

**DIET 52 Course Outline as of Fall 2008****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    | 13           | 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:**

Supervisory responsibilities with emphasis on managing a food service operation, including employee selection, training, evaluation, grievance procedure, documentation and dismissal, scheduling, budgeting, writing policies and procedures, and preparedness for review of kitchen operation by regulatory inspectors.

**Prerequisites/Corequisites:****Recommended Preparation:**

Eligibility for ENGL 100 or ESL 100.

**Limits on Enrollment:****Schedule of Classes Information:**

Description: Responsibilities for managing a Food Service operation, including employee relations, budget, writing policy and procedures and state regulatory review. (Grade Only)

Prerequisites/Corequisites:

Recommended: Eligibility for ENGL 100 or ESL 100.

Limits on Enrollment:

Transfer Credit: CSU;  
Repeatability: Two Repeats if Grade was D, F, NC, or NP

## **ARTICULATION, MAJOR, and CERTIFICATION INFORMATION:**

|                      |                      |                      |           |
|----------------------|----------------------|----------------------|-----------|
| <b>AS Degree:</b>    | <b>Area</b>          | Effective:           | Inactive: |
| <b>CSU GE:</b>       | <b>Transfer Area</b> | Effective:           | Inactive: |
| <b>IGETC:</b>        | <b>Transfer Area</b> | Effective:           | Inactive: |
| <b>CSU Transfer:</b> | Transferable         | Effective: Fall 1981 | Inactive: |
| <b>UC Transfer:</b>  |                      | Effective:           | Inactive: |

### **CID:**

### **Certificate/Major Applicable:**

Both Certificate and Major Applicable

## **COURSE CONTENT**

### **Outcomes and Objectives:**

Upon successful completion of this course, students will be able to:

1. Describe and evaluate techniques of assertive behavior.
2. Compose a policy and procedure.
3. Compose and contrast different management styles.
4. Evaluate time management techniques for improving a food service operation.
5. Compose a job description.
6. Develop an employee schedule.
7. Design strategies for motivating employees.
8. Determine examples of work simplification procedures appropriate for a commercial food operation.
9. Compare and contrast methods of effective verbal and written communication.
10. Plan a budget.
11. Identify legal limits in the interview and hiring process.
12. Identify sexual harassment and substance abuse; and determine the appropriate course of action for working with affected employees.
13. Compose a performance evaluation to include a plan for disciplinary action.
14. Compare a plan for clinical quality assurance.

### **Topics and Scope:**

Topics will include but not be limited to:

1. Assertiveness:
  - a. conflict management
  - b. decision making
2. Policies and procedures - Joint Commission for Accreditation of Health

Care Organizations (JCAHO), Ombudsman Act (OBRA), and Title 22.

3. Management styles.
4. Time management.
5. Job descriptions.
6. Scheduling.
7. Employee motivation.
8. Work simplification.
9. Safety programs.
10. Communication - verbal and written.
11. Budgeting.
12. Hiring, interviewing.
13. In-service training.
14. Employee management problems:
  - a. sexual harassment
  - b. substance abuse
15. Performance evaluation/employee discipline.
16. Quality assurance.

### Assignment:

1. Write a policy and procedure.
2. Write a job description and employee schedule.
3. Draft a quality assurance procedure.
4. Midterms.
5. 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.

Written homework

Writing  
20 - 40%

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

Homework problems

Problem solving  
10 - 20%

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

In-service training demonstration.

Skill Demonstrations  
5 - 10%

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

Multiple choice, True/false, Matching items, Completion, Short answer.

Exams  
40 - 60%

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

|                              |
|------------------------------|
| Attendance and participation |
|------------------------------|

|                           |
|---------------------------|
| Other Category<br>5 - 10% |
|---------------------------|

**Representative Textbooks and Materials:**

Food Service Management Study Course, 3rd Edition, 1999, Iowa Dietetic Association, Shirley Gilmore.

Managing Food Service Operations, 4th Edition, 2002, S. Grossbauer.