CUA210 Basic Management Skills Syllabus

Course Information
Credits 3
Campus Washburn Institute of Technology
Address 5724 SW Huntoon
City/State/Zip Topeka, Kansas 66604
Office Fax 785-273-7080

Description
This course introduces the student to the nature of food service management philosophy. It gives the student an overview of management goals in the industry. Cost and sales concepts are discussed along with control processes. Cost, volume, and profit relationships are also examined along with customer service concepts are examined as well. Students will have hands-on experience with scheduling, conducting inventory, along with menu development and costing.

Textbooks

Student Learning Outcomes:
A. Demonstrate responsible work ethics.
B. Communicate effectively.
C. Integrate technology.
D. Learn effectively.
E. Demonstrate cooperative/teamwork skills.
F. Apply safety.
G. Think creatively.

Competencies
1. Apply safety and sanitation principals while preparing food.
2. Evaluate menu and determine appropriate set up to accomplish service.
3. Greet guests and respond to their immediate needs.
4. Practice proper serving techniques.
5. React to situations at ones own station as needed.
6. Clean/sanitize and restock stations as needed.
7. Verify cash (balancing).
8. Properly respond to and report customer complaints.
10. Set tables.
11. Display teamwork mindset.
12. Demonstrate good human relation skills.
13. Perform basic inventory management skills.
14. Demonstrate proper ordering and receiving methods.
15. Demonstrate understanding of basic food and labor cost concepts.
17. Define standard cost control terminology

Guidelines for Success

Assessment Plan
Assessment is an integral part of the educational process at Washburn Tech and accurate feedback is an important tool in continuously improving the institution's technical programs. Students can expect to participate in assessment activities prior to entry into programs, within specific courses and following program completion for specific fields of study.

Grading Rationale:

Students will be assessed over all chapters covered in the class texts. These assessments represent 50% of the overall grade. The other 50% of the grade results from the students' timely completion of workbook assignments along with any quiz and prep sheet grades (20%), and their daily participation grade (30%). The daily participation grade consists of the student receiving 2 points per day.

Points may be subtracted from the total for being absent, tardy, or missing from class without permission, inappropriate behavior, or simply not participating as assigned. More than 2 points per day may be deducted, at the instructor's discretion.

At the end of each semester, a written general knowledge exam will be given to assess fundamental knowledge in food preparation. Any student not passing this exam (C or better) will receive a D in the final (3 credit or more) course of that semester. A minimum grade point average of 2.0 must be maintained along with an attendance rate of at least 90%, for continued participation in the culinary arts program or to receive a certificate of completion in the program.

Grading Scale
Above 90% = A
80 - 90% = B
70 - 80% = C
60 - 70% = D
Below 60% = F

Attendance
Attendance is tracked over the course of the entire program, with only eight hours of attendance may be made up for any reason throughout the program. Hours of attendance are based on complete hours of attendance; after the two (10 minute or less) allowed tardies, any tardy or portion of an hour missed counts as a complete hour of attendance missed. Any student missing from class without permission will be counted absent for that hour. Workbook assignments may ONLY be made up by the student contacting the instructor ON the day they return to school after missing an assigned workbook day and showing the instructor their completed workbook. Missed tests must be made up during the course in
Disability
The Special Support Services (SSS) Office is responsible for assisting in arranging accommodations and for identifying resources at Washburn Institute of Technology for persons with disabilities. Qualified students with disabilities MUST register and provide documentation with the office to be eligible for services. New requests for accommodations should be submitted two months or more prior to the date services should begin; however, contact the SSS Office as soon as a need may arise. Depending on the accommodation request, four to eight week lead time may be needed for timely and effective provision of services. SSS coordinates and assist in arranging services it deems appropriate of eligible students on a case-by-case basis.

If you are a student with a disability that may substantially limit your ability to participate in this class and believe you will need accommodations, it is your responsibility to contact:

Special Support Services Coordinator
Phone: 785-228-6356
E-Mail: ssscoordinator@washburntech.edu