

## Course Syllabus

1	<b>Course title</b>	Food Service Management in Institutions
2	<b>Course number</b>	0603460
3	<b>Credit hours (theory, practical)</b>	2 lectures
	<b>Contact hours (theory, practical)</b>	2, theory
4	<b>Prerequisites/corequisites</b>	603322
5	<b>Program title</b>	Bachelor in Nutrition and Dietetics
6	<b>Program code</b>	043
7	<b>Awarding institution</b>	The University of Jordan
8	<b>School</b>	School of Agriculture
9	<b>Department</b>	Department of Nutrition and Food Technology
10	<b>Level of course</b>	Third year
11	<b>Year of study and semester (s)</b>	2019/2020, first semester
12	<b>Final qualification</b>	Bachelor
13	<b>Other department (s) involved in teaching the course</b>	-
14	<b>Language of Instruction</b>	English
15	<b>Date of production/revision</b>	1 <sup>st</sup> semester 2019/2020

### 16. Course Coordinator:

<b>Prof. Mohammed I. Yamani</b>	Office number	126A	Office phone	22420
E-mail: <a href="mailto:myamani@ju.edu.jo">myamani@ju.edu.jo</a>				

Office hours					
Day	Sunday	Monday	Tuesday	Wednesday	Thursday
Time	9 -10	9 -10	9 -10	9 -10	9 -10

### 17. Other instructors: /

### 18. Course Description:

The course introduces types of foodservice in health care and other institutional settings and their organization, kitchen layout and specifications of equipment; food purchasing, receiving, storage and issuing; menu planning, cost and quality control. Food safety and sanitation in institutions.

## 19. Course aims and outcomes:

### A- Aims:

Upon completion of this course, the student is expected to:

1. Have information about food service industry and types of food service organizations.
2. Be familiar with processes / systems of food service organizations
3. Get acquainted and understand organizational structure of food service establishments.
4. Have information about equipment and furnishings of food service organizations.
5. Know how to carry out planning and design of food service organizations
6. Realize the role of the menu and know how to carry out menu planning
7. Understand how to manage purchasing, receiving, storage and inventory in food service organizations
8. Get acquainted and know how to manage production and service activities in food service organizations
9. Understand how to manage quality in food service organizations.

### B- Intended Learning Outcomes (ILOs):

Upon successful completion of this course students will be able to

#### A. Knowledge and Understanding: Students will be able to:

- A1. Identify the characteristics of the foodservice industry.
- A2. Describe the functions of management; planning, organizing, staffing, leading/directing and controlling.
- A3. Describe the types of foodservice systems.
- A4. Explain the operations in any foodservice institution.
- A5. Understand the basis for meal and menu planning.
- A6. Control the resources of foodservice institution.
- A7. Understand food safety and hygiene in foodservice institutions.

#### B. Intellectual Analytical and Cognitive Skills: Students will be able to:

- B1. Compare the different types of food service systems.
- B2. Develop meals and menus and to modify them to meet client needs and preferences.
- B3. Demonstrate basic principles of management in the operation of a foodservice department
- B4. Demonstrate the ability to procure food and equipment in a foodservice operation.
- B5. Identify means of energy and water conservation in a foodservice operation.
- B6. Demonstrate food safety and sanitation procedures in the different foodservice operations.

#### C. Subject- Specific Skills Students will be able to:

- C1. Communicate effectively with a wide range of audiences including staff, clients and suppliers.
- C2. Demonstrate professional and ethical responsibility.
- C3. Plan menus and meals according to customer needs.
- C4. Apply cost control technique to foodservice operations.
- C5. Apply personal safety and hygiene standards in handling food and as related to personnel, physical plant and equipment.
- C6. Possess knowledge of local conditions.

#### D. Transferable Key Skills: The student is expected to

- D1. Possess knowledge in recent developments in the food service industry.
- D2. Use the techniques, skills, and modern scientific and technical tools necessary for professional practice.

**20. Topic Outline and Schedule:**

Topic	Week	Achieved ILOs	Reference
<p><i>Introduction to the course</i></p> <ul style="list-style-type: none"> <li>• Course contents</li> <li>• The foodservice industry</li> </ul>	1	A1, A2	Lectures notes Payne-Palacio and Theis, Chapter 1
<p><i>Food service industry and types of food service organizations</i></p> <ul style="list-style-type: none"> <li>• Consumers and their needs,</li> <li>• Types of foodservices</li> <li>• Challenges facing foodservice industry</li> </ul>	2	A1, A2,	Lectures notes Payne-Palacio and Theis, Chapter 1
<p><i>Processes / systems of food service organizations</i></p> <ul style="list-style-type: none"> <li>• Foodservice operations / processes</li> <li>• The systems concept and approach</li> <li>• Types of foodservice systems</li> </ul>	3-4	A2, B3, C1,	Lecture notes Payne-Palacio and Theis, Chapter 2
<p><i>Organizational design of food service establishments</i></p> <ul style="list-style-type: none"> <li>• Theories of management</li> <li>• Leadership</li> <li>• Functions of management</li> <li>• Skills of managers</li> <li>• Tools of management and performance improvement</li> </ul>	4-5	A2, A3, B1, B6, C1	Lecture notes Payne-Palacio and Theis, Chapter. 13 ISO 9000 Standards
<p><i>Human resource management</i></p> <ul style="list-style-type: none"> <li>• Staffing</li> <li>• Employment process</li> <li>• Workers on the job</li> <li>• Labor management relations</li> </ul>	6-7	A4, A6, B4, C1, C2, C4, D1, D2	Lecture notes Payne-Palacio and Theis, Chapter 15
<p><i>Planning and design of food service organizations</i></p> <ul style="list-style-type: none"> <li>• Preliminary preparation</li> <li>• Steps in planning</li> <li>• Design development</li> <li>• Work areas</li> </ul>	7-8	A1, A6, A7, B5, B6, C4,C5, C6, D1, D2	Lecture notes Payne-Palacio and Theis, Chapter 10

Topic	Week	Achieved ILOs	Reference
<i>Equipment and furnishings of food service organizations</i> <ul style="list-style-type: none"> <li>• Factors affecting selection</li> <li>• Features of equipment</li> <li>• Selection of some basic items</li> </ul>	8-9	A5, B2, B6, C1, C2, C3, C4, C5, C6, D1, D2	Lecture notes Payne-Palacio and Theis, Chapter 11
<i>The menu and menu planning</i> <ul style="list-style-type: none"> <li>• The menu concept</li> <li>• Menu planning</li> <li>• Types of menu</li> <li>• Menu development</li> </ul>	9-10	A4, A5, A7, B5, C4, C5, C6, D1, D2	Lecture notes Payne-Palacio and Theis, Chapter 5
<i>Purchasing, receiving, storage and inventory in food service organizations</i> <ul style="list-style-type: none"> <li>• Purchasing procedures</li> <li>• Receiving</li> <li>• Storage</li> <li>• Inventory records and control</li> </ul>	11-12	A4, A6, B4, C1, C2, C4, D1, D2	Lecture notes Payne-Palacio and Theis, Chapter 6 & 7
<i>Control of production and service in food service organizations</i> <ul style="list-style-type: none"> <li>• Recipe formulation</li> <li>• Forecasting and quantities to produce</li> <li>• Production scheduling, control and evaluation</li> <li>• Methods of assembly, delivery and service</li> <li>• Equipment needs</li> <li>• Style of service</li> </ul>	13-15	A4, A6, A7, B5, C1, C4, D1, D2,	Lecture notes Payne-Palacio and Theis, Chapter 8 & 9 ISO 9000 Standards

## 21. Teaching Methods and Assignments:

Development of ILOs is promoted through the following teaching and learning methods:

ILO/s	Learning Method
A. Knowledge and Understanding (A1-A7)	Lectures and Discussions
B. Intellectual Analytical and Cognitive Skills (B1-B6)	Lectures and Discussions
C. Subject Specific Skills (C1-C6)	Group discussions and oral presentations
D. Transferable Key Skills (D1-D3)	Oral presentations

## 22. Evaluation Methods and Course Requirements:

Opportunities to demonstrate achievement of the ILOs are provided through the following assessment methods and requirements:

Exams, Quizzes, open discussion, evaluation and ability to analyze problems using on the spot questions or requirement of assignments.

Evaluation	Point (%)
Midterm exam	30
Quizzes	10
Assignments	10
Final Exam	50
Total	100

ILO/s	Evaluation Method
A. Knowledge and Understanding (A1-A7)	Exams, quizzes,
B. Intellectual Analytical and Cognitive Skills (B1-B6)	Reading Assignments, exams.
C. Subject Specific Skills (C1-C6)	Term papers& assignments; exams
D. Transferable Key Skills (D1-D3)	Reports & assignments; exams.

## 23. Course Policies:

- Students should hand in the assignment(s) on due dates.
- Absence from an examination is only accepted when it is due to extraordinary circumstances as judged by the instructor.
- Assignments submitted after the deadline will not be accepted.
- Eating, drinking and mobiles are not allowed in classroom.
- According to The University regulations, class attendance is the responsibility of the student. Attendance will be taken at each lecture.
- Classroom behavior during lecture must be appropriate at all times. See University Student Academic Rules (<http://www.ju.edu.jo/rules/index.htm>).
- Mobile must be turned off and must be not allowed during exams.
- Talking during class, except in class discussion, is distracting and should be avoided. According to the University policy, the student should leave the class and will considered absent.
- Concerns or complaints should be expressed in the first instance to the module lecturer; if no resolution is forthcoming, then the issue should be brought to the attention of the module coordinator (for multiple sections) who will take the concerns to the module representative meeting. Thereafter, problems are dealt with by the Department Chair and if still unresolved the Dean and then ultimately the Vice President. For final complaints, there will be a committee to review grading the final exam.
- For more details on University regulations please visit:
- <http://www.ju.edu.jo/rules/index.htm>

**24. Required equipment: (Facilities, Tools, Labs, Training....)**

Lecture room equipped with a board and electronic projection equipment and connected to the internet.

**25. References:**

Required book (s), assigned reading and audio-visuals:

- Payne-Palacio, J and Theis, M. 2016. Foodservice Management: Principles and Practices (13th Edition). Pearson Education Limited England.

Recommended books, materials, and media:

- Gregoire, Mary. 2016. Foodservice Organizations: A Managerial and Systems Approach / Edition 9. Pearson. USA
- Birchfield, John C. 2007. Design and Layout of Foodservice Facilities / Edition 3. Wiley, USA
- Brown A. Understanding Food: Principles and Preparation.2008. 3<sup>rd</sup> ed. Thomson Wadsworth, London.

**Links:**

[www.eatforhealth.gov.au](http://www.eatforhealth.gov.au)

[www.foodsafety.gov](http://www.foodsafety.gov)

[www.health.gov/dietaryguidelines](http://www.health.gov/dietaryguidelines)

[www.jfda.gov.jo](http://www.jfda.gov.jo)

[www.nfsmi.org](http://www.nfsmi.org) (National Foodservice Management Institute)

[www.nlm.nih.gov/medlineplus/foodsafety.html](http://www.nlm.nih.gov/medlineplus/foodsafety.html)

[www.nutrition.gov](http://www.nutrition.gov)

[www.nraef.org](http://www.nraef.org) (National Restaurant Association Education Foundation)

[www.food.gov.uk](http://www.food.gov.uk)

**26. Additional information:**

None

Course Coordinator: **Prof. Mohammed I. Yamani** Signature: ----- Date 8/4/2020

Head of curriculum committee/Department: ----- Signature: -----

Head of Department: ----- Signature: -----

Head of curriculum committee/Faculty: ----- Signature: -----

Dean: ----- -Signature: -----