DIET 52 Course Outline as of Fall 2024

CATALOG INFORMATION

Dept and Nbr: DIET 52   Title: MGT TRAINING TECH
Full Title: Management Training Techniques
Last Reviewed: 10/25/2021

Units			Course Hours per Week		Nbr of Weeks	Course Hours Total	
Maximum	3.00		Lecture Scheduled	3.00	17.5	Lecture Scheduled	52.50
Minimum	3.00		Lab Scheduled	0	6	Lab Scheduled	0
			Contact DHR	0		Contact DHR	0
			Contact Total	3.00		Contact Total	52.50
			Non-contact DHR	0		Non-contact DHR	0

Total Out of Class Hours: 105.00   Total Student Learning Hours: 157.50

Title 5 Category: AA Degree Applicable
Grading: Grade Only
Repeatability: 00 - Two Repeats if Grade was D, F, NC, or NP
Also Listed As:
Formerly:

Catalog Description:
Students will prepare for leadership and supervisorial responsibilities with emphasis on managing a food service operation, including interviewing, hiring, training, scheduling, and evaluating employees; using foodservice performance metrics to manage an operating budget; and preparing operation for review by regulatory inspectors.

Prerequisites/Corequisites:

Recommended Preparation:
Eligibility for ENGL 100 OR EMLS 100 (formerly ESL 100) or equivalent

Limits on Enrollment:

Schedule of Classes Information:
Description: Students will prepare for leadership and supervisorial responsibilities with emphasis on managing a food service operation, including interviewing, hiring, training, scheduling, and evaluating employees; using foodservice performance metrics to manage an operating budget; and preparing operation for review by regulatory inspectors. (Grade Only)
Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 OR EMLS 100 (formerly ESL 100) or equivalent
Limits on Enrollment:
Transfer Credit: CSU;
Repeatability: Two Repeats if Grade was D, F, NC, or NP

ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:

AS Degree:	**Area**		Effective:	Inactive:
CSU GE:	**Transfer Area**		Effective:	Inactive:
IGETC:	**Transfer Area**		Effective:	Inactive:
CSU Transfer:	Transferable	Effective: Fall 1981	Inactive:	
UC Transfer:		Effective:	Inactive:	

CID:

Certificate/Major Applicable:
Both Certificate and Major Applicable

COURSE CONTENT

Student Learning Outcomes:
At the conclusion of this course, the student should be able to:
1. Apply principles of human resource management best practices involving interviewing, hiring, onboarding, training, scheduling, evaluating, disciplining and motivating employees.
2. Demonstrate readiness to take the national credentialing exam for Certified Dietary Managers, administered by the Certifying Board of Dietary Managers or the Registration Exam for Dietetic Technicians, administered by the Commission on Dietetic Registration.

Objectives:
At the conclusion of this course, the student should be able to:
1. Compare and contrast different management styles.
2. Use an organizational chart to describe the lines of authority and levels of responsibility for a given organization.
3. Identify job functions for food service positions in a quantity food production operation.
4. Design management strategies to motivate employees.
5. Compose an effective policy and procedure for food service operation.
6. Develop an effective employee schedule.
7. Create and present an in-service training session, including documentation.
8. Analyze a budget.
9. Compose a job description.
10. Create a Quality Assurance Performance Improvement (QAPI) plan and report.
11. Identify and apply legal limits in the interview and hiring process.
12. Identify labor laws and determine the appropriate course of action for working with affected employees.
13. Prepare and deliver a performance evaluation, including a plan for disciplinary action.
14. Identify and apply local, state, and federal regulations related to food service in healthcare facilities.
15. Describe the records required by various regulatory agencies, such as menus, temperature

logs and cooling logs.

Topics and Scope:

I. Management Overview
    A. Role of the manager
    B. Management styles
    C. Organizational chart - lines of authority and responsibility
    D. Professionalism and business etiquette
II. Communication
    A. Conducting a meeting
    B. Upward, downward, lateral communication
    C. Conflict Management
III. Training Employees
    A. In-service training
    B. Maintenance of training records
IV. Policies and Procedures
V. Managing Staff
    A. Employee scheduling
    B. Motivation, team building, empowerment
    C. Working with a diverse staff
    D. Performance evaluation
    E. Sexual harassment and substance abuse
VI. Quality Management Process
    A. Standards of quality, quality audits
    B. QAPI plan
VII. Federal, State and Local Regulations for Healthcare Foodservice Operations
    A. Centers for Medicare and Medicaid Services (CMS), the State Operations Manual; The Joint Commission (TJC) California Department of Public Health (CDPH) -Title 22; County of Sonoma Department of Health Services Food Facility Inspection/Cal Code
    B. Inspection/survey process
VIII. Staffing
    A. Full time equivalents
    B. Job description
    C. Federal and State Labor and Employment Laws
    D. Workers Compensation, Unemployment Compensation
    E. Exempt and non-exempt employees
    F. Recruiting, interviewing and hiring
    G. Turnover rate
IX. Productivity
    A. Measure of productivity
    B. Benchmarking
X. Manage Operating Budget
    A. Calculate food and labor costs
    B. Food cost per patient day
    C. Meal equivalents
    D. Gross revenue, net revenue, break even point
    E. Pricing menu items
    F. Cost containment
XI. Labor Unions

Assignment:

1. Create an in-service training and present it to the class
2. Written policy and procedure assignments
3. QAPI Plan
4. Written job description and employee schedule
5. Budget analysis and assessment project
6. Reading of approximately 10 pages per week
7. Exam(s) (1-2) and final exam

Methods of Evaluation/Basis of Grade:

Writing: Assessment tools that demonstrate writing skills and/or require students to select, organize and explain ideas in writing.

Policy and procedure assignments, job description and employee schedule assignments	Writing 20 - 40%

Problem Solving: Assessment tools, other than exams, that demonstrate competence in computational or non-computational problem solving skills.

Employee schedule, budget analysis and assessment project, QAPI plan	Problem solving 10 - 20%

Skill Demonstrations: All skill-based and physical demonstrations used for assessment purposes including skill performance exams.

In-service presentation	Skill Demonstrations 5 - 10%

Exams: All forms of formal testing, other than skill performance exams.

Exam(s), Final Exam	Exams 40 - 60%

Other: Includes any assessment tools that do not logically fit into the above categories.

Participation and Attendance	Other Category 5 - 10%

Representative Textbooks and Materials:
Foodservice Management by Design. 2nd ed. Ledvold, Dee and Salisbury, Kristi. Association of Nutrition and Foodservice Professionals. 2018