

FCS 3784
Commercial Quantity Food Production
Tentative Syllabi/Subject to change
Fall 2012

Instructor: Kathy Rhodes, M.S.
Office: 1411 Klehm Hall
Phone: Office: 217-581-6677 Cell: 217-454-4526
E-mail: krhodes2@eiu.edu
Office hours: Copy attached: **I do have an open door policy besides the scheduled times.**
Textbook: Gisslen, Wayne, Professional *Cooking-7th ed*; Pearson Prentice Hall

Class meets: Mondays 3-3:50 pm.....Lab: Tuesdays/Wednesday 3:00-9:40 pm
Room 1418/1411

Course Description: An experiential **lab based course** where students develop the skills needed to plan, produce and serve meals to customers in a commercial setting. Topics and activities include menu planning, procurement, food production, customer service, marketing and management of meal functions. Prerequisite: FCS 1120, **FCS 1121**, FCS 2700.

Course Objectives: Course objectives are listed below with corresponding examples of assessment methods.

Upon completion of the course the students will:

- Demonstrate appropriate food preparation skills (daily check sheet);
- Demonstrate safe and appropriate use of food service equipment (daily check sheet);
- Coordinate food production and food service (peer and customer evaluation);
- Develop and cost daily menus (exam and lab reports);
- Demonstrate correct service techniques (daily check sheets and customer evaluation);
- Procure and analyze a menu from an operating restaurant (menu analysis);
- Manage student teams in front and back of the house operations (peer evaluation);
- Develop customer service skills (daily check sheet, peer and customer evaluation);
- Develop teamwork and leadership skills (daily check sheet and peer evaluation).

Assessment:

Student achievement of the stated objectives will be assessed based on the following activities:

Customer evaluations assess satisfaction with food and service quality and are used as discussion points in management meetings for quality improvement.

Lab Component:

Daily check sheet 5pts/wk	100 points
Mock Dinner Party	400 points
Weekly activities up to	200 points
Recipe costing	100 points
Customer evaluations 8/wk	<u>100 points</u>
Total points	900 points

With the amount of points to be given, there will be **no extra credit in this class.**

Daily check sheets are completed by the instructor and/or graduate assistant, and assess punctuality, uniform, sanitation, safety, following procedures, following production schedule, and **clean up.**

*******How you conduct your self in this class and how you work in a team environment will be scrutinized very carefully by the instructor.**

Mock Dinner Party: 400 points

You will plan and develop a dinner party for 15.
Detail sheet will be handed out later in the semester.

Mandatory Cleaning Class:

Cleaning class will be held on Mondays from 3-3:50 pm beginning January 23. Mondays will be set aside for cleaning the kitchen and galley kitchen in 1418 . Each group will clean every Monday for the remainder of the semester. Every week, groups will clean a different part of the kitchen. This ensures that students will know where everything is to help speed things up before, during and after service.

This is **MANDATORY FOR YOUR OVERALL GRADE.**

Lab:

The course is structured with a 50 minute Mandatory Cleaning Class on Monday; one/two lab sections meeting on Tuesdays/Wednesdays. **The lab sessions are scheduled from 3:00-9:40 pm, 6 hours 40 minutes contact hours per lab.** The enrollment cap per lab section is 15 to enable sufficient supervision of students by the course instructor and to allow for meal service to be provided one/two nights per week (Tuesday/Wednesday). The cap may change from semester-to-semester due to enrollment of hospitality students.

FCS 3784 has a restaurant component built into the program. Hands on food production experiences are an essential element of hospitality programs and a requirement of their accrediting body, ACPHA (Accreditation Commission for Programs in Hospitality Administration). This course provides an authentic learning environment for students in that they plan, produce, and serve meals to customers. Students also gain experience in using commercial foodservice equipment and quantity food production procedures and techniques. Activities in the course would be used for assessing the following student learning objectives: demonstrate practical skills and awareness of industry standards and challenges, and develop an ability to work with diverse teams in multicultural settings. This course will allow hospitality students to a focus on managing production teams, menu development, and production of food items more commonly prepared in restaurants and hotels.

Students will work in 4 teams (per lab section); each team is responsible for planning and managing the production of 2 meals. At each meal production lab, there will be 3 managers for the front of the house, (FOH), and one/ will manage production and service, or more commonly known as the, Back of the House, (BOH). In subsequent weeks, these duties will rotate so that each Team performs each task for an allotted amount of time throughout the semester.

Planning involves menu development, costing, marketing, and operations, and is conducted by management teams with the assistance of the course instructor. Management meetings include the management team assigning weekly duties and responsibilities to the other two teams.

- **Guests will arrive at restaurant at 5:45 pm-8:00 pm.**
- Students are expected to report to the labs on time, ***not late***, and in proper uniform. This consists of:
 - **Kitchen:** a **white only chefs coat, not a lab coat**, which can be ordered from the book store in the union for \$16.95. The student will need to go the back counter of the book store and order the coat. If you are not sure what size you would wear, the bookstore will have chef coats for you to try on to find the appropriate size. **You will need your coat by Tuesday (1.16.2011).**
 - **Server:** the student will need to have black dress slacks, (**no black jeans**), white shirt/blouses, (no sleeveless white blouses), no printed undershirts for the males or females, that can be seen through a white shirt, black socks, black shoes, **NO HIGH HEELS, (no tennis shoes/crocs)** and a black half apron (provided by the university). Please make sure your shoes are comfortable. You will be on your feet for long hours.
 - **Hair restraint**, as in hair net or ball cap with ***all*** hair put up inside either. This ***means absolutely no hair hanging in any ones face or eyes, or hair hanging out the back for safety and sanitation reasons.***
 - **It is mandatory that a student wear closed toe shoes while participating in FCS 3784 lab.**

- **Students will wear closed toed shoes;** Students **may not participate and will not,** in any lab if they are not in a clean uniform or do not have closed toed shoes on.
- **If a student comes to lab with open toed shoes, (flip flops, sandals, etc...) they will be sent home and lose all points for that lab which will result in losing one full letter grade**

***Remember, this class is a lab based class; most of the points for the class will come from the lab.** More information on proper dress and sanitation will be provided for the student in handouts given by the instructor.

Attendance:

Attendance is mandatory for FCS 3784, most importantly, the labs. **Missing one lab will result in losing one letter grade at the end of the semester. Missing two labs will result in a conference between instructor, student and chair of the department for further direction.** Remember, this is a lab based class. Every lab will build on one another, so you can not afford to miss even one lab. Please keep this in mind. Do not miss Monday's cleaning class either. IT IS MANDATORY! If something comes up and you need to miss it, please let me know what is going on. It could make a lot of difference.

Because there are so many points, there is no extra credit in this class. However, if a habit is made by not turning in your assigned work, could make a difference in your final grade.

Regular attendance is expected for all classes. History has shown that students who attend and participate in classes on a regular basis tend to earn higher grades. Should classes be cancelled by the university (such as for weather), assignments will be due on the next scheduled class meeting. All other assignments are due on the assigned date; **late work is not accepted.**

Academic Honesty

The integrity of an academic community necessitates the full and correct citation of ideas, methodologies, and research findings to the appropriate source. Academic honesty is essential to ensure the validity of the grading system and to maintain a high standard of academic excellence. The principal violations of academic honesty are cheating and plagiarism.

Cheating includes the unauthorized use of certain materials, information, or devices in writing examinations, or in preparing papers or assignments. Any student who aids another student in such dishonesty is also guilty of cheating. Other possible forms of cheating include submitting the same work in more than one class without permission, and fabricating or altering references.

Plagiarism is the presentation of ideas, words, and opinions of someone else as one's own work. Paraphrased material, even if rendered in the student's own words, must be attributed to the original of the thought. Plagiarism will not be tolerated in no way, shape or form. Please take this seriously; judicial affairs will be notified immediately.

Accommodation statement

If you have a documented disability and wish to discuss academic accommodations, please contact the Office of Disability Services at 581-6658.

NOTE: THIS IS A FACTUAL, REAL LIFE ENVIRONMENT. REAL WORLD PROBLEMS WITH REAL WORLD SOLUTIONS. THIS CLASS WILL ONLY BE WHAT YOU PUT INTO IT, NOTHING MORE. REMEMBER, THIS IS A TEAM WORKING ENVIRONMENT. EVERYONE WORKS TOGETHER. ALSO KEEP IN MIND THAT YOUR BEHAVIOR REFLECTS ON ME. ANYTHING THAT GOES OUT OF THE KITCHEN, HAS MY SIGNATURE ON IT, SO IT HAS TO BE THE BEST YOU CAN GIVE. THIS REFLECTS ON YOUR GRADE AND MY ATTITUDE.

CLASS SCHEDULE

Semester and Year SR 2012 Name Kathy Rhodes

	Monday	Tuesday	Wednesday	Thursday	Friday
7:00					
8:00					
9:00					
10:00					
11:00	Office 11-1:00 pm	Office 11-1:00 pm	Office 11-1:00 pm	Office 11-1:00 pm	Office by Appointment
12:00					
1:00					
2:00					
3:00	FCS 3784	FCS 3784	FCS 3784		*See below
3:50	3-4:00 pm	3-9:40 pm	3-9:40 pm		
4:00					
5:00					
6:00					
7:00					
8:00					

- *FCS 3750 Independent Study Catering (on going)