

**DIE 4125 FOOD SYSTEMS MANAGEMENT**  
**Course Outline and Syllabus**  
**Fall 2016**

**Instructor:** Beth T. Gankofskie, Ph.D., R.D.  
**Office:** McCarty D, G025  
**Phone:** 273-3471  
**Email:** psm@ufl.edu  
**Office hours:** Thursday: 9:30 – 11:00 AM. By appointment (schedule appointment with Mindy, 392-1991, ext. 220, [mindye@ufl.edu](mailto:mindye@ufl.edu) )  
Wednesday 2:00 –5:00 Walk in office hours  
Additional time will be available through appointment.  
**Course Assistant:** TBA  
**CA Office Hours:** Contact to schedule appointment

**Class Meetings:** Tuesday, 11:45 –1:40  
Thursday, 12:50-1:40

**Required Text:** Hudson, N.R., (2012). Management Practice in Dietetics (revised 3<sup>rd</sup> edition). Cognella Academic Publishing.

**Note: It is highly recommended that you purchase this text since it is a good resource for both the dietetic internship and R.D. exam. However, if you choose not to purchase it, a copy will be available on reserve at Marston Library.**

**Recommended Texts:** Gregoire.M. (2013). *Foodservice Organizations: A Managerial and Systems Approach*. 9<sup>th</sup> edition. New Jersey: Pearson Prentice Hall Publishers.

**Note: It is highly recommended that you purchase this text (older editions are fine) since it is a good resource for both the dietetic internship and R.D. exam. However, if you choose not to purchase it, a copy will be available on reserve at Marston Library.**

**Prerequisite:** FOS3042 Introduction to Food Science

**Co-Requisite:** DIE4125L Food Systems Management Lab

**Other Requirements:** Access to:

1. WWW and UF E-Learning
  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://Iss.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. Apply the systems approach to a foodservice operation.
2. Identify use and operation of major foodservice equipment and relationship for efficient product flow.
3. Apply the principles of human resource management to different situations in food and nutrition services.
4. Apply management and business theories and principles to the development of programs or services.
5. Identify and apply quality management principles in food and nutrition services.
6. Work effectively as a team member.
7. Evaluate a budget and interpret financial data.
8. Demonstrate effective and professional oral and written communication and documentation

9. Identify and describe the roles of others with whom the RD collaborates in the delivery of food and nutrition services.

### **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 at all times in 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/](http://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/](http://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/](http://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 your friend about your evening plans, checking your Facebook page or surfing the web for some good looking outfit for the weekend.

**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. 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 on the scheduled dates. Any late assignment will be penalized 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 for this course include:

Performance Indicators:

<u>Individual</u>	<u>Possible Points</u>
1. Exams (4 x 75 points)	300
2. Quizzes (8 x 5 points)	40
3. Professional Review: Open kitchens	15
4. Attendance/participation	75
5. Farmers Market assignment	15
6. Financial Management assignment	20
7. Case studies (2 x 20)	40
8. Menu Assignment	50
<u>Team Projects*</u>	
1. Case Study (3x 30)	90
2. Major Project	100
3. Peer Evaluation (15 for menu and 10 for group project)	25
<b>Total possible points</b>	<b>750</b>

\*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

1. Professional Review –TBA and write a 2-page typed, double-spaced review in **AMA** format.
2. Farmers' Market Assignment – In order to compare purchasing power and product quality at different places, you will visit one of Alachua County Farmer's Market, Ward's and a chain grocery store and develop a comparison chart.
3. Financial Management Assignment – You will be given a real-life scenario from a Food and Nutrition Services and complete the questions that are asked.
4. Quizzes – 8 short multiple choice quizzes. You will be required to review the chapter material before class to complete these quizzes.
5. Case studies - There will be two brief case studies with real-world problems that you will post on Canvas.
6. Menu Writing Project –develop a new menu as assigned.

### Team Projects

7. Case Studies – As a team, you will complete two written case studies using the criteria provided.
8. Major Project- As a team, you will plan and develop
9. Peer evaluation for group project and menu assignment

TENTATIVE CLASS SCHEDULE

WEEK	TOPIC	READING/ACTIVITY/ ASSIGNMENT
1 8/23  8/25	Welcome to the World of Food and Nutrition Management!! <b>Overview of the Foodservice Industry</b> What is the foodservice system?	<b>Restaurant Review Assignment</b> <b>Read Chapter 1 ( note all chapters are in Gregoire text unless specified otherwise)</b> <b>Chapter1</b> <b>Management Roles</b>
2 8/30  9/1	<b>Managing Quality</b>  Working as a Team Introduction to the case study Approach Teams assigned	<b>Read Chapter 2</b>  <b>Chapter 3-Gregoire-The menu</b> <b>Quiz</b>
3 9/6  9/8	<b>The Menu</b> Menu Case Study Assigned  Guest Speaker: Introduction to School Fruit and Vegetable Project Mrs. Eunshil McKenna, MA, R.D. Alachua County School Food Service	<b>Professional review due</b> <b>JAND Article Discussion</b> <b>Chapter 3</b>  <b>Guest Speaker</b>
4 9/13  9/15	Food Product flow and kitchen design	<b>Read Chapters 4</b>  <b>Team Plan to be submitted with timeline</b> <b>Quiz</b>
5 9/20  9/22	Procurement <b>Exam 1 (chapter 1-4)</b>	<b>Chapter 5</b> <b>Prepare for 1<sup>st</sup> exam</b>
6 9/27  10/29	Food Production	<b>Read Chapter 6</b> <b>Human Res. management</b>  <b>FNCE, Nashville, TN</b>
7 10/4  10/6	Distribution and Services <b>Management in Action (TBA)</b> Guest Speaker: Rob Lester, RD, LDN, Director of Food and Nutrition Services, N. Florida Medical Center	<b>Read Chapter 7</b> <b>Quiz</b>  <b>Menu Project Due</b>  <b>(skipped CH 8)</b>
8 10/11  10/13	Management Principles	<b>Chapter 9</b>  <b>Read Chapter 10 Quiz</b>
9 10/18  10/20	Leadership and organizational change <b>Exam 2 Chapter 7-11</b>	<b>Read Chapter 10</b> <b>Farmer's Market Assignment Due</b> <b>2nd exam</b>
10 10/25  10/27	Decision Making, Communication, and Balance	<b>Read Chapters 11</b>  <b>Quiz</b>

11	11/1  11/3	Management and Human Resources  Work on Case Study	<b>Read chapter 12</b>  <a href="#">Quiz</a>
12	11/8  11/10	<b><i>Management of Financial Resources</i></b>	<b>Read Chapter 13</b>  <a href="#">Quiz</a>  <b>Team case study due</b>
13	11/15  11/17	Marketing Foodservices	<b>Chapter 14</b>  <a href="#">Quiz</a>
14	11/22  <b>11/24</b>	Meal Satisfaction and Accountability  <b>No class - Thanksgiving</b>	<b>Read Chapter 15</b>  <b>Financial Management Assignment due</b>
15	11/29  12/1	Presentations Both days 11/29: groups 12/1: groups	<b>Project due</b>  <b>Study for exam 3</b>
16	12/6	<b>Reading Days and onto exams</b>	Exam



## 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*