Instructor Information

Instructor: Rob Best CEC
Office: PTC South, CAHMI, Office 217
Mailbox: CAHMI
Office Hours:
- Monday: By Appointment
- Tuesday: 12:00 PM – 3:00 PM
- Wednesday: 8:00-8:30am or Appointment
- Thursday: 8:00-9:00 am
- Friday: 8:00 – 8:30 am
Class: Tuesday 3:00- 5:50 Rm 246
Email: rbest@uaptc.edu

*All emails and telephone calls will receive a response within two business days.

Director: Renee Smith 812-2879
Associate Dean Todd Gold 812-2861

*If your emails and telephone calls do not receive a response within two business days, the appropriate chain of command is above.

Course Information

This online course requires an updated computer with current operating system, Google Chrome and associated internet programs. Students may use the computer/internet resources of UA Pulaski Technical College. Computers are available in the computer labs across the campus as well as at the UA PTC Libraries (Main Campus and PTC South).

Catalog Description

HOS 2302. The Restaurant Industry This course provides students with the opportunity to plan, organize, staff, direct and control a restaurant or bakery café from the perspective of menu design, service, finances, staff, design, layout, production, purchasing and productivity. This course discusses sexual harassment in the workplace, legal issues, staffing and proper training. It integrates material taught in other classes and results in a culminating assignment developed by each student. 3 lecture hours. (3 credit hours)
Course Materials

Required textbooks:

**ManageFirst: Human Resources and Supervision with Online Test Voucher, 2nd Edition**

**ManageFirst: Controlling FoodService Costs with Online Testing Voucher, 2nd Edition**

Mission Statement

University of Arkansas – Pulaski Technical College provides access to high-quality education that promotes student learning and enables individuals to develop to their fullest potential.

Institutional Learning Outcomes and General Education

UA-PTC supports a college-wide institutional learning assessment program which concerns effective instructional methods and promotes student learning achievement by assessing:

1. Communication
2. Critical Thinking
3. Cultural Awareness
4. Information Literacy
5. Professionalism
6. Quantitative Literacy
7. Technology Literacy

For more information, please consult the following website: [https://uaptc.edu/sla](https://uaptc.edu/sla)

Department / Program Learning Outcomes

- Demonstrate an understanding of the broad scope of career options in hospitality along with an overview of hospitality operations and standards.
- Demonstrate proficiency in appropriate computer and information technologies. Apply technology to culinary and hospitality operations.
- Utilizing critical thinking skills, demonstrate oral and written communication proficiency with public speaking, social media, menu design, and written articles and/or reports.
- Analyze strategies to serve the current needs of the hospitality industry. Describe contemporary culinary and hospitality trends.
- Demonstrate best practices to meet current and changing guest needs and expectations
- Apply purchasing and of cost control principles, related to culinary and hospitality business.
- Demonstrate applicable math skills to culinary and hospitality operations business.
- Operate in a safe and sanitary manner. Demonstrate systematic approach to safety and legal issues of operations in back of the house and front of house environments.
Use accepted nutrition standards that lead to positive health benefits. Discuss current community health trends and concerns.

Formulate strategies to improve sustainability and ‘green’ principles in hospitality management.

Demonstrate the dynamics of the changing global business environment. Discuss service, food, and dietary issues from cultural, religious, historical, and geographical perspectives.

Demonstrate knowledge of personal skills, including accepted professional standards and codes of conduct. Apply culinary and hospitality terminology.

Describe the Management Process and explain the distinction between Management and Leadership.

Demonstrate how to incorporate experiential learning from course work and practicum to become a successful hospitality professional.

**Student Learning / Course Outcomes**

**Unit I: Hospitality Human Resource Management and Supervision Objectives:**

- Discuss and describe the dynamic of leadership in the Hospitality and Restaurant Industry.
- Discuss and describe goal setting in the hospitality and restaurant industry.
- Communicate effectively as a leader and a manager.
- Describe process of management through effective communication skills.
- Define, discuss, and describe the management of employee compensation.
- Define, discuss, and describe the management of voluntary and involuntary termination.
- Describe the procedure for terminating employees.
- List the steps for managing and conducting involuntary terminations.
- Discuss and describe employee motivation and development.
- Discuss and describe scheduling practices.
- Discuss and describe teamwork in the foodservice and hospitality workplace.
- Discuss and describe the importance of problem solving and how to develop a problem-solving model.
- Explain how to plan and conduct effective meetings.
- Describe ways to build a welcoming work environment and encourage diversity.
- Explain the role of job descriptions and specifications.
- Define job descriptions.
- Discuss and describe the recruiting process and methods of finding and recruiting new employees.
- Outline the process for screening potential employees.
- Discuss the tools and techniques used for screening potential employees and how to avoid illegal discrimination in screening.
- Perform mock interviews; prepare resumes, job applications and cover letters.
- Describe the process of hiring and orienting new employees.
- Describe procedures of new employee orientation.
- Compare and contrast training methods.
- Summarize leadership styles and analyze when each is most appropriate.
• Outline the supervisor’s role in decision-making, problem solving and delegation of duties.
• Analyze types and methods of employee evaluation.
• Analyze motivational techniques/problems. Discuss procedures for attitudinal changes.
• Describe necessity of change and ways of implementing change with the least employee resistance.
• Analyze ways of dealing with stress in the workplace.
• Discuss time management and other organizational management techniques.
• Discuss the various ways to ensure a lawful workplace.
• Evaluate methods of conflict resolution and grievance procedures (union/non-union).
• Identify reasons for disciplinary problems and discuss the supervisor’s role in handling them.
• Discuss legal issues related to managerial decisions (sexual harassment, discrimination, violence/anger and unemployment compensation).

Unit II: Controlling Foodservice Costs Objectives:
• Define Cost Control.
• Describe the manager’s role in cost control and list the process.
• Define food costs and food cost percentages.
• Calculate food costs and percentages.
• Calculate beverage costs and percentages.
• Define standardized recipes and describe the information included in a standardized recipe.
• Discuss and describe how to determine standard portion costs.
• Determine selling price of menu items.
• Determine menu prices utilizing proper cost controls and appropriate technology.
• Define, describe and identify menu product mix and menu design.
• Describe how purchasing and receiving procedures affect cost control.
• Describe how storage and issuing procedures affect cost control.
• List the procedures for controlling food cost in production.
• Discuss and describe the procedures for controlling cost in service and sales.
• Discuss and describe methods of controlling labor cost.
• Calculate labor costs and percentages.
• Define and describe a profit and loss statement. Discuss how it is utilized in food-service operations as a tool to determine profitability.
• Review profit and loss statements to determine profitability.

Policies

Report a Complaint or Concern

UA-PTC takes very seriously complaints and concerns regarding the institution. Most complaints or concerns of a specific nature should be initiated and resolved at the campus level through normal college processes whenever possible. UA - Pulaski Technical College receives
and resolves complaints using a variety of methods. To report a complaint or concern, please follow the link below.

https://www.uaptc.edu/report-a-concern-complaint

**UA-PTC Attendance Policy**

Education at UA-PTC requires students’ active involvement in the learning process. Thus, students are expected to attend all classes and actively engage in all learning assignments and/or opportunities provided in their classes. Class attendance should be treated as mandatory by all students as attendance will be taken by all instructors during the first two weeks of class. Additionally, a written policy on student attendance that is tied to course objectives and included in a course syllabus will be provided for each course by instructors.

**Departmental Attendance Policy**

In an online class, attendance is based on student participation. Logging into the course does not constitute participation. For purposes of attendance, students must complete a gradable attendance artifact. There is a 24 hour grace period for assignments and late assignments will be penalized 50%. Assignments will not be accepted after the grace period.

**Course Policies**

The UA-PTC Catalog rules and regulations will be enforced in this course at all times.

Please consult the following website for more information:

Professional behavior is required. Punctual attendance and intelligent participation are expected. Particulars as determined by the instructor are detailed in the paragraph below.

Appropriate behavior is expected for all communications, including any notes, email messages, or telephone conversations. Some guidelines for communication are included in this syllabus to help you.

*CAHMI Students (Culinary and or Hospitality) must be in uniform when on campus for class or official activities. The uniform policy may be found at the end of this syllabus.*

*CAHMI Students must also adhere to policies regarding safety and sanitation, lab use, and personal hygiene.*

**Grading Policy**

Letter grades will be based on the following scale:

- 90 to 100% A
- 80 to 89% B
Grades will be based on the following:

1. Completion of coursework/homework as assigned
   Homework must be turned in by due date, no late assignments will be accepted.

2. Test
   Make-Up exam will be permitted at the discretion of the instructor but will have to be taken On Campus.

3. Homework
   All homework is due the Sunday after it is assigned by 11:59p.m.
   For example: Week 1, Chapter 1 homework is due on Sunday Night at 11:59p.m.

3. 2 National Certification Exam (100 points total)
   These exam will be comprehensive and upon completion, with a passing score of 75% you will receive a certification what will be good for five years.

YOU MUST COME TO THE LITTLE ROCK SOUTH SITE TO TAKE THE EXAM.

You must write out the Question and ANSWERS to all review questions for full credit. Make sure you type out the answer to multiple choice questions for full credit as well. It is suggested that you type your assignments into a Word Document (or something similar). You may then copy and paste it into the submission book. I am giving you credit for completing the assignment, but am not grading for accuracy. ****This course involves heavy reading****

Exams – There will be two (2) exams, two worth 100 points
Arrangements can be made to make up any missed exams per instructor permission.

Reading Quizzes - There will be reading quizzes every week, each worth 20 points. There is no make-up of missed reading quizzes.

Bonus Points/Extra Credit – Throughout the semester there will be an opportunity for students to earn extra credit by helping with PTC Culinary Arts and Hospitality Management Institute special events. The instructor will inform you of these opportunities.
## Evaluation

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<tr>
<th>Component</th>
<th>Points</th>
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<tbody>
<tr>
<td>Scavenger Hunt</td>
<td>25 pts</td>
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<tr>
<td>Course Agreement</td>
<td>10 pts</td>
</tr>
<tr>
<td>Exam 1 For Certificate</td>
<td>100 pts</td>
</tr>
<tr>
<td>Exam 2 For Certificate</td>
<td>100 pts</td>
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<tr>
<td>Quizzes</td>
<td>10 quizzes x 20 pts = 200 pts.</td>
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<tr>
<td>Review Your Learning Questions (RYL)</td>
<td>20 chapters x 25 pts = 500 pts.</td>
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<tr>
<td>Menu Project Part I and II</td>
<td>200 points</td>
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<tr>
<td>Attendance</td>
<td>15 weeks @ 10 pts = 150</td>
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<tr>
<td>Recipe Assignment Parts I and II</td>
<td>55 points</td>
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<tr>
<td><strong>Total</strong></td>
<td>1340 points</td>
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</table>

PLEASE DO NOT ATTACH ASSIGNMENTS. THEY NEED TO BE IN THE SUBMISSION BOX.
If you attach assignments and I cannot open them I cannot give you credit.

* Instructors have one week to provide feedback and post grades for all assignments unless otherwise noted by a departmental policy that has been approved by the Dean of the School.

In an online class, eligibility for Financial Aid is based on student participation. Logging into the course does not constitute participation. For purposes of roster certification, students must complete a gradable attendance artifact.

### Academic Integrity

It is expected that all students who attend UA-PTC conduct themselves in a manner appropriate for the college experience. Academic integrity is a vital component of collegiate behavior. The UA-PTC catalogue states, “The gaining of knowledge and the practice of honesty go hand-in-hand.”

The catalogue also states, “The responsibility and authority of initiating discipline arising from violations of the rules against dishonesty during the process of the course are vested in the instructor of that course.”

The complete Academic Integrity Policy is in the UA-PTC code of conduct.

### Accommodation Policy
Services for Students with Disabilities: UA-PTC is committed to fulfilling all federal requirements as stated in the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990, and the American with Disabilities Amendments Act (ADAAA) of 2008. Accommodations are available to students who have documented disabilities. Students who request accommodations must register with the Disability Services Office (Main Campus: 501-812-2738 or South Campus: 501-812-2862) and must provide current and relevant documentation.

Students requesting accommodations should inform the instructor at the beginning of the course or as soon as accommodations are approved. It is the student's responsibility to provide their Accommodation Letter to the instructor. Accommodations are not retroactive and will only be provided once your instructor receives the Accommodation Letter.

Student Code of Conduct

All students are expected to abide by the UA-PTC Student Code of Conduct. For the full Student Code of Conduct, access the most current version of the UA-PTC Academic Catalog. http://uaptc.azurewebsites.net/docs/default-source/course-catalog/2017-18-academic-catalog.pdf?sfvrsn=a08a3038_2

Sexual Misconduct

No person at Pulaski Technical College will, on the basis of gender, be excluded from participation in, be denied benefits of, or be subjected to sex discrimination, sexual harassment or sexual misconduct under any education program or activity. All college administrative policies and procedures regarding sex discrimination, sexual harassment, and sexual misconduct are in compliance with Title IX. Students who feel they are victims of sexual misconduct should contact the UA-PTC Title IX Deputy Coordinator for Students:

Michelle Anderson, Director of Student Life and Leadership
Campus Center Building Room 216
501-812-2756
manderson@uaptc.edu

Course Evaluations

Students may be asked to evaluate their instructor and course near the end of the semester. These student evaluations are very important to the improvement in the quality of instruction and course materials. All results are anonymous and shared with the faculty only after the semester is over and grades have been posted.

Information Literacy

UA-PTC is committed to the Information Literacy Competency Standards for Higher Education as established by the Association of College and Research Libraries and endorsed by the National Forum on Information Literacy. Therefore, all courses will incorporate an information literacy component so that, by graduation, all students will be able to recognize the need for information, then locate, evaluate, synthesize, and communicate information in an ethical
manner. Information literacy encompasses critical thinking, research, media, technology, health, business, and visual literacy skills to produce lifelong learners who can make informed decisions in the workplace and in their personal lives.

**Tentative Course Schedule**

Dates are tentative and may be adjusted by the instructor with prior notice to students.

**XV. Course Schedule**

Dates are tentative and may be adjusted by the instructor with prior notice to students.

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<thead>
<tr>
<th>Date</th>
<th>Unit Lesson</th>
<th>Reading/Homework Assignment</th>
<th>Points</th>
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<tbody>
<tr>
<td>1/15/2019</td>
<td>Week 1</td>
<td>Scavenger Hunt on Syllabus Due 1/23</td>
<td>Due 1/23</td>
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<tr>
<td>1/22/2019</td>
<td>Week 2</td>
<td>Read Chapter 1 &amp; 2 of Hospitality Human Resources Management and; Answer Review Your Learning Questions pp. 28-29 &amp; p. 62; Read Lecture Notes Due 1/29</td>
<td>Chapters 1&amp;2 RYL 25+25 Quiz 20</td>
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<tr>
<td>1/29/2019</td>
<td>Week 3</td>
<td>Read Chapter 3 &amp; 4 Hospitality Human Resources Management and Supervision; Answer Review Your Learning Questions p. 96 &amp; p. 123; Read Lecture Notes Due 2/5</td>
<td>Chapters 3&amp;4 RYL 25+25 Quiz 20</td>
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<tr>
<td>2/5/2019</td>
<td>Week 4</td>
<td>Read Chapter 5 &amp; 6 Hospitality Human Resources Management and Supervision; Answer Review Your Learning Questions pp. 166-167 &amp; pp. 204-205; Read Lecture Notes Due 2/12</td>
<td>Chapters 5&amp;6 RYL 25+25 Quiz 20</td>
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<tr>
<td>2/12/2019</td>
<td>Week 5</td>
<td>Read Chapter 7 &amp; 8 Hospitality Human Resources Management and Supervision; Answer Review Your Learning Questions pp. 232-233 &amp; pp. 264-265; Read Lecture Notes Due 2/19</td>
<td>Chapters 7&amp;8 RYL 25+25 Quiz 20</td>
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<tr>
<td>Date</td>
<td>Week</td>
<td>Activity</td>
<td>Due Date</td>
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<td>2/19/2019</td>
<td>Week 6</td>
<td>Read Chapter 9 &amp; 10 Hospitality Human Resources Management and Supervision; Answer Review Your Learning Questions pp. 295-296 &amp; p. 328; Read Lecture Notes</td>
<td>2/26</td>
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<tr>
<td>2/26/2019</td>
<td>Week 7</td>
<td>Review Practice Test</td>
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<td>3/5/2019</td>
<td>Week 8</td>
<td>EXAM I EXAM FOR CERTIFICATE National Certification Test/ Exam ManageFirst Exam 100 points Location: CAHMI Computer Lab. Tuesday 3:00 pm Bring your exam voucher from the front of your book.</td>
<td>EXAM I 100</td>
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<td>3/26/2019</td>
<td>Week 10</td>
<td>Read Chapter 3 Controlling Foodservice Costs; Answer Review Your Learning Questions pp. 84; Read Lecture Notes</td>
<td>4/2</td>
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<td>4/2/2019</td>
<td>Week 11</td>
<td>Read Chapter 4 Controlling Foodservice Costs; Answer Review Your Learning Questions pp. 111-112; Read Lecture Notes</td>
<td>4/9</td>
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<td>Date</td>
<td>Week</td>
<td>Activity</td>
<td>Due Date</td>
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<td>4/16/2019</td>
<td>13</td>
<td>Read Chapter 7 &amp; 8 Controlling Foodservice Costs; Answer Review Your Learning Questions p. 200 &amp; pp.224-25; Read Lecture Notes</td>
<td>RYL 25, 25</td>
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<td>4/23</td>
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<td>4/23/2019</td>
<td>14</td>
<td>Read Chapter 9 Controlling Foodservice Costs; Answer Review Your Learning Questions p. 257; Read Lecture Notes</td>
<td>RYL 25</td>
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<td>4/30/2019</td>
<td>15</td>
<td>Read 10 Controlling Foodservice Costs; Answer Review Your Learning Questions p. 279; Menu Design Assignment Part 2</td>
<td>RYL 25</td>
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<td>5/7/2019</td>
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<td><strong>EXAM I EXAM FOR CERTIFICATE</strong></td>
<td>Exam 100</td>
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<td>National Certification Exam</td>
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<td>ManageFirst Exam</td>
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<td>Bring your exam voucher from the front of your Book.</td>
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<tr>
<td>Final Exam Schedule:</td>
<td>May 7, 2019</td>
<td><strong>EXAM I EXAM FOR CERTIFICATE</strong></td>
<td>Exam 100</td>
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<td>National Certification Exam</td>
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College Email Policy

UA Pulaski Technical College provides each currently enrolled student an electronic mailbox (email). This electronic mailbox is used as an official means for communication between UA Pulaski Technical College and the enrolled student. Each currently enrolled student will monitor and read messages sent to the mailbox address in a timely fashion. Use of this electronic mailbox is governed by the UA Pulaski Technical College Code of Computing Practices.

Dress Code:


All students of the CAHMI program are required to dress in the standard uniforms any time you are in the building!

Additional Materials and Dress Code

For Lab Classes, each student is required to bring to class each day the following:
- PTC CAHMI standard Knife Kit (knives must be sharpened before each class)
- PTC CAHMI standard Baking Kit

It is the responsibility of each student to take care of their kits and keep up with all their knives and tools. The Pulaski Technical College Culinary Arts and Hospitality Management Institute assumes no responsibility for lost or stolen items.

Each student should come to class with a black permanent marker used for labeling, paper, and a writing instrument to take notes, tests, etc. Taking notes on lectures is essential as the information that will be given may not be available in the text. It is suggested that you bring a calculator. You should also have some type of thermometer for taking temperatures.

Hospitality Uniform:
- PTC Polo, Royal Blue or Black (available in the Bookstore)
- Black Slacks, Black Belt, Black Socks, Black Shoes (skid resistant)
  (or) Black Skirt (knee length), Black Stockings or Black Socks

Culinary & Baking Uniform:
- Official White PTC Chef Coat, Black Chef’s Pants, Black Socks, Black Shoes (skid-proof and polishable—no tennis shoes!) UAPTC black ball cap, UAPTC CAHMI Chef hat or hairnet, black sharpie, ink pen, thermometer, baking and or culinary kits.

All uniforms must be clean and pressed and in good repair. Uniforms should be buttoned up correctly.

Any student not adhering to this policy will not be allowed to attend class. Instructors are responsible for ensuring that students are adhering to the policy and instructors have the authority of interpretation.

Men must be clean-shaven or have neatly trimmed beard and mustaches when in lab classes. If facial hair is worn, a beard guard should be worn at all times.
Hair should not fall below the neckline or be in the face and must be neatly secured and restrained properly when pulled back underneath a hat or hairnet. Nails should be neatly trimmed, clean, and free of fingernail polish. No jewelry is allowed (with the exception of your wedding band). No piercings of any kind please remove or cover up these before entering the lab or classroom. Facial jewelry that cannot be removed for medical or another reason should be covered up or clear inserts can be used.

As part of this class, we may make various off-site visits to industry related businesses. Students are REQUIRED to be in dress code for these visits.

**Hospitality Students must wear proper shoes for kitchen passage.** This is why we require skid resistant shoes that are not open toed. You are not generally in the kitchen, but you may have to pass through the kitchen to retrieve equipment or supplies.

Because of the attention to aroma detection in the classroom and lab, students should not wear cologne, perfume or other body sprays, lotions or creams. Students displaying strong odors such as these as well as odors such as cigarette smoke may be asked to leave the classroom.

**Real World Application / Special Event Participation:**

**Special Events and CAHMI Activities**

Each semester your instructors at PTC: CAHMI ‘adopt’ in a number of special events so that our students have the opportunity for real world application of skills and knowledge. For many of our students, these events are the first time they will work for the public and as such it is essential for their career preparation.

Our instructors select a number of events that offer different real world applications of the Culinary Arts and Hospitality: Receptions, Buffets, Meetings, Formal Dinners, Wine Dinners, Cocktail Parties, Tastings, and more. We also participate in industry events for the trade so that our students may show case their skills and talent for our community. This provides our students with networking opportunities with local chefs, business owners, managers and others in the hospitality field.

For this course, you are required to participate in at least two events this semester. You will work with one of the CAHMI instructors who will verify your participation. For credit, you will need to sign in and sign out at the completion of the event. You will present your instructor with a short (half page) report on the event and your activities.

To obtain a list of events for this semester, please see receptionist in the culinary office. Many of our events are small and only require a few students, so sign up early.