

**FCS 4940**  
**Food Systems Management**  
**Fall 2012**

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Office hours: Monday and Wednesday 200-3:30; Thursday 12:30-1:30; or by appointment.

**Text Book:** Spear, M. & Gregoire, M. (2007). *Foodservice organizations: a managerial and systems approach*. (6<sup>th</sup> ed). Upper Saddle River NJ: Pearson Prentice Hall.

**Course Description:** Organization and administration of food service systems management, cost control, food purchasing, facility and equipment planning. Prerequisites BUS 2101, BUS 3010, FCS 1120, FSC 2140 or FCS 3784.

**Course Objectives:** Upon completion of the course the student should be able to

1. Demonstrate a basic knowledge of negotiation techniques and management theories as well as a working knowledge of the concepts of human and group dynamics and diversity issues;
2. Demonstrate a working knowledge of financial management, including accounting principles, and the demonstration of the ability to interpret financial data in food service systems applications;
3. Demonstrate a working knowledge of the systems theory, including food production and delivery systems and quality improvement methods;
4. Plan a food service establishment, including a waste management policy, materials management procedures, food and non food written specifications, apply basic marketing principles, and determine the cost of service and operations in the form of a written budget.

**Evaluation:** Grades will be based on the following activities and scale:

Quizzes (3@ 40 pts. each)	120 points		90% and up	A
Business Concept Recommendation	125 points	Dec 10	80%-89%	B
Written Specifications	75 points	Oct 22	70%-79%	C
Work Schedule	75points	Sept 17	60%-69%	D
Interview Outline	25 points	Sept 24	< 60%	F
In Basket Decision Making	50 points	Nov 5		
Article reviews (3@25 pts each)	75 points	Oct 1, Oct 22, Nov 12		
Make or Buy Analysis	25 points	Oct 8		
COGS calculations	25 points	Nov 26		
Interview	50 points	Dec 3/Oct 22		
<u>Misc. activities</u>	<u>30 points (approximate)</u>			
TOTAL	675 points			

**This class is conducted as a blended course, with only a few days of face to face classroom interaction. Multiple projects are done outside of class, many in small groups.**

**Graduate students** taking the course for graduate credit must complete an additional research paper or project related to the content of the course, worth 50 points. Please discuss this additional requirement with the instructor.

Several activities are to be done in **small groups**. Students will be asked to complete two evaluations (mid-term and end of term) of the work done by others in the group; these peer evaluations may impact individual grades. Students can choose group membership but the groups must remain the same throughout the semester.

Three **quizzes** will be given in class throughout the semester to encourage students to not fall behind in reading the chapters. Quizzes will be primarily multiple-choice. No make-up quizzes will be provided except for university approved absence and advance notice.

The **business concept recommendation** is done as a small group and includes elements of a business plan for a foodservice operation. The final product of this activity is a written business report. Students will be provided three options for a foodservice concept in the EIU food court and will analyze each and then make a recommendation as to the best option, examining demand for the concept, space and equipment necessary, compatibility with existing foodservice outlets, and profitability.

The **work schedule** activity requires students to prepare a weekly work schedule in a simulated restaurant environment. Information about the restaurant, sales, and employees will be provided. Students will work in small groups and compete with each other to develop the most efficient schedule.

The **interview outline** activity requires the student to prepare 6 questions that could be asked in a foodservice operations interview. A job description will be provided and the interview questions must be developed for that position. A one paragraph summary of why those questions were selected and what information they will provide is also required.

The **in basket decision making** activity requires students to prioritize and justify a number of things that a foodservice manager might face in a given day. Results are compared to how “real life” managers prioritized the items.

Three written **article reviews** are required; these are to be from trade publications, not academic research journals. The article should be no more than 2 years old and at least 2 pages in length. The written review should be no more than 1 page and utilize appropriate APA style. Include a reference for the article in APA format.

The **make or buy analysis** provides students 3 alternative methods of providing a menu item; the student must determine the most cost efficient method.

The **interview** activity provides students an opportunity to discuss foodservice management principles with an industry professional. Each student is to identify a foodservice manager, request permission to interview them, and summarize the results in a 2-3 page paper. You must obtain permission of the instructor before contacting the foodservice manager; only one student is permitted to contact each manager so as to not take up too much of their time. Obtain permission from the instructor by **October 22**. Managers may be employed in any foodservice setting, including educational facilities, health care facilities, restaurants, etc. Managers may not be related to the student doing the interview.

### **Course Policies**

1. Please be on time. If you have to be late, come to class, but don't make it a habit.
2. Turn off cell phones and other distracting electronic devices. Use of a phone or texting while in class is a 10 point deduction for each occurrence. If your cell phone rings during an exam, you forfeit the opportunity to continue the exam.
3. All assignments are due on the assigned dates at the start of class. Late assignments are not accepted unless there is an approved university absence or valid and documented medical excuse.
4. Please respect the ideas and opinions of those in the class; at the same time feel free to join in the discussion. Bring relevant news items and current events to class for discussion.
5. Display professionalism in all assignments and group projects.
6. Note that unprofessional behavior can result in a point reduction from your grade; this includes, among other things, cell phone use, loud or distracting conversations, and disrespectful behavior displayed to other students or the instructor.
7. Peer reviews are conducted twice during this course. Students are expected to provide honest feedback about the effort of others in their work group.

### **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. Violation of academic honesty principles will result in an F for the assignment or for the course, and will be reported.

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.

**Accommodation statement**

If you are a student with a documented disability in need of accommodations to fully participate in this class, please contact the Office of Disability Services (ODS). All accommodations must be approved through ODS. Please stop by Ninth Street Hall, Room 2006, or call 217-581-6583 to make an appointment.

**Trade Journals:** If you use an article from another trade journal please obtain permission from the instructor first. Include a reference for each article, in correct APA format.

- Restaurant and Institutions
- Nation's Restaurant News
- Foodservice Director
- Food Service Magazine
- Food Service Marketing
- Restaurant Business
- On Campus Hospitality
- Food Management
- School Nutrition Magazine
- Fast Casual
- Culinology
- Restaurant Hospitality
- Food Arts
- QSR
- Foodservice and Hospitality
- Beverage Industry
- Restaurant Hospitality
- Food Arts
- QSR
- Foodservice and Hospitality
- Beverage Industry

Fall 2012  
Tentative Course Calendar

DATE	IN CLASS	QUIZ	TEXT	DISCUSSION TOPIC
Aug 20			Chapters 1	Food Service Overview and Organization
Aug 27			Chapter 12	Scheduling Human Resources
Sept 3		NO CLASS: LABOR DAY		
Sept 10			Chapter 9	Human Resources Management
Sept 17		1,3,9,12	Chapter 3	The Menu
Sept 24			Chapter 5	Purchasing
Oct 1			Chapter 6	Purchasing Production
Oct 8			Chapter 4	Layout and Equipment
Oct 15		4,5,6,7	Chapter 7	Service
Oct 22			Chapter 13	Financial Management
Oct 29			Chapter 8	Layout and Equipment
Nov 5			Chapter 10	Sanitation and Safety
Nov 12		Concept project discussion with each group		
Nov 19		NO CLASS: THANKSGIVING BREAK		
Nov 26		8,10,11,13*	Chapter 11	Leadership
Dec 3				
Dec 10				Concept Project due May 4 at 5:15 pm

September face to face class sessions are tentative, pending confirmation of guest speakers

\*The quiz on Nov 26 will be administered on-line