

## General Course Information

**Instructor:** Monika Kruszka

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**Office Location** MACS 105 (Across from PJs)

**Office Hours** Mondays from 1:00 pm to 3:00 pm, or by appointment

**Department/School** The School of Hospitality, Food and Tourism Management

**Class Schedule:** Lectures: Mondays, 11:30 a.m. to 12:20 p.m. at (ANNU 204)  
Labs: Tuesdays and Wednesdays 10:30 am to 2:20 pm at PJs (MACS 117)

*(Please Meet in the HTM Restaurant PJs in proper attire. Effective operation of all the classes is dependent upon the presence of all students, on time, in uniform, and ready to go)*

**Pre-requisites:** Hospitality Control Systems (HTM\*2030)  
Introductory Foods (HTM\*2700)

## Course Description

This course covers the application of managerial functions to restaurant and foodservice operations with the emphasis on teamwork and the principles of food production and service in a sustainable commercial restaurant setting. Students gain a hands-on understanding of scheduling, purchasing, costing, nutritional analysis, and food safety while operating a student-run restaurant.

## Course Learning Outcomes

Upon successful completion of this course, you will be able to:

1. Develop and apply management and supervisory skills needed in a restaurant setting as well as a food production and delivery system (LO1, LO2, LO4, LO5, RFS)

## Knowledge and Understanding:

1. Demonstrate in-depth knowledge of menu planning, production planning, ordering, receiving, and scheduling staff (LO1, LO2, LO4, LO5, RFS).

2. Develop a comprehensive and critical understanding of monitoring quality control in the production and service of food products as well as monitoring cost controls. (LO2, LO4, RFS)
3. Increase awareness of individual social responsibility and engagement towards the university and local community. (LO2, LO3, LO4, LO5ii, RFS)

#### Discipline/Professional and Transferable Skills:

1. Develop and demonstrate leadership and teamwork skills (LO1, LO2, RFS)
2. Guarantee safe food handling principles and procedures in a foodservice system (RFS)
3. Demonstrate competence in the operation of foodservice equipment in a safe and efficient manner (RFS)

#### Attitudes and Values

1. Show critical appreciation of the principals for food safety, kitchen cleanliness as well as quality food production, and restaurant management (LO2, RFS)
2. Using ethical behaviour consistent with social environmental and sustainable practices in a restaurant setting (LO3)

#### Indicative Content

Lecture content for the first five weeks will cover what is required in the course assignments. The next seven weeks will cover the material for the service standards, food safety, and restaurant sustainability. Specific dates will be posted on the course calendar.

#### Course Assessment

			<b>Associated Learning Outcomes</b>	<b>Due Date/ location</b>
<b>Assessment 1:</b>	<b>10%</b>	<i>(Group Project)</i>	Cost controls, recipe standardization, and nutritional analysis	<i>October 13, 2023</i>
<b>Assessment 2:</b>	<b>10%</b>	<i>(Group Project)</i>	Post-event analysis and life cycle analysis	<i>Due two weeks after event</i>

<b>Assessment 3::</b>	<b>20%</b>	During Lab	HFTM Faculty Lunch	<i>October 11, 2023</i>
<b>Quiz 1:</b>	5%	Online	Social Responsibility and Service	<i>November 6, 2023</i>
<b>Quiz 2:</b>	5%	Online	Sustainability Quiz	<i>December 1, 2023</i>
<b>Restaurant Performance:</b>	25%	Conference (3) purchasing, per-event and actual event (Group Project)		<i>Dates on the course calendar</i>
<b>Lab Participation:</b>	<b>25%</b>	Lab Participation		Evaluated Each Week
<b>Total:</b>	<b>100%</b>			

**\* See Note about these Exams below under Accessibility**

**Grading Breakdown**

A+	90-100%	A	85-89%	A-	80-84%
B+	77-79%	B	73-76%	B-	70-72%
C+	67-69%	C	63-66%	C-	60-62%
D+	57-59%	D	53-56%	D-	50-52%
F	0-49%				

Letter grades will be assigned based on the total points earned.

<https://www.uoguelph.ca/registrar/calendars/undergraduate/2015-2016/c08/c08-grds.shtml>

### Lectures

It is strongly recommended that you attend lectures whether online or in-person. Online lectures will be recorded and posted on courselink. It is the student's responsibility to obtain any information or materials missed from classmates if absent from an in-person lecture.

### Labs

For each restaurant lab period you will be assigned a job by the management team of the day. Your daily job assignment will be in one of two areas: food production or service in the dining room. Special attention given to personal grooming, hygiene and cleanliness is essential in maintaining the school's professional image to guests and visitors. PJ's suffers when these standards are not maintained. Any student not meeting the dress code standards may not be allowed to continue in the lab and may lose participation marks for that day. Everyone working in the kitchen MUST have a proper uniform including hair restraints. This includes the management team and wait staff.

Safety in the laboratory is a priority at all times. In order to ensure the safety of all participants, the safety procedures/guidelines provided by the instructor must be followed. It is the responsibility of each student to attend any safety orientation that is provided. Any student, who explicitly refuses to follow lab safety policy and thereby endangers others, will be requested to leave the lab. When working in any kitchen, it can be a dangerous place. The HTM kitchen is no exception. Care & caution must be exercised at all times when in the lab. All students must attend the initial orientation & training if they are to be in the lab. No student is allowed to work in the lab without supervision from the course instructor.

The University recognizes since March 2020 things have been difficult and even as we move forward there is still uncertainty. Your safety, health, and well-being are a primary concern for me, and I am willing to support you in any way that I can. To ensure safety in the face-to-face classroom I'm asking that we all must do our part to reduce risk to ourselves and others. During this semester wearing masks and face coverings is not mandatory but recommended. As we are also a restaurant, we will be following the latest guidelines from Public Health regarding restaurant operations. The university policies may change, so to stay current please review the most up-to-date guidelines from the university.

### **Guidelines Around COVID**

Ongoing health situations remain fluid. The University of Guelph sets the protocols and guidelines that must be followed by staff, students, faculty, and visitors. Please be sure that you have reviewed all information relating to COVID protocols and any other health-related restrictions for face-to-face

interaction in class and on campus. Any changes made by the University once the course has started will be also shared through our CourseLink announcements and email.

Please remember that we are community members within the class and on campus. If you are experiencing symptoms of illness, it is always best to remain at home and connect with your peer team (see above section!) about missed content.

A couple of quick links:

COVID Information for Students:

<https://www.uoguelph.ca/covid19/covid-info-for-students>

UofG Wellness Centre:

<https://wellness.uoguelph.ca/>

## Course Resources

### Lab Manual:

Course Pack (available only on CourseLink) Restaurant Operations Management (HTM\*3090) Fall '23 [www.courselink.uoguelph.ca](http://www.courselink.uoguelph.ca)

### TrainCan Advanced Online Food Safety Course (FST)

<https://traincancampus.com/RegisterGuelph.php>

### LEAF Sustainable Restaurant Course

<https://www.sfpcertificate.ca>

**Additional Costs:** Chef Jacket \$32.00, Pillbox Hat \$2.00, and Biotherm \$6.00, Total: \$40.00  
Are required uniforms in the kitchen and can be purchased through the instructor in the week.

## Course Policies

### Grading Policies

Unless you have discussed an extension well ahead of the due date with the instructor, late penalties of 5% of the total grade earned per day (including weekends) will be assigned to any assessment (i.e. deducted from the total mark). Extensions will only be granted on the basis of valid medical or personal reasons and need to be requested via email to the instructor as soon as possible. Late assignments will not be accepted once graded assignments have been returned officially to the class at large unless circumstances permit, and alternative arrangements have been made.

Students who find themselves unable to meet course requirements by the deadlines or the criteria expected because of medical or personal reasons, should review the regulations on

academic consideration in the Academic Calendar and discuss their situation with the instructor, program counselor, or another academic counselor as appropriate.

<http://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-grds.shtml>

### **Missed Assignments**

A grade of zero will be assigned if you fail to submit an assignment unless you are ill or have other compassionate reasons. Please read your Undergraduate Calendar for the regulations regarding illness and compassionate grounds. Please note, vacation travel, moving house, or outside work commitments will not be accepted as valid reasons for missing deadlines.

If you have religious observances which conflict with the course schedule or if you are registered with Student Accessibility Services, please contact the course instructor in order to make arrangements for your assessment if appropriate.

## University Policies

### **Academic Consideration**

When you find yourself unable to meet an in-course requirement because of illness or compassionate reasons, please advise the course instructor in writing, with your name, id#, and e-mail contact. See the academic calendar for information on regulations and procedures for Academic Consideration:

<http://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-ac.shtml>

### **Academic Misconduct**

The University of Guelph is committed to upholding the highest standards of academic integrity and it is the responsibility of all members of the University community, faculty, staff, and students to be aware of what constitutes academic misconduct and to do as much as possible to prevent academic offenses from occurring.

University of Guelph students have the responsibility of abiding by the University's policy on academic misconduct regardless of their location of study; faculty, staff, and students have the responsibility of supporting an environment that discourages misconduct. Students need to remain aware that instructors have access to and the right to use electronic and other means of detection. Please note: Whether or not a student intended to commit academic misconduct is not relevant to a finding of guilt. Hurried or careless submission of assignments does not excuse students from responsibility for verifying the academic integrity of their work before submitting it. Students who are in any doubt as to whether an action on their part could be construed as an academic offence should consult with a faculty member or faculty advisor.

The Academic Misconduct Policy is detailed in the Undergraduate Calendar:

<https://www.uoguelph.ca/registrar/calendars/undergraduate/current/c08/c08-amisconduct.shtml>

## **Accessibility**

The University of Guelph is committed to creating a barrier-free environment. Providing services for students is a shared responsibility among students, faculty, and administrators. This relationship is based on respect for individual rights, the dignity of the individual, and the University community's shared commitment to an open and supportive learning environment. Students requiring service or accommodation, whether due to an identified, ongoing disability or a short-term disability should contact Student Accessibility Services as soon as possible.

For more information, contact SAS at 519-824-4120 ext. 56208 or email [sas@uoguelph.ca](mailto:sas@uoguelph.ca) or see the website: <https://wellness.uoguelph.ca/accessibility/>

## **Equity, Diversity, and Inclusion Statement**

At the Lang School of Business and Economics, we are committed to developing leaders with a social conscience, an environmental sensibility, and a commitment to their communities. A core tenet within this vision is that diversity is a strength with which we can experience greater connection and understanding.

As such, we affirm the importance and shared responsibility of our students, faculty, and staff in creating and promoting equity and inclusion within our learning spaces. Creating these kinds of learning cultures is a process, not a destination; it requires an ongoing willingness on the part of each person to thoughtfully and critically listen, unlearn, learn, and engage as they are exposed to a multitude of perspectives and lived experiences. We encourage dialogues between students and instructors to address and advance opportunities for fostering greater diversity and inclusion in the learning environment. Openness to conversations with each other enables us to reflect and grow as we learn from one another respectfully and holistically.

As a department that is training the professionals of the future, we expect our learning spaces to abide by all institutional policies and guidelines, in particular those outlined by the Office of Diversity and Human Rights and the University of Guelph Human Rights Policy. Discrimination and harassment, as defined by our policies, will not be tolerated. Individuals should inform the appropriate party as per University policies if they experience any such behaviours.

## **Course Evaluation Information**

Please refer to the [Course and Instructor Evaluation Website](#)

## **Recording of Materials**

Presentations which are made in relation to course work—including lectures—cannot be recorded or copied without the permission of the presenter, whether the instructor, a classmate or a guest lecturer. Material recorded with permission is restricted to use for that course unless further permission is granted.

### Important University Dates

The schedule of important university dates can be found at:

<https://calendar.uoguelph.ca/undergraduate-calendar/schedule-dates/>

### Drop date


The last date to drop one-semester courses, without academic penalty, is **December 1, 2023**.

For regulations and procedures for Dropping Courses, see the Academic Calendar:

<https://www.uoguelph.ca/registrar/calendars/graduate/current/>

More information about Dropping Courses can also be found here:

<https://www.uoguelph.ca/registrar/coursesaddrop>

<b>Date Submitted to Chair:</b>	
<b>Chair Signature (Approval):</b>	
<b>Date Approved by Chair:</b>	September 1, 2023