

COURSE OUTLINE

COURSE DIRECTOR: Leslie Whittington-Carter

Office hours: Friday 11:30 – 1:30 Ursuline Hall Room 107

Email: lwhittin@uwo.ca (preferred) Telephone: 519-762-0393

COURSE DESCRIPTION:

This course builds on the introductory material in FN3348 with an emphasis on managerial decision making relevant to financial management of a foodservice system. Students discuss ethical and professional behaviour, internal control, work improvement methods, and staffing. Students apply course concepts in a weekly practicum placement and case studies. Limited enrolment.

CLASS SCHEDULE: Friday 8:30 – 11:30 a.m., Rm 14 (3 lecture hours per week, half-course).

FIELD WORK: Thursday 8:30 AM – 12:30 PM or as assigned (4 practicum hours per week)

PREREQUISITE OR CO-REQUISITE:

Foods and Nutrition 3348A/B, Business 1020, and registration in the Foods and Nutrition program. Business 2257 highly recommended.

Unless you have either the requisites for this course or written special permission from your Dean to enroll in it, you will be removed from this course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

OBJECTIVES: By the end of the course, students will be able to:

1. Demonstrate ability to apply accounting practices to specific food service operations.
2. Describe cost effective food service management practices and apply them to specific food service operations.
3. Demonstrate appropriate oral and written communication and problem solving skills.
4. Describe a framework for ethical decision-making, describe and present possible solutions to ethical dilemmas faced by food service managers/dietitians.
5. Describe quality improvement practices used in food service operations and make operational decisions based on quality improvement records.
6. Demonstrate ability to deploy foodservice staff appropriately to accomplish foodservice goals within budget.
7. Describe appropriate methods of dealing with management issues through case studies and in-class discussion of current events in foodservice management.
8. Plan menus for varying consumer groups.
9. Demonstrate professional behaviour.

LECTURE FORMAT:

- Three hours of lecture per week, plus supplementary readings assigned.
- Small group and individual in-class activities, class discussions, and role play will be used.
- Guest presentations will form a part of the course lectures.

PRACTICUM FORMAT:

- Four hours of field work per week.
- A 10 week practicum will provide students with an opportunity to pursue experiences in selected local food service facilities

REQUIRED TEXTS:

Course pack available for download from WebCt

Additional resources will be found on the course WebCt site, or on reserve in the library.

EVALUATION:

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| • Practicum workbook | 10% |
| • Practicum evaluation | 10% |
| • Class participation | 15% |
| • Current Issues summary and discussion (dates as assigned) | 25% |
| • Quizzes 2 @ 20% (Oct. 7 and Nov. 18) | 40% |

Participation/Attendance: Everyone enrolled in the course is expected to participate in class discussions. Attendance at class is mandatory.

Penalty for late assignments: Assignments are due at class time on the date specified. There will be a deduction of 20% of the value of the assignment for late submission. NO assignment will be accepted one (1) week after due date.

Special examination: NO special examination will be given for a student who has missed a scheduled examination except in cases with proper documentation to show a confirmed personal illness or a death in the student's immediate family.

Specific Course Policies:

Requests for accommodation on medical or non-medical grounds should be made to academic counselors, with proper documentation submitted.

Planned Schedule (Subject to Change)

Date	Topic	Readings (CP=coursepack)
September 9	Course introduction Practicum expectations and location Professionalism Review of foodservice systems	CP p. 2-4
September 16	Accounting review Financial statements –income statement and balance sheet	CP p. 5 - 26
September 23	Financial statements continued– cash flow and statement of retained earnings	CP p. 27 - 31
September 30	Evidence-based management Foodservice research Outsourcing Contract management	CP p. 32 - 34 Implementing a Comprehensive Support Service Solution (CSS) at a Major Community Hospital in Ontario, Canada: Lessons Learned http://www.longwoods.com/content/22091
October 7	Quiz 1 Human resources management	CP p. 34 - 45 White, R. (2010). The micromanagement disease. Public Personnel Management 39(1); 71-76
October 14	Productivity standards Labour costs Food costs and Standard food costs Operational efficiency ratio Average Check by Meal Period	CP p. 46 – 52 Practice Paper of the American Dietetic Association: A Systems Approach to Measuring Productivity in Healthcare Foodservice Operations
October 21	Staff Training	CP p. 52-53 Return On Training Investment Tool Employee Turnover Cost Tool
October 28	Mixed and variable costs Food production Nutrition and foodservice linkages	CP p. 54 – 55
November 4	Menu planning Menu pricing strategies Menu engineering CVP, Pricing	CP p. 56-68
November 11	Budgeting and variance analysis MIS Funding mechanisms for healthcare Investment decisions	CP p. 69-77
November 18	Quiz 2 Ethics and Standards of practice	CP p. 81 - 86
November 25	Internal control methods Policy and procedure development Proposal development Strategic planning for foodservice	
December 7	Public policy and advocacy	

BRESCIA UNIVERSITY COLLEGE ACADEMIC POLICIES AND REGULATIONS

1. POLICY REGARDING MAKEUP EXAMS AND EXTENSIONS OF DEADLINES

When a student requests academic accommodation (e.g., extension of a deadline, a makeup exam) for work representing 10% or more of the student's overall grade in the course, it is the responsibility of the student to provide acceptable documentation to support a medical or compassionate claim. All such requests for academic accommodation **must** be made through an Academic Advisor and include supporting documentation. Academic accommodation on medical grounds will be granted only if the documentation indicates that the onset, duration and severity of the illness are such that the student could not reasonably be expected to complete her academic responsibilities. Appropriate academic accommodation will be determined by the Dean's Office in consultation with the student's instructor(s). Please note that personal commitments (e.g., vacation flight bookings, work schedule) which conflict with a scheduled test, exam or course requirement are not grounds for academic accommodation.

If supporting documentation is from a family physician, Hospital Urgent Care Centre or Emergency Department, or a walk-in clinic a UWO Student Medical Certificate (SMC) is **required**. To download an SMC go to <https://studentservices.uwo.ca/secure/index.cfm> and follow the link under "Medical Documentation". Documentation should be obtained at the time of the initial visit. If it is not possible to have an SMC completed by the attending physician, the student must request documentation sufficient to demonstrate that her ability to meet academic responsibilities was seriously affected. Please note that under University Senate regulations documentation stating simply that the student "was seen for a medical reason" or "was ill" is **not** considered adequate to support a request for academic accommodation. All documentation is to be submitted to an Academic Advisor.

Whenever possible, requests for academic accommodation should be initiated in advance of due dates, examination dates, etc. Students must follow up with their professors and Academic Advisor in a timely manner.

The full statement of University policy regarding extensions of deadlines or makeup exams can be found at <http://www.westerncalendar.uwo.ca/2011/pg117.html>.

2. ACADEMIC CONCERNS

If you feel that you have a medical or personal problem that is interfering with your work, contact your instructor and Academic Advisor as soon as possible. Problems may then be documented and possible arrangements to assist you can be discussed at the time of occurrence rather than on a retroactive basis. Retroactive requests for academic accommodation on medical or compassionate grounds may not be considered.

If you think that you are too far behind to catch up or that your work load is not manageable, you should consult an Academic Advisor. If you consider reducing your workload by dropping one or more courses, this must be done by the appropriate deadlines (refer to the Registrar's website, www.registrar.uwo.ca, for official dates). You should consult with the course instructor and the Academic Advisor who can help you consider alternatives to dropping one or more courses. *Note that dropping a course may affect OSAP eligibility and/or Entrance Scholarship eligibility.*

The Dean may refuse permission to write the final examination in a course if the student has failed to maintain satisfactory academic standing throughout the year or for too frequent absence from the class or laboratory.

3. ABSENCES

Short Absences: If you miss a class due to a minor illness or other problems, check your course outline for information regarding attendance requirements and make sure you are not missing a test or assignment. Cover any readings and arrange to borrow notes from a classmate. Contact the course instructor if you have any questions.

Extended Absences: If you have an extended absence, you should contact the course instructor and an Academic Advisor. Your course instructor and Academic Advisor can discuss ways for you to catch up on missed work and arrange academic accommodations, if appropriate.

4. POLICY ON CHEATING & ACADEMIC MISCONDUCT

Students are responsible for understanding the nature of and avoiding the occurrence of plagiarism and other academic offences. Students are urged to read the section on Scholastic Offences in the Academic Calendar. Note that such offences include plagiarism, cheating on an examination, submitting false or fraudulent

assignments or credentials, impersonating a candidate, or submitting for credit in any course without the knowledge and approval of the instructor to whom it is submitted, any academic work for which credit has previously been obtained or is being sought in another course in the University or elsewhere. Students are advised to consult the section on Academic Misconduct in the Western Academic Calendar.

If you are in doubt about whether what you are doing is inappropriate or not, consult your instructor, the Student Services Centre, or the Registrar. A claim that "you didn't know it was wrong" is not accepted as an excuse.

The penalties for a student guilty of a scholastic offence (including plagiarism) include refusal of a passing grade in the assignment, refusal of a passing grade in the course, suspension from the University, and expulsion from the University.

Plagiarism:

Students must write their essays and assignments in their own words. Whenever students take an idea or a passage from another author, they must acknowledge their debt both by using quotation marks where appropriate and by proper referencing such as footnotes or citations. Plagiarism is a major academic offence (see Scholastic Offence Policy in the Western Academic Calendar).

All required papers may be subject to submission for textual similarity review to the commercial plagiarism detection software under license to the University for the detection of plagiarism. All papers submitted for such checking will be included as source documents in the reference database for the purpose of detecting plagiarism of papers subsequently submitted to the system. Use of the service is subject to the licensing agreement, currently between The University of Western Ontario and Turnitin.com.

Computer-marked Tests/exams:

Computer-marked multiple-choice tests and/or exams may be subject to submission for similarity review by software that will check for unusual coincidences in answer patterns that may indicate cheating. Software currently in use to score computer-marked multiple-choice tests and exams performs a similarity review as part of standard exam analysis.

5. PROCEDURES FOR APPEALING ACADEMIC EVALUATIONS

All appeals of a grade must be directed first to the course instructor. If the student is not satisfied with the decision of the course instructor, a written appeal signed by the student must be sent to the Department Chair. If the response of the department is considered unsatisfactory to the student, she may then submit a signed, written appeal to the Office of the Dean. Only after receiving a final decision from the Dean may a student appeal to the Senate Review Board Academic. A Guide to Appeals is available from the Ombudsperson's Office, or you can consult an Academic Advisor. Students are advised to consult the section on Academic Rights and Responsibilities in the Western Academic Calendar.

6. PREREQUISITES AND ANTIREQUISITES

Unless you have either the prerequisites for a course or written special permission from your Dean to enroll in it, you will be removed from the course and it will be deleted from your record. This decision may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course for failing to have the necessary prerequisites.

Similarly, you will also be deleted from a class list if you have previously taken an antirequisite course unless this has the approval of the Dean. These decisions may not be appealed. You will receive no adjustment to your fees in the event that you are dropped from a course because you have taken an antirequisite course.

7. SUPPORT SERVICES

The Brescia University College Registrar's website, with a link to Academic Advisors, is at http://www.brescia.uwo.ca/academics/registrar_services/index.html.

The University of Western Ontario Registrar's website is at <http://www.registrar.uwo.ca/index.cfm>

Portions of this document were taken from the Academic Calendar, the Handbook of Academic and Scholarship Policy and the Academic Handbook of Senate Regulations. This document is a summary of relevant regulations and does not supersede the academic policies and regulations of the Senate of the University of Western Ontario.