63.33	450-474
E	0.00	59-below	Below 450

Assignment Descriptions

Individual (numbers correspond with grading chart above)

1. Exams: all exams are 50 minutes long
2. Quizzes – 8 short quizzes. You will be required to review the chapter material in text and PPT to complete these quizzes. Only 7 count toward final grade.
3. Professional Review –Nutrigenomics; answer questions and write a 2-page typed, double-spaced review in AMA format.
4. Attendance and participation: all students should attend class and be prepared to answer questions and be engaged in discussion.
5. Develop PPT presentation and script for assigned topic to be used in lecture
6. Financial Management Assignment – You will be given a real-life scenario from a Food and Nutrition Services and complete the questions that are asked. (*meets KRDN 4.2*)
7. Case studies - There will be two brief case studies with real-world problems that you will post on Canvas. (*HRM case study meets KRDN 4.4*)
8. Case study: Stone Soup blog, recipe development. See complete assignment on Canvas
9. Menu Writing Project –develop a new cycle menu using the regulations and nutritional analysis apps
(*meets KRDN 3.4*)

Team Projects

10. Major Project: As a team, you will develop a train-the-trainer course for future FSM RDN's. (80 pts for content and 20 pts for presentation)
11. Peer evaluation for group project and menu assignment

Tentative Class Schedule

August 2018

19 TOPIC	20	21 WEEK 1	22 Lab	23 Overview of the Foodservice Industry ~Restaurant Review Assignment ~Read Chapter 1* ~Farmers Market Assignment	24	25
Reading/ Activity/ Assignment			~First Wednesday Lab Meeting			
26 WEEK 2	27	28 What is the foodservice system? ~Chapter 1 ~Management Roles	29	30 Managing Quality ~Read Chapter 2	31	

NOTES

Welcome to the World of Food and Nutrition Management!
*All chapters are in Gregoire text unless specified otherwise

September 2018

SUN	MON	TUES	WED	THURS	FRI	SAT
						1
2 WEEK 3	3 HOLIDAY	4 Working as a team ~Introduction to case study ~Teams assigned ~Read Chapter 3- The Menu ~Quiz	5	6 The Menu ~Menu case study assigned ~Restaurant review due ~JAND article discussion ~Chapter 3	7	8
	NO LAB TODAY					
9 WEEK 4	10	11 Food Product Flow and Kitchen Design ~Read Chapter 4	12	13 Food Product Flow and Kitchen Design ~Submit Team Plan and timeline ~Quiz	14	15
16 WEEK 5	17	18 Procurement ~Read Chapter 5 ~Prepare for Exam 1	19	20 EXAM 1 Chapters 1-4	21	22
23 WEEK 6	24 Lab- ServSafe ~ALL STUDENTS IN LAB~	25 Food Production ~Read Chapter 6 ~Human Resource Management	26 Lab- ServSafe ~ALL STUDENTS IN LAB~	27 Food Production	28	29

October 2018

SUN	MON	TUES	WED	THURS	FRI	SAT
WEEK 7	1	2 Distribution and Services ~Read Chapter 7 ~Quiz	3	4 Distribution and Services *Menu Project Due 10/26*	5	6
	7	8	9 Exam 2 Chapters 5-7 ~Read Chapter 9	10	11 Management Principles ~Read Chapter 10 ~Financial Management Assignment	12
14 WEEK 9	15	16 Leadership and Organizational Change ~Farmers Market Assignment due	17	18 Leadership and Organizational Change	19	20 FNCE
21 FNCE WEEK 10	22 FNCE	23 FNCE Decision Making, Communication, and Balance ~Read Chapter 11	24	25 Decision Making, Communication, and Balance ~Quiz	26	27
28 WEEK 11	29	30 Management and Human Resources ~Read Chapter 12 ~Prepare for Exam 2 ~Quiz	31			

November 2018

SUN	MON	TUES	WED	THURS	FRI	SAT
				1 EXAM 3 Chapters 9-11	2	3
WEEK 11						
4 WEEK 12	5	6 Management of Financial Resources ~Read Chapter 13	7	8 Management of Financial Resources ~Team Case study DUE ~Quiz	9	10
11 WEEK 13	12 HOLIDAY NO LAB TODAY	13 Marketing Foodserv ices ~Read Chapter 14	14	15 Marketing Foodserv ices ~Quiz	16	17
18 WEEK 14	19	20 Meal Satisfaction and Accountability ~Read Chapter 15	21 THANKSGIVING No Class	22 THANKSGIVING No Class	23 THANKSGIVING No Class	24
25 WEEK 15	26	27 Presentations ~Financial Management Projects Due	28	29 Presentations ~Prepare for Exam 4	30	

December 2018

SUN	MON	TUES	WED	THURS	FRI	SAT
						1
2 WEEK 16	3	4 EXAM 4 Chapters 12-15	5	6 Reading Day	7 Reading Day	8

Let's Work Together

Information Sheet

Please answer the following questions (You may leave any blank that you are not comfortable answering):

Name _____ Nickname: _____

Email: _____ Phone Number _____

Academic Major: _____ Year (sophomore, junior, senior): _____

Career Plans: _____

Why are you taking this course? _____

Do you have a job outside of school? _____ If yes, what hours do you work? _____

Do you volunteer outside of school? _____ If yes, what hours do you work? _____

Have you worked in team projects before? _____ If yes, what role did you have?

Did you find team projects: (circle all that apply):

Frustrating Time consuming Valuable learning experience Enjoyed team interaction

Rewarding Difficult to schedule meetings Other : _____

What is something about you that is something that your classmates may not be aware of?
(Hobby, skill, experience, etc)

Favorite book: _____

Favorite music: _____

Favorite food: _____

One of the most frustrating parts of team projects is finding time to work together. Please mark all times that you are not available for out-of-class meetings (such as classes, work, or volunteer commitments)

Time	Monday	Tuesday	Wed.	Thursday	Friday	Sat.	Sun
8-9 AM							
9-10							
10-11							
11-12							
12-1 PM							
1-2							
2-3							
3-4							
4-5							
5-6							
6-7							
7-8							
8-9							
9-10							
10-?							

Adapted from "Getting to Know You", Journal of Student Centered Learning, Volume 2, No 1, 2004, pp. 24-25