



COURSE SYLLABUS (This syllabus is for Course in the major)

Please read this syllabus in its entirety. It is a part of the course content. Further, it is important that you understand what is required in this course and the times for completing all activities.



This Scholarly-Enriched Course has been designed to teach specific course content, which will include the production of scholarly work that utilizes writing, critical thinking, and information literacy.

SECTION 1: COURSE INFORMATION

Course Number & Name:	FSS 3338C – Introduction to Food & Beverage Management
CRN:	11629 (W)
Course Credit Hours:	3
Semester:	Spring 2020 Jan 06, 2020 - Apr 27, 2020
Department/Program:	School of Resort & Hospitality Management
Meeting Times/Location:	11629 (W) -- 10:30am - 01:15pm Wine Lab (Room 117)
Format:	On-campus (classroom)
Instructor:	James E. Fraser, M.B.A., C.E.C.
Office Location:	Sugden Hall, Room #220
Contact Information:	Email: jfraser@fgcu.edu ; Phone: 239-590-1357 (Office)
Office Hours:	Monday – 10:00am – 10:30am & 1:15pm – 2:45pm Tuesday – 10:00am – 10:30am & 1:15pm – 2:45pm Wednesday – 1:15pm – 2:45pm Thursday – 1:15pm – 2:45pm Friday – By Appointment
Prerequisites:	HFT1000

Course Description:

This course covers the management concepts and practices in food & beverage. It explains the theories and principles of organization with emphasis on basic cooking techniques and practices in the safe handling of food.

Required Text:

Planning and Control for Food and Beverage Operations, 8th ed. Jack D. Ninemeier
ISBN 9780866124164

Covers the principles and procedures involved in an effective food and beverage control system, including standards determination, the operating budget, cost-volume-profit analysis, income and cost control, menu pricing, theft prevention, labor cost control, and computer applications.

Supplemental Reading:

How to Cook Everything, Mark Bittman (Recommended – App or book)

Recommended TED Talk:

http://www.ted.com/talks/mark_bittman_on_what_s_wrong_with_what_we_eat.html

Course Website (CANVAS): <http://fgcu.edu/canvas/> (requires ID and password to login).

Additional links/resources:

<http://www.icare4food.org/>

<http://www.foodtimeline.org/>

<http://www.foodservice.com/>

<http://www.ifdaonline.org/>

<http://www.frla.org/>

<http://www.foodarts.com/>

<http://www.restaurant.org/>

<http://www.culinarytrends.net/>

Art Culinaire

SECTION 1: COURSE INFORMATION CONT.

First Week Attendance Policy

In accordance with the Federal mandate, students are required to complete an attendance verification activity on Canvas before the deadline during the first week of class. Failure to do so will result in a delay in the disbursement of your financial aid. The confirmation of attendance is required for all students, not only those receiving financial aid.

SECTION 2: MISSION, LEARNING OUTCOMES, & MEASUREMENTS

A. PROGRAM MISSION

“The mission of the Resort and Hospitality Management program is to provide students with core competencies and experiential learning opportunities in preparation for successful management careers and leadership roles in the resort and hospitality industry and to instill values of lifelong learning and community service.”

B. PROGRAM LEARNING OUTCOMES

Upon successful completion of the program students will be able to:

1. Illustrate proficiencies and skills relevant to the operational areas of Resort and Hospitality Management.

2. Apply effective communication skills.
3. Evaluate information and make decisions using critical thinking and problem solving skills.
4. Apply ethical reasoning and professional judgment.

C. COURSE LEARNING OUTCOMES

At the completion of this course, students should be able to:

1. Apply food safety standards and practices.
2. Explain how control procedures help managers assess operational results.
3. Determine standard yields and portion costs for food and beverage products.
4. Explain how a system of critical control points helps managers.
5. Identify factors that food and beverage managers should assess when purchasing inventory.
6. Recognize a variety of food service segments.
7. Analyze trends to estimate food production requirements.
8. Discuss the importance and function of food production planning.
9. Explain how managers determine variances in cost standards to create control strategies.
10. Apply effective communication skills.
11. Apply critical thinking and problem solving skills

D. MEASUREMENTS OF STUDENT LEARNING OUTCOMES

ALC/ILO/ PLO Learning Objectives	Course Learning Outcomes	Assessment Use To Measure Outcomes
Content/Discipline Knowledge & skills ILO1, ILO3, PLO1, PLO4 ILO1, ILO3, PLO1, PLO4 ILO1, ILO3, PLO1, PLO4 ILO1, ILO3, PLO1, PLO4 ILO1, ILO3, PLO1, PLO4	1. Apply food safety standards and practices. 2. Explain how control procedures help managers assess operational results. 3. Determine standard yields and portion costs for food and beverage products. 4. Explain how a system of critical control points helps managers. 5. Identify factors that food and beverage managers should assess when purchasing inventory. 6. Recognize a variety of food service segments. 7. Analyze trends to estimate food production requirements. 8. Discuss the importance and function of food production planning. 9. Explain how managers determine variances in cost standards to create control strategies.	Assignments, Lab Reports and Post-Course Quiz
Communication ILO2, ILO3, PLO3, PLO4	Apply learned principles noted above to realistic case studies and assigned problems. 10. Apply effective communication skills.	Written Assignments, Lab Reports and Final Project

Critical/Analytical Thinking	Apply learned principles noted above to realistic case studies and assigned problems.	Written Assignments, Lab Reports and Final Project
ILO1, ILO3, PLO1, PLO4	11. Apply critical thinking and problem solving skills.	

ALC – Academic Learning Compact (State of Florida requirements)

ILO – University Learning Outcomes

PLO – RHM Program Learning outcomes

SECTION 3: LEARNING OUTCOME EVALUATION METHODS AND GRADING POLICIES

A. Course Grading Activities: based on the total number of points assigned below:

GRADE COMPONENT	DUE DATE	POSSIBLE POINTS	% OF GRADE	CUMULATIVE TOTAL
Professionalism	On Going	15	30%	15
Assignment 1	Jan 25	5	2%	5
Assignment 2	Feb 08	5	2%	5
Assignment 3	Feb 22	5	2%	5
Assignment 4	March 14	5	2%	5
Assignment 5	March 28	5	2%	5
Lab 1 Report	Feb 08	20	5%	20
Lab 2 Report	Feb 22	20	5%	20
Lab 3 Report	March 14	20	5%	20
Lab 4 Report	March 28	20	5%	20
Lab 5 Report	April 11	20	5%	20
Lab 6 Report	April 25	20	5%	20
Food Safety Quiz	April 25	50	10%	50
Final Project	May 01	20	20%	20
Total Course Points		230	100%	230

B. How Your Final Course Grade Is Determined based on percentage points?

Assessment	Total %
Lab Reports	30%
Professionalism	30%
Assignments	10%
Food Safety Quiz	10%
Final Project	20%
Total %	100%

Grade Percentage Range

A	90% - 100.0%
B	80% - 89.9%
C	70% - 79.9%
D	60% - 69.9%
F	Less than 60.0%

NOTE

***SRHM CUT OFF POINT FOR PASSING A REQUIRED CLASS IS A LETTER GRADE OF “C” or 70%**

SECTION 4: TEACHING METHODS, PHILOSOPHY, & MESSAGE TO STUDENTS**A. TEACHING METHODS**

The methodology for this course will include instructor presentation, class discussions, case studies, written assignments and hands-on lab for experience with food preparation and food safety.

B. TEACHING PHILOSOPHY

The best learning experience is an interactive one. This class will offer ample opportunity for student participation and to apply learning principles to realistic case studies and situations.

C. MESSAGE TO STUDENTS

Professionalism is an important attribute of our industry and is reflected as your daily attendance and dress. Business casual is the required dress code for lecture days in this class and proper dress for kitchen labs includes closed toed shoes, long pants, hair off shoulders, kitchen workers must have hats (hairnets and aprons provided). Absolutely no sandals, shorts, or tank tops.

This class serves as a foundation for the remainder of the Resort and Hospitality Management Curriculum. You should leave this class with knowledge and skills you can use in future employment experiences and/or future classes.

SECTION 5: CLASSROOM FORMAT, POLICIES, & MANAGEMENT STATEMENT**A. CLASSROOM FORMAT**

Class will meet once each week unless otherwise noted on the course syllabus above. Each class will provide a mix of lecture, video and interactive discussion to help create a *dynamic* and *interesting* environment OR will include a kitchen lab. For all kitchen labs, Aprons, appropriate footwear and attire are required. Written assignments are to be submitted ONLINE by the deadline through the Course Website on Canvas.

B. CLASSROOM CONDUCT POLICIES

Written assignments are to be submitted ONLINE by the deadline through the Course Website on Canvas. Assignments will **NOT** be accepted late. (*Assignments will be reviewed in class.*) All

other assignments are due by Midnight on the date due. **Spelling and Grammar do count! Proof-read Carefully! All assignments are to be submitted in APA format.**

Attendance is vital to your success in this course due to the lab component. If you need to miss class due to illness or other University approved absence, please email the professor to let he/she know prior to an expected absence.

Late Assignments: All assignments are expected to be submitted by the due date. Any Late Assignment will have prior instructor approval and will be docked 15% off of the grade for EACH DAY late up to 45%. Assignments will NOT be accepted more than 3 days late without specific written consent from the instructor. It is the student's responsibility to clearly and effectively communicate critical issues and unforeseen events that would impede an on time submission with due diligence directly with the instructor.

SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR Spring 2020

WEEK	Due Date	Topics, Chapters, Assignments, & Deadlines Spring 2020 Jan 06, 2020 - Apr 27, 2020																
		Classes Begin for Spring 2019 Monday, January 06, 2020 Martin Luther King Observed (no classes) Monday, January 20, 2020 Spring Break (no classes) Monday, March 02, 2020 - Saturday, March 07, 2020 Last Day to Drop/Withdraw Friday March 27, 2020 Last Day of Classes Monday, April 27, 2020																
1	W 01/08	Introduction Introduction, Review Syllabus, Course Objectives and Course Calendar Kitchen and Facilities Tour Lecture & Discussion: POS System Training – Servers Introduction to the Points of Service Discussion of Lab Projects Assign Groups Menu Development and Product Selection: <table style="width: 100%; border: none;"> <tr> <td style="text-align: left;"><u>Proteins</u></td> <td style="text-align: left;"><u>Starches</u></td> <td style="text-align: left;"><u>Vegetables</u></td> <td style="text-align: left;"><u>Themes</u></td> </tr> <tr> <td>Salmon</td> <td>Rice</td> <td>Fruit</td> <td>American Regional</td> </tr> <tr> <td>Chicken</td> <td>Potatoes</td> <td>Fresh</td> <td>International</td> </tr> <tr> <td>Beef</td> <td>Corn/Beans</td> <td>Frozen</td> <td>Vegetarian</td> </tr> </table> Lab Details: <u>Service, Staff, and Guest Experience</u>	<u>Proteins</u>	<u>Starches</u>	<u>Vegetables</u>	<u>Themes</u>	Salmon	Rice	Fruit	American Regional	Chicken	Potatoes	Fresh	International	Beef	Corn/Beans	Frozen	Vegetarian
<u>Proteins</u>	<u>Starches</u>	<u>Vegetables</u>	<u>Themes</u>															
Salmon	Rice	Fruit	American Regional															
Chicken	Potatoes	Fresh	International															
Beef	Corn/Beans	Frozen	Vegetarian															

		<p>The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team will be rotated equally and should consist of 5 Members</p> <p>Lab Assignment:</p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize <p>Assigned Readings: Part I - Introduction to Food and Beverage Control Chapter 1: The Challenge of Food and Beverage Operations Chapter 2: The Control Function Due By Class Session 2</p> <p>Student Learning Outcomes: Apply food safety standards and practices. Identify factors that food and beverage managers should assess when purchasing inventory. Discuss the importance and function of food production planning.</p>
2	W 01/15	<p>Lecture and Discussion 1 Group Assignments Lecture – Food Safety, HACCP, Controlling Inventory and Other Control Strategies to Keep Food Safe Discussion – The Importance of Food Safety and Sanitation Hand washing basic kitchen safety basic food safety Food TDZ</p> <p>Reading Review: Part I - Introduction to Food and Beverage Control Chapter 1: The Challenge of Food and Beverage Operations</p>

		<p>Chapter 2: The Control Function</p> <p>Assigned Reading: Part II - Planning for Food and Beverage Control Chapters: 3,4,5 Due by Class Session 3</p> <p>Student Learning Outcomes: Apply food safety standards and practices. Explain how control procedures help managers assess operational results. Determine standard yields and portion costs for food and beverage products. Explain how a system of critical control points helps managers.</p>
3	W 01/22	<p>Review Readings: Part II - Planning for Food and Beverage Control Chapter 3: The Menu: The Foundation for Control Chapter 4: Operations Budgeting and Cost-Volume-Profit Analysis Chapter 5: Determining Food and Beverage Standards</p> <p>Assignment 1: Please submit online by <u>END OF WEEK Section 3</u> Chapter 3 – page 106, Problem 1 & 2 Chapter 4 – page 143, Problem 5 Chapter 5 – page 180, Problem 9</p> <p>Assigned Readings: Part III Chapter: 6, 7, 8 Due by Class Session 5</p> <p>Student Learning Outcomes: Explain how control procedures help managers assess operational results. Determine standard yields and portion costs for food and beverage products. Identify factors that food and beverage managers should assess when purchasing inventory. Recognize a variety of food service segments. Analyze trends to estimate food production requirements. Discuss the importance and function of food production planning. Explain how managers determine variances in cost standards to create control strategies.</p>
4	W 01/29	<p>LAB 1 Kitchen Lab <i>Service, Staff, and Guest Experience</i> The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team should consist of 6 Members</p>

		<p>Lab 1 Rotation Team 1 Position A - Labor schedule, Labor Report, Labor Cost, Incident Report group Team 2 Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 3 Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis group Team 4 Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 5 Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis group Team 6 Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize group</p> <p>Lab Assignment 1: Please submit online by <u>END OF Week Section 5</u></p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report group • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis group • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis group • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize group <p>Student Learning Outcomes: Apply food safety standards and practices. Apply effective communication skills. Apply critical thinking and problem solving skills</p>
5	W 02/05	<p>Lecture and Discussion 3</p> <p>Lecture – Menu Design, Contribution Margin, and Revenue Strategies Discussion – Identifying Food Service Segments, Menu Types and Styles of Service How to develop a Food and Beverage Budget How to develop a Cost Analysis Identifying industry standards by category and sub-category How to develop a Guest Observation Analysis</p> <p>Review Readings:</p>

		<p>Part III Designing Effective Food and Beverage Control Systems Chapter 6 Purchasing and Receiving Controls Chapter 7 Storing and Issuing Controls Chapter 8 Production and Serving Controls</p> <p>Assignment 2: Please submit online by <u>END OF WEEK Section 5</u> Chapter 6 – page 220, problem 3 Chapter 7 – page 257, problem 1, problem 2 Chapter 8 – page 300-301, problem 1, problem 2</p> <p>Assigned Readings: Part IV Chapter: 9,10 Due by Class Session 7</p> <p>Student Learning Outcomes: Explain how control procedures help managers assess operational results. Determine standard yields and portion costs for food and beverage products. Explain how a system of critical control points helps managers. Identify factors that food and beverage managers should assess when purchasing inventory. Recognize a variety of food service segments. Analyze trends to estimate food production requirements. Discuss the importance and function of food production planning.</p>
--	--	--

SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR Spring 2020 CONT.

WEEK	Date	Topics, Chapters, Assignments, & Deadlines
6	W 02/12	<p>LAB 2</p> <p>Kitchen Lab <i>Service, Staff, and Guest Experience</i> The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team should consist of 6 Members</p> <p>Lab 2 Rotation Team 6 Position A - Labor schedule, Labor Report, Labor Cost, Incident Report Team 1 Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 2 Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis Team 3 Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 4 Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis Team 5 Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize</p>

		<p>Lab Assignment 2: Please submit online by <u>END OF Week Section 7</u></p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize <p>Student Learning Outcomes: Apply food safety standards and practices. Apply effective communication skills. Apply critical thinking and problem solving skills</p>
7	W 02/19	<p>Lecture and Discussion 4 In Class Review and Assessment of Lab 1</p> <p>Review Readings: Part IV Using Information from the Control System Chapter 9 Calculating Actual Food and Beverage Costs Chapter 10 Control: Analysis, Corrective Action, and Evaluation</p> <p>Assignment 3: Please submit online by <u>END OF WEEK Section 7</u> Chapter 9 – page 331-332, problem 1, problem 3 Chapter 10 – page 357-358, problem 4</p> <p>Assigned Readings: Part V Chapter: 11,12 Due by Class Session 9</p> <p>Student Learning Outcomes: Explain how control procedures help managers assess operational results. Identify factors that food and beverage managers should assess when purchasing inventory. Explain how managers determine variances in cost standards to create control strategies.</p>

8	W 02/26	<p>Lab 3</p> <p>Kitchen Lab <i>Service, Staff, and Guest Experience</i> The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team should consist of 6 Members</p> <p>Lab 3 Rotation Team 5 Position A - Labor schedule, Labor Report, Labor Cost, Incident Report Team 6 Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 1 Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis Team 2 Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 3 Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis Team 4 Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize</p> <p>Lab Assignment 3: Please submit online by <u>END OF Week Section 9</u></p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize <p>Student Learning Outcomes: Apply food safety standards and practices. Apply effective communication skills. Apply critical thinking and problem solving skills</p>
9	W 03/11	<p>Lecture and Discussion 5</p> <p>Mid Term Final Project Review</p>

		<p>Final Project presentations</p> <p>Review Readings: Part V Controlling Revenue Chapter 11 Revenue Control Chapter 12 Preventing Theft of Revenue</p> <p>Assignment 4: Please submit online by <u>END OF WEEK Section 9</u> Chapter 11 – page 381-382, problem 3, problem 4 Chapter 12 – page 412-413, Mini-Case Study 1 in class discussion & Mini-Case Study 2 - update with recommendation of actual brands of POS on the market currently and a comparison of which might be the best option choose 3. Consider tablet (e.g. iPad) options as well.</p> <p>Assigned Readings: Part VI Controlling Labor Costs Chapter 13 Labor Cost Control Chapter 14 Implementing Labor Cost Controls Due by Class Session 11</p> <p>Student Learning Outcomes: Explain how control procedures help managers assess operational results. Determine standard yields and portion costs for food and beverage products. Identify factors that food and beverage managers should assess when purchasing inventory. Recognize a variety of food service segments. Analyze trends to estimate food production requirements. Discuss the importance and function of food production planning. Explain how managers determine variances in cost standards to create control strategies.</p>
10	W 03/18	<p>Lab 4</p> <p>Kitchen Lab <i>Service, Staff, and Guest Experience</i> The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team should consist of 6 Members</p> <p>Lab 4 Rotation Team 4 Position A - Labor schedule, Labor Report, Labor Cost, Incident Report Team 5 Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 6 Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis Team 1 Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual</p>

	<p>Team 2 Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis Team 3 Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize</p> <p>Lab Assignment 4: Please submit online by <u>END OF Week Section 11</u></p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize <p>Student Learning Outcomes: Apply effective communication skills. Apply critical thinking and problem solving skills</p>
--	--

SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR Spring 2020 CONT.

WEEK	Date	Topics, Chapters, Assignments, & Deadlines
11	W 03/25	<p>Lecture and Discussion 6</p> <p>Review Readings: Part VI Controlling Labor Costs Chapter 13 Labor Cost Control Chapter 14 Implementing Labor Cost Controls</p> <p>Assignment 5: Please submit online by <u>END OF WEEK Section 11</u> Chapter 13 – page 447 - 448 Review Questions 1 - 12 Chapter 14 – page 481, problem 1</p> <p>Student Learning Outcomes: Explain how control procedures help managers assess operational results. Explain how a system of critical control points helps managers. Recognize a variety of food service segments. Analyze trends to estimate food production requirements. Discuss the importance and function of food production planning. Explain how managers determine variances in cost standards to create control strategies.</p>

11	F 03/27 5:00pm	LAST DAY TO DROP/WITHDRAW before 5:00pm
12	W 04/01	<p>LAB 5</p> <p>Kitchen Lab <i>Service, Staff, and Guest Experience</i> The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team should consist of 6 Members</p> <p>Lab 5 Rotation Team 3 Position A - Labor schedule, Labor Report, Labor Cost, Incident Report Team 4 Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 5 Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis Team 6 Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 1 Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis Team 2 Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize</p> <p>Lab Assignment 5: Please submit online by <u>END OF Week Section 13</u></p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize <p>Student Learning Outcomes: Apply food safety standards and practices. Apply effective communication skills. Apply critical thinking and problem solving skills</p>

<p>13</p>	<p>W 04/08</p>	<p>Lecture and Discussion 8 Lecture – Kitchen Maintenance and Inventory – Sustainable Business Practices and Ecologically Conscious Decisions the Opportunities and the Challenges</p> <p>Discussion – <i>Managers Insight to What it Takes to Keep it Clean and Knowing Your Inventory Value</i></p> <p>Student Experience: Kitchen Deep Clean Equipment and Food Inventory</p> <p>Student Learning Outcomes: Explain how control procedures help managers assess operational results. Explain how a system of critical control points helps managers. Identify factors that food and beverage managers should assess when purchasing inventory. Recognize a variety of food service segments. Analyze trends to estimate food production requirements. Discuss the importance and function of food production planning.</p>
<p>14</p>	<p>W 04/15</p>	<p>LAB 6</p> <p>Kitchen Lab <i>Service, Staff, and Guest Experience</i> The class objective is to execute a full service four course limited selection menu to seated guests. The class will be broken down into 6 Teams that will rotate positions for each lab. Each Team should consist of 6 Members</p> <p>Lab 6 Rotation Team 2 Position A - Labor schedule, Labor Report, Labor Cost, Incident Report Team 3 Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 4 Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis Team 5 Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual Team 6 Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis Team 1 Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize</p> <p>Lab Assignment 6: Please submit online by <u>END OF Week Section 15</u></p> <ul style="list-style-type: none"> • Position A - Labor schedule, Labor Report, Labor Cost, Incident Report

		<ul style="list-style-type: none"> • Position B - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position C - Beverage Menu Design, Beverage Budget, Pricing Strategy, Beverage Cost Analysis • Position D - Fill Out Guest Satisfaction Survey, Service Observations and Recommendations individual • Position E - Food Menu Design, Food Budget, Pricing Strategy, Food Cost Analysis • Position F - Guest Satisfaction Survey, Write, Analyze, Describe and Summarize <p>Student Learning Outcomes: Apply food safety standards and practices. Apply effective communication skills. Apply critical thinking and problem solving skills</p>
--	--	--

SECTION 6: TENTATIVE CLASS SCHEDULE OUTLINED FOR Spring 2020 CONT.

WEEK	Date	Topics, Chapters, Assignments, & Deadlines
15	W 04/22	<p>Lecture and Discussion 9 Last Day of Class On Line Food Safety Quiz Review <u>10% of Final Grade</u> (This is a timed exam)</p> <p><u>Final Project Due By: May 1st (05/01/2020)</u></p> <p>Student Activity – Possible FGCU Food Forest Tour or Class Debate on Ethical Food Choices TBD Lecture – Guest Speaker TBD by Instructor</p> <p>Student Learning Outcomes: Identify factors that food and beverage managers should assess when purchasing inventory. Recognize a variety of food service segments. Analyze trends to estimate food production requirements. Discuss the importance and function of food production planning. Apply effective communication skills. Apply critical thinking and problem solving skills</p>

“The instructor reserves the right to amend the tentative schedule as deemed necessary.”

SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES

Academic Behavior Standards and Academic Dishonesty - All students are expected to demonstrate honesty in their academic pursuits. The university policies regarding issues of honesty can be found in the **FGCU Student Guidebook** under the “Student Code of Conduct” and “Policies and Procedures” sections. All students are expected to study this document which outlines their responsibilities and consequences for violations of the policy. The FGCU Student Guidebook is available online at <http://studentservices.fgcu.edu/judicialaffairs/new.html>

Students are expected to maintain the highest standards of academic honesty and integrity while in this course and as a student at Florida Gulf Coast University. In addition to standard definitions of honesty, integrity, and plagiarism, this policy also prohibits you from possessing, using, viewing, accessing, or otherwise benefiting from previous and/or concurrent work products created for this course by other students or any other person, allowing persons outside your team to contribute to the creation of your team's work product, putting your name on a team project in which you did not contribute, and submitting a paper written by you for another course or occasion without the explicit knowledge and consent of the instructor. Failure to maintain these standards will result in severe academic penalties, including receiving an automatic F in this course.

A student's name on any written exercise shall be regarded as assurance that the work is the result of student's own thought and study, stated in student's own words and produced without assistance, except as quotation marks, references and footnotes acknowledging the use of other sources. Students may be authorized to work jointly, but such effort must be indicated as joint on the work submitted.

Plagiarism occurs whenever you copy someone's writing, even partially, and fail to reference it in your paper. If you copy a substantial amount of the sentence from a source, it should be referenced in quotes. If you paraphrase it, you must reference it but you do not need quotes. If any member of a team is found plagiarizing, they and their entire team will be given an automatic ZERO (0) for their assignment and turned over to Judicial Affairs. If anyone in your team is caught plagiarizing, then the whole team will be given a 0 for the assignment. **IF YOU HAVE ANY QUESTIONS AS TO WHETHER SOMETHING WILL BE CONSIDERED PLAGERIZED, BE SAFE AND REFERENCE THE SOURCE.**

Please remember that plagiarism is a serious offense and will not be tolerated. Plagiarism in projects will result in a failing grade of ZERO (0) POINTS and may lead to more serious consequences (FGCU Student Guidebook under the “Student Code of Conduct”). Therefore, your projects must be original material. **Also copying your classmate assignment(s) and turn them in will result in a failing grade of ZERO (0) POINTS for ALL parties involved.**

Copyright – The university requires all members of the university community to familiarize themselves and to follow copyright and fair use requirements. You are individually and solely responsible for violations of copyright and fair use laws. The university will neither protect nor defend you nor assume any responsibility for employee or student violations of fair use laws. Violations of copyright laws could subject you to federal and state civil penalties and criminal liability, as well as disciplinary action under university policies.

SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES CONT.

University Nondiscrimination Statement

Florida Gulf Coast University is committed to ensuring equity and fairness for all University employees, students, visitors, vendors, contractors and other third parties. As such, the University prohibits discrimination on the bases of race, color, national origin, ethnicity, religion, age, disability, sex (including sexual harassment/assault), gender identity/expression, marital status, sexual orientation, veteran status or genetic predisposition with regard to admissions, employment, programs or other activities operated by the University. This prohibition extends to enforcement of **Title IX** of the Education Amendments of 1972. Questions or complaints should be directed to the Office of Institutional Equity and Compliance (OIEC). The OIEC's phone number is (239)745-4366; the OIEC email address is OIEC@fgcu.edu.

Disability Accommodations Services - Florida Gulf Coast University, in accordance with the Americans with Disabilities Act and the university's guiding principles, will provide classroom and academic accommodations to students with documented disabilities. If you need to request an accommodation in this class due to a disability, or you suspect that your academic performance is affected by a disability, please see me or contact the Office of Adaptive Services. The Office of Adaptive Services is located in the Wellness Building. The phone number is 239-590-7956 or Video Phone (VP) 239-243-9453. In addition to classroom and campus accommodations, individuals with disabilities are encouraged to create their personal emergency evacuation plan and FGCU is committed to providing information on emergency notification procedures. You can find information on the emergency exits and Areas of Rescue Assistance for each building, as well as other emergency preparedness materials on the Environmental Health and Safety and University Police Department websites. If you will need assistance in the event of an emergency due to a disability, please contact Adaptive Services for available services and information.

University Policy about Student Observance of Religious Holidays - All students at Florida Gulf Coast University have a right to expect that the University will reasonably accommodate their religious observances, practices, and beliefs. Students, upon prior notification to their instructors, shall be excused from class or other scheduled academic activity to observe a religious holy day of their faith. Students shall be permitted a reasonable amount of time to make up the material or activities covered in their absence. Students shall not be penalized due to absence from class or other scheduled academic activity because of religious observances. Where practicable, major examinations, major assignments, and University ceremonies will not be scheduled on a major religious holy day. A student who is to be excused from class for a religious observance is not required to provide a second party certification of the reason for the absence.

<http://www.fgcu.edu/generalcounsel/files/policies/4.005%20Student%20Observance%20of%20Religious%20Holidays.pdf>

Grading Policies and Grading Systems - The grading system at FGCU is described in the FGCU Catalog and is overseen by the Office of Planning and Institutional Performance.

(<http://www.fgcu.edu/catalog/>)

In accordance with Family Educational Rights and Privacy Act, 1974 (FERPA), grades may not be announced in class or displayed in any public view by use of the Student ID number (or social security number) in a paper or electronic format. Electronic display format includes email or a web-based environment such as Canvas.

Retention of Papers, Tests, Student and Class Records - University policy dictates that any materials, hardcopy or electronic, that contribute to the determination of a course grade be maintained by individual faculty for one full academic year after the end of the semester. In addition, departments/programs must maintain all records pertinent to grades for any faculty no longer with the university.

SECTION 7: UNIVERSITY & COLLEGE STANDARDS & POLICIES CONT.

Eagle Mail - is Florida Gulf Coast University's student e-mail system. Your FGCU Eagle Mail account **MUST** be activated. If you are a first time student, you will need your PIN and Student ID, both of which are assigned at registration.

- If you don't know your PIN, you will need to go to the Registrar's office to retrieve it.
- To activate your account, **visit <http://admin.fgcu.edu/IS/applications/studentaccts/activate.asp>**.
- The Canvas (**at <http://elearning.fgcu.edu>**) will be used as the primary application for learning and communication. Additional course information may be distributed via Eagle Mail, so make sure you know how to retrieve your Eagle mails, and check it very frequently (**at least once a day**).
- Log in to Canvas at **<http://elearning.fgcu.edu>**. You need to use FGCU Eagle Mail account and password to log in.
- Assignments, instructions, and other course information on Canvas are integral components of the course material and are hereby incorporated as part of this syllabus.

The FGCU Writing Center - assists student writers through free, accessible, learning-based writing consultations. Our primary goals are to help students improve their abilities to think independently, to write critically, and to learn and implement strategies that will assist them in producing effective writing assignments. Consultants help writers with brainstorming, formulating a clear thesis, developing their ideas, and revising. Writing Center sessions are designed to assist writers in improving their ability to revise independently. Writing Consultants also help writers identify issues of style and mechanics; however, **they do not edit or proofread**. The Writing Center is located in Library West, 202C. Library West is not accessible from the main Library building (Library East). Phone: 239/590-7141

SECTION 8: UNIVERSITY & SUPPORT RESOURCES

1. Useful FGCU Resources for Students:

ONLINE: Florida Gulf Coast University Catalog (<http://www.fgcu.edu/catalog/>)

ONLINE: Florida Gulf Coast University Student Guide Book

(<http://studentservices.fgcu.edu/JudicialAffairs/>) ONLINE: Florida Gulf Coast University Code of Conduct (<http://studentservices.fgcu.edu/JudicialAffairs/>)

2. Service-Learning

Information on integrating service-learning into the course and course syllabus is available online at <http://www.fgcu.edu/Connect/>

3. Distance-Learning

Information on distance learning courses is available online at <http://itech.fgcu.edu/distance/>

4. Online Tutorials

Information on online tutorials to assist students is available online at <http://www.fitcu.edu/support/>

5. Canvas Learning Management System and Demonstration Site Information on Canvas is available online at <http://canvas.fgcu.edu/> and <https://fgcu.instructure.com/courses/7692>

6. Library Resources

Main page: <http://library.fgcu.edu/>

Tutorials & Handouts: <http://library.fgcu.edu/RSD/Instruction/tutorials.htm>

Research Guides: <http://fgcu.libguides.com/>

Faculty Support: http://library.fgcu.edu/faculty_index.html

SECTION 8: UNIVERSITY & SUPPORT RESOURCES Cont.

7. LCOB Statement:

Center for Academic Achievement

The Center for Academic Achievement (CAA) provides academic support services to all FGCU students. Students can take advantage of our free peer tutoring and Supplemental Instruction sessions for lower-level math and science courses, as well as workshops to facilitate the development of skills necessary for college success. If you would like to participate in any of our programs, learn about tutoring services, or meet with an Academic Retention Coordinator, please visit the CAA in Library 103 or call us at (239) 590-7906. Our website is www.fgcu.edu/caa.

8. Protocol for Online Classes

Respondus Monitor – Remote, Online Exam Monitoring

In order to protect the integrity of online assessments that are delivered to students off site in a non-proctored location, this course may employ *Respondus Monitor* technology that will allow for the web-enabled monitoring of exams and quizzes. Students must own a computer device and an associated webcam that meet the minimum requirements of the University's standard remote monitoring system.

Additional information:

- Respondus Monitor* overview: <http://respondus.com/products/monitor/>
- Respondus Monitor* Faculty Training and Workshops: TBA

Respondus LockDown Browser – Classroom and/or Remote Online Exams

In order to protect the integrity of classroom *or* remote online exams, this course may employ *Respondus LockDown Browser* technology that will allow for the student's temporary restriction to a designated online testing website, disabling the ability to print, copy, access other applications or move to any other URL for the duration of the assessment. This technology may be used on campus in University computer classrooms *or* for remote delivery of quizzes and exams. [For online classes only: students must own a computer that meets the minimum requirements of the University's standard lock down browser application.] Additional information:

- Respondus LockDown Browser* overview: <http://respondus.com/products/lockdown-browser/>
- Respondus LockDown Browser* Faculty Training and Workshops: TBA

Lecture Capture Technology/FGCU Capture – Classroom Recording

This course may employ technology that will allow for audio and/or video recording of live classroom sessions. This lecture capture technology is utilized for the sole purpose of enhancing student learning. It may provide for supplemental student instruction via secure links to recorded session(s), the live stream of courses, presentations of off-site guest speakers and/or the delivery of course instruction utilizing "flipped classroom" methodologies. Student questions and/or comments may be included as a part of any session being recorded. See FGCU-CAPTURE for additional details and training <http://aets.fgcu.edu/fgcucapture.asp>