

DIET 52 Course Outline as of Fall 2014**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 | 8 | 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 and revising 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: 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. (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:

| | | | |
|-------------------|----------------------|------------|-----------|
| AS Degree: | Area | Effective: | Inactive: |
| CSU GE: | Transfer Area | Effective: | Inactive: |

| | | | |
|---------------|----------------------|------------|-----------|
| IGETC: | Transfer Area | Effective: | Inactive: |
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| 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. Demonstrate the ability to use food service management techniques and budget, efficiently and effectively.
2. Demonstrate use of management skills for hiring, training, and motivating employees to work as team members in meeting or exceeding client and administrator expectations of food service.

Objectives:

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

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

15. Develop a plan, including tools, for maintaining continual quality assurance in the food service operation to meet standards of clients, administration, and accrediting agencies.
16. Identify and follow local, state, and federal regulations related to food service in healthcare facilities.
17. Demonstrate record keeping required by various agencies for following regulations related to food service in healthcare facilities.
18. Actively participate in review and update of food service management portion of Diet Manual for healthcare facility, as required by various regulatory agencies.

Topics and Scope:

1. Food service management overview
 - a. organizational chart; lines of authority and responsibility
 - b. role of manager
2. Management styles
3. Time management
4. Assertiveness:
 - a. decision making
 - b. work prioritization
 - c. conflict management
5. Policies and procedures - Joint Commission for Accreditation of Health Care Organizations (JCAHO), Omnibus Budget Reconciliation Act (OBRA) - Federal regulations, Title 22 (California Code of Regulations), local - County Public Health Department
 - a. writing a policy; writing procedure for policy
 - b. reviewing and revising established policies and procedures
 - c. training staff on new policies and procedures
 - d. location, review, and maintenance of (1) Diet Manual and (2) Department Policy and Procedure Manual
6. New employees
 - a. employment law
 - b. job descriptions
 - c. recruiting, interviewing, hiring
7. Managing staff
 - a. employee scheduling
 - b. employee motivation
 - c. working with a diverse staff
 - d. development of cultural competency
 - e. In-Service training, evaluation of employee competence, and maintenance of training records
 - f. performance evaluation and employee discipline
8. Employee management problems:
 - a. sexual harassment
 - b. substance abuse
9. Work simplification
10. Safety programs
11. Communication - verbal and written
12. Budgeting
13. Continual quality assurance
14. Regulatory agency survey processes; record keeping to meet accreditation standards.

Assignment:

1. Written policy and procedure assignments

2. Written job description and employee schedule
3. Quality assurance procedure assignment
4. Budget development exercise
5. Individual class presentation of In-Service training
6. Reading of approximately 10 pages per week
7. Exams (1-2)
8. 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

Writing
20 - 40%

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

Employee schedule, budget development, quality assurance procedure

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.

1-2 Exams

Exams
40 - 60%

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

Participation and written job description

Other Category
5 - 10%

Representative Textbooks and Materials:

Managing Food Service and Food Safety, Allen, Susan Davis, MS, RD; Association of Nutrition and Foodservice Professionals, 2012 Ed.