**Department of Human and Consumer Sciences**

**RHT 1050: Introduction to Food Operations Management**

**Spring 2019**

**Syllabus**

**Course #**12115 1 Credit Hour

7:30-8:25 am Wednesdays Grover W115

**INSTRUCTOR:** Richard Neumann

E-mail: [oustudentleaderclass@gmail.com](mailto: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.

**Course Objectives:**

1. Identify their role as a student leader.

1. 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.

1. Identify the various challenges faced by student leaders and how to effectively deal with these challenges.

7. Learn basic sanitation and safety regulations.

**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 & incomplete assignments will not be graded
* Late assignments will be penalized ten (10) points for each day it is late.
* All assignments are to be typed & sent to **oustudentleaderclass@gmail.com** by 11:59 pm on the listed due date. Please do not send assignments to the instructors directly.
* Assignment #1 (30 Points): Why you became a Student Leader & what you hope to gain from this position that will benefit in your future career - **Due Wed. Jan 23rd**
* Group Project Proposal (20 Points): due **Wed. Jan. 30th**
* Assignment #2 (30 Points): Submit a suggested safety improvement for your unit & your favorite meal/item from a Culinary venue - **Due Wed. Jan. 30th**
* Assignment #3 (30 Points): Microcredentialing – **Due Wed. Feb. 13th**
* Assignment #4 (30 Points): Submit one difficult management situation or workplace conflict that you have faced/witnessed & the biggest challenge you have dealt with in your position – **Due Wed. Feb 27th**
* Assignment #5 (30 Points): Submit one example of a difficult customer service situation you have faced/witnessed & submit an idea of how to improve customer service in you venue – **Due Wed. March 20th**
* Assignment #6 (30 Points): Submit one (Culinary-wide) work related topic or challenge that has not been covered in this class & tell us what has been your most fulfilling moment as a member of the Culinary Services team – **Due Wed. April 10th**
* **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 work. These projects will be due **Wednesday, April 17th** 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, January 30th**
  + assist with the Ohio GROW program (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 instructor)
  + 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 instructor)
  + 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 instructor)
  + developing checklists to help student leaders do their jobs more effectively (See General Manager)
  + other, please explain (Get approval from instructor)
* **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.

* 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.

**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 OPPORTUNITES TO EARN MORE POINTS AT THE END OF THE SEMESTER. NO EXTRA POINTS WILL BE GIVEN TO RAISE YOUR GRADE TO THE NEXT LEVEL.**
* 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 Community Standards 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/>
    - [Advisingcenter@ohio.edu](mailto:Advisingcenter@ohio.edu)
    - 740.566.8888
  + Disability Services
* <http://www.ohio.edu/equity/disabilityservices/>
  + Technical assistance with Blackboard and other computer issues
    - Call the Ohio University HELPDESK at 740.593.1222
* Any student who feels they 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](mailto: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 2019 (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:**

Six Assignments…………….………………..……………………………………… 180 points

Group Project Proposal…………………………………………………………… 20 points

Group Project………….………………….………………………………………….. 100 points

Attendance…………………………………………………………………………….. 50 points

On Time…………………………………………………………………………………. 30 points

Final Exam…….................................................................................................. 100 points

Total 480 points

**Grading Criteria Continued**

A 480 – 449 points 100-94%

A - 448 - 444 points 93%

B+ 443 - 439 points 92%

B 438 – 410 points 91-86%

B- 409 – 406 points 85%

C+ 405 – 401 points 84%

C 400 – 377 points 83-79%

C- 376 – 372 points 78%

D+ 371 - 367 points 77%

D 366 – 338 points 76-71%

D- 337 – 334 points 70%

F 333 and below 69% and below

**RHT 1050 Spring 2019 Semester Schedule**

|  |  |  |  |
| --- | --- | --- | --- |
| Date | Topic | What’s Due | Assignments Being Discussed & Important Information |
| Week 1 |  |  |  |
| Wednesday  January 16th | Introduction & Expectations. | Work on group project proposals | Syllabus & Introductory PowerPoint (on Blackboard)  Bring laptop to next class! |
| Week 2 |  |  |  |
| Wednesday  January 23rd | Microcredentialing - Imants Jaunarajs, Asst. Dean, Career & Leadership Development Center | **Assignment #1 due today!** | **Bring Laptop To Class!** |
| Week 3 |  |  |  |
| Wednesday  January 30th | Culinary Services Facts & Information | **Group project proposal & Assignment #2 due today!** | Culinary Info PowerPoint (on Blackboard) |
| Week 4 |  |  |  |
| Wednesday  February 6th | Safety Built In | Work on Assignment #3 | Safety PowerPoint (on Blackboard)  Safety suggestions sent to unit managers |
| Week 5 |  |  |  |
| Wednesday  February 13th | Food Sanitation & Safety Level 1 certification | **Assignment #3 due today!** | Food Safety PowerPoint (on Blackboard) |
| Week 6 |  |  |  |
| Wednesday February 20th | Food Sanitation & Safety Level 1 certification and level 1 test. | Work on group project | Food Safety PowerPoint & Level 1 Exam  Must get 75% or better to pass class. |
| Week 7 |  |  |  |
| Wednesday  February 27th | Culinary Services Support Staff | **Assignment #4 due today!** |  |
| Week 8 |  |  |  |
| Wednesday March 6th | Class Discussion: Difficult Management Situations & Conflict Resolution in the Workplace | Work on Assignment #5 | Discuss Assignment 4 submissions |
| Week 9 | **SPRING BREAK** | **NO CLASS** |  |
| Week 10 |  |  |  |
| Wednesday March 20th | Survivor Advocacy, Title IX, Better Bystanders | **Assignment #5 due today!** |  |
| Week 11 |  |  |  |
| Wednesday  March 27th | Class Discussion: Difficult Customer Service Situations | Work on group project | Discuss Assignment 5 submissions |
| Week 12 |  |  |  |
| Wednesday April 3rd | Ohio University’s Sustainability Initiative – Sam Crowl, Sustainability Project Coordinator | Work on Assignment #6 | Meet at Central Food Facility Next Week – Must wear closed toed shoes & pants |
| Week 13 |  |  |  |
| Wednesday April 10th | Tour of Central Food Facility – 120 S Shafer Street | **Assignment #6 due today!** | Tour will begin promptly at 7:30 am – must wear closed toed shoes & long pants or will be counted absent |
| Week 14 |  |  |  |
| Wednesday April 17th | Topics of Interest in Culinary Services | **PROJECTS DUE TO YOUR GENERAL MANAGER TODAY!** | Discuss Assignment 6 submissions |
| Week 15 |  |  |  |
| Final Exam:  Wednesday  April 23rd | **4 QUESTIONS FROM THE FINAL EXAM QUESTIONS SHEET.** |  |  |

**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 39 years and has 36 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.