### Department: Consumer and Family Sciences
### Effective Session: Fall 2013

#### Instructions:
- New course with supporting documents
- Add existing course offered at another campus
- Expiration of a course
- Change in course number
- Change in course title
- Change in course credit type
- Change in course attributes (department head signature only)
- Change in instructional hours
- Change in course description
- Change in course requisites
- Change in semesters offered (department head signature only)
- Transfer from one department to another

#### Proposed:
- **Subject Abbreviation:** HTM
- **Course Number:** 31000
- **Long Title:** Food and Beverage Operation Management
- **Short Title:** Food & Beverage Operation Mgmt

#### Terms Offered:
- **Summer:** Not selected
- **Fall:** Selected
- **Spring:** Not selected

#### Campus(es) Involved:
- W. Center
- Tech Stateside
- W. Lafayette
- Fort Wayne
- Indianapolis

#### Credit Type:
- **Fixed Credit (Crs. Hrs.):** 4

#### Course Attributes:
- Pass/Not Pass Only
- Satisfactory/Unsatisfactory Only
- Repeatable
- Maximum Repeatable Credit
- Credit by Examination
- Fees

#### Schedule Type:
- **Lecture:**
  - Minutes: 100
  - Meetings Per Week: 1
  - Offered: 15

#### Description:
- **P:** HTM 18100, HTM 21400, FNN 20400

**NO CHANGE IN COURSE DESCRIPTION**

#### Course Learning Outcomes:

#### Cross-Listed Courses:

#### Office of the Registrar:

- **Signature:**
  - Date: 2/10/13
COURSE DESCRIPTION

An introduction to food preparation methods and service techniques in quantity food settings. Students become familiar with ingredients and culinary terminology, and learn to read and evaluate menus. Recipe conversion and costing skills are developed. Different production schemes and product flow are examined, and the relationship between back-of-the-house and front-of-the-house activities is discussed.

INSTRUCTOR INFORMATION

Instructor: Dr. John Knight, CFBE  
HTM Office: Neff Hall 330  
Phone: 260-481-6562  
Email: knight@ipfw.edu  
Office Hours: W 12:30-2:30 pm, T/R by appt., Pre-requisite: HTM 18100, HTM 21400 & FNN 204, Cr. Hours: 4  
Class Days/Time: Wednesdays/3:00 – 8:20 pm  
Class Location: IPFW Holiday Inn classroom  

COURSE GOALS AND OBJECTIVES

The primary goal is to familiarize you with professional food service operations while providing you foundational knowledge that will be invaluable in your future careers as managers in the hospitality industry. The class will provide the opportunity to learn many of the management tools essential for operating in the hospitality industry today.

- Recall and apply lessons learned in HTM 191 and FNN 203.
- Familiarize you with culinary procedures and terminology, and food in general.
- Discuss front-of-the-house operations.
- Review management systems such as production schedules, standardized recipes, inventory management, and sales reports.
- Analyze common problems encountered within our industry.
- Demonstrate recipe cost and production analysis.

Course Topics:

- Summary of food safety issues
- Cooking principles
- Recipe Conversions
- Menu Development
- Standardized recipe development
- Customer experience timing
- Restaurant flow
• Anticipating guest needs
• Stocks and sauces
• Soups
• Meats and game
• Fish and shellfish
• Poultry and game birds
• Vegetables
• Accommodating special guest requests
• Potatoes and other starches
• Buffet presentation
• Garnishing
• Problem solving with guests
• Salads and Salad Dressings

COURSE FORMAT

The overall course format for HTM 310 during the Fall semester of 2011 will be as it has been for many semesters at IPFW. Students will participate in a number of Dinner Series events at which each student will move between the positions of manager, cook, server, and customer over the course of the semester.

REQUIRED TEXTBOOK


COURSE REQUIREMENTS

I. Laboratory

   A. During the first seven laboratory periods, students will be divided into eight teams of 1-3 students each. Each team will be responsible for managing an actual quantity foodservice operation for one lab period producing a menu to serve the dining public. The menu planning, recipe development, purchasing and production of food, staffing requirements, and total management of the quantity foodservice operation will be the responsibility of each management team. The other teams will be involved in the production and service of the menu to be presented for consumption.

   A Preproduction Report will begin the process with the following tasks being required of the management team.
Manager's Name ____________________________ Evaluator

PRE-PRODUCTION REPORT GUIDELINES, SCHEDULE AND EVALUATION
(Due 2 weeks prior to the event)

<table>
<thead>
<tr>
<th>Guidelines</th>
<th>Schedule</th>
<th>Evaluation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tasks to be Performed</td>
<td>Discussion Possible Dates</td>
<td>Your Points</td>
</tr>
<tr>
<td>1. Facilities and Equipment Review - Plan for High School Hospitality Clubs</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>Note how you will use high school students in your event.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2. Market Identification, Theme Development, and Marketing Plan</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Market identification and justification</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>b. Theme development, rationale, and explanation</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>c. Marketing plan, strategies, and budgeting</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>3. Recipe and Menu Development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Recipes from scratch?</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>b. Dinner forecast</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>c. Finalized recipes</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Pre-cost calculation</td>
<td></td>
<td>15</td>
</tr>
<tr>
<td>2. Justify selling price</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>3. Correct recipe form</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>4. Extended portions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. Method of preparation and service</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>6. Plate presentation incl. garnish</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>d. Dinner Menu</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>e. Finalized Menu</td>
<td></td>
<td></td>
</tr>
<tr>
<td>1. Descriptive copy</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>2. Design</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>Tasks to be Performed</td>
<td>Discussion Dates</td>
<td>Possible Points</td>
</tr>
<tr>
<td>---------------------------------------</td>
<td>------------------</td>
<td>-----------------</td>
</tr>
<tr>
<td>4. Requisitions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Food purchase form</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>b. Special requisitions (linens/flowers)</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>5. Human Resources Management</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Schedule</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>b. Assignment packets *</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>6. Financial Information</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Develop projected P &amp; L as provided</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>(see sample on Blackboard)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. Overall Presentation</td>
<td></td>
<td></td>
</tr>
<tr>
<td>a. Presentation in binder with dividers</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>b. Attention to detail (justifications)</td>
<td></td>
<td>10</td>
</tr>
<tr>
<td>c. Grammar and spelling</td>
<td></td>
<td>5</td>
</tr>
<tr>
<td>d. Due date met</td>
<td></td>
<td>20</td>
</tr>
<tr>
<td>e. Overall quality</td>
<td></td>
<td>10</td>
</tr>
</tbody>
</table>

* ASSIGNMENT PACKETS FOR STUDENT EMPLOYEES
Provide copies of menu, specific recipes, schedule (production and clean-up), specific garnishes, specified instruction for EACH student worker, and line diagram. Dining room student managers provide 3x5 index cards listing specials and specifics. (5 points)

ASSIGNMENT PACKETS FOR STAFF
Each member of the staff should be supplied with an information packet that contains: (1) the menu, (2) the recipes that he/she will be using as well as a production schedule, (3) line diagram, (4) special instructions and (5) station set-ups. (5 points)

200
Your Total
B. Management Lab Day

1. Eight groups will be formed from the students in the class.
2. Eight different areas of foods will be studied during the semester. They are:
   a. Stock, soup, and sauce preparation (customer);
   b. Salad and salad dressing preparation (customer);
   c. Fruit and vegetable preparation;
   d. Meat, fish, and poultry preparation;
   e. Bread, dough, and dessert preparation;
   f. Egg, milk, and cheese preparation (server);
   g. Beverage preparation (server);
   h. Management.

3. On each Management Lab Day, which begin the eighth week of this semester, groups 1-8 will be involved in the following tasks (refer to letters a-h in #2):

<table>
<thead>
<tr>
<th>MENU TYPE</th>
<th>MANAGEMENT</th>
<th>LAB DAY</th>
<th>GROUP'S NUMBER (Instructor Assigns)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dinner I</td>
<td>1.</td>
<td></td>
<td>h g f e d c b a</td>
</tr>
<tr>
<td>Dinner II</td>
<td>2.</td>
<td></td>
<td>a h g f e d c b</td>
</tr>
<tr>
<td>Dinner III</td>
<td>3.</td>
<td></td>
<td>b a h g f e d c</td>
</tr>
<tr>
<td>Dinner IV</td>
<td>4.</td>
<td></td>
<td>c b a h g f e d</td>
</tr>
<tr>
<td>Dinner V</td>
<td>5.</td>
<td></td>
<td>d c b a h g f e</td>
</tr>
<tr>
<td>Dinner VI</td>
<td>6.</td>
<td></td>
<td>e d c b a h g f</td>
</tr>
<tr>
<td>Dinner VII</td>
<td>7.</td>
<td></td>
<td>f e d c b a h</td>
</tr>
<tr>
<td>Dinner VIII</td>
<td>8.</td>
<td></td>
<td>g f e d c b a h</td>
</tr>
</tbody>
</table>

4. Between August 24 and September 28, each group will define its theme, select recipes, and order the food necessary to serve the dining public. The managerial group will direct all other groups in areas a-g for the menu indicated on its management day. Clean up assignments will be distributed according to the following areas (see #3):

   a. All equipment cleaned and properly closed down. Keep surfaces wiped at all times so kitchen looks shiny;
   b. All counters spotless and free from any unnecessary items;
   c. Floors swept and garbage taken out. Be sure to replace plastic bags into garbage cans;
   d. Dishwasher run to clean all dishes and silverware;
   e. Pots and pans cleaned, dried and put away. Be sure to start on this as soon as one pot is dirty so items do not stack up;
f. **Miscellaneous:** Ask Instructor or management what to do;

g. **Dining-room** clean-up with coffee and tea machines spotless and counters, tables, etc. wiped down. Be sure all is clean;

h. **Food and storeroom clean-up:** Here management is to package all goods left over or not used and place in refrigerator or storeroom. Turn in a list of all unused items to the Instructor in report on Management Day.

**THROUGHOUT PREPARATION PERIOD, BE SURE TO KEEP YOUR AREA CLEAN AS GUESTS MAY VIEW THE ENTIRE KITCHEN AT ANY TIME.**

5. Each individual within a group will be graded from a total of 200 points. Grading will occur according to the following **Managerial Performance Evaluation.**
MANAGERIAL PERFORMANCE EVALUATION
(To be completed by instructor the night of the event.)

Manager's Name

Operation

Operation Date

Possible Points  Your Score

Pre-production Period (40 points)
(2 weeks prior to the date of operation)

1. Have the assignment packets for groups been distributed to instructor and students one week prior to the date of operation?  5

2. Has the student worked within the operation prior to his or her event as recommended by the instructor?  5

3. Has the student met with the Professor to discuss final details and objectives for the evening one week prior to the date of operation?  5

4. Has the pre-production report been handed to the instructor for grading two (2) weeks prior to the event?  5

5. Have all forms been submitted on time  5

Production Period (160 points)

6. Are IPFW Hospitality Club High School students involved and present at the event?  5

7. Does each student know what he or she is to be doing throughout the production period and is he or she doing it?  5

8. Does student manager promote high standards of foodservice excellence by inspecting each worker for appropriate uniform and by insuring a safe, well organized, and sanitary production area throughout the preparation and service period?  5
9. Is student manager knowledgeable about the products to be served by easily answering questions concerning their preparation?

10. Is student manager sensitive to workers by communicating effectively and complimenting when deserved (attitude of hospitality)?

11. Does student manager make logical and sound decisions by carefully considering the alternatives available?

12. Has the student selected an operation in which all of the students in the class may prepare and serve the meal, and work in the operation, including the kitchen, from beginning to end?

13. Is proper portion control in effect throughout the service period, from appetizers to desserts?

14. Are all food items properly prepared as discussed prior to the event?

15. Are complete covers correctly set with clean utensils and glassware?

16. Was the dining room set up to allow for professional service with ease of passage by wait staff between tables and seats?

17. Is entertainment, music, etc., provided as scheduled and appropriate throughout the event?

18. Was a list of all guests in attendance, noting the names of those who had bought tickets, were walk-ins, were comps, and who were students (fellow peers seated as customers), and a copy of all invoices and finalized P&L provided immediately after the event as recommended by the business manager?

19. During the critique discussion are all points covered?

20. Are comment cards distributed, collected, and returned to instructor (see Samples)?

Your Score:

Total Possible Points
I. Lectures

A. Test--Complete Professor's Prelim (3:00 P.M. on September 28, 2011 in the Holiday Inn classroom) (100 points).

B. Final Exam--Complete comprehensive final exam (200 points) during finals week, December 16, 2011, in the Holiday Inn classroom.

C. Post Production Report (150 points)/Various Considerations (150 points)
# POST PRODUCTION REPORT EVALUATION FORM

(Due 1 week after the event)

<table>
<thead>
<tr>
<th>STUDENT</th>
<th>EVENT</th>
<th>SCORE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Post Production Report to be written, typed, and turned into the instructor one week after event. Complete the Post Production Report in detail with sections A-I. Use notebook dividers to separate each section.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>20</th>
<th>15</th>
<th>10</th>
<th>5</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>A. Theme Development and Menu Design</strong></td>
<td>Makes all necessary comparisons. Analyzes all comparative data relevant to function.</td>
<td>Comments on circumstances, analyzes each menu item, its descriptive copy, and menu design.</td>
<td>Relates circumstances leading to theme.</td>
<td>Makes comment but shows no understanding of theme in menu design.</td>
</tr>
</tbody>
</table>

Comments:

<table>
<thead>
<tr>
<th>20</th>
<th>15</th>
<th>10</th>
<th>5</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>B. Human Relations</strong></td>
<td>Discusses relation as well as high and weak points. Explains interrelationships. Offers alternatives where applicable.</td>
<td>Discusses relations with all high and weak points. Comments on interrelationships.</td>
<td>Discusses relations with evident highlights and weak points.</td>
<td>Discusses only those class members.</td>
</tr>
</tbody>
</table>

Comments:

<table>
<thead>
<tr>
<th>20</th>
<th>15</th>
<th>10</th>
<th>5</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>C. Managerial Functions</strong></td>
<td>Discusses role and integrates function of manager to operation of the whole. Critically evaluates self in management role.</td>
<td>Discusses role and states function of manager of whole function.</td>
<td>Discusses role of manager, states high points.</td>
<td>States high points. Utilizes obvious integration of area and functions.</td>
</tr>
</tbody>
</table>

Comments:

<table>
<thead>
<tr>
<th>20</th>
<th>15</th>
<th>10</th>
<th>5</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>D. Purchasing, Receiving, Storing, Issuing</strong></td>
<td>Seeks critical areas and suggests plausible alternatives to correct system.</td>
<td>Seeks critical difficulties and comments on them.</td>
<td>States facts relevant to topic.</td>
<td>States facts but deletes one topic area.</td>
</tr>
</tbody>
</table>

Comments:

<table>
<thead>
<tr>
<th>10</th>
<th>8</th>
<th>5</th>
<th>3</th>
<th>0</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>E. Promotion and Advertising</strong></td>
<td>Analyzes and develops alternatives of types useful for the operation</td>
<td>Discusses and makes suggestions of types to use.</td>
<td>Discusses methods whether or not he/she used any.</td>
<td>Speaks only to one type of promotion.</td>
</tr>
</tbody>
</table>

Comments:
### Service and Guest Satisfaction
- Streamlining the system to produce efficiency. Discusses options, suggests alternatives. Provides patron feedback. Includes comment cards from guests.
- Analyzes the system. Discusses options, suggests alternatives. States ways to improve service. Provides patron feedback.
- Comments on service problems and causes.
- Offers minimal comments.

### Equipment and Supplies
- States problems, offers alternatives and suggests implementation methods.
- States problems and awareness of causes.
- States problems related to topic.
- States only specific problems of limited nature.
- Saw only immediate problem. Gives little indication of awareness to other areas.

### P & L Statement
- Presents pre and post P&L. Analyzes and compares both. Makes considerable conclusions.
- Presents completed pre and post P&L statement. Discusses each.
- Presents completed P&L statement, both pre and post.
- Presents only post P&L statement.
- Presents only pre P&L statement.

### Recipe Critique
- Critiques recipes and analyzes specific points.
- Critiques all designated recipes.
- Critiques recipes, does not explain situation.
- Makes minimal comment.

### Comments:
VARIOUS CONSIDERATIONS
(To be completed by instructor after the event.)

1. Are all business cards from host property, sponsor, etc. included in back of menu packet? 10

2. If a cash bar is offered, is the host property in charge with no student help? 5

3. Are all centerpieces, china, linen, utensils, glassware (including tables and chairs) and meeting space provided at no cost to the event’s bottom line, including all labor? 10

4. Is the "Dinner Series Worksheet" due to Continuing Studies, "Host Agreement," and "Dinner Series Information Sheet" (both due to the Instructor) submitted by the fourth week of class (September 21, 2011)? 25

5. Are students fed on management day from host property or elsewhere at no cost to student manager or bottom line? 5

6. Is the IPFW "Toasts" provided to kick off the event within 15 minutes of the scheduled start time? 5

7. Is a chef’s hat and coat worn by each student at all times when in the kitchen? 10

8. Are plates heated prior to the service of food such that soup is hot, if served, and entree plate is warm to the touch? 5

9. Are the students eating as customers at the event seated at different tables to promote HTM to the guests? 5

10. Is a butter plate set and soup spoon present (if soup is to be served)? 5

11. Are certificates of appreciation handed to each host property and sponsor in attendance at the event? 10

12. Peer/staff evaluation (to be submitted with the post production report) 60

Total (150 points) _____
# HTM 310

## FOOD & BEVERAGE OPERATION MGMT.

### Fall 2011

Peer Evaluation (To be submitted with the Post Production Report)

<table>
<thead>
<tr>
<th>QUESTION</th>
<th>EXAMPLE</th>
<th>STUDENT's NAME</th>
</tr>
</thead>
<tbody>
<tr>
<td>Showed up on time?</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Wore proper attire?</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Desired to work/stayed busy?</td>
<td>5.3</td>
<td></td>
</tr>
<tr>
<td>Willing to take on tasks when asked?</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Tasks assigned were completed on time?</td>
<td>5.3</td>
<td></td>
</tr>
<tr>
<td>Tasks assigned were completed to your satisfaction?</td>
<td>5.3</td>
<td></td>
</tr>
<tr>
<td>Was courteous to guests and fellow workers?</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Was flexible and willing to change when necessary?</td>
<td>6</td>
<td></td>
</tr>
<tr>
<td>Used common sense in making decisions?</td>
<td>5.3</td>
<td></td>
</tr>
<tr>
<td>Willing to help others/team effort?</td>
<td>4.7</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL SCORE:</strong></td>
<td><strong>55.9</strong></td>
<td></td>
</tr>
</tbody>
</table>

For each question, score as follows:

(A) Excellent = 6  
(B) Good = 5.3  
(C) Average = 4.7  
(D) Below Average = 4.1  
(F) Unacceptable = 3.5

You must make comments to justify specific scores here. Do not score yourself.

**COMMENTS:**
HTM 310

FOOD & BEVERAGE OPERATION MGMT.

Fall 2011

COURSE POLICIES

IPFW STUDENT HANDBOOK AND PLANNER
Students are expected to read, understand and follow all the information in the current IPFW Student Handbook and Planner. In particular, be familiar with the IPFW Code of Student Rights, Responsibilities, and Conduct.

CFS STUDENT HANDBOOK
Note: Hospitality Management and other CFS majors, you are expected to read, understand and follow the Department of Consumer and Family Sciences (CFS) Student Handbook. All rules and regulations found within the CFS Student Handbook are an integral part of this syllabus and apply to this course for students in CFS. The handbook may be accessed through the CFS website at http://www.ipfw.edu/cfs/.

CFS ETHICAL AND MORAL STANDARDS REGARDING ACADEMIC HONESTY AND PROFESSIONAL BEHAVIOR
CFS is committed to offering education that will prepare students to follow the highest ethical and moral standards in their professional and personal lives. For this reason, professional and mature conduct is expected of all students at all times.

Any form of academic dishonesty is in direct conflict with the above mentioned standard and will result in an F grade for the course and may also go as far as dismissal from the program when applicable.

Please also refer to the IPFW Student Handbook and Planner for the university policy regarding academic dishonesty.

ATTENDANCE
• There will be no extra credit assignments in this class.
• Reading the text is the responsibility of the student.
• Information presented in class will be considered part of the class for testing purposes.
• The schedule of this class is subject to change at the instructor’s discretion.
• Attendance at all course sessions for the full class is expected.
• Late assignments must be received within one week of the due date and will be lowered by one letter grade ("A" to "B") unless otherwise noted on the assignment.
• Assignments received over one week late will receive a score of "0."
• Assignments will be graded according to the standards set by the instructor at the time the assignment is given.
# HTM 310

**FOOD & BEVERAGE OPERATION MGMT.**

**Fall 2011**

## COURSE OUTLINE

<table>
<thead>
<tr>
<th>DATE</th>
<th>SUBJECT</th>
<th>ASSIGNMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>8/24/11</td>
<td>Introduction to the course Operations Selected/Menus Defined</td>
<td>Raising the Standard, Nutrition, Sanitation and Safety Text pp. 3-50, 250-281</td>
</tr>
<tr>
<td>8/31/11</td>
<td>Menu Production Visit Operations</td>
<td>Producing Menus, Cooking Methods Text pp. 51-70, 225-249</td>
</tr>
<tr>
<td>9/7/11</td>
<td>Foodservice Equipment Menus and Tickets Finalized Photos</td>
<td>Equipment, Pantry Products Text pp. 71-101, 282-311</td>
</tr>
<tr>
<td>9/14/11</td>
<td>Purchasing, receiving, storing, and issuing food</td>
<td>Controls Text pp. 102-140</td>
</tr>
<tr>
<td>9/28/11</td>
<td>Mid-term Exam</td>
<td></td>
</tr>
<tr>
<td>10/5/11</td>
<td>Dinner #1</td>
<td>Meats, Poultry, Seafood Text pp. 346-379</td>
</tr>
<tr>
<td>10/12/11</td>
<td>Work in Operation 8 hours</td>
<td>Obtain signature of manager</td>
</tr>
<tr>
<td>10/19/11</td>
<td>Dinner #2</td>
<td>Bakeshop Text pp. 380-407</td>
</tr>
<tr>
<td>10/26/11</td>
<td>Dinner #3</td>
<td>Dairy and Eggs Text pp. 408-421</td>
</tr>
<tr>
<td>11/2/11</td>
<td>Dinner #4</td>
<td>Human Resources Text pp. 158-172</td>
</tr>
<tr>
<td>11/9/11</td>
<td>Dinner #5</td>
<td>Product and Profits Text pp. 173-195</td>
</tr>
<tr>
<td>11/16/11</td>
<td>Dinner #6</td>
<td>Property and Promotion Text pp. 196-222</td>
</tr>
<tr>
<td>11/30/11</td>
<td>Dinner #7</td>
<td>Charts and Tables Text pp. 425-450</td>
</tr>
<tr>
<td>12/7/11</td>
<td>Dinner #8</td>
<td>Troubleshooting Text pp. 451-496</td>
</tr>
</tbody>
</table>

December 16, 2011  **FINAL EXAM** – Friday, 1:00 – 3:00 pm in IPFW Holiday Inn
EVALUATION

There will be certain tasks to complete throughout the semester with a total of 1000 points. The total number of points the student has at the end of the semester will determine his or her grade.

- Pre-production report 200
- Managerial Evaluation 200
- Post-production report 150
- Mid-term Exam 100
- Various considerations 150
- Final exam 200

TOTAL 1,000

<table>
<thead>
<tr>
<th>Grading Scale</th>
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<tbody>
<tr>
<td>93.49 or above = A</td>
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<tr>
<td>89.49 – 93.48 = A-</td>
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<tr>
<td>86.49 – 89.48 = B+</td>
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<tr>
<td>83.49 – 86.48 = B</td>
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<tr>
<td>79.49 – 83.48 = B-</td>
<td></td>
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<tr>
<td>76.49 – 79.48 = C+</td>
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<td>73.49 – 76.48 = C</td>
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<tr>
<td>69.49 – 73.48 = C-</td>
<td></td>
</tr>
<tr>
<td>66.49 – 69.48 = D+</td>
<td></td>
</tr>
<tr>
<td>63.49 – 66.48 = D</td>
<td></td>
</tr>
<tr>
<td>59.49 – 63.48 = D-</td>
<td></td>
</tr>
<tr>
<td>Below 59.49 = F</td>
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</tr>
</tbody>
</table>

Insurance: Health insurance is needed by HTM students in this course and IPFW will NOT pay for it.

Reimbursements and Taxes: Students will be reimbursed for funds spent only if pre-approved in writing two weeks prior to the event. In no case will taxes paid be reimbursed. Any and all property purchased for any event becomes the property of IPFW at the end of the event including table decorations, CDs for entertainment, etc. DO NOT SPEND ANY OF YOUR OWN MONEY WITHOUT APPVOAL!!
AVAILABLE SUPPORT SERVICES

SERVICES FOR STUDENTS WITH DISABILITIES (Required statement)
Services for Students with Disabilities offers assistance for students with special needs and is located in Walb Union 113. Phone: 260-481-6657 (has voice mail and TDD). Please be certain that you are fully registered with this office and notify your instructor during the first week of class.

CENTER FOR ACADEMIC SUPPORT AND ADVANCEMENT (CASA)
Assistance with reading and study skills, tutoring, supplemental instruction, etc. Kettler G23 (CASA Office) and Kettler G21 (The SPOT).

THE WRITING CENTER
A writing consultant will work with you one-on-one to provide assistance with writing better papers. Kettler G25.

IPFW/PARKVIEW HEALTH AND WELLNESS CLINIC
Provides comprehensive health services to meet the medical and psychological needs of students, faculty, and staff at IPFW. Fee-for-service. Walb Union, Room 234, 260-481-5748.

PERSONAL COUNSELING SERVICES FOR IPFW STUDENTS
IPFW/Parkview Student Assistance Program offers free evaluations, short-term supportive counseling, education, and referrals to currently enrolled IPFW students. Walb Union, Room 210, 260-373-8060, or 800-721-8809.

DIVERSITY AND MULTICULTURAL AFFAIRS

INTERNATIONAL SERVICES
The IPFW's International Student Services (ISS) serves as the initial contact for all students from abroad and remains a point of reference while at IPFW. Kettler 104, 260-481-6034.

CENTER FOR WOMEN AND RETURNING ADULTS
Support and services for women and returning adults. Walb Union, Rm 120, 260-481-4140.
HTM 310

FOOD & BEVERAGE OPERATION MGMT.

Fall 2011

IT SERVICES HELP DESK
Services for computer/technology support. Kettler Hall, Rm 206, 260-481-6030.

CAREER SERVICES
Assistance with the following areas is provided for IPFW students and alumni: academic major and career choices; career assessments; full-time, part-time, internship, and work-study employment opportunities posted on our JobZone job database; job- and internship-search strategies; resume and cover letter creation; and graduate school and interview preparation. Additional information and a comprehensive list of our services is available on our web site at www.ipfw.edu/career. Kettler 109, 260-481-0689.

DEPARTMENT OF CFS AND FACEBOOK
CFS is now on Facebook so be sure to stay connected through this resource.