

FBM A222: MANAGEMENT, LEADERSHIP, AND TRAINING

Item	Value
Curriculum Committee Approval Date	03/20/2024
Top Code	130710 - Restaurant and Food Services and Management
Units	3 Total Units
Hours	54 Total Hours (Lecture Hours 54)
Total Outside of Class Hours	0
Course Credit Status	Credit: Degree Applicable (D)
Material Fee	No
Basic Skills	Not Basic Skills (N)
Repeatable	No
Grading Policy	Standard Letter (S)

Course Description

This course introduces students to management, leadership, legal considerations, and problem-solving in the professional food and beverage workplace. Formerly FSM A260. Transfer Credit: CSU.

Course Level Student Learning Outcome(s)

1. Demonstrate an understanding of management practices, leadership principles, workforce training and operational procedures necessary for running a successful food and beverage operation.

Course Objectives

- 1. Identify major ongoing trends and issues impacting customer purchasing behavior that impact food and beverage operations.
- 2. Describe the varying types of food and beverage operations and the importance of concepts, location, and design within food and beverage facilities.
- 3. Describe the procedures used for effective menu planning, purchasing, receiving, storing, and use of items in the food and beverage operations.
- 4. Demonstrate an understanding of the major management functions, effective managerial verbal and written communications, and leadership styles in food and beverage operations.
- 5. Demonstrate knowledge of the main legal considerations and the importance of food safety, sanitation, and environmental safety according to the health code regulations in food and beverage operations.
- 6. Identify the elements of food and beverage human relations, employee productivity evaluations, and effective employee communication relating to disciplinary actions.
- 7. Describe the basic requirements and methods in developing employee selection, recruitment, application, testing, interviewing, and training programs.

Lecture Content

The Foodservice Industry Brief History of the Food Beverage Industry
The Systems Approach The Food and Beverage Industry Today Factors Affecting Growth Trends in Foodservice Challenges in the Industry

Systems Concept and Approach Types of Foodservice Systems
Food and Facility Safety Costs and Scope of Problem Associated with Incidences and Outbreaks of Foodborne Illnesses HACCP Menu Types of Menus Meal Plans and Patterns Menu Planning Process Mission and Goals The Customer Budget Guidelines Production and Service Capabilities Menu Development Planning Development and Implementation Menu Evaluation Operational Functions Purchasing Market Distribution Market Regulations: US Food and Inspection Programs Ethics in Purchasing Vendor and Food Distribution Methods of Purchasing Product Selection Legal and Regulatory Aspects of Purchasing Receiving, Storage, and Inventory Personnel Facilities, Equipment and Sanitation Security The Receiving Process Storage Inventory Records and Control Production Production Schedules Controls and Evaluation Forecasting Demand Service Methods of Assembly, Delivery, and Service Factors Affecting Choice of Service Systems Equipment Needs Style of Service Facilities Planning and Design Regulatory Considerations Equipment and Furnishings Factors Affecting Selection of Equipment Features of Equipment Resource Conservation Energy and Water Conservation Solid Waste Management Management Functions Organizational Design Strategic Management Functions of Management Planning Organizing Staffing Directing pan> Coordinating Reporting Budgeting Managerial Activities and Roles Tools of Management Leadership Motivation Leadership Ethics and Social Responsibility Diversity Effective Communication Types of Power and Their Use Human Resource Management Staffing The Employment Process Recruitment and Selection n> Worker on the Job Personnel Records Orientation Training Performance Evaluation Promotion and Transfers Discipline Dismissals Handling Grievances Staff Conferences Labor Policies and Legislation Performance Improvement Total Quality Management TQM Principles of TQM The PDCA Cycle Six Sigma Lean Six Sigma TQM Tools Increasing Productivity Quality Management Approaches to Productivity Improvement Work Design Principles of Motion Economy Financial Management Accounting Fundamentals Uniform System of Accounting Accounting Formulas Generally Accepted Accounting Principles Financial Rec ords Records of Control The Income Statement The Balance Sheet Ratio Analysis Management of Revenue and Expenses Pricing Accounting for Costs Budgeting The Systems Model Steps in Budget Planning Marketing Marketing Cycle Marketing Mix Marketing for Food and Beverage Operations Unique Aspect Product Customer Contact Perishability Distribution Promotions Sales Planning

Method(s) of Instruction

- Lecture (02)
- DE Live Online Lecture (02S)
- DE Online Lecture (02X)

Instructional Techniques

Lecture, case studies, problem solving group discussions, in-class activities.

Reading Assignments

2 hours per week - Reading textbook chapters and articles.

Writing Assignments

2 hours per week - Weekly essay questions, final case study project.

Out-of-class Assignments

2.75 hours per week - Reading, vocabulary definitions, essay questions, discussion groups.

Demonstration of Critical Thinking

Quizzes, exams, case studies

Required Writing, Problem Solving, Skills Demonstration

Essay questions, short case study analysis, participative team and leadership activities, case study written report and presentation

Eligible Disciplines

Culinary arts/food technology (food service, meat cutting, baking, waiter/w...: Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience. Nutritional science/dietetics: Masters degree in nutrition, dietetics, or dietetics and food administration OR bachelors degree in any of the above AND masters degree in chemistry, public health, or family and consumer studies/home economics OR the equivalent. (Note: A bachelors degree in nutrition, dietetics, or dietetics and food administration, and certification as a registered dietician, is an alternative qualification for this discipline.) Masters degree required. Title 5, section 53410.1 Restaurant management: Any bachelors degree and two years of professional experience, or any associate degree and six years of professional experience.

Textbooks Resources

1. Required Payne-Palacio, J. Theis, M.. Foodservice Management: Principles and Practices, 13 ed. Pearson, 2016 Rationale: This textbook covers all subjects related to the course and meets accreditation standards for Food and Beverage Management, Nutrition and Dietetics, Culinary Arts, and Hospitality and Tourism.