

DIE 4125 FOOD SYSTEMS MANAGEMENT
Course Outline and Syllabus
Fall 2016

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

Instructor: Beth T. Gankofskie, Ph.D., M.S., R.D.
Office: McCarty D, G025
Phone: 352-273-3471
Email: gankofskie@ufl.edu
Office hours: Thursday: 9:30 – 11:00 AM. By appointment (schedule appointment with Mindy, 392-1991, ext. 220, mindye@ufl.edu)
Wednesday: 2:00 –5:00 PM Walk in office hours
Additional time will be available through appointment.

Lab Coordinator: Zoey (Xixuan) Tang
FSHN rm. 325, 392-1991, ext. 223; Office hours by appointment

Teaching Assistant: TBA
TA Office Hours: Contact for appointment
Class Meetings: Monday or Wednesday, 9:35 – 11:30 A.M.
Required Text: National Restaurant Association (2012/15). *ServSafe® Managers* with Answer Key. 6th Edition
Required Exam: ServSafe® Certification Exam (Answer sheet in text) or purchase answer sheet separately.
Prerequisites: FOS 3042 Introduction to Food Science; Dietetics Major
Co-Requsite: DIE 4125 Food Systems Management Lecture

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 2015 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 Canvas 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. **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.**

Assignments and Grading:

1. Food Service Equipment training tool and demonstration: A student team will develop a training tool on a designated piece of foodservice equipment in the dietetics lab. You will be limited to **keeping it brief but readable for the average new foodservice employee.** The training tool will include directions for use, cleaning and safety concerns and anything else the employee will need to operate the equipment with out guidance. The student team will be responsible for training the whole class on the piece of equipment by demonstrating to the class.

2. 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 \$35.00) until you have passed it. **Exam may need to be given outside of regular class time in the evening – time TBA.**

4. Special Event Final Project: Student teams will each plan a component for the 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 just outlined) 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 group 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
Poster (preview, final copy, presentation)	40
ServSafe® Certification Exam pass the course).	01 (all students must pass the exam to
Assigned activities (TBA)	09
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

5. 9/19 & 9/21	Monday Group Standardization and comparison of recipes - Master Cook Also, research for poster session and demonstration of how to make a poster--Zoey Tang instructs	Wednesday Group Standardization and comparison of recipes - Master Cook Also, research for poster session and demonstration of how to make a poster Zoey Tang instructs	Bring in home style/size recipe for recipe standardization Review Special event handbook
6. 9/26 & 9/28 QUIZ!!	Monday Group Production Experience: Local Foods and its challenges Small Equipment Quiz	Wednesday Group Production Experience: Local Foods and its challenges Small Equipment Quiz	Submit by end of lab today: Event Theme, menu ideas, decoration ideas & tentative list of to be invited guests Small equipment review
7. 10/3 & 10/5	Monday Group Production Experience: how to teach with food 1. Food Production Techniques 2. Equipment practice for demonstrations Special Event Planning Review equipment use with training sheets for Week of special events	Wednesday Group Production Experience: how to teach with food 1. Food Production Techniques 2. Equipment practice for demonstrations Special Event Planning ***** Review equipment use with training sheets for Week of special events	Event Themes & dates approval needed Submit by end of lab today: Event Theme, menu ideas, decoration ideas & possible dates; tentative list of to-be-invited guests Draft of e-invitation & RSVP cards reviewed
8. 10/10 & 10/12	ServSafe® Training I Dr. Amy Simonne Guest lecturer ALL students report to lab class both days M & W Bring ServSafe book to class	ServSafe® Training I Dr. Amy Simonne Guest Lecturer ALL students report to lab class both days M & W Bring ServSafe book to class	Start to Read ServSafe® Essentials for Managers
Starting 10/17 ALL	ALL students are back in their regular lab day	ALL students are back in lab their regular lab day	Remember to dress for lab
9. 10/17 & 10/19	All students bring computers to class and be prepared to do/complete research for poster session. Zoey in class to assist with research and updates	All students bring computers to class and be prepared to do/complete research for poster session. Zoey in class to assist with research and updates	Read ServSafe® Essentials Recipes for special event discussed with instructors and approved Invitation and budget approved Tentative Production & Sanitation Schedules reviewed
10. 10/24 & 10/26	Production Experience: Can we use motivational counseling in cooking demonstrations? 1. Food Production Techniques	Production Experience: Can we use motivational counseling in cooking demonstrations? 1. Food Production Techniques	Approved recipes submitted with nutritional analysis (2 selected for testing)

	2. Equipment practice for demonstrations Special Event Planning	2. Equipment practice for demonstrations Special Event Planning	Invitations and budget approved – Send invitations Confirm date and time of ServSafe Exam-Required Activity this week
11. 10/31 & 11/2	Can we use the nutrition care process/framework to teach pt/ct /employees about wellness through food? In class practice of Large equipment demonstrations	Can we use the nutrition care process/framework to teach pt/ct /employees about wellness through food? In class practice of Large equipment demonstrations	Service plan submitted this week: can be hard copy or e-mail. Test Recipe Shopping lists to Zoey!!!
12. 11/07 & 11/09 answer sheet All students will be tested at the same time-TBA which day in lab. Bring picture ID- Driver's license to class and book with answer sheet Veteran's Day Observed Nov. 11 th no classes on Thursday	ServSafe® Exam Dr. Amy Simonne Guest Lecturer/test proctor <i>Tentative date: Monday, October 31 at 9:35-11:30 Room TBA</i>	ServSafe® Exam Dr. Amy Simonne Guest Lecturer/ test proctor <i>Tentative date: Monday, October 31 at 9:35-11:30 Room TBA</i>	Submit Production Schedule, Purchase orders & Shopping lists for review (with recipes)
13. 11/14 & 11/16 Demo “Quiz” Presentation of equipment	1.Equipment Demonstrations with Training Tool sheet for FS employees 2. Special Event Planning *If possible, come at 9:00 AM for pre-preparation TEST Recipes (may need to extend lab) <i>(Students have option of using “test recipes” for the demo)</i>	1. Equipment Demonstrations with Training Tool sheet for FS employees 2. Special Event Planning *If possible, come at 9:00 AM for pre-preparation TEST Recipes (may need to extend lab) <i>(Students have option of using “test recipes” for the demo)</i>	Service plan approved FINAL Project Date and Time information DUE!!!! FYI: Final Report Due 5 days after event. No late work accepted Due: Final Recipe Standardizations, Purchase Orders, Event Schedules & Outlines, Shopping arranged, Linen requests
	Thanksgiving Break!!!! Wed-Sun	Have a good Holiday	
14. 11/21 & 11/23 (no scheduled labs) Thanksgiving (Wed)**	Optional Lab class/As needed for ALL students M/W Work on special event or poster session or other as needed project. Note: Required Team Appointments with Faculty to review projects.	No Lab class Wednesday Work on special event or poster session Required Team Appointments with Faculty to review projects.	This is just 1 week before special events. Use checklist to gage group progress with timeline. (Instructor available for an additional lab time with group if necessary. Must

			arrange for food with Bridget)
15. 11/28 & 11/30	Work on special event Food Prep and/or Group meetings	Work on special event food prep and/or final report Group meetings	
16.12/5 & 12/7 Special Events this week**	Special event food prep. Special Events this week**	Final event on Tuesday 11:45-1:40 or Wednesday 9:30-2:00 Special Events this week**	
2 days after Event	Deadline for original receipts and paperwork for purchases to be reimbursed given to Zoey Tang for processing		No later than 12/12/16!!!!