

I. COURSE DESCRIPTION:

Focuses on the role of the Food Service Worker. Organizational policies, procedures, and job descriptions will be discussed. Explore stages of the various food service systems including purchasing, receiving, production, inventory, delivery and service. Review of quality assurance, industry work standards, menu processing and computerization is included.

II. LEARNING OUTCOMES AND ELEMENTS OF THE PERFORMANCE:

Upon successful completion of this course, the student will demonstrate the ability to:

1. Identify the role of the Food Service Worker
Potential Elements of the Performance:
 - describe role and duties of a food service worker
 - state the relationship of the food service worker within the department and facility as a whole
 - define job descriptions and job duty outline
 - differentiate between job description and job duty outline
2. Explain the organizational structure as relate to Food Services
Potential Elements of the Performance:
 - outline organization goals, policies and procedures
 - state the impact these have on the food service worker
3. Summarize standards related to Food Services
 - explore standards for purchasing, receiving and storage practices
4. Evaluate procedures and styles of major food production and assembly systems
Potential Elements of the Performance:
 - describe and differentiate between types of food service facilities
 - discuss procedures and styles of major food production and assembly systems
 - identify advantages
 - identify disadvantages
 - compare systems
 - explore the role of the Food Service Worker in relation to procedures
5. Evaluate equipment used in major food production and assembly systems
Potential Elements of the Performance:
 - discuss equipment
 - identify advantages
 - identify disadvantages
 - compare equipment
 - explore the role of the Food Service Worker in relation to equipment requirements

6. Evaluate inventory systems
Potential Elements of the Performance:
 - discuss inventory systems
 - identify advantages
 - identify disadvantages
 - compare systems
 - explore the role of the Food Service Worker in relation to inventory
7. Describe Quality Assurance (QA)/Continuous Quality Improvement (CQI) Systems and audits
Potential Elements of the Performance:
 - demonstrate knowledge of legislation and established standards
 - describe need for policy and procedure development
 - define “quality”
 - define “QA/CQI Systems”
 - define “audit”
 - define “accreditation”
 - explore the role of the Food Service Worker in relation to quality care, QA/CQI, audit and accreditation
8. Understand menu planning
Potential Elements of Performance
 - examine different types of menus
 - state considerations for menu planning in health care food services
 - explore human rights and human relations issues related to food service
 - discuss ethical issues related to food and nutrition
9. Understand cost control
Potential Elements of Performance
 - explain difference between capital, operating and global budget
 - define methods used in controlling costs
 - evaluate impact of departmental budget and significance of cost control
10. Discuss computerization in healthcare food services
Potential Elements of Performance
 - acknowledge principles of computerization
 - identify the role of computer systems in healthcare food services

III. TOPICS:

1. Role of the Food Service Worker
2. Policies and procedures
3. Purchasing, receiving and storage
4. Production systems
5. Delivery and service systems
6. Inventory
7. CQI/QA
8. Menu planning and processing
9. Cost control measures
10. Computerization

IV. REQUIRED RESOURCES/TEXTS/MATERIALS:

TBA

Handouts as provided by teacher.

V. EVALUATION PROCESS/GRADING SYSTEM:*assignments – 35%**midterm – 30%**final exam – 35%**Total – 100%**Assignments:*

- *comparison of menus in Long Term Care with a school menu*
- *evaluation of workplace equipment*
- *develop a one-week cycle menu*

The following semester grades will be assigned to students in post-secondary courses:

<u>Grade</u>	<u>Definition</u>	<u>Grade Point Equivalent</u>
A+	90 – 100%	4.00
A	80 – 89%	
B	70 - 79%	3.00
C	60 - 69%	2.00
D	50 – 59%	1.00
F (Fail)	49% and below	0.00
CR (Credit)	Credit for diploma requirements has been awarded.	
S	Satisfactory achievement in field /clinical placement or non-graded subject area.	
U	Unsatisfactory achievement in field/clinical placement or non-graded subject area.	
X	A temporary grade limited to situations with extenuating circumstances giving a student additional time to complete the requirements for a course.	
NR	Grade not reported to Registrar's office.	
W	Student has withdrawn from the course without academic penalty.	

Note: For such reasons as program certification or program articulation, certain courses require minimums of greater than 50% and/or have mandatory components to achieve a passing grade.

It is also important to note, that the minimum overall GPA required in order to graduate from a Sault College program remains 2.0.

VI. SPECIAL NOTES:Special Needs:

If you are a student with special needs (e.g. physical limitations, visual impairments, hearing impairments, or learning disabilities), you are encouraged to discuss required accommodations with your professor and/or the Special Needs office. Visit Room E1101 or call Extension 2703 so that support services can be arranged for you.

Retention of Course Outlines:

It is the responsibility of the student to retain all course outlines for possible future use in acquiring advanced standing at other post-secondary institutions.

Plagiarism:

Students should refer to the definition of “academic dishonesty” in *Student Rights and Responsibilities*. Students who engage in “academic dishonesty” will receive an automatic failure for that submission and/or such other penalty, up to and including expulsion from the course/program, as may be decided by the professor/dean. In order to protect students from inadvertent plagiarism, to protect the copyright of the material referenced, and to credit the author of the material, it is the policy of the department to employ a documentation format for referencing source material.

Course Outline Amendments:

The professor reserves the right to change the information contained in this course outline depending on the needs of the learner and the availability of resources.

Substitute course information is available in the Registrar's office.

VII. PRIOR LEARNING ASSESSMENT:

Students who wish to apply for advanced credit in the course should consult the professor. Credit for prior learning will be given upon successful completion of a challenge exam or portfolio.

VIII. DIRECT CREDIT TRANSFERS:

Students who wish to apply for direct credit transfer (advanced standing) should obtain a direct credit transfer form from the Chair's secretary. Students will be required to provide a transcript and course outline related to the course in question.