

Arizona State University
NTR 445 Management of Food Service Systems
Fall 2022

Time / location: Friday, 12:00-1:15pm, Health North 222

Instructor Information:

Traci Grgich, MS, RD, SNS, CP-FS, FAND

Office location: Health South 469

Office hours: MWF from 10:30-11:30 am (in person or via zoom)

Email: Traci.Grgich@asu.edu

Teaching Assistant Information:

Jeffrey Patterson, PhD Student

Office hours: Wednesday, 4-5pm via zoom (link on Canvas)

Email: Jeffrey.Patterson16@gmail.com

Course texts:

REQUIRED:

Gregorie M.B. Food Service Organizations: A Managerial and Systems Approach. 8th or 9th edition. Upper Saddle River, NJ: Prentice Hall Publishing; 201354rew.

OPTIONAL

Food for 50. (Any edition is OK) by Mary Molt

ServSafe Coursebook. 7th or 8th Edition Chicago: National Restaurant Association; 2019.

The ServSafe text is optional; however, you will need an exam sheet from the National Restaurant Association which comes with the textbook. The exam sheet is available separately from the bookstore. The exam is a requirement of the course and all students must take the exam, please inform the instructor if you have previously taken the ServSafe exam.

Course Description:

Standardized methods of quantity food preparation, operation of institutional equipment, institutional menu planning, and quantity food experiences. Prerequisites: NTR 142 and NTR 343 (or their equivalents).

This course includes a weekly lab session held in *The Kitchen Café* and foodservice production kitchen in the Health South building.

Course Objectives:

- Describe systems theory and its role in the food service industry
- Develop a menu that reflects understanding of sociocultural, ethnic and religious food consumption issues
- Evaluate facility menus for adherence to regulatory and nutrition guidelines of government agencies
- Discuss the benefits and limitations of different food delivery systems
- Formulate recipes for volume food production
- Demonstrate basic food preparation and presentation skills
- Determine appropriate facility design and food service equipment for food preparation and delivery
- KRDN 1.3- Apply critical thinking skills

- KRDN 2.1- Demonstrate effective and professional oral and written communication and documentation.
- KRDN 2.6- Demonstrate cultural humility, awareness of personal biases and an understanding of cultural differences as they contribute to diversity, equity and inclusion.
- KRDN 3.6- Develop nutritionally sound meals, menus and meal plans that promote health and disease management and meet client's/patients needs.
- KRDN 4.1- Apply management theories to the development of programs or services.
- KRDN 4.2- Evaluate a budget/financial management plan and interpret financial data.
- KRDN 4.4- Apply the principles of human resource management to different situations.
- KRDN 4.5- Describe food safety principles related to food, personnel and consumers.
- KRDN 4.6- Explain the processes involved in delivering quality food and nutrition services.
- KRDN 4.7- Evaluate data to be used in decision making for continuous quality improvement.
- KRDN 5.3- Practice how to self-advocate for opportunities in a variety of settings.
- KRDN 5.5- Promote team involvement and recognize the skills of each member.

KRDN- Knowledge requirements as outlined by the Accreditation Council for Education in Nutrition and Dietetics (ACEND).

Course Canvas™ Site:

A Canvas™ site exists for this course, which includes course documents and a course grade book. To access the site, click on “myASU” on the ASU homepage or point your browser to <http://my.asu.edu>. Check CANVAS regularly for class information. In order to receive class emails, ensure that you are not blocking them inadvertently or have a full inbox.

Course Evaluations:

Academic Intgty/Statement of Understanding/CC	15 pts
ServSafe Exam*	100 pts
Exams (3) (1 exam score dropped)	200 pts
ASU Cash Handling Certification	5 pts
NSLP assignment	50 pts
First Lab Quiz	10 pts
Weekly Lab Quizzes (5 pts each)	35pts
Lab Survey Questions	5 pts
Capstone FS project	165 pts
<i>Team Contract – 10 points</i>	
<i>Standardized recipe- 15 points</i>	
<i>Production day documents (PO, costing, menu)- 5 pts</i>	
<i>Marketing jpeg- 5 pts</i>	
<i>Portfolio- 75 points</i>	
<i>Lab day execution & preparation- 30 points</i>	
<i>Peer Evaluation-25 points</i>	
Lab participation- regular weeks 10 points each, 8 weeks)** No attendance on lab intro week	80 pts
Production weeks- Lab part. (20 pts each, 3 weeks)***	60 pts
Extra Credit	Up to 20pts
Total	725pts

Grade Distribution:

Final scores are based on POINT VALUES alone, not rounded percentages. All grades are final and are NON negotiable.

Total points obtained	%	Grade
720-735	98-100%	A+
690-719	94-97%	A
668-689	91-93%	A-
646-667	88-90%	B+
617-645	84-87%	B
595-616	81-83%	B-
573-594	78-80%	C+
521-572	71-77%	C
448-520	61-70%	D
447 or less	0-60%	E

***If you have already completed the ServSafe Exam prior to this class, please see the instructor after the first-class meeting for further instructions.**

****All unexcused absences in lab will incur a 10 point penalty.**

*****All unexcused absences in lab will incur a 20 point penalty during the lab production projects.**

Course Policies:

Attendance

Attendance and participation in class activities is an essential part of the learning process, and students are expected to attend class regularly. Some absences are, however, unavoidable. Excused absences for classes will be given without penalty to the grade in the case of (1) a university-sanctioned event [ACD 304-02]; (2) religious holidays [ACD 304-04; a list can be found here <https://eoss.asu.edu/cora/holidays>]; (3) work performed in the line-of-duty according [SSM 201-18]; and (4) illness, quarantine or self-isolation related to illness as documented by a health professional.

Anticipated absences for university-sanctioned events, religious holidays, or line-of-duty activity should be communicated to the instructor by email at least 48 hours before the expected absence.

Absences for illness, quarantine or self-isolation related to illness should be documented by a health professional and communicated to the instructor as soon as possible email.

Excused absences do not relieve students from responsibility for any part of the course work required during the period of absence. Faculty will provide accommodations that may include recordings of PowerPoint lectures and make-up work.

Accommodations for Absences due to Illness

Students who cannot attend class due to illness, COVID-diagnosis, self-isolation, or quarantine may request accommodations for missed class sessions without penalty **with proper documentation from a health professional** (doctor, ASU Health Services, urgent care, etc.). The documentation should state the time period during which you cannot attend class. It is the student's responsibility to contact the instructor and provide the proper documentation in a timely manner (within 48 hours) for accommodations. Excused absences do not relieve students from responsibility for any part of the course work required during the period of absence. Accommodations will be provided for students who have excused absences. Recordings of PowerPoint slides reviewed in class will be provided. Additionally, students may reach out to fellow students to access information covered in the class period missed.

If you are feeling sick, you should stay home and contact ASU Health Services, who will advise you about scheduling a telehealth or in-person appointment. Health Services can be reached at 480-965-3349, and more information is available at <https://eoss.asu.edu/health>.

COVID-19 Documentation and Reporting

Instructors cannot require students to provide COVID-19 test results. **If you test positive for COVID-19, inform the ASU Dean of Students at deanofstudents@asu.edu immediately.** Staff in the Dean of Students office will serve as your point of contact for the duration of the isolation period and will help coordinate campus services (e.g. housing, counseling, class absence notifications). **If you disclose a positive test for COVID-19 to your instructor, they are obligated to report your status to the Dean of Students for support.**

Lab:

Students are expected to attend each lab meeting date. On assigned lab days, please complete the ASU Health check app and show completion to the TA upon signing into lab. Each lab is worth 10 attendance points (with the exception of the first introduction to lab meeting where attendance is not taken) for the first 8 weeks and 20 points for the last 3 weeks of lab meetings. Arriving late in lab is defined by 3 minutes past the scheduled start time (7:33 or 10:43) and not ready to go (i.e. apron on, hair pulled back, etc). Any student who is not

ready to go will be marked as late and 4 points will be deducted from the attendance points earned that day. If you are unsure whether you were considered late, take responsibility for asking the TA.

If you are absent and have pertinent documentation (i.e. illness, etc) you **MUST** bring the documentation to the lab TA or Instructor by the NEXT lab meeting. Documentation provided after the next class meeting (such as a month after or at the end of the semester) will not be accepted and the absence will be considered unexcused. Each week you will have a lab quiz that will review important information covered in lab. These quizzes will be taken on Canvas and are worth 5pts each. The content of the quiz will be covered by your lab TA and/or Chef Kent in lab the following week. Please be aware none of the lab quizzes are dropped. Due dates are listed in the lab calendar.

Lab Statement of Understanding/Academic Integrity/CC:

You will be required to read and complete the Canvas assignment that includes the Lab Statement of Understanding, Academic Integrity information and Community of Care training. If you choose not to complete this assignment you will not be allowed to attend lab or lecture and will therefore forfeit any points accumulated by attending lecture or lab.

If you have any food allergies (ranging in minor to severe), you need to speak with Chef Moody the **first** day of lab to arrange a time to meet to discuss your allergies. This is a food-based class and thus reasonable accommodations will be made for students with food allergies on a case-by-case basis. If you have any food allergies, you may wait to sign the Food Allergy Statement of Understanding until you have met with Chef Moody during the first 1-2 weeks of the semester. It will be required that you sign the Food Allergy Statement of Understanding prior to attending the next lab meeting otherwise you will forfeit all available points for lab participation.

Exams:

Make-up exams will only be allowed for students attending ASU-related events. If you will be out-of-town for an ASU-related event, you must arrange to take the exam in advance. If you do not communicate with the instructor and fail to take an exam, the student will earn a grade of “0”. In the event of an emergency on the exam date (severe illness requiring hospitalization or a death in the family) written verification must be provided prior to rescheduling an exam. No additional class time will be allocated for students arriving late.

LockDown Browser + Webcam Requirement

This course requires the use of LockDown Browser and a webcam for online exams. The webcam can be the type that's built into your computer or one that plugs in with a USB cable.

Watch this brief video to get a basic understanding of LockDown Browser and the webcam feature.

<https://www.respondus.com/products/lockdown-browser/student-movie.shtml>

Download Instructions

- Select a quiz from the course
- If you have not already installed LockDown Browser, select the link to download the application and follow the installation instructions
- Return to the quiz page in a standard browser
- LockDown Browser will launch and the quiz will begin

Note: LockDown Browser only needs to be installed once per computer or device. It will start automatically from that point forward when a test requires it.

Guidelines

When taking an online exam, follow these guidelines:

- Ensure you're in a location where you won't be interrupted
- Turn off all other devices (e.g. tablets, phones, second computers) and place them outside of your reach
- Before starting the test, know how much time is available for it, and also that you've allotted sufficient time to complete it
- Clear your desk or workspace of all external materials not permitted - books, papers, other devices
- Remain at your computer for the duration of the test
- If the computer, Wi-Fi, or location is different than what was used previously with the "Webcam Check" and "System & Network Check" in LockDown Browser, run the checks again prior to the exam
- To produce a good webcam video, do the following:
 - Avoid wearing baseball caps or hats with brims
 - Ensure your computer or device is on a firm surface (a desk or table). Do NOT have the computer on your lap, a bed, or other surface where the device (or you) are likely to move
 - If using a built-in webcam, avoid readjusting the tilt of the screen after the webcam setup is complete
 - Take the exam in a well-lit room, but avoid backlighting (such as sitting with your back to a window)
- Remember that LockDown Browser will prevent you from accessing other websites or applications; you will be unable to exit the test until all questions are completed and submitted

Getting Help

Several resources are available if you encounter problems with LockDown Browser:

- The Windows and Mac versions of LockDown Browser have a "Help Center" button located on the toolbar. Use the "System & Network Check" to troubleshoot issues. If an exam requires you to use a webcam, also run the "Webcam Check" from this area
- 24/7/365 Live Chat Support is also available from the Help Center, or from within the "it's not working" troubleshooter.
- [As applicable, insert information about your institution's help desk, including details about how to contact them. Some help desks want students to run the "System & Network Check" and the "Webcam Check" before they are contacted - and even, to forward the results of these checks at the time of opening a ticket.]
- Respondus has a Knowledge Base available from support.respondus.com. Select "LockDown Browser & Respondus Monitor" as the product to view helpful articles.
- If you're still unable to resolve a technical issue with LockDown Browser, go to support.respondus.com and select "Submit a Ticket". Provide detailed information about your problem and what steps you took to resolve it

Assignment Submissions:

Assignments will be available on Canvas in Course Assignments. *It is recommended that you do not wait until the last minute since computer glitches can occur.* Please submit all online assignments via Canvas, below each assignment there is a link to view/complete the assignment. For the policy on accepting late assignments, see 'Late Work' section below. Assignments will not be accepted after one week from due date. ***Assignments will not be accepted via email.***

Extra Credit (EC):

Throughout the semester there will be multiple opportunities to earn extra credit points. These opportunities are often through catering events on weekends or weeknights with Chef Kent. During these events, he needs assistance with food preparation and serving. These events are usually limited to 6-10 students (depending on

the need) and are on a first come/first serve basis. In addition to catering events, students can earn EC in a variety of ways, including but not limited to, in-class activities, assignments, etc. The MAXIMUM amount of extra credit a student can earn in 1 semester is **20** points. EC opportunities will be announced via Canvas announcements and/or during lab/lecture time. Volunteering for the catering events can also be considered great food service experience and placed on a resume or application.

Communication with the Instructor or Teaching Assistant:

For any questions regarding the lecture section, please send the Instructor emails via her email address at traci.grgich@asu.edu and put NTR445 in the subject line. If you do not identify yourself and what class you are in, you will not get a response. Do not use Canvas messages to send messages. Please allow for 24 hours for a response to your question or concern. For any lab questions or concerns, send the Teaching Assistant an email to her direct email address and put **NTR445, Lab Section XX in the title.** Please allow the TAs up to 48-72 hours to respond to any questions sent via email.

Work ethic and appearance:

Professionals take responsibility for their actions and complete tasks. Learning may occur inside and outside of the classroom learning environment. The majority of professional learning is acquired outside the classroom; time spent preparing for learning is a professional responsibility and allows for optimal use of classroom time. Take ownership of your errors and do your best to correct them. Do not lie; dishonesty in or outside the learning environment is unprofessional and will not be tolerated.

Proper attire signals professionalism and food safety. We run a retail operation that serves the downtown campus as a whole and often have Deans and professional community members dine with us. The attire you choose represents our class and school and the requirements are not taken lightly. Attire in lab is specific-closed toe, non-slip shoes ONLY, clean apron, hair net or hair cover, and no jewelry, nail polish or acrylic/gel nails. **Additionally, NO see-through clothes, strapless dresses, halter tops, excessively short shorts, miniskirts, low-hanging pants, tank tops or any article of clothing with vulgar or offensive language, etc. If students are not appropriately dressed for lab when designated lab time begins, they will be asked to leave and attendance points will be forfeited.**

Late Work:

Late assignments will incur a 10% point deduction per day after the due date. If you will not be in class when a hard copy assignment is due, you should arrange to turn it in at an earlier class period or have someone turn it in for you. Problems with your computer, printer, or Canvas will not provide a legitimate excuse for waiving the point deduction for late assignments, so start your assignments early. Additionally, the Instructor and TAs are not responsible for following up with students who do not meet deadlines for assignments or fail to show up for exams. We are not responsible for helping students keep track of due dates in the form of reminders in class or on Canvas. It is the students' responsibility for keeping track of ALL assignment and test dates.

Disputed scores:

Students have 7 calendar days to submit written justification to challenge a grade; if a written justification is not submitted within this timeframe, challenges to grades will not be considered. If you dispute a score due to scantron problems, it must be brought to the attention of the instructor before you leave the classroom on the day it was handed back.

Student conduct:

Students are required to adhere to the behavior standards listed in Arizona Board of Regents Policy Manual Chapter V – Campus and Student Affairs Part C: Code of Conduct (http://www.abor.asu.edu/1_the_regents/policymanual/chap5/) and ACD 125: Computer, Internet, and Electronic Communications (<http://www.asu.edu/aad/manuals/acd/acd125.html>).

Please extend behavioral courtesy to the instructor and fellow students by refraining from verbal conversation or texting during lectures. Students are entitled to receive instruction free from interference by other members of the class. If a student is disruptive, an instructor may ask the student to stop the disruptive behavior and warn the student that such disruptive behavior can result in withdrawal from the course. An instructor may withdraw a student from a course when the student's behavior disrupts the educational process under USI 201-10 <http://www.asu.edu/aad/manuals/usi/usi201-10.html>. For more information, see: http://www.asu.edu/studentaffairs/vp/safety/disruptive_student_behaviour.

Title IX:

Title IX is a federal law that provides that no person be excluded on the basis of sex from participation in, be denied benefits of, or be subjected to discrimination under any education program or activity. Both Title IX and university policy make clear that sexual violence and harassment based on sex is prohibited. An individual who believes they have been subjected to sexual violence or harassed on the basis of sex can seek support, including counseling and academic support, from the university. If you or someone you know has been harassed on the basis of sex or sexually assaulted, you can find information and resources at <http://sexualviolenceprevention.asu.edu/faqs/students>.

Note that, as a mandated reporter, I am obligated to report any information I become aware of regarding alleged acts of sexual discrimination, including sexual violence and dating violence. ASU Counseling Services, <https://eoss.asu.edu/counseling>, is available if you wish to make a confidential disclosure or discuss privately.

Incomplete Grades:

A course grade of "Incomplete" will be given only in extreme situations because most students who request incompletes never finish the course. Please visit <http://www.asu.edu/registrar/forms/regforms.html> under the Academic Record Forms section for the Incomplete Grade Request form, which is available in both Word and as a PDF. The form must be completed by the student, signed by the student, the instructor, and the department chair or school director, and properly filed before the grade of "I" is given.

Academic Integrity

Violations of academic integrity include, but are not limited to, cheating, fabrication, tampering and plagiarism. Signing an attendance sheet for another student is also considered a violation of academic integrity. Independent work on assignments is required – copied assignments will mean a zero for both students! ASU's policy of academic integrity states that instructors determine whether the preponderance of the evidence ("more likely than not") indicates academic dishonesty occurred. Before deciding, the instructor may discuss the issue with the Nutrition Program director, the dean of students, and/or their proxies. The penalty for academic dishonesty in this course is that the student will receive 0 points for the assigned work in question. An incidence of academic dishonesty also will generate a meeting with the Dean of the College of Health Solutions to discuss whether the student should receive a final grade of XE, which is noted on transcripts as "failure due to academic dishonesty".

It is highly unethical to bring to your instructor's attention the possible impact of your grade on your future plans, including graduation, scholarships, or jobs. The instructor may exercise an option to withdraw you from the course if your actions compromise the ability to assess your work independently of any other consideration.

To familiarize yourself with students' rights and responsibilities pertaining to academic honesty, visit <http://provost.asu.edu/academicintegrity/policy>.

Sanctions: <http://provost.asu.edu/academicintegrity/policy/Sanctions>

An instructor, academic supervisor, or committee responsible for evaluation may impose any of the following sanctions for academic dishonesty:

- Reduced or failing grade for assignment,
- Reduced or failing grade for course, or
- Reduced, failing grade, or no credit for other academic evaluation (e.g., clinical training, comprehensive exam, thesis, dissertation).
- Within 10 days after an instructor-imposed sanction is assigned, the student may appeal the sanction to the Dean or Director.

Additionally, an instructor, academic supervisor, or committee responsible for academic evaluation may recommend other or additional sanctions to the Dean or Director, including assignment of the grade of XE and withdrawal of credit for a previously accepted course or requirement.

Accommodations for Disabilities

The Americans with Disabilities Act (ADA) is a federal antidiscrimination statute that provides comprehensive civil rights protection for persons with disabilities. One element of this legislation requires that all qualified students with documented disabilities be guaranteed a learning environment that provides for reasonable accommodation of their disabilities. If you believe you have a disability requiring an accommodation please contact the Disability Resource Center at ASU. Eligibility and documentation policies online:

<http://www.asu.edu/studentaffairs/ed/drc/>

Emergency and Safety Procedures

When a fire alarm sounds, take what you can easily carry (cell phone, backpack, purse, etc) and exit the building. Stay with the instructor who will provide instructions on where to remain standing once outside of the building. To promote classroom safety, please notify the instructor of any suspicious behavior or statements regarding any ASU class or event at any time during the semester. Become familiar with all of the exit routes in the classroom and building and in the event of a classroom emergency, evaluate the situation for your safest and quickest escape from harm's way. Once out of danger call 911. The ASU Police non-emergency number is: 480.965.3456

Important dates

See all important dates (like drop/add, complete withdrawal from course) here -

<http://www.asu.edu/calendar/academic.html>.