

Master Syllabus

DIT 2740 - Foodservice Practicum II

Division: Health Sciences

Department: Dietetics and Nutrition

Credit Hour Total: 1.0

Date Revised: February 2014

Course Description:

Hands-on experience completed in an institutional foodservice setting. Covers five major aspects of human resource management: planning, organizing, directing, controlling and evaluating and the tools used to assist with organizational performance. Includes marketing of services, budget concerns and cost control measures while maintaining quality service within regulatory guidelines. Five hours per week at assigned practicum site.

General Education Outcomes:

- ▣ Critical Thinking/Problem Solving Competency
- ▣ Values/Citizenship/Community Competency
- ▣ Computer Literacy Competency
- ▣ Oral Communication Competency
- ▣ Information Literacy Competency

Course Outcomes:

Marketing Concepts

Identify methods that effectively and positively market department services. Develop a marketing plan for a department function/event.

Assessment Method: Exit and other interviews

Performance Criteria: 90% of students will score 85% or higher on preceptor evaluation.

Assessment Method: Standardized national examinations

Performance Criteria: 80% of students will pass national credentialing exam.

Assessment Method: Written surveys and/or questionnaires

Performance Criteria: 85% of students will score 85% or higher on weekly logs.

Performance & Quality Improvement

Conduct quality improvement audits, interpret results and develop correction plans when necessary. Identify methods of developing employees to promote maximum performance.

Assessment Method: Exit and other interviews

Performance Criteria: 90% of students will score 85% or higher on preceptor evaluation.

Assessment Method: Standardized national examinations

Performance Criteria: 80% of students will pass national credentialing exam.

Assessment Method: Written surveys and/or questionnaires

Performance Criteria: 85% of students will score 85% or higher on weekly logs.

Current Trends & Regulations

Articulate various laws that guide managerial decisions and actions. Identify factors that influence current managerial practices.

Assessment Method: Exit and other interviews

Performance Criteria: 90% of students will score 85% or higher on preceptor evaluation.

Assessment Method: Standardized national examinations

Performance Criteria: 80% of students will pass national credentialing exam.

Assessment Method: Written surveys and/or questionnaires

Performance Criteria: 85% of students will score 85% or higher on weekly logs.

Human Resource Management Tools

Identify and explain the function of various tools used in human resource management (job descriptions, performance standards and evaluations, departmental budgets). Explain methods for ensuring the effectiveness of these tools.

Assessment Method: Exit and other interviews

Performance Criteria: 90% of students will score 85% or higher on preceptor evaluation.

Assessment Method: Standardized national examinations

Performance Criteria: 80% of students will pass national credentialing exam.

Assessment Method: Written surveys and/or questionnaires

Performance Criteria: 85% of students will score 85% or higher on weekly logs.

Theories & Functions of Human Resource Management

Identify the skills and traits of an effective manager for each of the five main functions of management: planning, organizing, directing, controlling and evaluating. Explain ways in which these skills/traits can be developed. Compare different management theories and how these theories impact management styles and effectiveness for productivity and employee satisfaction.

Assessment Method: Exit and other interviews

Performance Criteria: 90% of students will score 85% or higher on preceptor evaluation.

Assessment Method: Standardized national examinations

Performance Criteria: 80% of students will pass national credentialing exam.

Assessment Method: Written surveys and/or questionnaires

Performance Criteria: 85% of students will score 85% or higher on weekly logs.

Outline:

Functions of Human Resource Management
Management Tools that Assist with Organizational Performance
Theories of Management
Marketing Concepts
Financial Reports/Budget
Performance & Quality Improvement
Current Trends & Regulations of Foodservice Systems