**Valencia College**

**Food and Beverage Management FSS2251**

**Restaurant and Food Service Management HFT2263**

**CRN 27587, 27282, 27258, 27566, 27283, 27259**

**Spring 2020**

**PROFESSOR:** Amy Bernard

**Office Hours:** Mondays 10:00am - 1:00pm

Tuesdays: 1:00pm – 3:00pm

Wednesdays: 8:00am – 1:00 pm

Thursdays: 7:30am – 10:00 am

Fridays: 7:30am – 10:00 am (virtual)

*Other times available by appointment.*

**Office Location:** Osceola Campus, CIT Building, Room 102

**Mailbox:** 6-3

**Phone:**

**Email:** [Abernard@valenciacollege.edu](mailto:Abernard@valenciacollege.edu)

**COURSES:** FSS 2251 Food and Beverage Management

HFT 2263 Restaurant and Food Service Management

**Course Description:** Emphasis is given to methods of menu development, understanding the daily job of a food and beverage manager, and roles in the hospitality industry.

**Meeting Location and Times:** Mondays 1:00pm – 2:15 pm

Osceola Campus CIT Bldg, Room 222

Lake Nona Campus Bldg 1, Room 122

Poinciana Campus Bldg 1, Room 230

**Important Note:**

This class will be taught as a live, interactive class, broadcast from Osceola Campus to Lake Nona and Poinciana Campuses. Through the use of classroom technology, the instructor will provide live instruction, feedback, and opportunities to collaborate with students in both classrooms.  Because this is a pilot of the Synchronized Learning Classroom experience, students in both locations will be asked to provide feedback on the use of technology to link campuses throughout the semester.

**MAJOR TOPICS/CONCEPTS/SKILLS/ISSUES:**

* Begin to understand the daily job of a food and beverage manager.
* To distinguish the differences in types of ownership.
* Apply some leadership qualities that are required for the job.
* Introduction to managing the aspects of the business including labor, products, and expenses.

**COURSE OUTCOMES:** **At the successful completion of this course, the student will be able to:**

* Understand the challenges facing restaurants.
* Evaluate the importance of restaurant concepts, with additional regards to location.
* Gain a knowledge of menu development, marketing, and management techniques.

**EDUCATIONAL MATERIALS:**

**Required Text:** *Management of Food and Beverage Operations* 6th Edition, Jack D. Ninemeier.

American Hotel & Lodging Institute, ISBN# 978-0-86612-477-5.

**Additional Materials required:** Preferred notetaking method.

**Grade Scale:**

A 90-100%

B 80-89%

C 70-79%

D 60-69%

F Below 60%

**ASSESSMENT METHODS AND EVALUATION:**

**Calculation of final grade:** The course is divided into six categories comprising the final grade for college credit:

* Progress Tests (Three) 30%
* Final Exam (not cumulative) 20%
* Project proposal (due week 3) 10%
* Final Project (due week 9) 20%
* Classroom Participation 10%
* Homework Assignments 10%

**IMPORTANT DATES:**

**First day of class:** January 6. **Last day of class:** April 20.

**Full Term:** Classes begin January 6. **Classes end:** April 26**.**

**Drop/ Refund/ No Show Deadline:** 11:59 p.m. January 13.

**Withdrawal deadline for W grade:** 11:59 p.m. March 20.

**Final exam** will be administered on last day of class April 23.

**College Closed/No Classes**: January 20, February 14, and March 9-15.

**NO-SHOW PROCEDURE:**

Any student who does not attend class by the **No Show/drop/refund deadline for this course’s part of term** will be withdrawn by the instructor as a no-show.  This will count as an attempt in the class, and students will be liable for tuition.  If your plans have changed and you will not be attending this class, please withdraw yourself through your Atlas account during the drop period for this part of term.

**CLASSROOM POLICIES ATTENDANCE:**

Classroom participation includes classroom attendance and accounts for ten percent of your final grade. Punctual and regular attendance is mandatory in this course. More than three absences during the semester without permission from the professor is excessive and a basis for withdrawal. Do not be late the day of tests or the final exam. If you arrive more than 10 minutes late, five points will be deducted from your test grade. If you stop attending class and do not speak with the professor, you are in jeopardy of receiving a failing grade for the class. Please, turn off cell phones before entering the classroom.

**WITHDRAWAL:**

Per Valencia Policy 4-07 (Academic Progress, Course Attendance and Grades, and Withdrawals), a student who withdraws from class before the established deadline for a particular term will receive a grade of “W. A student is not permitted to withdraw after the withdrawal deadline. **See Important Dates for the Withdrawal Deadline for the part of term of this course.**  A student who is withdrawn by faculty for violation of the class attendance policy will receive a grade of “W”. Any student who withdraws or is withdrawn from a class during a third or subsequent attempt in the same course will be assigned a grade of “F”. For a complete policy and procedure overview on Valencia Policy 6Hx28:4-07, please go to:  [http://valenciacollege.edu/generalcounsel/policy/](http://valenciacollege.edu/generalcounsel/%20)  .

*See College calendar for important dates.*

**MAKE-UP EXAMS:**

Make-up exams will be given only for emergency situations provided the instructor is notified in advance. Upon your absence and its approval, the exam will be placed in the testing center. Exams must be made up before the next class meeting. Any test missed will have adverse effect on your grade, and make-up test will not be given unless approved by the Professor prior to the date of schedule test. Final exam is required! A no show on that day will result in an F for the session. You must bring your Valencia ID to take a test in the testing center. Be advised that the testing center will not hand out a test within an hour of closing therefore please arrive at minimum 75 minutes prior to the testing center’s closing time.

**HOMEWORK, QUIZZES AND PROJECTS:**

Home-works and quizzes **cannot** be made up. If a student is absent, it is his/her responsibility to contact a class member, obtain the assignment and come to the next class meeting prepared. If a student is absent the day of a quiz, they will receive a zero. No late assignments, homework, quizzes, exams, projects, etc will be accepted.

**EMAIL AND CANVAS:**

As a student, you are expected to check your Valencia College email and Canvas daily.

**COLLEGE POLICIES:**

**ACADEMIC HONESTY:**

Each student is required to follow Valencia policy regarding academic honesty. All work submitted by students is expected to be the result of the student’s individual thoughts, research, and self-expression unless the assignment specifically states “group project.” Any act of academic dishonesty will be handled in accordance with Valencia policy as set forth in the Student Handbook and Catalog. Student Code of Conduct

<http://valenciacollege.edu/generalcounsel/policy/default.cfm?policyID=180&volumeID_1=8&navst=0>

**STUDENT ASSISTANCE PROGRAM:**

Valencia College is interested in making sure all our students have a rewarding and successful college experience. To that purpose, Valencia students can get immediate help with issues dealing with stress, anxiety, depression, adjustment difficulties, substance abuse, time management as well as relations problems dealing with school, home or work. BayCare Behavioral Health Student Assistance Program (SAP) services are free to all Valencia students and available 24 hours a day by calling (800) 878-5470. Free face-to-face counseling is also available.

**OFFICE OF STUDENTS WITH DISABILITIES INFORMATION:**

Students with disabilities who qualify for academic accommodations must provide a Notification to Instructor (NTI) form from the Office for Students with Disabilities (OSD) and discuss specific needs with the professor, preferably during the first two weeks of class. The Office for Students with Disabilities determines accommodations based on on appropriate documentation of disabilities. The contact details for East Campus are: Building 5, Room 216; phone 407-582-2229, fax 407-582-8908, TTY 407-582-1222

A full description of all College policies can be found in the College Catalog at <http://valenciacollege.edu/catalog/> Policy Manual at <http://www.valenciacollege.edu/generalcounsel/> and the Student Handbook at <http://valenciacollege.edu/studentdev/CampusInformationServices.cfm>

* East Campus Bldg. 5, Rm. 216 Ph: 407-582-2229 Fax: 407-582-8908 TTY: 407-582-1222
* West Campus SSB, Rm. 102 Ph: 407-582-1523 Fax: 407-582-1326 TTY: 407-582-1222
* Osceola Campus Bldg. 1, Rm. 140A Ph: 407-582-4167 Fax: 407-582-4804 TTY: 407-582-1222
* Winter Park Campus Bldg. 1, Rm. 212 Ph: 407-582-6887 Fax: 407-582-6841 TTY: 407-582-1222

**MOBILE COMMUNICATION DEVICES:**

**Please turn off cell phones prior to entering the classroom.**

I understand there are many good reasons to have laptops, mobile phones and other wireless communication devices. Many of us have work and family responsibilities that sometimes cannot wait until the end of class. Recognizing that it may be necessary on occasion to communicate with others during class, please do not text, email, surf, talk, or anything else while class is in session. Feel free to leave the classroom for a “moment” to take care of any necessary communications.

**COMPUTER/EQUIPMENT USE POLICY**:

Use of computers in the classrooms at Valencia College is restricted to those activities designated by the instructor to enhance the class materials. Any other use is strictly forbidden. Inappropriate use includes but is not limited to: - Use of computer to send e-mail or access Internet sites not specifically assigned in class. - Use of computer for job, internship, homework or other activities not assigned in class. - Modifying any hardware or software system configuration or setting. - Activities not in accordance with the Valencia Student Code of Conduct.

Use of computers in the departmental open lab is limited to those activities involved with preparing homework or coursework in this department and is subject to the same restriction as listed above. Computer use is remotely monitored; any student using computers inappropriately may be subject to dismissal from class or banishment from the lab. Subsequent offense may be sent to the campus administration for further disciplinary action.

**VALENCIA I.D. CARDS:**

Valencia ID cards are required for LRC, Testing Center, and IMC usage. No other form of ID at those locations will be accepted. Possession and utilization of a Valencia ID is mandatory in order to obtain these services.

**STUDENT FEEDBACK ON INSTRUCTION:**

Near the end of the term, you will receive an invitation through your Valencia email account asking you to complete the Student Feedback on Instruction (SFI). This is a survey which provides us with feedback on your experience in this class and helps us improve the course. The results are released only after grades are submitted. Student names are not included in the results –your responses will be anonymous. You will receive an email from Valencia informing you when the survey will open.

**WITHDRAWAL POLICY:**

Students are only able to withdraw themselves up to the Withdrawal Deadline, After the Withdrawal Deadline; the instructor may withdraw students who are in violation of the course attendance policy up to the beginning of the final exam period.

**DISCLAIMER:**

The schedule, procedures, and assignments are subject to change in the event of extenuating circumstances. However, any such change will be clearly announced. Such changes are designed to deal with unforeseen circumstances that arise during the course. The changes will be intended to benefit the student and will not significantly add to the rigor of the course. Changes may be made at the discretion of the instructor.

**EXPECTED STUDENT CONDUCT:**

Valencia College is dedicated not only to the advancement of knowledge and learning but is

concerned with the development of responsible personal and social conduct**.** By enrolling at Valencia College, a student assumes the responsibility for becoming familiar with and abiding by the general rules of conduct. The primary responsibility for managing the classroom environment rests with the faculty. Students who engage in any prohibited or unlawful acts that result in disruption of a classroom or Valencia’s rules may lead to disciplinary action up to and including expulsion from Valencia. Disciplinary action could include being withdrawn from class, disciplinary warning, probation, suspension, expulsion, or other appropriate and authorized actions. You will find the student code of conduct in the current Valencia student handbook.

**STUDENT DISPUTE RESOLUTION:**

An Ombudsman provides a safe and comfortable environment for students to discuss complaints, concerns or problems privately. When appropriate, the office will initiate an informal intervention with the goal of facilitating a resolution that is acceptable to all parties involved. The ombudsman acts as an independent, impartial resource. If a matter cannot be resolved through this office, a referral will be made. When appropriate, the office can make recommendations regarding policy review and change. <https://valenciacollege.edu/students/disputes/>

**Institutional Core Competencies** The following Valencia Student Competencies will be reinforced throughout the entire course:

**THINK –** Analyze data, ideas, patterns, principles, and perspectives employing facts, formulas and procedures of the discipline. Think clearly, critically, and creatively.

**VALUE** – Distinguish among personal, ethical, aesthetic, cultural, and scientific values evaluating your own and others’ values from a global perspective in the process of learning the discipline. Make reasoned sound judgements and responsible commitments.

**COMMUNICATE –** Identify your own strengths and need for improvement as a communicator employing methods of communication appropriate to your audience and purposefully evaluate the effectiveness of your own and others communication.

**ACT** – Apply disciplinary knowledge, skills, and values to educational and career goals acting effectively and appropriately in various personal and professional settings responding also to changing circumstances. Act purposefully, reflectively, and responsibly.

**TO DO WELL:**

1. MANAGE YOUR TIME! You will find that your time management skills will be critical in college.
2. DON’T HESITATE to ask questions and MEET with your professors.
3. GET ASSIGNMENTS DONE on time and completely.
4. ACKNOWLEDGE OTHERS’ VIEWPOINTS as we all have them.
5. KEEP copies of your assignments, graded papers, projects, etc. Never throw anything away or delete it until you receive your final grade for the semester. Some of these items will be beneficial for your portfolio.
6. Learn to work with the technology available.
7. Know your resources at college and at home.

**TO STRUGGLE:**

1. PRESUME you have learned it all.
2. ASSUME you can “coast” to an “A.”
3. BELIEVE that there is flexibility on deadlines, mandatory assignments, or plagiarism.
4. FIGURE you can beat the odds and fake the work.
5. DO NOT CARE enough about your education.

**CLASS CONTACTS**

Use your time at Valencia to build connections. Introduce yourself to a classmate(s) and exchange contact information. Help and encourage each other as needed throughout the semester.

**Name                                     Phone Number                                           Email**

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**PROJECT PROPOSAL (due week 3):**

**You will interview a restaurant or hotel manager or chef who is currently working in the hospitality industry, with direct reports. This can be an owner of a hospitality business. If you are unsure, please ask me.**

**Appearance guidelines:** Your written proposal must include the following:

1. A minimum of one paragraph.
2. Papers should be typed, double-spaced, Times New Roman font 12 point, with margins no larger than 1”.
3. Papers must have a professional appearance and be submitted in Canvas.
4. The name and title of the expert. Must be a current manager, chef, or owner in the hospitality industry.
5. If you do not have an expert yet, please detail your plan to find one.
6. The date range for conducting the interview.
7. The three required questions plus any additional questions to ask the expert.
8. The three required questions you will ask your expert are the following:
   1. How do you handle difficult guests?
   2. What advice do you have for someone going into the hospitality industry?
   3. How do you effectively manage people (employees, peers, higher level managers, vendors, etc.)?

**FINAL PROJECT (due week 11)**

**Appearance guidelines:** Your written paper must include the following:

1. A minimum of two pages *plus* separate title and reference page (if necessary).
2. Papers should be typed, double-spaced, Times New Roman font 12 point, with margins no larger than 1”.
3. Paper must utilize APA format. For more information: [Valencia College APA Format](https://d.docs.live.net/38a170cd08a95033/Syllabi/Summer%202019/Valencia%20College%20APA%20Format) and <https://owl.purdue.edu/owl/research_and_citation/apa_style/apa_formatting_and_style_guide/general_format.html>.
4. Papers must have a professional appearance and be submitted in Canvas.
5. The name and title of the expert. Must be a current manager or chef in the hospitality industry.
6. The three required questions plus any additional questions you asked the expert.
   1. How do you handle difficult guests?
   2. What advice do you have for someone going into the hospitality industry?
   3. How do you effectively manage people (employees, peers, higher level managers, vendors, etc.)?
7. A summary of the expert’s responses to the questions listed in #6 above.
8. A conclusion summary of **your thoughts and insights** now that you have interviewed an industry expert. This must be a minimum of two (2) paragraphs. Include the following:
   1. What did you learn?
   2. Have your previous ideas about what a chef or manager do changed? Why or why not?
   3. What is your opinion of a career as a chef or restaurant manager?

**RUBRICS:**

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| **Participation (possible points: 100)** | | | | | |
| **Attendance** (note: absences include any time you do not attend class, for any reason. Arriving to class more than 15 minutes late or leaving early is equivalent to 1/2 absence) | 3 + absences:  0 points | 2 absences:  25 points | 1 absence:  40 points | 0 absences:  50 points |
| **Participation During Class** (note: participation includes general attitude, integrity, respect of instructor, speakers, and other students. Please, texting and cell phone use is not allowed in class) | Disruptive, disorganized. Negative attitude. Frequently sleeping, texting, or using cell phone in class. Reluctant to work with other students: 0 points | Does not pay attention during lecture. Engages is side conversations. Sometimes disruptive. Ill-prepared for the lecture. Occasional use of cell phone in class: 25 points | Has a positive attitude. Relatively organized. Works with other students most of the time. No use of cell phone in class: 40 points | Has a positive attitude. Productive throughout the entire class. Organized. Works well with others and pays attention during class. No texting or cell phone usage in class: 50 points. |

**Homework (possible points: 100)**

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| **Completed Homework Assignments** | Fewer than 8 homework assignments submitted on time: 0 points. | 8-10 homework assignments submitted on time: 80 points. | All 11 homework assignments submitted on time: 100 points. |

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| **Proposal (possible points: 100)** | | | |
| **Grammar** | More than five examples of grammatical, spelling, and/or typographic errors: 0 points. | Fewer than five grammatical, spelling, and/or typographic errors: 5 points. | No grammatical, spelling, and/or typographic errors: 10 points. |
| **Appearance** | More than one appearance guidelines not met: 0 points. | One appearance guideline missing from proposal: 5 points. | All appearance guidelines met: 10 points. |
| **Concept** | Concept not related to operations in the food and beverage industry and/or poorly developed: 10 points. | Appropriate concept developed with general reference to student’s experiences and ideas: 20 points. | Appropriate concept strongly developed and related to student’s experiences and ideas: 30 points. |
| **Comparison Menus** | No comparison menus included in proposal: 0 points. | Comparison menus included. No analysis completed: 15 points. | Comparison menus included. Analysis is detailed and relates directly to student’s chosen concept: 25 points. |
| **Completion Plan** | No completion plan included: 0 points | Completion plan included with some components missing: 15 points. | Detailed completion plan included: 25 points |

**RUBRICS (continued):**

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| **Final Paper (possible points: 50)** | | | |
| **Grammar** | More than five examples of grammatical, spelling, and/or typographic errors: 0 points. | Fewer than five grammatical, spelling, and/or typographic errors: 3 points. | No grammatical, spelling, and/or typographic errors: 5 points. |
| **Appearance** | More than one appearance guidelines not met: 0 points. | One appearance guideline missing from final paper: 3 points. | All appearance guidelines met: 5 points. |
| **Proposal Summary** | No summary included: 0 points | Proposal summary included: 3 points. | Clear, concise proposal summary included: 5 points. |
| **Menu** | No description of menu items, no pricing and no food cost percentages included: 0 points | Description of menu items or pricing or food cost percentage included: 5 points | Clear, concise description of menu items, pricing and food cost percentages included: 10 points. |
| **Floor Plan Layout** | No floor plan layout included: 0 points. | Partial floor plan layout included: 5 points | Clear, concise floor plan layout included: 10 points |
| **Conclusion** | No final thoughts or analysis included: 0 points | Student’s final thoughts and analysis presented: 10 points. | Student’s final thoughts and analysis clearly presented and substantiated as main focus of the assignment: 15 points. |
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| **Oral Presentation (possible points: 50)** | | | |
| **Presentation Skills** | Presentation is unprofessional and*/or* less than 7 minutes or over 17 minutes in length: 5 points. | Presentation lacks polish and professional appearance *or* is not presented within time limit expectations: 3 points | Presentation is polished, professional, *and* within time limit expectations: 5 points. |
| **Engages Students** | Student makes limited or no attempt to engage class in discussion: 5 points. | Student attempts to engage class: 3 points. | Student engages class in active discussion: 5 points. |
| **Discussion of Experts** | No description of chosen experts: 0 points | Description of chosen experts included: 5 points | Clear, concise description of chosen experts, including student’s justification for their choice of experts: 10 points. |
| **Presentation of Interviews** | No summary of interviews: 0 points. | Summary of interviews presented: 5 points | Clear, concise summary of interviews with each expert: 10 points |
| **Conclusion** | No final thoughts or analysis included: 0 points | Student’s final thoughts and analysis presented: 10 points. | Student’s final thoughts and analysis clearly presented and substantiated as main focus of the assignment: 20 points. |

**Course Schedule**

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| --- | --- | --- | --- | --- |
| **WEEK** | **DATE** | **ASSIGNMENT TOPIC** | **TEXT** | **TEST/ASSIGNMENT** |
| 1 | 1/6 | Syllabus/Introduction/Chapter 1 | Chapter 1 | Video Introductions (Canvas) |
| 2 | 1/13 | Chapter 2 | Chapter 2 | Canvas Discussion |
| 3 | 1/20 | MLK Day: College Closed |  | Proposal Paper Due No Class |
| 4 | 1/27 | Chapter 3 |  | LifeMap Activity #1 in Canvas |
| 5 | 2/3 | Exam #1: Chapters 1-3 and videos | Canvas 25 ?: MC & T/F | Exam #1 in class |
| 6 | 2/10 | Chapter 5 |  |  |
| 7 | 2/17 | Chapter 6 |  | Canvas Discussion |
| 8 | 2/24 | Chapter 7 |  | LifeMap Activity #2 |
| 9 | 3/2 | Exam #2: Chapter 5-7 and videos | Canvas: 2 Essay Questions | Exam #2 in class |
| 10 | 3/9 | Spring Break: College Closed |  | No Class |
| 11 | 3/16 | Chapter 4 |  | Final Project Paper Due  Canvas Discussion |
| 12 | 3/23 | Chapter 10 |  | Canvas Discussion |
| 13 | 3/30 | Project Presentation |  | Canvas Discussion |
| 14 | 4/6 | Project Presentation (cont’d) |  | Canvas Discussion |
| 15 | 4/13 | Guest Speaker/Discussion/Review for Final Exam |  |  |
| 16 | 4/20 | Final Exam | Canvas: 20 ? MC & T/F | Final Exam in class |