1	Course title	**Training in Food Service Institutes**
2	Course number	**0643492**
3	**Credit hours (theory, practical)**	**3 (10 lecture and 20 lab)**
	Contact hours (theory, practical)	**30 (10 lecture and 20 lab)**
4	Prerequisites/corequisites	**0643451, 0643452, 0643431, 0603354**
5	Program title	**Bachelor in Nutrition and Dietetics**
6	Program code	**043**
7	Awarding institution	**The University of Jordan**
8	School	**School of Agriculture**
9	Department	**Department of Nutrition and Food Technology**
10	Level of course	**4**
11	Year of study and semester (s)	**2019/2020, first semester**
12	Final qualification	**Bachelor**
13	Other department (s) involved in teaching the course	**-**
14	Language of Instruction	**English**
15	Date of production/revision	**1st semester 2019/2020**

16. Course Coordinator:

Prof. Mohammed I. Yamani	Office number	126A	Office phone	22420
E-mail: myamani@ju.edu.jo				

Office hours					
Day	Sunday	Monday	Tuesday	Wednesday	Thursday
Time	10-11	10-11	10-11	10-11	10-11

17. Other instructors: Dr. Hala Nawaiseh

18. Course Description:

Training the student in a foodservice institution on menu planning and management of human resources and operations from purchasing until service as well as controlling the quality

19. Course aims and outcomes:

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

1. Be acquainted with foodservice and types of foodservice organizations.
2. Have knowledge and control of main processes in a foodservice organization.
3. Know and manage resources needed in foodservice organizations.
4. Be acquainted with menu planning and know how to prepare a menu plan
5. Be familiar with quality management elements needed in a foodservice organization
   - Quality management principles
   - Leadership and policies
   - Responsibility, authority and communication
   - Customers and product requirements
   - Resource management
   - Monitoring and measuring
   - Control of nonconforming product
   - Continual improvement
6. Develop a documented prerequisite program (GMP) for a foodservice organization.
7. Develop a documented food safety system (HACCP) to ensure food safety in a foodservice organization

B- Intended Learning Outcomes (ILOs):

A- Academic skills. At the end of the course, students are expected to:

A-1 Develop understanding of the professional implications of foodservice.

A-2 Improve the skills in problem solving related to management in foodservice organizations.

A-3 Have opportunity to learn how to carry out planning and monitoring/measuring activities.

A-4 Have opportunity to develop skills in documentation of quality management systems.

A-5 Have opportunity to learn how to implement food safety and quality management systems.

A-6 Have opportunity to improve skills in research and/or information retrieval and gain knowledge about major information systems and databases.

B- Intellectual Analytical and Cognitive Skills Relevant to:

B-1 Problem solving by giving the student an opportunity to improve skills in problem solving related to foodservice. Realize the role of QMS in continual improvement.

B-2 Writing by giving the student an opportunity to improve the writing skills.

B-3 Oral Communications by giving the student an opportunity to improve skills in oral communications.

B-4 Social Interaction by giving the student an opportunity to improve skills in team working with other people.

B-5 Research by giving the student an opportunity to improve research skills and information acquisition and gain knowledge about sources of data and information systems.

C- Subject Specific Skills. The student is expected to:

C-1 Know how to identify product characteristics as required by customers and other interested parties of a foodservice organization.

C-2 Know how to establish quality policy that includes mission and vision.

C-3 Be familiar with process approach and implement the approach in a foodservice organization.

C-4 Know how to prepare a weekly menu plan for a foodservice organization, and how to evaluate the menu plan.

C-5.Preparation of a procedure and records for a food hygiene program for a foodservice organization.

D6. Development of HACCP system in a foodservice organization.

D7. Understanding the importance of the concept "context of the organization" and "risk based management"

D- Transferable Key Skills. The **s**tudent is expected to be able to:

D1. Written/verbal communication: Ability to clearly express ideas in writing and confidently in speech

D2. Teamwork: Working productively within a group

D3. Planning and organizing: Ability to plan activities and carry them through effectively.

D4. Investigating, analyzing and problem solving: Gathering information systematically to establish facts and principles.

D5. Developing professionalism: Paying care and attention to quality in all work. Taking the opportunity to learn new skills.

20. Topic Outline and Schedule:

Topic	Day	Achieved ILOs	Evaluation Method	Reference
Foodservice Organizations Comparison between commercial and institutional foodservice Organizations Section is divided into 2-5 groups; in each group: • Members • Organization • Name • Policy which includes mission and vision • Logo Customers and interested parties Needs and requirements Product characteristic	1	A1-A6 B1-B5 C1-C7 D1-D5	Fill FORM- 1; Daily Activities Report. Summarize the whole week activities (1st week inside UJ).	• Payne-Palacio, J and Theis, M. 2016. Foodservice Management: Principles and Practices • ISO 9000:2015: • ISO 9001:2015
Processes and Human Resources Process • Sequence and interaction • A detailed process • Organizational structure Human Resources Organizational structure Job analysis to a position • Job specification • Job description	2	A1-A6 B1-B5 C1-C7 D1-D5	•	Payne-Palacio, J and Theis, M. 2016. Foodservice Management: Principles and Practices • ISO 9000:2015: • ISO 9001:2015
Menu Planning • Menu Planning Basics • Preparation of a weekly menu plan • Evaluation of the menu plan	3	A1-A6 B1-B5 C1-C7 D1-D5	•	Payne-Palacio, J and Theis, M. 2016. Foodservice Management: Principles and Practices • ISO 9000:2015: • ISO 9001:2015

Topic	Day	Achieved ILOs	Evaluation Method	Reference

Food Hygiene Requirements
• Condition and measured for
  - Personal hygiene
  - Pest control
  - Waste management
  - Cleaning and disinfection
  - Environmental control
  - Cross contamination
• Prepare a procedure for a hygiene requirement
• Prepare a record to monitor implementation of the hygiene requirement
	4	A1-A6
		B1-B5
		C1-C7
		D1-D5
			•	The Codex Alimentarius
				• ISO 9000:2015:
				• ISO 9001:2015:

Food Safety; HACCP System • Develop a HACCP system plan for a product in foodservice organization which reflects the 12 steps of the HACCP system	5	A1-A6 B1-B5 C1-C7 D1-D5	•	The Codex Alimentarius • ISO 9000:2015: • ISO 9001:2015:

QF-AQAC-03.02.1.2

21. Teaching Methods and Assignments:

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

Lectures, group discussion, student critical readings and presentations.

Teaching tools include the use of the board, transparencies, presentations, case studies and handouts.

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

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 analyse problems using on the spot questions or requirement of assignments.

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:

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:

1. Payne-Palacio, J and Theis, M. 2016. Foodservice Management: Principles and Practices (13th Edition). Pearson Education Limited England.
2. Required books
3. ISO 9000:2015. Quality management systems — Fundamentals and vocabulary
4. ISO 9001:2015. Quality management systems — Requirements

Recommended books, materials, and media:

1. Gregoire, Mary. 2016. Foodservice Organizations: A Managerial and Systems Approach / Edition 9. Pearson. USA
2. Birchfield, John C. 2007. Design and Layout of Foodservice Facilities / Edition 3. Wiley, USA
3. Brown A. 2008 Understanding Food: Principles and Preparation. Thomson Wadsworth, London
4. Recommended books, materials, and media:
5. Natarajan, D. (2017). ISO 9001 Quality Management Systems. Springer. Switzerland.
6. Kohl H. (2020) Standards for Management Systems. Springer. Switzerland.
7. ISO 9004:2018. Quality management — Quality of an organization — Guidance to achieve sustained success.
8. ISO 22000:2018. Food safety management systems — Requirements for any organization in the food chain.
9. ISO 14001:2015. Environmental management systems — Requirements with guidance for use.
10. ISO 19011:2018. Guidelines for auditing management systems.
11. ISO/IEC 17000:2020. Conformity assessment — Vocabulary and general principles.
12. ISO/IEC 17025:2017. General requirements for the competence of testing and calibration laboratories.

The Internet

- The Codex Alimentarius Commission. *www.codexalimentarius.net*
- International Organization for Standardization *www.iso.org*
- Jordan Food and Drug Administration *www.jfda.jo*
- U S Food and Drug Administration *www.fda.gov*
- European Food Safety Authority (EFSA) *www.efsa.europa.eu*
- The National Association of College & University Food Services *http://www.nacufs.org/*

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: --