

**UCC/UGC/ECCC**

Proposal for Course Change

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| **FAST TRACK (Select if this will** **be a fast track item. Refer to** [**UCC**](http://www4.nau.edu/avpaa/UCCPolicy/FastTrack.docx) **or** [**UGC**](http://www.nau.edu/gradcol/UGC/UGC_FastTrack_Policy&Process.pdf) **Fast Track Policy for eligibility)** |

# *If the changes included in this proposal are significant, attach copies of original and proposed syllabi in* [*approved university format*](http://www4.nau.edu/avpaa/UCCForms/syllabus.doc)*.*

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| --- | --- | --- | --- |
| 1. Course subject and number: | **HA 240** | 2. Units: | **3** |

[**See upper and lower division undergraduate course definitions**](http://www4.nau.edu/avpaa/UCCPolicy/Uplow.doc).

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| 3. College: | The W.A. Franke College of Business | 4. Academic Unit: | Hotel and Restaurant Management |

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| 5. Current Student Learning Outcomes of the course.  Upon completion of the course students will be able to:   1. The Student will be able to discuss the importance of and describe professional management in foodservice operations. 2. The Student will be able to describe the management components of systematic foodservice management and how they work together for successful foodservice management. 3. The Student will demonstrate and understand of various components of systematic food service management. 4. The Student will describe the role of the menu as the foundation for control in a food service operation. 5. The Student will pass the ServSafe Sanitation Certification exam. 6. The Student will demonstrate the correct serving techniques and sequence of service. 7. The Student will demonstrate public speaking during their presentation. | Show the proposed changes in this column (if applicable). Bold the proposed changes in this column to differentiate from what is not changing, and Bold with strikethrough what is being deleted. *(*[*Resources & Examples for Developing Course Learning Outcomes*](http://www4.nau.edu/avpaa/Assessment/CourseLearningOutcomesPDF_090712.pdf)*)*  **UNCHANGED** |

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| 6. Current **title,** **description** and **units**. Cut and paste, in its entirety,from the current on-line academic catalog\* [**http://catalog.nau.edu/Catalog/**](http://catalog.nau.edu/Catalog/).  **HA 240 FOOD SERVICE SYSTEMS MANAGEMENT (3)**  Description: Introduces the basic principles of commercial food selection, storage, preparation, and service. Letter grade only.  Units: 3  Pre- or Corequisite: HA 100 or Business Professional Program | Show the proposed changes in this column **Bold** the proposed changes in this column to differentiate from what is not changing, and **~~Bold with strikethrough~~**what is being deleted.  **HA 240 ~~FOOD SERVICE SYSTEMS~~ RESTAURANT OPERATIONS AND MANAGEMENT (3)**  Description: Introduces the basic principles of commercial food selection, storage, preparation, and service. Letter grade only.  Units: 3  Pre- or Corequisite: HA 100 or Business Professional Program **or International Exchange Student Group** |

\*if there has been a previously approved UCC/UGC/ECCC change since the last catalog year, please copy the approved text from the proposal form into this field.

7. Justification for course change.

**To make the curriculum easier to understand by using language in course titles that is consistent with industry vernacular and the mission of the School of Hotel and Restaurant Management. Course content is not changing.**

**HA 100, Introduction to the Hospitality Industry, is a foundational course for all**

**hospitality majors that must be taken before or in conjunction with sophomore-level courses.**

**International exchange students have already taken the equivalent of HA 100 at their home**

**institutions. The Business Professional Program is a requirement for Business Majors**

**completing the Hospitality for Business Majors Certificate.**

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| 8. Effective **BEGINNING** of what term and year? | **Fall 2014** |
| [**See effective dates calendar**](http://www4.nau.edu/avpaa/timelines/1213Effective.xls). |  |

**IN THE FOLLOWING SECTION, COMPLETE ONLY WHAT IS CHANGING**

|  |  |
| --- | --- |
| **CURRENT** | **PROPOSED** |
| Current course subject and number: | Proposed course subject and number: |
| Current number of units: | Proposed number of units: |
| Current short course title:  FOOD SERVICE SYSTEMS MANAGEMNT | Proposed short course title (max 30 characters):  **RESTAURANT OPERTNS & MGMT** |
| Current long course title:  FOOD SERVICE SYSTEMS MANAGEMENT | Proposed long course title (max 100 characters):  **RESTAURANT OPERATIONS AND MANAGEMENT** |
| Current grading option:  letter grade  pass/fail  or both | Proposed grading option:  letter grade  pass/fail  or both |
| Current repeat for additional units: | Proposed repeat for additional units: |
| Current max number of units: | Proposed max number of units: |
| Current prerequisite:  HA 100 or Business Professional Program | Proposed prerequisite (include rationale in the justification):  **HA 100 or Business Professional Program or International Exchange Student Group** |
| Current co-requisite:  HA 100 or Business Professional Program | Proposed co-requisite (include rationale in the justification):  **HA 100 or Business Professional Program or International Exchange Student Group** |
| Current co-convene with: | Proposed co-convene with: |
| Current cross list with: | Proposed cross list with: |

9. Is this course in any plan (major, minor, or certificate) or sub plan (emphasis)?

Yes  No

If yes, describe the impact and include a letter of response from each impacted academic unit.

**Hotel and Restaurant Management BS, International Hospitality Management BS, Restaurant Management Certificate, Certificate in Hospitality for Business Majors.**

10. Is there a related plan or sub plan change proposal being submitted? Yes  No

If no, explain.

**This proposed change will not require any related plan changes.**

11. Does this course include combined lecture and lab components?                  Yes  No

If yes, include the units specific to each component in the course description above.

**Answer 12-15 for UCC/ECCC only:**

12. Is this course an approved Liberal Studies or Diversity course?                    Yes  No         If yes, select all that apply.   Liberal Studies    Diversity    Both

13. Do you want to remove the Liberal Studies or Diversity designation?            Yes  No

If yes, select all that apply.   Liberal Studies    Diversity     Both

14. Is this course listed in the [**Course Equivalency Guide**](https://aztransmac2.asu.edu/cgi-bin/WebObjects/Admin_CEG.woa/wa/ByInst?inst=NAU)?                               Yes  No

15. Is this course a [**Shared Unique Numbering**](https://aztransmac1.asu.edu/cgi-bin/WebObjects/ATASS.woa/wa/SUNList?S=X) (SUN) course?                            Yes  No

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| **FLAGSTAFF MOUNTAIN CAMPUS** |  |
| **Scott Galland** | **12/9/2013** |
| Reviewed by Curriculum Process Associate | Date |
|  |  |
| **Approvals**: |  |
|  |  |
| Department Chair/Unit Head (if appropriate) | Date |
|  |  |
| Chair of college curriculum committee | Date |
|  |  |
| Dean of college | Date |
|  |  |
| **For Committee use only:** |  |
|  |  |
| UCC/UGC Approval | Date |

Approved as submitted: Yes  No

Approved as modified: Yes  No

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| **EXTENDED CAMPUSES** |  |
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| Reviewed by Curriculum Process Associate | Date |
|  |  |
| **Approvals:** |  |
|  | |
| Academic Unit Head | Date |
|  | |
| Division Curriculum Committee (Yuma, Yavapai, or Personalized Learning) | Date |
|  | |
| Division Administrator in Extended Campuses (Yuma, Yavapai, or Personalized Learning) | Date |
|  | |
| Faculty Chair of Extended Campuses Curriculum Committee (Yuma, Yavapai, or Personalized Learning) | Date |
|  | |
| Chief Academic Officer; Extended Campuses (or Designee) | Date |
|  |  |

Approved as submitted: Yes  No

Approved as modified: Yes  No



School of Hotel and Restaurant Management

*MASTER SYLLABUS*

**HA 240 Restaurant Operations and Management (3 units)**

1. ***Catalog Description:***

Identifies and describes the various interrelated components of systematic food service management.

1. ***Prerequisites:***

*Courses:* HA 100 or Business Professional Program or International Student Exchange Group

*Justification:* HA 100, Introduction to the Hospitality Industry, is a foundational course for all

hospitality majors that must be taken before or in conjunction with sophomore-level courses.

International exchange students have already taken the equivalent of HA 100 at their home

institutions. The Business Professional Program is a requirement for Business Majors completing the

Hospitality for Business Majors Certificate.

1. ***Course Learning Goals:*** *Upon completion of the course, students will be able to:*
2. Discuss the importance of and describe professional management in food service operations.
3. Describe the management components of systematic foodservice management and how they work together for successful food service management.
4. Demonstrate and understand of various components of systematic food service management.
5. Describe the role of the menu as the foundation for control in a food service operation.
6. Pass the ServSafe Sanitation Certification exam.
7. Demonstrate the correct serving techniques and sequence of service.
8. ***Course Materials:***

A text related to restaurant operations, such as Food Service Management Fundamentals*,* Reynolds & McClusky(2013).

1. ***Teaching Methods:***

Lecture, video and PowerPoint presentations, in-class discussion, demonstrations, classroom exercises, and guest speakers

1. ***Mechanisms for Feedback to Students/Interaction Between Students and Professors:***

Written comments on student assignments, online feedback via e-mail and the Blackboard Learning

System, class discussions, and individual oral feedback during class and office hours.

1. ***Evaluation Tools:***

Evaluation of student performance will be based on:

* Weekly quizzes.
* ServSafe certification exam.
* Midterm exam.
* Research report.
* Comprehensive final exam.

**Grading System**

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| --- | --- |
| **Grade** | **Scale** |
| A | 90-100% |
| B | 80-89.9% |
| C | 70-79.9% |
| D | 60-69.9% |
| F | 0-59.9% |

1. ***Use of Technology and Information Systems***

The following technologies are used to augment the learning experience:

* PowerPoint applications utilized by both professor and all students.
* Web-based applications utilized in classroom lectures as well as by students for their research reports.
* Blackboard Learning System used for quiz delivery.

1. ***Collaborative or Team Activities***

Small in-class group exercises for exam reviews.

1. ***Projects***

Students create a mock restaurant of their choice, develop a menu, cost it out, find the nutritional value, and conduct a feasibility study for their restaurant.

1. ***Statement Regarding Academic Dishonesty***

Students are responsible to inform themselves of university policies regarding *Academic Integrity*. In general, students found to be in violation of the code (e.g., cheating, fabrication, fraud, and plagiarism) are awarded a grade of F in the course. The complete policy on academic integrity is in Appendix F of NAU’s *Student Handbook*.

***XII****.* ***Course Content****:*

A. Topics

* + 1. The Foodservice Industry
    2. The Foodservice Business
    3. Menu Planning and Development
    4. Recipe Standardization, Costing, and Analysis
    5. Menu Pricing
    6. Facilities Planning, Design, and Equipment
    7. Food Sanitation and Safety
    8. Supply Chain Management
    9. Food Management
    10. Financial Management
    11. Customer Service
    12. Marketing
    13. Human Resource Management
    14. Leadership and Management
    15. Internal Control
    16. Operational Analyses
    17. Beverage Management
    18. The Future of the Foodservice Industry

B. **Support of Program Learning Outcomes\***

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| --- | --- | --- |
| Program Learning Outcome | Course Learning Outcomes | Supporting Targeted Course Performance Level: I,D,or M |
| Communication Skills | A,B,D,F | I,D |
| Technology Skills |  |  |
| Problem Solving Skills | A,B,C,D,F | I,D |
| Analytical Skills |  | I,D |
| Conceptual Skills | E,F | I |
| Ethical Skills |  |  |
| Global Skills |  | I |
| Human Relation Skills | F |  |
| Career and Life Skills | A, B, C, E |  |
| Technical Skills | F | I |

\*I = Introduced, D = Developed and Practiced with Feedback, M = Demonstrated at the Mastery Level, Blank = Not Treated in this Course

**Definitions of Student Mastery Levels (1). These set performance levels that are somewhat parallel to Bloom’s Taxonomy.**

**I =** The student can identify examples (and non-examples) of the desired outcome, name the elements involved, and answer "objective, multiple-choice, fill-in the blank" type of test questions showing awareness. (Objective tests are not necessarily simple, but they are most likely to be used at this introductory level.)

**D =** The student can describe, demonstrate or construct an example of the desired outcome but with guidance about each step. In some cases, the steps to learn the outcome may be spread among more than one course or activity within a course. Also included here is evaluation of existing examples of the outcome (pro's and con's, etc.) Essay questions and short projects would be used as evidence.

**M =** The student can demonstrate the outcome given a problem statement and appropriate data and tools. The student would need to synthesize skills learned previously in isolation. The skill demonstration would be sufficiently rigorous that an outside stakeholder (future employer) would be satisfied with it for an entry level position after graduation. Term papers, senior projects and research papers, senior portfolios, case studies, and capstone coursework would be used as evidence.

**(1) Source: http://business.uhh.hawaii.edu/documents/documents/MasterSyllabusMKT310revFeb2012.pdf.**

**PROGRAM LEARNING OUTCOME DEFINITIONS**

* **Communication Skills\***: Use oral and written communication skills necessary to function effectively in the hospitality industry.
* **Technology Skills:** Use technological tools while presenting and interacting with data and

information.

* **Problem Solving Skills:** Use leadershipand management skills when solving problems and conflicts.
* **Analytical Skills:** Use financial and accounting management knowledge when evaluating the profitability of different business decisions.
* **Conceptual Skills:** Apply strategic and conceptual principles when analyzing business decisions at the property and corporate level.
* **Ethical Skills:** Identify ethical dilemmas and are able to recognize and evaluate alternative courses of action.
* **Global Skills:** Demonstrate the ability to work collaboratively with others from different cultures and backgrounds and to identify factors affecting international hospitality businesses.
* **Human Relation Skills:** Use emotional intelligence skills when interacting with guests and employees.
* **Career and Life Skills:** Participate in personal and professional development learning activities for successful career and life planning and management.
* **Technical Skills:** Demonstrate core competencies in the hospitality field.

**\* Skill:** *the ability, coming from one's knowledge, practice, aptitude, etc., to do something well.*