RHT 1050: Introduction to Food Operations Management

Fall 2017

Syllabus

<table>
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<tr>
<th>Course #12508</th>
<th>1 Credit Hour</th>
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<tr>
<td></td>
<td>7:30-8:25 am Wednesdays  McCracken 232</td>
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INSTRUCTOR: Richard Neumann
E-mail: neumann@ohio.edu
Office: WUSOC 170G
Office Phone: 740-593-2974

Office Hours: By appointment

Course Description:

Overview of basic management concepts as they relate to the successful operation of a food service. Students must be accepted as a Culinary Services student leader trainee and obtain permission before enrolling in this course.

No prerequisites. Permission to enroll required.

Conceptual Core for the Gladys W. and David H. Patton College of Education:

CALLED TO LEAD: In the Patton College, we prepare leader-educators (LE), practitioners and human service professionals who share our commitment to lifelong learning (LL) and serving society responsibly as change agents (CA) in meeting diverse (D) human and social needs.

Department of Human and Consumer Sciences (HCS) Student Learning Goals:

1. Community: Students will consider perspectives outside their own experiences to value their community and better understand society and culture promoting public good.
2. **Problem-Solving:** Students will be able to synthesize historic and current events to creatively and critically analyze and solve contemporary problems to enhance consumer well-being in local, national, and global environments.

3. **Advocacy:** Students will be able to appreciate, interpret and translate diverse perspectives to effectively communicate with and advocate for a variety of audiences.

4. **Diversity:** Students will learn how to identify individual strengths within diverse backgrounds and leverage them to enhance communities.

5. **Social Responsibility:** Students will develop a sense of personal and social responsibility in their roles as life-long learners within their communities and professions.

6. **Life-Long Learning:** Students will be able to evaluate, adapt and respond to evolving industry and learning environments in a productive and professional manner.

7. **Reflection:** Students will respond, provide and reflect upon constructive feedback to achieve continuous improvement in personal and professional endeavors.

8. **Communication:** Students will be able to effectively listen, speak, write, and create visual communication.

9. **Hands-On Experience:** Students will participate in experiential learning opportunities in- and outside the classroom.

10. **Ethics:** Students will uphold strong ethical standards through actions and behaviors in both personal and professional relationships.

11. **Professionalism:** Students will establish and maintain professional relationships with faculty, peers, alumni, and industry leaders.

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**Course Objectives:**

1. Identify their role as a student leader.
2. Develop a deeper understanding of how Culinary Services at Ohio University operates on a day to day basis.
3. Explore various employee training techniques.
4. Learn basic Culinary Services policies and procedures.
5. Explore supervisor, motivational, and disciplinary techniques.
6. Identify the various challenges faced by student leaders and how to effectively deal with these challenges.
7. Learn basic sanitation and safety regulations.

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**Textbook:**

Student leader Training Manual and various handouts all provided by Culinary Services on Blackboard.
Course Policies:

IN ORDER TO MAKE UP ANY WORK IN THE CLASS, YOU MUST HAVE A UNIVERSITY APPROVED EXCUSE

- Assignments
  - Deadlines are binding.
  - Late assignments will be penalized ten (10) points for each day it is late.
  - All assignments are to be typed unless instructed otherwise. Assignments may be emailed to the instructor or turned in during class unless otherwise instructed.
  - Assignment #1: Come up with one idea to improve safety in your unit. Send to neumann@ohio.edu by 5 pm Friday, Sept. 8 **25 points**
  - Assignment #2: Submit two examples of difficult management situations you have faced and why you decided to become a student leader. Send to neumann@ohio.edu by 5 pm Friday, Sept. 22. **25 points**
  - Assignment #3: Submit one example of a difficult customer service situation. Send to neumann@ohio.edu by 5 pm Friday, Oct. 13. **25 points**
  - Assignment #4: Submit one work related topic or challenge that has not been covered in this class so far for discussion on Nov. 15. Send to neumann@ohio.edu by 5 pm Wednesday, Nov. **25 points**

- Group Project

Each student will be given a project to help the student better understand the role of a student leader. These projects will be something that will benefit the culinary operation at which you are working. These projects will be due Wednesday, November 29 to your general manager who will grade your project. The following are suggestions of projects students may work on. Please consult with the manager of your unit before deciding on which project you do and get your manager’s approval. This is not a complete list as students may come up with another worthwhile project. All projects must be approved by the instructor by Wednesday, September 13.
Course Policies Continued

- creating training videos (See your General Manager)
- ideas to make your area more sustainable (See General Manager)
- ideas to improve safety in your unit (See General Manager)
- serving on the Culinary Services Dining Committee and completing a committee project (See Rich Neumann)
- PDA inventory process (West 82 & Markets)
- cashier training manuals for the individual units. (See General Manager)
- proposal on what Culinary Services can do to create a WOW! experience for customers (See General Manager)
- creating computer forms to help your unit manager (See General Manager)
- updating a section of the student leader training manual (See Rich Neumann)
- developing a training manual or job descriptions for the cafes/markets/dining halls/catering/West 82/CFF (See General Manager)
- take pictures for our website (See Rich Neumann)
- developing checklists to help student leaders do their jobs more effectively (See General Manager)
- other, please explain (Get approval from Rich Neumann)

- **Cell phones and laptops**
  - All phones are to be turned off during class time. They should also be put away and out of view.
  
  - Laptops may be used for notes. If it becomes a problem that students are not paying attention or disturbing their neighbors, the privilege of using them for notes will be taken away.

- **Attendance**

  Students are expected to attend all classes on time, and to have completed all assignments. This course uses guest speakers and in class activities that are not conducive to make up. Attendance will be taken at the beginning of every class. Once the instructor leaves the room with the attendance sheet any student arriving after this time will be counted absent. Students are allowed to miss one class only, excused and unexcused (including legitimate school activities and illnesses). While I understand that emergencies, accidents, and illnesses occur, beginning with the second absence students will lose all 50 attendance points, a third absence will result in **failing the class**. If you have missed one class for no good reason and then you miss a second class because you are sick, have a legitimate school activity, etc. you will be counted absent and will lose 50 points. This is non-negotiable. All of you were chosen to be student leaders by your supervising manager. Now is the time to start acting and behaving like a leader. Don’t let your manager or yourself down!
Course Policies Continued

- If you choose to skip, you choose the consequences of missing notes and information given in class as well as a lower grade beginning with the second absence.

- An attendance sheet will be passed around the room to be signed each day.

- It is your responsibility to make sure that you sign the attendance sheet each day.

- Be on time to class and stay until you are dismissed.

- **Tardiness**
  
  - All students begin the semester with 30 on time points. Part of being a professional and projecting a professional image includes showing up to class on time. Students who arrive to class late disrupt the class which is not only unprofessional but rude to fellow classmates and the instructor. Class begins promptly at 7:30 a.m. Beginning with the second class of the semester students arriving after 7:30 a.m. will sign the “late sheet”. Beginning with the second tardy, students will lose 30 on time points. Any tardiness beginning with the third tardy will count as an absence.

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**Student Responsibilities:**

- **Syllabus**
  
  - You are expected to be familiar with the syllabus and all the assignments and the final exam listed on the syllabus.

- **Grades**
  
  - Students are expected to monitor their Blackboard grade center.
  
  - Contact the instructor immediately if you see an incorrect grade in your grade center. **Do not wait until the end of the semester.**
  
  - **DO NOT CONTACT THE INSTRUCTOR TO BEG FOR OPPORTUNITIES TO EARN MORE POINTS AT THE END OF THE SEMESTER. NO EXTRA POINTS WILL BE GIVEN TO RAISE YOUR GRADE TO THE NEXT LEVEL.**
Student Responsibilities Continued

- Listed are the meaning for symbols you may see in your grade center:
  - "!" means assignment has not been graded or a quiz was submitted late.
  - "- -" means no assignment was submitted
  - "0" means either no assignment was received by the 3rd day after the deadline or you earned a zero on the assignment.
  - A number means the assignment was graded and that was your score.

Academic Misconduct:

- Academic misconduct is a Code A violation of the Ohio University Code of Student Conduct.

- Academic misconduct includes, but is not limited to permitting another student to plagiarize or cheat from your work; submitting an academic exercise (written work, printing, sculpture, computer program, etc.) that has been prepared totally or in part by another; acquiring improper knowledge of the contents of an exam; using unauthorized material during an exam; submitting the same paper in two different courses without the consent of your professors; or submitting a forged grade change slip.

- The Instructor may report any instances of academic misconduct to the Director of University Judiciaries for further action which could result in suspension or dismissal from the University.

Student Support:

- To find out about areas of academic support, access the following URLs:
  - Allen Student Advising Center
    - [http://www.ohio.edu/helpcenter/](http://www.ohio.edu/helpcenter/)
    - Advisingcenter@ohio.edu
    - 740.566.8888
  - Disability Services
    - [http://www.ohio.edu/equity/disabilityservices/](http://www.ohio.edu/equity/disabilityservices/)
  - Technical assistance with Blackboard and other computer issues
Student Support Continued

- Call the Ohio University HELPDESK at 740.593.1222
- Any student who feels s/he may need an accommodation based on the impact of a disability should contact me privately to discuss your specific needs and provide written documentation from the Office of Student Accessibility Services. If you are not yet registered as a student with a documented disability, please contact the Office of Accessibility Services at 740-593-2620 or disabilities@ohio.edu. They are located in Baker Center, Suite 348.

Student Evaluations of Faculty Teaching:

Evaluation of this course will be conducted online. You will receive an e-mail when the evaluation is available. The original evaluation will be given to the instructor after the end of the semester. This will be the only opportunity for evaluation of the course.

Classroom Privacy Policy:

Copyright 2017 (Rich Neumann) as to this syllabus, course materials and all lectures. Students are prohibited from selling (or being paid for taking) notes during this course to or by any person or commercial firm without the express written permission of the instructor teaching this course.

Grading Criteria:

<table>
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<th>Component</th>
<th>Points</th>
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<tr>
<td>Four Assignments</td>
<td>100</td>
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<td>Group Project Proposal</td>
<td>20</td>
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<tr>
<td>Group Project</td>
<td>100</td>
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<tr>
<td>Attendance</td>
<td>50</td>
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<td>On Time</td>
<td>30</td>
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<td>Final Exam</td>
<td>100</td>
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<td><strong>Total</strong></td>
<td>400</td>
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A  400 – 374 points  100-94%
A - 373 - 370 points  93%
B+ 369 - 366 points  92%
B  365 – 342 points  91-86%
B- 341 – 338 points  85%
C+ 337 – 334 points  84%
Grading Criteria Continued

C  333 – 314 points  83-79%
C-  313 – 310 points  78%
D+  309 - 306 points  77%
D  305 – 282 points  76-71%
D-  281 – 278 points  70%
F  277 and below  69% and below

RHT 1050 Fall 2017 Semester Schedule

<table>
<thead>
<tr>
<th>Date</th>
<th>Topic</th>
<th>What’s Due</th>
<th>Assignment Being Discussed</th>
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<tr>
<td>Week 1</td>
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<tr>
<td>Wednesday</td>
<td>Introduction &amp; Expectations. Facts about O.U. Culinary Services</td>
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<td>August 30</td>
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<tr>
<td>Week 2</td>
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<tr>
<td>Wednesday</td>
<td>General information about Culinary Services, products and services</td>
<td>Assignment #1: Come up with one idea to improve</td>
<td>Due Fri. Sept. 8 @ 5pm</td>
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<td>September 6</td>
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<td>safety in your unit.</td>
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<td>Week 3</td>
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<tr>
<td>Wednesday</td>
<td>Workplace safety, Jeff Campbell, Director of Environmental Health and</td>
<td>Group project proposal</td>
<td>Assignment 1</td>
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<tr>
<td>September 13</td>
<td>Safety</td>
<td>Due Wed. Sept. 13 @ 5pm</td>
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<td>Week 4</td>
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<td>Wednesday</td>
<td>Harassment Policy training, Nick Olesky, Title IX Coordinator, Office</td>
<td>Work on group project.</td>
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<td>September 20</td>
<td>Office of Equity and Civil Rights Compliance</td>
<td>Assignment #2: Two examples of difficult</td>
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<td>management situations you have faced and why</td>
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<td>you chose to become a student leader. Due Fri.</td>
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<td>Sept. 22 @ 5pm</td>
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<td>Week 5</td>
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<tr>
<td>Wednesday</td>
<td>Discussion of difficult management situations</td>
<td>Work on group project</td>
<td>Assignment 2</td>
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<tr>
<td>September 27</td>
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<tr>
<td>Week 6</td>
<td>Wednesday October 4</td>
<td>Academic Success, Tami Brown Graduate Assistant for Persistence &amp; Student Success.</td>
<td>Work on group project</td>
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<td>Week 7</td>
<td>Wednesday October 11</td>
<td>Food Sanitation &amp; Safety Level 1 certification</td>
<td>Assignment #3: One example of a difficult customer service situation Due Fri. Oct. 13 @ 5pm</td>
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<tr>
<td>Week 8</td>
<td>Wednesday October 18</td>
<td>Food Sanitation &amp; Safety Level 1 certification and level 1 test. Must get 75% or better to pass class.</td>
<td>Work on group project Level 1 test</td>
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<td>Week 9</td>
<td>Wednesday October 25</td>
<td>Tour of Central Food Facility Class meets at CFF.</td>
<td>Work on group project</td>
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<td>Week 10</td>
<td>Wednesday November 1</td>
<td>Discussion of difficult customer service situations. Don Jackson, General Manager, Jefferson Marketplace</td>
<td>Work on group project</td>
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<tr>
<td>Week 11</td>
<td>Wednesday November 8</td>
<td>Ohio University’s Sustainability Initiative- Sam Crowl, Sustainability Project Coordinator</td>
<td>Assignment 3</td>
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<td>Week 12</td>
<td>Wednesday November 15</td>
<td>Topics of interest happening in your unit.</td>
<td>Work on group project</td>
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<tr>
<td>Week 13</td>
<td>Wednesday November 22</td>
<td>NO CLASS- Thanksgiving Break</td>
<td>Work on group project</td>
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<tr>
<td>Week 14</td>
<td>Wednesday November 29</td>
<td>Survivor Advocacy Program- Kim Castor, Director PROJECTS DUE TO YOUR GENERAL MANAGER</td>
<td>PROJECTS DUE TO YOUR GENERAL MANAGER</td>
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<td>Week 15</td>
<td>4 QUESTIONS FROM THE FINAL EXAM QUESTIONS SHEET.</td>
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<td>Final Exam: December 6</td>
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**Instructor Biography**

Rich Neumann is the Director of Culinary Services responsible for budgeting, food safety, strategic planning, and day to day operation of three dining halls, a grab n go, the central production kitchen, bakery, vegetable processing, and warehouse.

Rich has worked in the food service industry for 37 years and has 34 years of progressively responsible management experience. He has authored several articles on employee training, food safety, and has co-authored a meal management text. He received his Bachelor of Science degree with honors in Food Service Management and Dietetics and his Master of Science degree in Nutrition and Food Science both from the University of Wisconsin-Stevens Point. He received his FMP (Foodservice Management Professional) certification in 1994 from the Educational Foundation of the National Restaurant Association. He served on the National Association of College and University Food Services (NACUFS) Board of Trustees for ten years as the Treasurer and four years as a Regional President.