

**FCS 470**  
**Advanced Food Service Systems, Organization, and Management**  
**Credit Hours: 3**  
**Spring 2008**

CLASS MEETS: MWF @ 11:00 – 11:50, AB2 Room 201

INSTRUCTOR: Zaheer Ali Kirmani, Ph.D., R.D., L.D.  
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OFFICE HOURS See information section on the BlackBoard

TEXT: Payne-Palacio, J, and Theis. M: Introduction to Foodservice,  
10<sup>th</sup> ed.: Pearson, Prentice-Hall, Upper Saddle, NJ, 2005.

COURSE OBJECTIVES:

Upon the completion of this course the student will be able to:

1. discuss the history and development of food service organizations in this country through the information provided in the class room and related materials provided and identified;
2. identify various types of foodservice operations;
3. summarize aspects related to menu planning, and the procurement, production, distribution as parts of foodservice operation management;
4. explain various aspects of foodservice organization and administration;
5. describe organization structure, communication, decision making, leadership, personnel management, financial management, and use of computers in the foodservice operations;
6. cognizant of principles to establish quality assurance programs in foodservice organizations;
7. present an oral report on a commercial food service operation;
8. present an oral report on a published paper from a foodservice journal;
9. prepare a plan to establish, manage and operate a foodservice facility; and
10. be able to present the food service establishment plan to his/her peers using proper audio-visual aids.

**STUDENT SYLLABUS GUIDELINES:** You may find online a more detailed description of the following policies. These guidelines will also provide you with a link to the specific university policy or procedure:

**<http://ww.shsu.edu/syllabus/>**

**ACADEMIC DISHONESTY** : Students are expected to maintain honesty and integrity in the academic experiences both in and out of the classroom. *See Student Syllabus Guidelines.*

**CLASSROOM RULES OF CONDUCT:** Students are expected to assist in maintaining a classroom environment that is conducive to learning. Students are to treat faculty and students with respect. Students are to turn off cell phones while in the classroom. Under no circumstances are cell phones or any electronic devices to be used or seen during times of examination. Students may tape record lectures provided that they do not disturb other students in the process.

STUDENT ABSENCES ON RELIGIOUS HOLY DAYS: Students are allowed to miss class and other required activities, including examinations, for the observance of religious holy day, including travel for that purpose. Students remain responsible for all work. *See Student Syllabus Guidelines.*

STUDENTS WITH DISABILITIES POLICY: It is the policy of Sam Houston State University that individuals otherwise qualified shall not be excluded, solely by reason of their disability, from participation in any academic program of the university. Further, they shall not be denied the benefits of these programs nor shall they be subjected to discrimination. Students with disabilities that might affect their academic performance should visit with the Office of Services for Students with Disabilities located in the Counseling Center. *See Student Syllabus Guidelines.*

VISITORS IN THE CLASSROOM: Only registered students may attend class. Exceptions can be made on case-by-case basis by the professor. In all cases, visitors must not present a disruption to the class by their attendance. Students wishing to audit a class must apply to do so through the Registrar's Office.

### ATTENDANCE POLICY

Every student is expected to abide by the rules and regulations of the Sam Houston State University as stated on page 56 of the 2004-2006 Undergraduate Catalogue. A student shall not be penalized for three days of absences when exams and assignments are not missed. More than 10 absences in the entire semester for any reason shall require the student to withdraw from this course.

### COURSE FORMAT:

Teacher lectures. Teacher/student discussion. Reports, projects and assignments. Audio-visual aids. Guest lecturers.

### COURSE OUTLINE:

- I. Foodservice Organizations
  - History and Development
  - Types of Foodservice Operations
  
- II. Quantity Food Production and Service
  - Menu Planning
  - Purchasing and Storage
  - Production Management
  - Quantity Food Production
  - Delivery and Service
  
- III. Physical Facilities
  - Sanitation and Safety
  - Facility Design and Layout
  - Equipment and Furnishings

IV. Organization and Administration of Foodservices  
 Designing and Managing the organization  
 Staffing and Managing human Resources  
 Administrative Leadership  
 Work Improvement and Productivity  
 Financial Management  
 Marketing in Foodservice Organizations  
 Computer-Assisted Management

COURSE EVALUATION:

3 Tests	300 pts.	40%
5 Oral presentations	100 pts.	20%
Food service facility visit report	100 pts	15%
Semester Assignment	100 pts.	25%

Descriptions of semester Assignments and Projects:

1. Visit to a food service facility and summarize their operational management and other characteristics of interest.
2. Five Oral reports on selected published articles from foods/food service management journals.
3. Presentation of the semester assignment and submission of typed report. In this assignment you will be required to write a complete plan to establish and operate a foodservice establishment. The report should be properly typed and bind together. Transparencies or PowerPoint must be used in the presentation of the assignment.

RECOMMENDED OR REQUIRED READINGS:

Carruth, B. R., Zeigler, P. J., Gordon, A., and Susan, I. B.: Prevalence of picky eaters among infants and toddlers and their caregivers' decisions about offering a new food. *Suppl J Am Diet Assoc.* 104(1):S45, 2004.

Dolliver, S. K.: The missing link: Evaluating training programs. *Supervision.* 55(11): 10, 1994.

Joint Commission on Accreditation of Health Care Organizations. Accreditation Manual for Hospitals, 2005.

Hurley, R. F.: The decision to trust. *Harvard Bus. Rev.* 84: 55, 2006.

Knight, J. B., and Kotschevar, L. H.: Quantity Food Production, Planning, and Management, A CBI BOOK: Van Nostrand Reinhold Co., 1979.

Kotschevar, L. H.: Quantity Food Production, 4th ed., New York: Van Nostrand Reinhold, 1988.

- Kotshevar, L. H., and Levinson, C.: Quantity Food Purchasing, 3rd ed., New York: MacMillan Publishing Co. 1988.
- Kotshevar, L. H., and Terrell, M. E.: Foodservice Planning: layout and equipment, 2nd ed., New York: John Wiley & Sons, 1977.
- Ledingham, D., Kovac, M., and Simon, H. L.: The new science of sales force productivity. Harvard Bus. Rev. 84: 124, 2006.
- Palan, E. R., and Stadler, J. A.: Preparing for the Foodservice Industry, Westport: Avi Publishing Co., 1986.
- Putnum, J. P., Allshouse, J. E.: Food Consumption, Prices, and Expenditures, 1970-97. Washington, DC: United States Department of Agriculture, Economic Research Service; Statistical Bulletin No. 965, 1999.
- Tolve, A. P.: Standardizing Foodservice for Quality and Efficiency, Westport: Avi Publishing Co., 1984.
- Warfel, M. C., and Cremer, M. L.: Purchasing for Foodservice Managers, 2nd ed., Berkely: McCutchan Publishing Corp., 1990.
- Warfel, M. C., and Waskey, F. H.: The Professional Food Buyer, Berkely: McCutchan Publishing Corp., 1979.
- West, B. B., Wood, L., Harger, V., and Shugart, G.: Foodservice In Institutions, 5th ed., New York: John Wiley, 1977.
- Whitney, J. O.: Strategic renewal for business unit. Harvard Bus. Rev. 74: 84-98, 1996.