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| Course Code | | |
| Course Title | NREC 3107 - Food Service Systems Operations Management | |
| Credits | 3 CH , 12 CP, 6 ECTS | |
| Pre-requisite | FSHN 2072 or FSHN 3101 | |
| Co-requisite | N/A | |
| Equivalent | N/A | |
| Course Category | <input type="checkbox"/> University Requirement | <input type="checkbox"/> University Elective |
| | <input type="checkbox"/> College Requirement | <input type="checkbox"/> College Elective |
| | <input type="checkbox"/> Department Requirement | <input checked="" type="checkbox"/> Department Elective |
| | <input type="checkbox"/> Specialization Requirement | <input type="checkbox"/> Specialization Elective |
| | <input type="checkbox"/> Other (specify): | |
| Course Owner | College: CAMS | Department:NRE |
| Course Type | <input type="checkbox"/> Lecture | <input type="checkbox"/> Lecture/Lab |
| | <input checked="" type="checkbox"/> Lecture/Seminar | <input type="checkbox"/> Lecture/Studio |
| | <input type="checkbox"/> Lecture/Tutorial | <input type="checkbox"/> Lecture/Lab/Seminar |
| | <input type="checkbox"/> Tutorial | <input type="checkbox"/> Lab or Practical |
| | <input type="checkbox"/> Field Work | <input type="checkbox"/> Field Placement |
| | <input type="checkbox"/> Studio | <input type="checkbox"/> Seminar |
| | <input type="checkbox"/> Internship | <input type="checkbox"/> Workshop |
| | <input type="checkbox"/> English Language Skill | <input type="checkbox"/> Project |
| Language of | English | |

Course Description

The course introduces students to the basic theoretical concepts and managerial competencies that are necessary for satisfying the industry's demand for entry level Food Service Operation's Managers. Topics include industry trends, the systems approach the & types of food service systems, menu and menu planning, service, facilities planning and design, organizational design & management, human resource management and service marketing management.

Teaching/Learning Strategies

No prior knowledge on the subject is required. The course is taught using a combination of lectures and class discussions as well as group tasks & group assignments. Theoretical concepts are introduced in a gradual manner and logical linkages will be made among the concepts taught. Each new concept is supported by examples and active participation of students in the classroom is encouraged. Students will also be given the task to read, summarize and present selected chapters of the course text. A series of guest lectures will also be conducted by industry specialists so that they will have the opportunity to listen to and interact with industry experts and to get familiarized with the food service operations context of the Sultanate of Oman

Evaluation Methods

The assessment will be carried out in terms of quizzes, a mid-term examination, final examination and group assignments. The quizzes are given in the form of true or false, matching, and multiple choice questions. The mid-term and final exams will consist of questions to which the students are required to produce written answers in addition to multiple choice questions. Students are also required to present as well as produce written reports on group projects.

Marking Scheme:

For this course the marking scheme is based on two quizzes, group assignments and 2 examinations:

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| 1 | Quiz 1+Quiz 2 | 5% |
| 2 | Assignment (1+2) | 10% |
| 3 | Presentations and assignments | 15% |
| 3 | Midterm exam | 20% |
| 4 | Final Exam | 50% |
| | Total | 100% |

Required Course Core Material

Students are provided with course notes which are the foundation for the course.

Course Text:

June Payne-Palacio and Monica Theis (2012). Food Service Management: Principles and Practices. Printice Hall (12th Edition)

Matching Course Objectives with Program Outcomes and SQU Graduate Attributes

SQU Graduate Attributes

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| SQU graduates should be able to: apply the knowledge and skills relevant to the specialization communicate effectively and use information and communication technologies critically analyze complex information and present it in simple legible manner | SQU graduates possess interpersonal communication skills and alignment with culture of international labour market to assist them in practical life and in living successfully skills and motivation for independent learning and engagement in lifelong learning and research work ethics and positive values, and intellectual independence and | SQU graduates should relish good citizenship qualities, conscious of their national identity and socially responsible, engage in community affairs and mindful of contemporary issues. |
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| | autonomy teamwork skills and display potential leadership qualities | |
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| # | Course Learning Objective | Relevant Program Outcome(s) | Applicable Attribute(s) |
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| | 1. Define key concepts associated with management of Food Service Operations. | A. Demonstrate in-depth knowledge on theory and analytical methods in natural resource economics and business | 4 |
| | 2. Identify trends in socio-economic and technological environmental factors that have affected/influenced the global foodservice industry. | J. Demonstrate knowledge of contemporary issues | 4 |
| | 3. Describe the systems approach to management and how systems theory differs from earlier approaches to management | A. Demonstrate in-depth knowledge on theory and analytical methods in natural resource economics and business | 4 |
| | 4. Identify and differentiate various types of food service delivery systems, and evaluate their advantages and disadvantages. | D. The ability to think critically and address problems especially in a team context | 3 |
| | 5. Identify key factors to be considered in designing a food service facility | D. The ability to think critically and address problems especially in a team context | 3 |
| | 6. Identify and explain menu-related concepts and factors associated with menu planning. | E. The ability to identify, formulate, analyse and solve economics and business problems | 2 |
| | 7. Identify and describe basic functions, activities and roles of a manager/HR manager. | G. The ability to communicate orally and in writing; | 3 |

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| | 8. Describe service marketing related concepts and strategies. | I. The ability to engage in life-long learning | 3 |
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| Student Responsibilities |
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| <p>It is the student's responsibility to know and comply with all University Academic Regulations relevant to participation in this course. These regulations specifically include attendance requirement and students' academic code of conduct.</p> <p>For attendance, it is the student's responsibility to be punctual and to attend all classes.</p> <p>Students are expected to perform their work with honesty and avoid any academic misconduct, which is defined as the use of any dishonest or deceitful means to gain some academic advantage or benefit. This can take many forms, including but not limited to, the following: copying, plagiarism, collusion and forging documents. For full details please refer to the Undergraduate Academic Regulations and to the Student Academic Misconduct Policy.</p> <p>Additionally, this course requires that you:</p> |

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| Course INFORMATION |
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| Course Code | | Course Title | |
| Year/Semester | | Section | |
| Day, Time, and Place | | | |

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| Course Coordinator | | | |
| Office Location | | Office Hours | |
| Office Tel. Ext. | | Email | |

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| Tentative Schedule |
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| Week | Lecture/Topic | Material to be covered | Assignment/Exam | Weight (%) |
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| 1 | Industry background, trends and challenges | Chapter 1 The Foodservice Industry | | |
| 2 | Food service operations and their scope; Evolution of management theory ; The systems concept Types of food service systems | Chapter 2: The Systems Approach Classification of Foodservices Scope of Services Foodservice Operations The Systems Concept and Approach Types of Foodservice Operations | | |
| 3 | Food Safety | Chapter 3: Food Safety Foodborne illness Basic Food Microbiology The Role of the Food Manager Food Safety: An Integrated Program of HACCP and Prerequisite Programs The Food Code Employee Health and Personal Hygiene Flow of Food Through the Foodservice Operation Proper Food Handling Potential Hazards in Food Production Food Safety Regulations and Standards | Assignment 1 | 5% |
| 4 | Cleaning, Sanitation and Worker Safety | Chapter 4: Cleaning, Sanitation and Worker Safety | Quiz 1 | 5% |

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| | | Sanitary Design of Facilities Cleaning and Sanitation Dishwashing Facilities Cleaning and Maintenance Safety | | |
| 5 | The systems approach to menu planning and types of menus The menu planning and menu development | Chapter 5: The Menu Menu Planning Menu Writing The Printed Menu Customer Satisfaction | | |
| 6 | The Purchasing | Chapter 6: Purchasing What is Purchasing? The Market The Buyer The Vendor Methods of Purchasing Process of Purchasing Purchasing Procedures | | |
| 7 | Receiving, Storage, and Inventory | Chapter 7: Receiving, Storage, and Inventory Receiving Storage Inventory Records and Control | | |
| 8 | Food Production | Chapter 8: Production Food Production Recipe Formulation Forecasting Quantities to Produce Production Scheduling Production Control Product Evaluation | Midterm Exam | 20% |
| 9 | Delivery and service subs systems The choice of distribution systems and style of service | Chapter 9: Service Methods of Assembly, Delivery, and Service Assembly Factors Affecting Choice of Distribution Systems Equipment Needs Styles of Service | Assignment 2 | 5% |
| 10 | Design and layout of food service facilities | Chapter 10: Facilities Planning and Design Definitions and Goals | | |

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| | | Preliminary Preparation for Facility Planning Steps in the Planning Procedure Design Development Work Areas Chapter 11: Equipment and Furnishings Factors Affecting Selection of Equipment Features of Equipment Method of Purchase Selection of Some Basic Items Dining Room Furnishings | | |
| 11 | Introduction to resource Conservation | Chapter 12: Resource Conservation Conservation of Natural Resources Solid Waste Management | Quiz 2 | 5% |
| 12 | Organizational design and management | Chapter 13 Organizational Design Theories of Management Strategic Management Functions of Management Tools of Management | | |
| 13 | Human resource management practices | Chapter 15: Human Resource Management Staffing The Employment Process The Worker on the Job | | |
| 14 | Service marketing and how it differs from goods marketing | Chapter 18: Marketing The Definition of Marketing The Marketing Cycle The Marketing Mix Marketing for Foodservice Operations Merchandising and Sales Promotion in Foodservice Operations Branding | | |
| 15 | Financial Management | Chapter 17: Financial Management | | |

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| | | Financial Planning Financial Operations: A System of Records and Reports Financial Accountability | | |
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