

SOUTHEAST COMMUNITY COLLEGE
COURSE SYLLABUS
Community Services and Extended Learning
Revision Date: 08-19-24

I. CATALOG DESCRIPTION

Course Number: FSDT1130
Course Title Food Service Management
Co-requisite(s): none

Catalog Description: Application of management principles to food service operations, regulations governing the operation of a food service establishment and role and function of a leader in food service.

Credit Hours: 3.0
Class Hours: 45
Lab Hours: 0
Total Contact Hours: 45

II. COURSE OBJECTIVES: *Course will:*

- A. Explain management activities and describe strategies for facilitating the work of employees.
- B. Identify the benefits of and procedures for promoting diversity within foodservice operations.
- C. Expand the understanding of human resource management areas such as the hiring process, orienting, training, disciplining and termination.
- D. Recognize regulations, legal aspects, benefits and compensation in the workplace.
- E. Explain how skills, abilities, leadership style and corporate culture impact management activities.

III. STUDENT LEARNING OUTCOMES AND GENERAL EDUCATION LEARNING OUTCOMES:

- A. Student Learning Outcomes: *Student will be able to*
 - 1. Describe human resource functions
 - 2. Identify management principles
 - 3. Demonstrate management skills during a problem-solving exam
 - 4. Develop, present and evaluate an in-service presentation
- B. General Education Learning Outcomes (GELOs)
 - 1. GELO #3: Critical Thinking & Problem Solving
Outcome 1: Evaluate the validity of arguments, alternatives, data, outcomes, and/or impacts of actions.

IV. CONTENT/TOPICAL OUTLINE (*course outline may provide more detailed information*)

- A. Importance of Human Resources Management
 - 1. Diversity
 - 2. Ethical Concerns
- B. Recruiting and selecting new employees
 - 1. Job Tasks
 - 2. Job Descriptions
 - 3. Recruitment, Screening and Selection of Employees
- C. Employee Orientation and Training
 - 1. Hiring and Orienting New Employees
 - 2. Employee Training Programs
- D. Foundations of Effective Employee Performance
 - 1. Supervisor Role
 - 2. Employee Motivation and Team Building

- 3. Employee Recognition and Incentive Programs
- E. Facilitating Employees' Work Performance
- F. Meeting Workshift Standards
 - 1. Scheduling Employees
 - 2. Quality Monitoring
- G. Professional Development
- H. Ensuring a Lawful Workplace
- I. Employee Compensation and Benefits
- J. Managing a Safe and Healthy Workplace

V. INSTRUCTIONAL MATERIALS

- A. Required Text(s): NRAEF. Hospitality Human Resources Management and Supervision, Current Edition, Prentice Hall.
- B. Other Resources:
 - 1. Online websites/audiovisuals
 - 2. Class presentations
 - 3. Computer with internet access

VI. METHODS OF PRESENTATION/INSTRUCTION

- A. Methods of presentation typically include a combination of the following:
 - 1. Lecture
 - 2. Power Point, Handouts
 - 3. Videos
 - 4. Class Discussion/Presentations/Small Group Work

VII. METHODS OF EVALUATION

- A. Methods of evaluation typically include a combination of the following:
 - 1. Exams and Quizzes
 - 2. Final Exam
 - 3. Projects and Assignments
 - 4. Attendance
- B. SCC STANDARD GRADING SCALE POLICY:

A+	95-100	C+	75-79
A	90-94	C	70-74
B+	85-89	D+	65-69
B	80-84	D	60-64
		F	Below 60

VIII. SPECIFIC COURSE REQUIREMENTS:

- A. Successful completion of all exams, projects and additional assignments.
- B. A grade of 70% (C) or better needed in degree programs.