

FDNS 4620/6620: Management of Foodservice Organizations
Spring, 2008

Course Description: Organizational structure and management of human resources in food and nutrition care service delivery.

Course Prerequisite: FDNS 4610/6610

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Office Hours: Friday, 9-12

The course syllabus is a general plan for the course; deviations announced to the class by the instructor may be necessary.

Course Objectives:

The student will:

understand the use of the systems theory in food and nutrition care service management

develop a working knowledge of the roles and functions of management including planning, organizing, directing, and controlling. This will include a knowledge of strategic planning, development of mission statements, goals, policies and procedures.

develop a working knowledge of leadership theories. Use critical thinking processes to apply knowledge of management and leadership to organizational change processes.

develop a knowledge of general principles of communication, interpersonal communications skills, group dynamics and negotiation techniques used in management of food and nutrition care services.

use current electronic communication techniques, including e-mail and internet to communicate with class members and the course instructor.

develop and apply knowledge of human resource management, including interviewing and hiring practices, labor laws and regulations, training, performance appraisal, compensation, and ethical practices to workplace scenarios.

prepare a written paper on a topic related to the management of food and nutrition care services.

present a short educational presentation related to the management of food and nutrition care services.

use basic marketing principles to develop a marketing plan for a product or service used in food and or nutrition care services.

Required Texts:

Spears, M. C., Gregoire, M.B. Foodservice Organizations. 6th Edition. Upper Saddle River, NJ: Pearson Prentice-Hall, Inc., 2007. Purchase at Bookstore.

Johnson, S. Who moved my Cheese? New York, NY: G.P.Putnam's Sons, 1998. Available at most bookstores, including e-bookstores.

On reserve in library:

Payne-Palacio J, Theis M. Introduction to Foodservice. 10th Ed. Upper Saddle River, NJ:Prentice-Hall, Inc., 2005

On shelf outside my office:

Holli, B.B., Calabrese, R.J., Maillet, J.O. Communication and Education Skills for Dietetics Professionals. 4th Edition. Philadelphia, PA: Lippincott Williams & Wilkins, 2003.

Additional readings such as journal articles and government websites will be assigned during the semester.

Other references on shelves outside my office

Collins, J. Good to Great. New York, NY: HarperCollins Publishers, 2001.

Robbins, S.P., Coulter, M. Management. 8th Edition. Boston, MA: Pearson Publishing, 2002.

Litt, A.S., Mitchell, F.B. Guide to Private Practice: An Introduction to Starting your own Business. American Dietetic Association, 2004.

Mager RF, Pipe P. Analyzing Performance Problems. 2nd Edition. Belmont, CA:Lake Pub. Co., 1984.

Nelson B. 1001 Ways to Reward Employees. New York: Workman Publishing, 1994.

Williams, A.G., Hall, K.J., Shadix, K., Stokes, D.M. Creating your career portfolio. Upper Saddle River, NJ: Prentice Hall, 2005.

Course Requirements:

1) Participation and attendance will be 5% of the grade.

2) Tests: There will be 2 tests during the semester and 1 final exam. The final exam will be cumulative.

3) Additional items include preparation of a personal portfolio, a paper and related presentation, a group marketing project, and a report of a session at the GDA meeting or a journal article.

Grade Determination:

<u>Component</u>	<u>Points</u>
Participation and attendance	50
Test 1, February 8th	175
Test 2, March 26th	175
Final Exam, May 5	200
Portfolio Project, Due April 21	75
Paper and journal article presentation, Due on presentation day	175
Report of GDA meeting or journal article, Due April 9	50
Marketing Project, Final project due April 28 th	<u>100</u>
	1000

Grading Scale:

90 - 100	A
88 - 89.9	A-
85 - 87.9	B+
80 - 84.9	B
78 - 79.9	B-
75 - 77.9	C+
70 - 74.9	C
68 - 69.9	C-
60 - 67.9	D
≤ 59.9	F

Academic Honesty: All academic work must meet the standards contained in “A Culture of Honesty.” Students are responsible for informing themselves about those standards before performing any academic work. You can find more information about academic honesty at: <http://www.uga.edu/ovpi/honesty/ahs.htm>.

Attendance: The University Bulletin states: students are expected to attend class regularly. A student who incurs an excessive number of absences may be withdrawn from a class at the discretion of the professor. Attendance is recorded at random during the semester.

Late Work: The grade for work turned in after the due date will be reduced by 10% for each day late. Exceptions are only made for documented illness, family emergency, or jury duty.

Exams: Exams must be taken as scheduled. Make-up exams are only given in the event of documented illness, family emergency or jury duty, and are in a difference format that the original exam. The final examination must be given at the assigned time.

Use of name in class: I generally call people by name in class. If you do not want your name used in class, please let me know by Tuesday, January 8th at 5:00 PM.

Note: All cellular phones should be turned off during class. Cell phones are not allowed on desks during exams. Thank you!

FDNS 4620:Management of Foodservice Organizations
Tentative Lecture Outline and Assigned Readings

The course syllabus is a general plan for the course; deviations announced to the class by the instructor may be necessary.

Readings are from Spears & Gregoire, 2007 and the Payne-Palacio, 2005 book on reserve in the Science Library. There will be additional assigned readings from selected journal articles throughout the semester.

Date	Topics	Reading Assignments
January 7	Introduction to course Why study management? What is an Organization? <i>Portfolio Development</i>	Digh, E.W. & Dowdy, R.P. A survey of management tasks completed by clinical dietitians in the practice setting. J. Am. Diet. Assoc. 1994;94:1381-1384.
January 9 th – 16 th Note: January 21, MLK Holiday	Systems Theory Organizational Structure History of Management Thought Management functions, skills, roles Strategic Planning <i>Power Point presentation requirements</i>	Chapters 1, 2 & 9, Spears & Gregoire, 2007 Chapter 13, Payne-Palacio & Theis, 2005
January 18 th - 25 th	Marketing and Entrepreneurship <i>Introduction to Marketing Project</i>	Chapter 14, Spears & Gregoire, 2007 Chapter 18, Payne-Palacio & Theis, 2005 Chapter 5, pp. 105 - 132, Litt & Mitchell, 2004
January 28 th – February 6 th	*Leadership Theory Becoming an Effective Leader Organizational Change	Chapter 10, Spears & Gregoire, 2004, pp. 428-458 Chapter 14, Payne-Palacio & Theis, 2005
February 8 th	Test 1	
February 11 th	Speaker: Holly Getchell, Interviewing Techniques	
February 13-15 th	Organizational Change <i>February 15th, Kim Hunter, RD, Speaker on "Changes in Foodservice Delivery in Hospitals"</i>	Who Moved my Cheese?, Johnson, 1998
February 18 th – 29 th	Introduction to Human Resource Management Staffing and Employment Process: Recruitment	Chapter 12, Spears & Gregoire, 2007, pp. 497-530 Chapter 15, Payne-Palacio & Theis, 2005

	*Staffing and Employment Process: Interviewing, Human Resource Laws and Regulations *Orientation, Training and Development	Selected Readings: Human Resources laws and Regulations Federal EEO Laws: See link on webct. Chapters 10-12, Holli et al. 2003
March 3 – 7	*Motivation	Chapter 10, Spears & Gregoire, 2007, pp. 420-428 Chapter 16, Payne-Palacio & Theis, 2005
Week of March 10th	Spring Break	
Week of March 17 th and March 24 th	*Performance Appraisal *Employee Compensation	Chapter 12, Spears & Gregoire, 2007, pp. 530-542 http://www.dol.gov/esa/whd/flsa/ http://www.dol.gov/esa/whd/fmla/index.htm
March 26th	Test 2	
March 28 th – 31 st	*Communications Skills/Interpersonal Relationships Group Dynamics	Chapter 11, Spears & Gregoire, 2007, pp. 477-490 Chapter 2, Holli et al., 2003
April 2nd	Honors Day, No class	
April 4 th and 7th	Marketing Project Group Work No class meeting	
April 9 th , 11 th 14th	*Communications Skills/Interpersonal Relationships *Group Dynamics	Chapter 13, Holli et al., 2003.
April 16 th – 18th	*Conflict Resolution Portfolio Projects Due	
April 21-25th	*Ethics/Problem Solving	ADA Code of Ethics http://www.eatright.org/cps/rde/xchg/ada/hs.xsl/home_347_ENU_HTML.htm Chapter 11, Spears & Gregoire pp. 460 – 477.
April 28th	Review Final Marketing Project Due	Read Labor Relations: Chapter 12, Spears & Gregoire, pp. 552-557. <u>This will be on the final examination.</u>
May 5, 3:30 – 6:30	Final Exam	

