

# Department of Food Science and Human Nutrition/CANR

## HNF 444: The Business of Nutrition Services, 3 credits

Fall 2018

### Part 1: Course Information

#### Instructor Information

Instructor: Diane Fischer, MS, RDN

Office: 2100 C Anthony (above the dairy store)

Office Hours: Tuesday 2:40-4:00 or by appointment. Call or email before coming.

Office Telephone: 517-353-3403

E-mail: drfrd@msu.edu

#### Teaching Assistant

ULAF:

#### Course Description

Principles of human resources, budget and financial resources. Technology and marketing in food and nutrition services management. Utilizing prototype computer software for procurement, receiving, inventory management, recipe adjustment, nutrient analysis, budgets and accounting.

#### Prerequisite

HNF 440 or concurrently. Junior or Senior in the Dietetics major

#### Textbook & Course Materials

- Payne-Palacio and Theis 2016. Food Service Management: Principles and Practices. 13th Edition. Pearson, New Jersey.
- Empty USB drive (1 G or larger) or use campus p drive to save your lab work.
- Optional: Students have the option of taking the NRAEF Manage First Competency Exams for Controlling Foodservice Costs, Human Resources Management and Supervision, Managerial Accounting and/or Inventory and Purchasing. The instructor will not be monitoring the exams. When you purchase the competency guides by the National Restaurant Association, Educational Foundation, Pearson/Prentice Hall Publishing Company, New Jersey, you may sit for the online exam. The Competency Guides and exams are part of the NRAEF ManageFirst Program from the National Restaurant Association Educational Foundation. This management training program is based on a set of competencies defined by the restaurant, hospitality and foodservice industry.

#### Course Requirements

- Access to Desire2Learn (D2L).
- Register during class for a free Socrative account on your laptop, tablet or mobile device.
- Printing assignments in computer labs

#### Course Structure

- Lecture: Thursday, 12:40-2:30

- Labs: Tuesday: 12:40-2:30

### **Resource Center for Persons with Disabilities (RCPD)**

- To make an appointment with a specialist, contact: (517) 353-9642  
Or TTY: (517) 355-1293
- Web site for RCPD: <http://MYProfile.rcpd.msu.edu>

## **Part 2: Course Objectives**

The primary learning objectives for this course are:

- Design and use an Excel spreadsheet for financial statements and solving problems in an institutional foodservice operation.
- Identify the fundamental computerized techniques of financial management, including preparation of a simple budget and budget analysis, recipe adjustment, and menu pre- and post-costing specific to a foodservice operation
- Using prototype software, demonstrate selected functions of purchasing, inventory, service and forecasting, and item and recipe maintenance.
- Demonstrate how product standards, inventory and ingredient control can be used to control costs.
- Demonstrate knowledge of human resource management.
- Demonstrate knowledge of marketing and forecasting menu items.
- Prepare a simple business plan.


You will meet the objectives listed above through a combination of the following activities in this course:

- Attendance in class.
  - During each lecture there may be participation assignments, polling or quizzes for you to answer to receive attendance points. For polling you will register for a free Socrative account. You can miss points for whatever reason for two lectures and still receive maximum attendance points
- Attendance in lab
  - Lab Attendance will be taken at the beginning of class. Attendance points will be awarded for each lab attended. Proof or emergencies (illness, death in immediate family) will be considered if the instructor has been notified prior to class.
- Weekly lab and class assignments.
- Lab projects. There will be an accounting final and two CBORD projects during lab that cover the material in lab.
- Complete a business plan.
- Exams and quizzes: One exam, 4 quizzes plus a comprehensive final. There may be additional announced or unannounced quizzes

**Part 3: Tentative Course Outline/Schedule**

The following table describes the tentative weekly schedule including topic, readings, activities, and due dates. **Tentative Course Schedule HNF 444: Business of Nutrition Services**

| Lab         |  | Lecture      |  |
|-------------|--|--------------|--|
| Date        | Tuesday 12:40-2:30<br>1210 Anthony   | Date         | Thursday, 12:40-2:30;<br>102 Farrall Ag Engineering  |
|             |  | <b>8/30</b>  | Introduction: Why Management of Food and Nutrition Services?<br>Management of Human Resources 1<br><i>Reading: Organizational Design pp: 345-352</i>   |
| <b>9/4</b>  | Introduction to HNF 444 Lab<br>Excel Tutorial<br><b>Spreadsheet Assignment due at the end of lab</b>   | <b>9/6</b>   | <b>Scheduling Assignment Due at the Beginning of Class</b><br>Management of Financial Resources 1<br>Management of Human Resources 1 continued<br><i>Reading: Chapter 17 Financial Management &amp; Chapter 15 Human Resource Management</i> |
| <b>9/11</b> | Understanding Financial Forms 1:<br>Income Statement/Controlling costs<br>Understanding Financial Forms 2: Guest Checks and Cash Register Reconciliation<br><b>Understanding Financial Forms 1 with Check Your Understanding questions due at the end of lab</b> | <b>9/13</b>  | Management of Human Resources 2<br>Management of Financial Resources 2   |
| <b>9/18</b> | <b>Understanding Financial Forms 2 due at the beginning of lab</b><br>Understanding Financial Forms 3:<br>Purchasing and Receiving<br>Understanding Financial Forms 4:<br>Storeroom Control<br><b>Understanding Financial Forms 3 due at the end of lab</b>      | <b>9/20</b>  | Management of Financial Resources and Budgets<br><b>Time is money Assignment Due at the Beginning of Class</b>   |
| <b>9/25</b> | <b>Understanding Financial Forms 4 due at the beginning of lab</b><br>Understanding Financial Forms 5<br>Tutorial Multi Unit Operations<br><b>Understanding Financial Forms 5 due at the end of lab</b>  | <b>9/27</b>  | Management of Human Resources<br>Guest Speaker   |
| <b>10/2</b> | <b>Understanding Financial Excel Forms Final</b>   | <b>10/4</b>  | CBORD Overview<br><b>Exam: Human Resources and Financial Resources</b>   |
| <b>10/9</b> | CBORD Purchasing Tutorial<br><b>FMS 1 Purchasing due at the end of lab</b><br>Room Service Tutorial<br><b>FMS 2 Room Service Assignment due at the end of lab</b>  | <b>10/11</b> | Business Plan<br>Product Development and Entrepreneur Resources Guest Speaker  |

| Lecture |  | Lab               |  |
|---------|--|-------------------|--|
| 10/16   | Inventory Tutorial<br>Service Tutorial<br><b>FMS 3 Inventory Assignment due at the at the end of lab</b><br><b>FMS 4 Service Assignment due at the end of lab</b>  | 10/18             | <b>Business Plan Milestone 1 due at beginning of class</b><br>Generating Revenues in Clinical Nutrition Departments<br>Private Practice and Marketing<br><i>Reading: Marketing pp465-469</i> |
| 10/23   | Assignments to work on your own: attendance in lab is optional<br><b>FMS 5 Service Assignment (School lunch menus)</b><br><b>Online Insurance Interactive Quiz</b><br><b>CBORD Overview Assignment</b><br><b>Culinary Math Online exercise</b> | 10/25             | <b>Online Insurance Interactive Quiz and CBORD Overview Assignment Due at the beginning of class</b><br>Challenging CBORD Concepts   |
| 10/30   | <b>FMS 5 Service Assignment (School lunch menus) and Culinary Math Online Exercise Due by the beginning of lab</b><br>General Items and Recipes Tutorial<br><b>Recipe Assignment 1 due at end of lab</b>                                       | 11/1              | Payment of Nutrition Services<br>Marketing Foodservice<br>Choosing Food and Nutrition Management Software / Nutrition Informatics and EHR (Electronic Health Records)                        |
| 11/6    | <b>FMS First Review—covers purchasing, inventory, room service and service</b>   | 11/8              | Consulting/Entrepreneur Resources and Long Term Care Guest Speaker:  |
| 11/13   | <b>Business Plan Milestone 2 Due at Beginning of Lab</b><br>General Items and Recipes Tutorial Review<br><b>Recipe Assignment 2 due at the end of lab</b>  | 11/15             | Refining your message  |
| 11/20   | Recipe and Nutrition Analysis Tutorial<br><b>Recipe Assignment 3 (Minestrone Soup) due by the end of lab</b><br>Work on recipe Assignment 4  | 11/22<br>No Class |    |
| 11/27   | <b>Business Plan Milestone 3 Due at Beginning of Lab</b><br><b>Recipe Assignment 4 (Madelorte) due at the end of lab.</b><br>Billing for Nutrition Services Tutorial<br><b>Billing exercise due at the end of lab</b>                          | 11/29             | Food Service Delivery and Room Service: Organizational Change  |
| 12/4    | FMS Lab Final<br><b>FMS Lab Final Due by Noon 12/6</b>   | 12/6              | <b>Business Plan Due at Beginning of Class</b><br>Managing Quality: Impact of Health Care Policy and Different Health Care Delivery Systems on Food and Nutrition Services                   |
|         |  | 12/12             | <b>Cumulative Final Exam</b><br>Wednesday, Dec 12 12:45pm - 2:45pm<br>102 Farrall Ag Eng Hall  |

## Part 4: Grading Policy

### Graded Course Activities

The table below describes the graded course activities including percent value and activity description. The first column includes the percent value, and the second column includes a description for each activity.

| <i>Percent Value</i> | <i>Description</i>                 |
|----------------------|------------------------------------|
| 40                   | Week Lab and Class Assignments     |
| 05                   | Lab Attendance                     |
| 05                   | Attendance and Class Participation |
| 05                   | Excel and Accounting Lab Exam      |
| 05                   | CBORD FMS First Review             |
| 10                   | CBORD FMS Final Project            |
| 10                   | Business Plan                      |
| 10                   | Exams and Quizzes                  |
| 10                   | Final Comprehensive Exam           |
| 100                  | TOTAL PERCENT                      |

### Late Work Policy

Assignments are due when indicated on the Class Schedule, unless otherwise directed by the instructor. Twenty percent (20%) of the total points earned for the assignment will be deducted for each weekday the assignment is late. Re-submission of rewritten assignments that have been previously graded is **NOT** an option in HNF 444.

### Viewing Grades

Grading will be usually be done within two weeks and can be accessed on D2L.

### Grading Scale

The table below describes the relationships between letter grades, percent, and performance. The first column describes the letter grade. The second column describes the percentage associated with that letter grade. The third column describes the performance represented by that letter grade and percentage.

| <i>Grade</i> | <i>Percentage</i> | <i>Performance</i> |
|--------------|-------------------|--------------------|
| 4.0          | 94 to 100%        | Excellent Work     |
| 3.5          | 90 to 93.99%      | Very Good Work     |
| 3.0          | 85 to 89.99%      | Good Work          |
| 2.5          | 80 to 84.99%      | Acceptable Work    |
| 2.0          | 75 to 79.99%      | Below Average Work |
| 1.5          | 70-73.99%         | Poor Work          |
| 1.0          | 65-69.99%         | Very Poor Work     |
| 0.0          | Below 65          | Failing work       |

## Part 5: Course Policies

### Academic Integrity Policy:

Plagiarism, cheating, and other forms of academic misconduct are serious issues which are not permitted at Michigan State University. Plagiarism happens any time you take an image, idea, or phrase from another source without citing it, and is defined further here: <https://ombud.msu.edu/academic-integrity/plagiarism-policy.html>. Citations are needed for more than quotations; ideas taken from outside sources must be cited. If you have questions about this for a particular course, you must talk to your instructor. All written assignments may be checked for plagiarism using plagiarism detecting software. Students who violate academic integrity of any kind, **including misuse of IClickers for in-class participation, may receive a penalty grade**, including but not limited to a failing grade on the assignment or in the course; at the discretion of the instructor. **Note: All acts of academic dishonesty will be recorded in your electronic student record.**

Unless authorized by your instructor, you are expected to complete all course assignments, including homework, lab work, quizzes, tests and exams, without assistance from external experts or peers. You are expected to develop original work for this course; therefore, you may not submit course work you completed for another course to satisfy the requirements for this course. Also, you are not authorized to use the [www.allmsu.com](http://www.allmsu.com) or similar Website to complete any course work in this department.

If your instructor believes you have committed an act of academic misconduct, s/he will strictly follow MSU's [Integrity of Scholarship and Grades \[ISG\]](https://reg.msu.edu/AcademicPrograms/Print.aspx?Section=534) policy, described here: <https://reg.msu.edu/AcademicPrograms/Print.aspx?Section=534>

If you feel, after discussing the situation with your instructor, that you are being treated in a manner that is unfair or inconsistent with this syllabus, then you should contact the department chairperson (Dr. Nancy Turner [ndturner@msu.edu](mailto:ndturner@msu.edu)) or the Ombudsman (<https://ombud.msu.edu/>).

### Spartan Code of Honor Academic Pledge

*“As a Spartan, I will strive to uphold values of the highest ethical standard. I will practice honesty in my work, foster honesty in my peers, and take pride in knowing that honor is worth more than grades. I will carry these values beyond my time as a student at Michigan State University, continuing the endeavor to build personal integrity in all that I do.”*

### Commit to Integrity

Students who violate MSU academic integrity rules may receive a penalty grade, including a failing grade on the assignment or in the course. All assignments and projects in HNF 444 are to be an individual effort. Credit will be given only to students completing the assignments and quizzes without sharing data, printouts, spreadsheets, etc. Expect to sign the statement that you have neither given nor accepted answers on quizzes and take-home exams. Breach of the signed statement will result in a grade of 0.0.

Submitting the same assignments and/or final projects under another name is not acceptable. If you share a computer with a partner, each person must do the assignment and/or quiz separately for him/herself.

## Limits to Confidentiality

Essays, journals, and other materials submitted for this class are generally considered confidential pursuant to the University's student record policies. However, students should be aware that University employees, including instructors, may not be able to maintain confidentiality when it conflicts with their responsibility to report certain issues to protect the health and safety of MSU community members and others. As the instructor, I must report the following information to other University offices (including the Department of Police and Public Safety) if you share it with me:

- Suspected child abuse/neglect, even if this maltreatment happened when you were a child,
- Allegations of sexual assault or sexual harassment when they involve MSU students, faculty, or staff, and
- Credible threats of harm to oneself or to others.

These reports may trigger contact from a campus official who will want to talk with you about the incident that you have shared. In almost all cases, it will be your decision whether you wish to speak with that individual. If you would like to talk about these events in a more confidential setting you are encouraged to make an appointment with the MSU Counseling Center.

## Inform Your Instructor of Any Accommodations Needed

From the Resource Center for Persons with Disabilities (RCPD): Michigan State University is committed to providing equal opportunity for participation in all programs, services and activities. Requests for accommodations by persons with disabilities may be made by contacting the Resource Center for Persons with Disabilities at 517-884-RCPD or on the web at [rcpd.msu.edu](http://rcpd.msu.edu). Once your eligibility for an accommodation has been determined, you will be issued a Verified Individual Services Accommodation ("VISA") form. Please present this form to me at the start of the term and/or two weeks prior to the accommodation date (test, project, etc.). Requests received after this date may not be honored.

## Understand When You May Drop This Course

### Drops and Adds

The last day to add this course is the end of the first week of classes. Check the university calendar for the last day to drop this course with a 100 percent refund and no grade reported and the last day to drop this course with no refund and no grade reported. You should immediately make a copy of your amended schedule to verify you have added or dropped this course.

### Commercialized Lecture Notes

Commercialization of lecture notes and university-provided course materials is not permitted in this course.

### Disruptive Behavior

Article 2.III.B.4 of the [Academic Freedom Report \(AFR\)](#) for students at Michigan State University states: "The student's behavior in the classroom shall be conducive to the teaching and learning process for all concerned." Article 2.III.B.10 of the [AFR](#) states that "The student has a right to scholarly relationships with faculty based on mutual trust and civility." [General Student Regulation 5.02](#) states: "No student shall . . . interfere with the functions and services of the University (for example, but not limited to, classes . . .) such that the function or service is obstructed or disrupted. Students whose conduct adversely affects the learning environment in this classroom may be subject to disciplinary action through the Student Judicial Affairs office."

## Attendance

Students whose names do not appear on the official class list for this course may not attend this class. Students who fail to attend the first four class sessions or class by the fifth day of the semester, whichever occurs first, may be dropped from the course.

Missed unannounced quizzes and class activities cannot be made up. Scheduled quizzes can be made up *if* the student has a legitimate excuse (illness, death in immediate family) plus proof and the instructor has been notified prior to class.

**Religious Observance or Participation in a Required Activity:** If you need to be absent from class to observe a religious holiday, make arrangements in advance with the instructor. If you miss a class to participate in an officially-sanctioned athletic game or in a required activity for another course, provide the instructor with adequate advance notice, such as team schedule or a written authorization from the faculty member of the other course.

## Build Rapport

If you find that you have any trouble keeping up with assignments or other aspects of the course, make sure you let your instructor know as early as possible. As you will find, building rapport and effective relationships are key to becoming an effective professional. Make sure that you are proactive in informing your instructor when difficulties arise during the semester so that we can help you find a solution.

## Course Outcomes in the Context of the Academy of Nutrition and Dietetics' Foundation Knowledge Requirements and Learning Outcomes.

As a part of our role as an Academy of Nutrition and Dietetics Accredited Didactic Program in Dietetics, this course is designed to meet part of the **Eligibility Requirements And Accreditation Standards for Didactic Program In Dietetics**. In order to do this, the program curriculum has content which addresses each of the **Foundation Knowledge Requirements and Learning Outcomes for Didactic Program in Dietetics**.

### **1: Scientific and Evidence Base of Practice: integration of scientific information and research into practice**

KRD 1.1. The curriculum must reflect the scientific basis of the dietetics profession and must include research methodology, interpretation of research literature and integration of research principles into evidence-based practice.

1.1.a. Students must be able to demonstrate how to locate, interpret, evaluate and use professional literature to make ethical evidence-based practice decisions.

1.1.b. Students must be able to use current information technologies to locate and apply evidence-based guidelines and protocols. (Examples of evidence-based guidelines and protocols include the Academy's Evidence Analysis Library and Evidence-based Nutrition Practice Guidelines, the Cochrane Database of systematic Reviews and the U.S. Department of Health and Human Services, Agency for Healthcare Research and Quality, National Guideline Clearing house Websites)



**2: Professional Practice Expectations: beliefs, values, attitudes and behaviors for the professional dietitian level of practice.**

- 2.1. Students must be able to demonstrate effective and professional oral and written documentation.
- 2.2.a. Students must be able to demonstrate counseling techniques to facilitate behavior change.
- 2.3.a. Students must be able to apply professional guidelines to practice scenario.
- 2.3.b. Students must be able to identify and describe the roles of others with whom the registered dietitian collaborates in the delivery of food and nutrition services.

**3: Clinical and Customer Services: development and delivery of information, products and services to individuals, groups and populations**

- 3.1. Students must be able to use the nutrition care process to make decisions, to identify number-related problems and determine and evaluate nutrition intervention.
- 3.2. Students must be able to develop interventions to affect change and enhance wellness in diverse individuals and groups.
- 3.3. Students must be able to develop and educational session or program/educational strategy for a target population.

**4: Practice Management and Use of Resources: strategic application of principles of management and systems in the provision of services to individuals and organizations**

KRD 4.4 The curriculum must include content related to coding and billing of dietetics/nutrition services to obtain reimbursement for services from public or private insurers.

- 4.1.a. Students must be able to apply management theories to the development of programs or services.
- 4.1.b. Students must be able to evaluate a budget and interpret financial data
- 4.1.c. Students must be able to apply the principles of human resource management to different situations.
- 4.2.a. Students must be able to apply safety principles related to food, personnel and consumers.
- 4.2.b. Students must be able to analyze data for assessment and evaluate data to use in decision-making
- 4.3. Students must be able to explain the impact of public policy position on dietetics practice..
- 4.4. Students must be able to explain the impact of health care policy and different health care delivery systems on food and nutrition services
- 4.5. The curriculum must include content related to coding and billing of dietetics/ nutrition services to obtain reimbursement for services from public or private issuers.

**5. Support Knowledge: knowledge underlying the requirements specified above.**

- 5.1. The food and food systems foundation of the dietetics profession must be evident in the curriculum. Course content must include the principles of food science and food systems, techniques of food preparation and application to the development, medication, and evaluation of recipes, menus and food products acceptable to diverse groups
- 5.2. The physical and biological science foundation of the dietetics profession must be evident in the curriculum. Course content must include organic chemistry, biochemistry, physiology, genetics, microbiology, pharmacology, statistics, nutrient metabolism, and nutrition across the lifespan.
- 5.3. The behavioral and social science foundation of the dietetics profession must be evident in the curriculum. Course content must include concepts of human behavior and diversity, such as psychology, sociology or anthropology.