

USC Leonard Davis

School of Gerontology

GERO 515L: Food Production & Foodservice Management

Lecture: Wednesday 2:30pm - 4:20pm

Laboratory: Thursday 1:00pm - 3:50pm

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Office Hours: Wednesday 1:30pm – 2:30pm

Food Production & Foodservice Management

A study of principles and procedures for food systems including techniques of food preparation, development, modification and evaluation of recipes, menus and products acceptable to diverse groups. The course will integrate textbook and lecture materials.

Pre-requisites

Introductory Food Science and Biochemistry

Required Textbook

Payne-Palacio, J. & Theis, M. (2015). *Foodservice Management: Principles and Practices*. 13th edition. New Jersey, Prentice-Hall. (ISBN: 0133762750)

Journal Articles

A number of journal articles will be used in this class. The articles will be available through the USC Libraries or posted on Blackboard.

Course Goals

A thorough study of the foundations of food production and foodservice management, this course will give students the opportunity to gain competencies in the management of foodservice locations. Foodservice establishments represent a large part of the U.S. economy, requiring proficient practitioners for quality assurance, consumer safety, and guest satisfaction. Food Production & Foodservice Management will challenge students to apply logic, independent learning, critical thinking, and enhanced communication skills to the dietetic practice in foodservices operation.

Student Learning Outcomes

A student who successfully completes GERO 515L, Food Production & Foodservice Management, will be able to:

1. Apply systems thinking to solve problems that arise in the technical aspects of foodservice operations;
2. Diagram a systems model;
3. Identify and elaborate on the four major types of foodservice operations in existence today;
4. Describe pathological, physical and chemical hazards inherent to some foods;
5. Understand the controls necessary for implementing a food safety program;
6. Elaborate on HACCP and describe the seven principles;
7. Conduct an accurate sanitation inspection and food safety audit of a foodservice operation;
8. Understand the structure and methods of foodservice purchasing;
9. Write a complex menu applying principles of good menu planning;
10. Apply the factor method and percentage method to adjust recipes;
11. Independently produce and evaluate a quantity recipe;
12. Perform technical aspects of a foodservice position;
13. Comprehend management's responsibility for leadership and the importance of leadership in the achievement of the objectives in foodservice systems;
14. Apply the process of planning, organizing, directing, evaluating, and controlling to the management of the functions and operations of foodservice systems; and
15. Apply principles and practices of management of personnel in the procurement, development, maintenance, and utilization of an effective and satisfied working force in the foodservice systems.

This course will also cover the following ACEND Core Knowledge and Competencies:

- KRDN 3.4 Explain the processes involved in delivering quality food and nutrition services. Required lab report completed with a grade of ≥ 3.0 .
- KRDN 4.1 Apply management theories to the development of programs or services. Required lab report completed with a grade of ≥ 3.0 .
- KRDN 4.2 Evaluate a budget and interpret financial data. Final exam questions (3) with score of $\geq 80\%$ correct.
- KRDN 4.4 Apply the principles of human resource management to different situations. Final exam questions (3) with score of $\geq 80\%$ correct.
- KRDN 4.5 Describe safety principles related to food, personnel and consumers. Final exam questions (3) with score of $\geq 80\%$ correct.
- KRDN 4.6 Analyze data for assessment and evaluate data to be used in decision-making for continuous quality improvement. Required lab report completed with a grade of ≥ 3.0 .

In addition, this course also provides an opportunity for you to develop your personal capabilities. Specifically, you will develop:

1. Analytical skills: thinking, problem solving, and decision-making
2. Oral and written communication skills
3. Skills in managing workload

To achieve these objectives, a combination of methods will be used in the course, including lectures, case studies, individual and team projects, student presentations, and guest lectures.

Participation and Class Assignments

Students are expected to attend every lecture and laboratory and come *prepared* with questions and to *participate* in class discussions. Assigned readings should be completed *prior* to each class and students are expected to come prepared with questions to be addressed during class. A learning environment that encourages questions, dialogue and respect for other, diverse opinions is expected. Therefore, tardiness and absences without notice are not acceptable. If you have a business meeting, you will be on time. If you cannot be on time, you will e-mail well in advance. Similar etiquette is required in this program.

Your responsibilities for all classes are to:

1. Attend the class promptly
2. Complete all assigned projects
3. Analyze what role you've played in the project
4. Participate actively on the team and in classroom discussions.

In order to effectively participate in class discussions and get the most out of each session, it is very important that you complete all assignments for the class. Effective class participation consists of analyzing, commenting, questioning, discussing, and building on others' contributions; it is not repeating facts or monopolizing class time. The ability to present one's ideas concisely and persuasively and to respond effectively to the ideas of others is a key entrepreneurial skill. One of the goals of this course is to help you sharpen that ability.

Late assignments will be accepted up to 12 hours after the deadline with a 50% reduction in points. Any assignments received after this time will receive zero points. There will be no make-up assignments or extra credit offered in this course. Additionally, there are no make-up examinations unless arrangements have been made prior to the examination, and only as a result of a severe illness or other significant reason documented and approved by the professor. If you are an athlete or participate in other University activities, you may not make up an exam unless it has been cleared prior to the date of the activity. If you miss a class, it is your responsibility to obtain the class notes and/or information from another class member.

All assignments will follow this format:

- One-inch margins all around and double spaced
- 12-point font size
- Your name and page numbers on each page
- Proper citations and references
- Turned in electronically to Blackboard

Course Communication

Course communication will take place through announcements in class, email, and Blackboard (<http://blackboard.usc.edu/>). Many of the emails sent by the instructor will go through Blackboard. As a result, it is imperative that you have a fully operational Blackboard account with an email address posted.

Two key points:

- **All material posted by the professor in Blackboard will be assumed communicated to students and they are responsible accordingly.**
- **All assignments are to be posted and submitted in Blackboard.**

You may reach me through email (sarahdhi@usc.edu). I try to respond to all emails within 24 hours. My personal cell phone (310-804-7136) may be used for emergency situations or during exams.

Statements on Academic Conduct and Support Systems

Statement on Academic Integrity

USC seeks to maintain an optimal learning environment. General principles of academic honesty include the concept of respect for the intellectual property of others, the expectation that individual work will be submitted unless otherwise allowed by an instructor, and the obligations both to protect one's own academic work from misuse by others as well as to avoid using another's work as one's own. All students are expected to understand and abide by these principles. SCampus, the Student Guidebook, contains the University Student Conduct Code (see University Governance, Section 11.00), while the recommended sanctions are located in Appendix A.

Plagiarism and other academic integrity violation will result in an F for that assignment.

Two instances of academic integrity violations during this course will result in a course grade of F. Academic integrity violations will be reported to the Office of Student Conduct. With regard to course papers, academic integrity violations include plagiarism, turning in purchased papers, turning in papers written for someone else, turning in papers written for another class. See SCampus for more information on academic integrity. The Office of Student Conduct also has a publication: Academic Integrity, Guide for Graduate Students: <http://www.usc.edu/student-affairs/SJACS/forms/GradIntegrity.pdf>

A Special Note on the Internet as a Source

The Internet is a wonderful mechanism for obtaining information. Many professional journals and libraries now have their materials on the web, so you can consult them from your home or office. And web sites can direct you to important data sources. However, web sites are NOT professionally reviewed and are often biased. They cannot substitute for professional journals. They may be considered in the category of "popular sources," as described above. Hence, no more than 2 of your sources may be from a combination of such sources, including web sites. You will lose points if you depend on them.

Statement for Students with Disabilities

Any student requesting academic accommodations based on a disability is required to register with Disability Services and Programs (DSP) each semester. A letter of verification for approved accommodations can be obtained from DSP. Please be sure the letter is delivered to me as early in the semester as possible. DSP is located in STU 301 and is open 8:30 a.m.-5:00 p.m., Monday through Friday. Website for DSP and contact information: (213) 740-0776 (Phone), (213) 740-6948 (TDD only), (213) 740-8216 (FAX) ability@usc.edu.

Statement on Diversity & Inclusion

The USC Leonard Davis School of Gerontology is committed to creating an inclusive classroom environment that values the diversity of all its members. The School is committed to providing a purposefully inclusive community where all members and visitors are free from all intolerant behavior (including but not limited to harassment, verbal or written abuse, threats, ridicule, or intimidation). We encourage all members within our community to embrace and learn from the diversity within our classroom, school, and university.

Diversity at USC: Information on events, programs and training, the Diversity Task Force (including representatives for each school), chronology, participation, and various resources for students. diversity.usc.edu

Emergency Preparedness/Course Continuity in a Crisis

In case of a declared emergency if travel to campus is not feasible, USC executive leadership will announce an electronic way for instructors to teach students in their residence halls or homes using a combination of

Blackboard, teleconferencing, and other technologies. See the university's site on Campus Safety and Emergency Preparedness.

Support Systems

Student Health Counseling Services - (213) 740-7711 - 24/7 on call
engemannshc.usc.edu/counseling

Free and confidential mental health treatment for students, including short-term psychotherapy, group counseling, stress fitness workshops, and crisis intervention.

National Suicide Prevention Lifeline - 1 (800) 273-8255 - 24/7 on call
<http://www.suicidepreventionlifeline.org>

Free and confidential emotional support to people in suicidal crisis or emotional distress 24 hours a day, 7 days a week.

Relationship and Sexual Violence Prevention Services (RSVP) - (213) 740-4900 - 24/7 on call
<https://engemannshc.usc.edu/rsvp/>

Free and confidential therapy services, workshops, and training for situations related to gender-based harm.

Office of Equity and Diversity (OED) | Title IX - (213) 740-5086
<https://equity.usc.edu/>, <http://titleix.usc.edu/>

Information about how to get help or help a survivor of harassment or discrimination, rights of protected classes, reporting options, and additional resources for students, faculty, staff, visitors, and applicants. The university prohibits discrimination or harassment based on the following protected characteristics: race, color, national origin, ancestry, religion, sex, gender, gender identity, gender expression, sexual orientation, age, physical disability, medical condition, mental disability, marital status, pregnancy, veteran status, genetic information, and any other characteristic which may be specified in applicable laws and governmental regulations.

Bias Assessment Response and Support - (213) 740-2421
<https://studentaffairs.usc.edu/bias-assessment-response-support/>

Avenue to report incidents of bias, hate crimes, and microaggressions for appropriate investigation and response.

The Office of Disability Services and Programs - (213) 740-0776
<http://dsp.usc.edu>

Support and accommodations for students with disabilities. Services include assistance in providing readers/notetakers/interpreters, special accommodations for test taking needs, assistance with architectural barriers, assistive technology, and support for individual needs.

USC Support and Advocacy - (213) 821-4710
<https://studentaffairs.usc.edu/ssa/>

Assists students and families in resolving complex personal, financial, and academic issues adversely affecting their success as a student.

Diversity at USC - (213) 740-2101
<https://diversity.usc.edu/>

Information on events, programs and training, the Provost's Diversity and Inclusion Council, Diversity Liaisons for each academic school, chronology, participation, and various resources for students.

USC Emergency - UPC - (213) 740-4321, HSC: (323) 442-1000 - 24/7 on call

<http://dps.usc.edu/>, <http://emergency.usc.edu>

Emergency assistance and avenue to report a crime. Latest updates regarding safety, including ways in which instruction will be continued if an officially declared emergency makes travel to campus infeasible.

USC Department of Public Safety - UPC - (213) 740-6000, HSC: (323) 442-1200 - 24/7 on call

<http://dps.usc.edu>

Non-emergency assistance or information.

Grading Policy:

Grades are determined as a percentage of total points earned and the class is graded on a curve. The final letter grade will be assigned by calculating the percentage of total points relative to the total possible points.

Exams	450 points (3 exams/150 points each)
Quizzes	100 point (2 quizzes/50 points each)
Laboratories/Assignments	250 points
Final Exam	200 points
Total Points:	1,000 points

Grade	Percent	Grade	Percent
A	94-100	C	74-76.9
A-	90-93.9	C-	70-73.9
B+	87-89.9	D+	67-69.9
B	84-86.9	D	64-66.9
B-	80-83.9	D-	60-63
C+	77-79.9	F	<60

Exam Formats:

There will be three exams during the semester worth a total of 450 points. The exams will cover lecture topics, textbook readings and in-class discussions. Your exams will include multiple choice, short answer, and/or essay questions. You will have 90 minutes for each exam. The only resource you may use during the exams will be me. Similar to your smaller exams, the final exam will cover lecture topics, textbook reading, in-class discussions, and labs. The date of the final exam is listed below in the class schedule.

Quantity Food Production Laboratory:

In order to fully understand and experience quantity food production, each student will have the opportunity to apply your knowledge through interactive labs. Each lab will reinforce our lecture topic and give you the opportunity to apply your critical thinking and problem-solving skills.

Upon completion of the rotations, you are expected to write a reflection. Each lab assignment will provide specific reflection questions. You must provide evidence to support your responses (e.g. textbook or journal articles) to the questions posed. Your reflection will be due on the Wednesday following the lab. Your reflection should be typed (following the details provided above) and submitted through Blackboard.

Class Notes Policy:

Notes or recordings made by students in this class based on my lectures, on discussion group, or on class discussions may only be made for the purposes of individual or group study, or for other non-commercial purposes that reasonably arise from your membership in this class. Permission to make notes or recordings falls within my discretion as the instructor and as informed by instructional purposes, classroom order, property interests, and other reasonable considerations arising in the academic context. Notes and recordings of this class may not be exchanged or distributed for any commercial purpose, for compensation, or for any purpose other than your personal study, this includes all posted lecture notes, power points and other materials provided. Unless authorized by the University in advance and explicitly and in writing permitted by me, commercial or any non-personal use of class notes or recordings constitutes an unauthorized commercial activity in violation of the Student Conduct Code, and students who violate this policy are subject to University discipline. As the instructor in this course, I retain intellectual property rights in the lecture material pursuant to U.S. copyright law and California Civil Code 980(a)(1). Misuse of course notes or recordings derived from lecture material may also subject you to legal proceedings.

GERO 515L Food Production & Foodservice Management Course Schedule

Schedule is tentative and subject to change

Week	Topic	Chapter:
Week 1 August 19-20	<p>Lecture: Introduction to the Course and Expectations Chapter Topic: Foodservice Industry; The Systems Approach</p> <p>Lab: Dietetics in Foodservice</p>	FM* 1 & 2
Week 2 August 26-27	<p>Lecture: Chapter Topic: Food Safety Due: Pathogen Presentation Due: Dietetics in Foodservice Reflection</p> <p>Lab: Food Safety Jeopardy</p>	FM 3
Week 3 September 2-3	<p>Lecture: Quiz: Chapter 3 Chapter Topic: Facility Sanitation and Worker Safety Due: Food Safety Reflection</p> <p>Lab: Food Outbreak Case Study & Presentations Lab</p>	FM 4
Week 4 September 9-10	<p>Lecture: Chapter Topic: The Menu Due: Case Study and Presentation Lab</p> <p>Lab: Menu Planning for a Foodservice Location</p>	FM 5
Week 5 September 16-17	<p>Lecture: Menu Evaluations for a Foodservice Location</p> <p>Lab (used for lecturing this week): Exam 1: Chapters 1-5 Chapter Topic: Purchasing, Receiving, Storing & Inventory In-class Activities: Reading Invoices and Purchase Orders; Can Cutting Exercise</p>	FM 6 & 7
Week 6 September 23-24	<p>Lecture: Chapter Topic: Production Due: Menu Planning & Evaluation Lab</p> <p>Lab: Quantity Food</p>	FM 8
Week 7	<p>Lecture: Chapter Topic: Service</p>	FM 9

September 30- October 1	In-Class Activity: Trayline Simulation Due: Quantity Food Lab	
	Lab: Exam 2: Chapters 6-9	
Week 8	Lecture: Chapter Topic: Equipment	FM 11
October 7-8	Lab (used for lecturing this week): Quiz: Chapter 11 Resource Conservation In-class Activity: Operating a Sustainable Foodservice Organization	FM 12
Week 9	Lecture: Chapter Topic: Organizational Design	FM 13
October 14-15	Lab: Management Case Study & Presentation	
Week 10	Lecture: Chapter Topic: Leadership	FM 14
October 21-22	Due: Management Case Study & Presentation	<i>Leadership that Gets Results</i>
	Lab: Chapter Topic: Marketing	FM 18
Week 11	Lecture: Exam 3: Chapters 11-14, 18	
October 28-29	Lab: Chapter Topic: Performance Improvement Developing Performance Improvement Plans	FM 16
Week 12	Lecture: Chapter Topic: Human Resources Management Due: Performance Improvement Plan Lab	FM 15
November 4-5	Lab: Human Resources & Negotiation Tactics	
Week 13	Lecture: Chapter Topic: Financial Management	FM 17
November 11-12	Due: Human Resources & Negotiation Tactics Lab Lab: Financial Management of a Foodservice Business Due: Financial Management of a Foodservice Business Lab	
	TBD- Final Exam Review Session	
Week 14	Final Exam: Tuesday, November 17, 2:00pm – 4:00pm	

* FM = Foodservice Management Textbook

