

DIE 4125L - Food Systems Management Lab
Course Outline and Syllabus
Fall, 2014

Instructor: Beth T. Gankofskie, Ph.D., M.S., R.D.
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Office hours: Thursday: 9:30 – 11:00 AM. By appointment (schedule appointment with Mindy, 392-1991, ext. 220, mindy@ufl.edu)
Wednesday: 2:00 –5:00 PM Walk in office hours
Additional time will be available through appointment.

Lab Coordinator: Bridget Stokes (blstokes@ufl.edu)
FSHN 325, 392-1991, ext. 223; Office hours by appointment

Teaching Assistant: Michelle Brown (mbrown823@ufl.edu)
TA Office Hours: Contact for appointment
Class Meetings: Monday or Wednesday, 9:35 – 11:30 A.M.
Required Text: National Restaurant Association (2012). *ServSafe® Managers* with Answer Key. 6th Edition
Required Exam: ServSafe® Certification Exam (Answer sheet in text)
Prerequisites: FOS 3042 Introduction to Food Science; Dietetics Major
Co-Requisite: DIE 4125 Food Systems Management

Course Description: The application of principles of food service production and management, including production, service and food sanitation and safety. This course must be taken concurrently with DIE4125. (2 credit hours)

- Course Objectives:** By the end of the semester, the student will be able to:
- A. Demonstrate ability to use and clean major foodservice equipment.
 - B. Apply principles of foodservice production to preparation of menu items.
 - C. Demonstrate presentation skills in food production.
 - D. Evaluate issues related to delivery of menu items.
 - E. Recognize and apply elements of good service.
 - F. Demonstrate knowledge in food safety and sanitation by successfully completing the ServSafe® Certification exam.
 - G. Determine costs of services or operations, prepare a budget and interpret financial data.
 - H. Demonstrate ability to work effectively as a team member.
 - I. Demonstrate critical thinking and problem solving through special event project.

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> .

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

In this course, student learning outcomes will be assessed through an individual systems analysis of the final project.

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

0001 Reid Hall, 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 (found in DPD Student Handbook 2013 at <http://fshn.ifas.ufl.edu/dietetics/undergraduate/home.shtml>):

- *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.*

Course Policies:

Class attendance: Attendance and being on time are **mandatory**; you are learning skills that cannot be learned outside of the lab setting. Attendance will be taken weekly at the beginning of class and will be assigned points for the final grade. **If you are more than 5 minutes late, you will not receive attendance credit.**

Class participation: Class participation is required in this lab class. You are expected to participate in the preparation and tasting of products unless you are excused for a medical or religious reason.

Communication: We will be using UF Sakai for course communication, including announcements, assignments, and resources. Group discussion boards can also be set up for special event communications.

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 your friend about your evening plans, checking your Facebook page or surfing the web for some good looking outfit for the weekend.

Dress: In any lab session where food preparation is occurring, you are expected to wear closed toed, non-skid shoes (sneakers are acceptable, soft fabric shoes are not), shirts with sleeves (no bare midriffs), appropriate length shorts (not short-shorts) or long pants, no dangling jewelry, and hair covering (either hairnet or hat). It is preferred that you not use nail polish but if you do, you must wear gloves. **You will not be allowed to participate in the lab if you are not dressed appropriately and/or do not have hair covering and will be given a "0" for attendance.**

The dress for production rotations is set by the facilities and you must adhere to their dress code.

Assignments and Grading:

1. Food Service Equipment training tool and demonstration: A student team will develop a one-page training tool on a designated piece of foodservice equipment in the dietetics lab. You will be limited to **one page**. The training tool will include directions for use, cleaning and safety concerns. The student team will be responsible for training the whole class on the piece of equipment by demonstrating to the class.

2. Food Service Operation Analysis: After observation and participation of the food production system in a selected food service facility, you will complete an observation checklist and operation analysis.

3. ServSafe® Training and Exam: As part of this class, you will receive ServSafe® training and successfully pass the exam. You must do a lot of outside reading in the text and be prepared for the classes. If you do not pass the exam with 75% on the first attempt, you will be required to retake the exam at your expense (cost of exam sheet which is approximately \$33.00) until you have passed it. **Exam will be given outside of regular class time in the evening – time TBA.**

4. Special Event Final Project: Student teams will each plan a special function at the end of the semester, including menu planning, recipe development, food purchases, production scheduling, food preparation and service. The submitted project will include all components of the project as well as individual and peer analysis of the event. Final project is **due 5 days after completion of event.**

5. Systems Analysis Special Event Evaluation: Each student will complete an analysis of the special event using the system approach and management theories, including recommendations for future planning.

Grading:

Equipment Quiz	20 points
Training Tool	25
Equipment demonstration/training	25
Food Service Operation and Job Analysis	50
Special Event Final Project	200
Systems Analysis Special Event Evaluation	30
Attendance	50
ServSafe® Certification Exam	50
Total	450 points

The University grading policy can be found at <https://catalog.ufl.edu/ugrad/current/regulations/info/grades.aspx> .

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	420-450
A-	3.67	90-93.33	405-419
B+	3.33	86.68-89.9	390-404
B	3.0	83.34-86.67	375-389
B-	2.67	80-83.33	360-374
C+	2.33	76.68-79.9	346-359
C	2.0	73.34-76.67	330-345

C-	1.67	70-73.33	315-329
D+	1.33	66.68-69.9	300-314
D	1.0	63.34-66.67	285-299
D-	0.67	60-63.33	270-284
E	0.00	59-below	Below 270

WEEK	Topic (Team 1)	Topic (Team 2)	READING/ACTIVITY/ASSIGNMENT
1 8/25 & 8/27 (sign-up for ServSafe answer sheets)	1. Introduction and Course Expectations 2. Small Foodservice Equipment Identification 3. Hand washing 4. Team formation	1. Introduction and Course Expectations 2. Small Foodservice Equipment Identification 3. Hand washing 4. Team formation	Small foodservice equipment identification
2 9/1 & 9/3 Labor Day (Monday)	No Lab Class this week	No Class this week	
3 9/8 & 9/10	1. Large Equipment Demonstration 2. Knife Skills 3. Basic Food Production	1. Large Equipment Demonstration 2. Knife Skills 3. Basic Food Production	Sign up for Equipment Demonstrations by teams Small equipment review
4 9/15 & 9/17	1. Introduction to special event 2. Food Production techniques 3. Intro to Equipment practice for demonstrations *If possible, come at 9:00 AM for pre-preparation Same for both classes 1-6	4 Special Event Planning 5. Into Recipe Standardization - Master Cook 6. Introduction to production experience/assignment . Same for both classes 1-6	Small equipment quiz Team 2 – Bring home recipe for recipe standardization
5 9/22 & 9/24	ServSafe® Training I Special Event planning	ServSafe® Training I Special Event planning	Submit: Event Theme, menu ideas, decoration ideas & possible dates Read ServSafe® Essentials
6 9/29 & 10/1	ServSafe® Training II Special Event planning 1. Recipe Standardization - Master Cook 3. Special Event Planning	ServSafe® Training II Special Event planning Recipe standardization & Master cook continues	Event Themes & dates approved Read ServSafe® Essentials Team 1 – Bring home recipe for recipe standardization
7 10/6 & 10/8	1. Recipe Standardization - Master Cook 2. Introduction to production experience/assignment 3. Special Event Planning	Production Experience Day 1 Shands or School Lunch	Team 2 – Production Experience Assignment Due Submit recipe selections, invitation sample and budget
8 10/13 & 10/15	1. Equipment Demonstrations with Training Tool sheet 2. Special Event Planning *If possible, come at 9:00 AM for pre-preparation	Production Experience Day 2 Shands or School Lunch 1. Food Production Techniques 2. Equipment practice for demonstrations 3. Special Event Planning	Recipes discussed with instructors and approved Invitation and budget approved Prepare for ServSafe exam
9 10/20 & 10/22	Production Experience Day 1	. Equipment Demonstrations	Approved recipes submitted

TEST: 10/21 6 pm ServSafe Location TBA	Shands or School Lunch	with Training Tool sheet 2. Special Event Planning *If possible, come at 9:00 AM for pre-preparation	with nutritional analysis (2 selected for testing) Invitations and budget approved – Send invitations
10 10/27 & 10/29	Production Experience Day 2 Shands or School Lunch 1. Recipe Testing & Equipment Review 2. Special Event Planning 3. Table Service	1. Recipe Testing & Equipment Review 2. Special Event Planning 3. Table Service	Service plan submitted
11 11/3 & 11/5	Required Team Appointments with Faculty to review projects. Review equipment with training sheets for Week 14 special events	Required Team Appointments with Faculty to review projects Review equipment with training sheets for Week 14 special events	Service plan approved Team 1 – Production Experience Assignment Due FINAL Project Date and Time DUE!!!!
12 11/10 & 11/12	Special Events this week** Review equipment with training sheets for Week 16 special events RECIPE TESTING REQUIRED	Special Events this week** Review equipment with training sheets for Week 16 special events RECIPE TESTING REQUIRED	Due: Final Recipe Standardizations, Purchase Orders, Event Schedules & Outlines, Shopping arranged, Linen requests
13 11/17 & 11/19 (no scheduled labs)	Work on special event or final report	Work on special event or final report	Final Report Due 5 days after event.
14 11/24 & 11/26 Thanksgiving (Wed)**	Work on special event or final report No Class Group meetings No Lab Class	Work on special event or final report No class Group meetings No Lab class	Final Report Due 5 days after event. No late work accepted
15 12/1 & 12/3 16 12/8 & 12/10	Special Events this week** Presentations of event project	Special Events this week** Presentation of event project	Final Report due 5 days after event.
2 days after Event	Deadline for original receipts and paperwork for purchases to be reimbursed given to Bridget Stokes for processing		