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American Public University System
The Ultimate Advantage is an Educated Mind

School of Business
HOSP314
Food Service Trends and Challenges
3 Credit Hours
8 weeks
Prerequisite(s): HOSP100, HOSP200

Please see the Lessons area in the classroom for additional course specific information

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Course Description (Catalog)

This course focuses on the leading issues associated with foodservice in the 21st century. Its focus is on those foodservice trends, issues, and challenges that will lead the industry and force the food service industry participants to lead, change, or suffer the consequences.

Course Scope

This course is designed to provide students with an understanding of how to effectively operate, lead, and manage a foodservice operation in the 21st century. The course will describe the trends, challenges, and issues that leaders and managers face within the foodservice operation. Students will be introduced to the food service model, food code and food safety systems that are set up to ensure that all foodservice establishments are operating efficiently and will be shown how all aspects of food service trends, challenges, and issues effect their guest.

Course Materials

Required Course Textbook:

<table>
<thead>
<tr>
<th>Course</th>
<th>Author</th>
<th>Title</th>
<th>Publisher</th>
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The VitalSource e-book is provided via the APUS Bookstore.

Please visit http://apus.libguides.com/bookstore for more information.

Required Readings – As assigned, see Weekly Lessons and Forum Postings

Additional Resources and Websites – See Weekly Lessons

Course Objectives

After successfully completing this course, you will be able to:

1. Demonstrate the menu planning process at it relates to a specific foodservice organization.
2. Analyze factors relating to safety and sanitation in a restaurant and develop strategies or policies to ensure food served is safe
3. Evaluate communication issues as they relate to restaurant management and issues facing managers in the industry.
4. Utilize basic financial calculations and ratios to interpret the meaning of a restaurant’s financial data
5. Analyze issues facing foodservice operations in the 21st century, including strategies to adapt and overcome to that challenge

8 Week Course Outline

<table>
<thead>
<tr>
<th>Week</th>
<th>Topic(s)</th>
<th>Learning Objective(s)</th>
<th>Reading(s)</th>
<th>Assignment(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Systems Approach Managing Quality</td>
<td>LO 5</td>
<td>Chapters 1 &amp; 2 Additional readings as assigned</td>
<td>Forum Week 1 Quiz Week 1</td>
</tr>
<tr>
<td>2</td>
<td>Menu Food Product Flow</td>
<td>LO 2</td>
<td>Chapters 3 &amp; 4 Additional readings as assigned</td>
<td>Forum Week 2 Assignment Week 2</td>
</tr>
</tbody>
</table>
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<table>
<thead>
<tr>
<th>Week</th>
<th>Topic</th>
<th>LO</th>
<th>Additional Reading</th>
<th>Discussion/Assignments</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Procurement/Food Production</td>
<td>5</td>
<td>Chapters 5 &amp; 6</td>
<td>Forum Week 3 Quiz Week 3</td>
</tr>
<tr>
<td>4</td>
<td>Distribution &amp; Service Safety, Sanitation &amp; Maintenance</td>
<td>2</td>
<td>Chapters 7 &amp; 8</td>
<td>Forum Week 4 Assignment Week 4</td>
</tr>
<tr>
<td>5</td>
<td>Management Principles/Leadership &amp; Organizational Change</td>
<td>3, 5</td>
<td>Chapters 9 &amp; 10</td>
<td>Forum Week 5 Quiz Week 5 Begin working on your research paper</td>
</tr>
<tr>
<td>6</td>
<td>Decision Making, Communication &amp; Balance Human Resources</td>
<td>3, 5</td>
<td>Chapter 11 &amp; 12</td>
<td>Forum Week 6 Assignment Week 6</td>
</tr>
<tr>
<td>7</td>
<td>Financial Resource Management/Marketing</td>
<td>4</td>
<td>Chapter 13 &amp; 14</td>
<td>Forum Week 7 Quiz Week 7</td>
</tr>
<tr>
<td>8</td>
<td>Meals, Satisfaction, and Accountability</td>
<td>5</td>
<td>Chapter 15</td>
<td>Forum Week 8 Assignment Week 8</td>
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**Evaluation Procedures**

**Reading Assignments**: The textbook and additional journals as assigned in the lessons

**Forum Assignments**: Detailed forum expectations and grading rubrics are posted in the forums and in the classroom lessons.

**Homework Assignments and Final Project**: There are assignments due throughout the course, and a final project. Specific details for each assignment can be found in the Assignments section of your online classroom.

**Quizzes**: Online quizzes may be comprised of multiple choice, short answer and true/false questions.

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<tr>
<th>Core Components</th>
<th>% Grade</th>
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<tr>
<td>Writing Assignments (3)</td>
<td>30%</td>
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<tbody>
<tr>
<td>Forum Posts # 1-8</td>
<td>40%</td>
</tr>
<tr>
<td>Research Paper</td>
<td>10%</td>
</tr>
<tr>
<td>Quizzes - 4</td>
<td>20%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100%</strong></td>
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**Course Delivery Method**

This course delivered via distance learning will enable students to complete academic work in a flexible manner, completely online. Course materials and access to an online learning management system will be made available to each student. Online assignments are due by Sunday evening of the week as noted and include Forum questions (accomplished in groups through a threaded forum), examination, and individual assignments submitted for review by the Faculty Member). Assigned faculty will support the students throughout this eight-week course.

**Policies & Guidelines**

Please see the [Student Handbook](#) to reference all University policies. Quick links to frequently asked question about policies are listed below.

- Drop/Withdrawal Policy
- Plagiarism Policy
- Extension Process and Policy
- Disability Accommodations

**Grading Scale**

Please see the [Student Handbook](#) to reference the University’s grading scale.

**Citation and Reference Style**

Attention Please: Students will follow the APA Format as the sole citation and reference style used in written work submitted as part of coursework to the University. Assignments completed in a narrative essay or composition format must follow the citation style cited in the APA Format.

**Netiquette**

Online universities promote the advancement of knowledge through positive and constructive debate – both inside and outside the classroom. Forums on the Internet, however, can occasionally degenerate into needless insults and “flaming.” Such activity and the loss of good manners are not acceptable in a university setting – basic academic rules of good behavior and
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proper “Netiquette” must persist. Remember that you are in a place for the rewards and excitement of learning which does not include descent to personal attacks or student attempts to stifle the Forum of others.

- **Technology Limitations:** While you should feel free to explore the full-range of creative composition in your formal papers, keep e-mail layouts simple. The Sakai classroom may not fully support MIME or HTML encoded messages, which means that bold face, italics, underlining, and a variety of color-coding or other visual effects will not translate in your e-mail messages.

- **Humor Note:** Despite the best of intentions, jokes and especially satire can easily get lost or taken seriously. If you feel the need for humor, you may wish to add “emoticons“ to help alert your readers: ;-), : ), 😊

**Disclaimer Statement**
Course content may vary from the outline to meet the needs of this particular group.

**Academic Services**

The Online Library is available to enrolled students and faculty from inside the electronic campus. This is your starting point for access to online books, subscription periodicals, and Web resources that are designed to support your classes and generally not available through search engines on the open Web. In addition, the Online Library provides access to special learning resources, which the University has contracted to assist with your studies. Questions can be directed to librarian@apus.edu.

- **Charles Town Library and Inter Library Loan:** The University maintains a special library with a limited number of supporting volumes, collection of our professors’ publication, and services to search and borrow research books and articles from other libraries.

- **Electronic Books:** You can use the online library to uncover and download over 50,000 titles, which have been scanned and made available in electronic format.

- **Electronic Journals:** The University provides access to over 12,000 journals, which are available in electronic form and only through limited subscription services.

- **Tutor.com:** AMU and APU Civilian & Coast Guard students are eligible for 10 free hours of tutoring provided by APUS. Tutor.com connects you with a professional tutor online 24/7 to provide help with assignments, studying, test prep, resume writing, and more. Tutor.com is tutoring the way it was meant to be. You get expert tutoring whenever you need help, and you work one-to-one with your tutor in your online classroom on your specific problem until it is done.

- **Disability Accommodations:** Students are encouraged email dsa@apus.edu to discuss potential academic accommodations and begin the review process.
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The AMU/APU Library Guides provide access to collections of trusted sites on the Open Web and licensed resources on the Deep Web. The following are specially tailored for academic research at APUS:

- Program Portals contain topical and methodological resources to help launch general research in the degree program. To locate, search by department name, or navigate by school.
- Course Lib-Guides narrow the focus to relevant resources for the corresponding course. To locate, search by class code (e.g., SOCI111), or class name.

If a guide you need is not available yet, please email the APUS Library: librarian@apus.edu.

Turnitin.com

Faculty may require assignments be submitted to Turnitin.com. Turnitin.com will analyze a paper and report instances of potential plagiarism for the student to edit before submitting it for a grade. In some cases professors may require students to use Turnitin.com. This is automatically processed through the Assignments area of the course.