



Culinary Arts Department

CHEF 1332

Food Service Operations/Systems Online

Course Description: An overview of the information needs of food and lodging properties. Emphasis on front, back, and material management utilizing computer systems.

Instructor:

Chef Natalie Osuna

Email: nosuna@southplainscollege.edu

Phone: (806) 716-2583

Office Hours:

Class Hour and Room: Section 151, 152 are online

Exam Schedule: The Final date and time is TBD.

Required Text: ManageFirst: Principles of Food and Beverage Management w/ Online Exam Voucher, 2nd Edition

ISBN-13: 978-0-13-274205-4

Required Materials: Textbook, Pearson Access Code, Online Exam Voucher, One Inch-3 ring binder

NOTE: LOG INTO Pearson THROUGH BLACKBOARD. DO NOT GO DIRECTLY TO THE Pearson WEBSITE.

ADA STATEMENT: Students with disabilities, including but not limited to physical, psychiatric, or learning disabilities, who wish to request accommodations in this class should notify the Disability Services Office early in the semester so that the appropriate arrangements may be made. In accordance with federal law, a student requesting accommodations must provide acceptable documentation of his/her disability to the Disability Services Office. For more information, call or visit the Disability Services Office at the Lubbock Center, the Levelland Student Health & Wellness Center 806-716-2577, Reese Center Building 8: 806-716-4675, Plainview Center Main Office: 806-716-4302 or 806-296-9611, or the Health and Wellness main number at 806-716-2529.

Grading Policy:

1. There will be **no** Make-up on Homework Assignments or Exams.
2. Assignments will be on Blackboard and on Pearson. You must register through Blackboard using your access key so you can access quizzes. If you've already bought an access code, you may

register with the access code without payment. If you do not have an access code, you will be asked to pay before you can access to the online assignments.

3. Individual effort must be demonstrated on all exams. Also considered inappropriate is the use of, in any fashion, a solution manual of any kind. It is the aim of the faculty of South Plains College to foster a spirit of complete honesty and a high standard of integrity. The attempt of students to present as their own any work that they have not honestly performed is regarded by the faculty and administration as a serious offense and renders the offenders liable to serious consequences, possibly suspension. **Academic Dishonesty:** "At minimum, the first instance of academic dishonesty will be submitted to Student Judicial Services and the student will receive a zero for the assignment. The second instance of academic dishonesty will be submitted to Student Judicial Services and the student will receive an F in the course and be expelled from the program".
4. Class participation and attention will be crucial to the student's successful completion of this course. Although attendance will not be taken, you are still expected to complete all assignments by the due date.
5. The grading scale is as follows:

90-100	A
80-89	B
70-79	C
60-69	D
Below 60	F
6. The grading will be based on the following assignment:

Homework:	40%
Quizzes:	30%
Final:	30%
	100%
7. If there is a problem or a dispute with a grade, it must be brought to your instructor's attention and resolved within 5 days of the grades return. After that, it will not be considered under any circumstances.
8. If you feel you need out of class help, please visit with your professor during office hours.

Notes:

- Your first Online quiz will open on Monday, January 13th and be due on Thursday, January, 23rd. ALL OTHER WEEKS THROUGHOUT THE SEMESTER, QUIZZES will be available starting on Friday's at 8am and be due by the following Thursday at 11:59pm.
- There might be a possibility for extra credit or a bonus sometime during the semester. These extra points CANNOT raise your grade for a particular segment of your grade beyond 100%. For example, your maximum quiz average can only be 100% or test average can only be 100%.

- The **Final** for this course will be over all chapters AND will be a Certification Exam. Date and time TBD.
- If you need special accommodations, you will still have to take the test on the scheduled date of the exam. If there is a conflict, you will have to prove it to your instructor in order to take an exam at a different time.

Classroom Etiquette: Students should arrive on time for class and be in full, required uniform. All cellphones, laptops, and bags are not allowed in the lab space. Only required materials such as textbooks, binders, knife kits, and pens are allowed to be in class. Lockers will be assigned for student use, students must bring their own lock if desired. No outside food or drink is allowed in class except for a closable water bottle. All students are responsible for cleaning up after themselves. No one will leave class until the lab is clean and approved by the instructor.

Required Uniform: Students should ALWAYS be in full uniform for ALL classes. Clean/wrinkle free chef coats, pants, caps, and non-slip shoes are required. Students SHOULD NOT wear any jewelry except for a snug to the wrist watch, and a wedding band/ring that are permitted. Student's personal hygiene is EXTREMELY important. Clean hair, hands, and fingernails are a part of the uniform as well.

Topics: The list of selected topics may be modified during the course of the semester. The instructor will notify the class of any changes to the topic list.

Course Outline
CHEF 1313
Food Service Operations/Systems

Week	Assignment Open/Due Date	Topic	Assignments	Reading Assignment
1	1/13-1/23	Culinary Student Expectations	Sign in for Pearson with Access Code	Chapter 1
2	1/20-1/23	It All Starts with the Menu	Ch. 1 Notes, Case Study, Review for Learning, Ch. 1 Quiz	Chapter 1
3	1/24-1/30	Standardized Recipes are Critical	Ch. 2 Notes, Case Study, Review for Learning, Ch. 2 Quiz	Chapter 2
4	1/31-2/6	Product Purchasing	Ch. 3 Notes, Case Study, Review for Learning, Ch. 3 Quiz	Chapter 3

5	2/7-2/13	Product Receiving, Storing, and Issuing	Ch. 4 Notes, Case Study, Review for Learning, Ch. 4 Quiz	Chapter 4
6	2/14-2/20	Quality Food Production Standards	Ch. 5 Notes, Case Study, Review for Learning, Ch. 5 Quiz	Chapter 5
7	2/21-2/27	Quality Beverage Management Standards	Ch. 6 Notes, Case Study, Review for Learning, Ch. 6 Quiz	Chapter 6
8	2/28-3/5	Facilitating Performance of Production Staff	Ch. 7 Notes, Case Study, Review for Learning, Ch. 7 Quiz	Chapter 7
9	3/6-3/12	Communicating with Customers	Ch. 8 Notes, Case Study, Review for Learning, Ch. 8 Quiz	Chapter 8
10	3/13-3/19	Managing Buffets, Banquets, and Catered Events	Ch. 9 Notes, Case Study, Review for Learning, Ch. 9 Quiz	Chapter 9
11	3/20-3/26	Food and Beverage Management: Analysis and Decision Making	Ch. 10 Notes, Case Study, Review for Learning, Ch. 10 Quiz	Chapter 10
12	3/27-4/2	Field Projects	Field Projects	Field Projects
13	4/3-4/9	Review/Practice Tests	Review/Practice Tests	Review all Chapters
14	4/10-4/16	Review/Practice Tests	Review/Practice Tests	Review all Chapters
15	4/17-4/30	Finals	Finals	Finals
16	5/1-5/7	Clean Up	Clean Up	Clean Up

South Plains College's Notices

ATTENDANCE: (along with your Instructor's Policy)

When an unavoidable reason for class absence arises, such as illness, an official trip authorized by the college or an official activity, the instructor may permit the student to make up work missed. It is the student's responsibility to complete work missed within a reasonable period of time as determined by the instructor. Students are officially enrolled in all courses for which they pay tuition and fees at the time of registration. Should a student, for any reason, delay in reporting to a class after official enrollment, absences will be attributed to the student from the first class meeting.

Students who enroll in a course but have "Never Attended" by the official census date (the 12th class day), as reported by the faculty member, will be administratively dropped by the Office of Admissions and Records. A student who does not meet the attendance requirements of a class as stated in the course syllabus and does not officially withdraw from that course by the official census date of the semester, may be administratively withdrawn from that course and receive a grade of "X" or "F" as determined by the instructor.

It is the student's responsibility to verify administrative drops for excessive absences through MySPC using his or her student online account. If it is determined that a student is awarded financial aid for a class or classes in which the student never attended or participated, the financial aid award will be adjusted in accordance with the classes in which the student did attend/participate and the student will owe any balance resulting from the adjustment.

NOTICE TO STUDENTS: In this class, the teacher will establish and support an environment that values and nurtures individual and group differences and encourages engagement and interaction. Understanding and respecting multiple experiences and perspectives will serve to challenge and stimulate all of us to learn about others, about the larger world and about ourselves. By promoting diversity and intellectual exchange, we will not only mirror society as it is, but also model society as it should and can be.