UNIVERSITY OF HOUSTON
CONRAD N. HILTON COLLEGE OF HOTEL AND RESTAURANT
MANAGEMENT

FOOD SERVICE PRODUCTION AND OPERATIONS
HRMA 2422

Course Description:
Food production in commercial food service operations. Laboratory experience in food
preparation techniques, use of equipment, planning, and serving food.

Students enrolled in HRMA 2422 must have met the following prerequisites:
HRMA 1120 OR 1220 (Food and Beverage Service), 1337 (Introduction to the
Hospitality Industry), and 1245 (Safety and Sanitation in Hospitality), and 1201
(Decision Support Systems, Microsoft Office).

Professor: Dr. Nancy S. Graves, R.D., L.D., CHE
Office Location: S-234 South Wing in the Hilton College
Office Phone: (713) 743-2426
Email Address: Please use the WebCt Vista email
My alternate email address is ngraves@uh.edu
Office Hours: Monday and Wednesday 11:00-12:00 and 2:30 – 3:00
Tuesday and Thursday 12:30 – 1:00 and 2:30 – 3:00
Other dates and times by appointment

Sections: Lecture – 03570 and 13263
Lab – 13264, 03567, 03568, 03569, and 03571

Clinical Laboratory Instructor: Doan Shockley
Office Location: S114, the food laboratory
Phone in S114: 713-743-2488
Email at the College: dshockley@central.uh.edu
Office Hours: Monday – Thursday 1-2 or by appointment
Labs will be conducted in various commercial food service areas in the Hilton College Hotel.

**Textbook:** Required:

- *The Book of Yields, Accuracy in Food Costing and Purchasing*

**Recommended:**

- *Food for Fifty* Shugart, Grace & Molt, Mary (ISBN

**Required Materials:**

Required Equipment: All foodservice equipment and uniforms are required for labs. You will find supplies at restaurant supply stores or uniform outlets. On your first scheduled lab day, the second lab of the semester, you will be required to have all of these items. Points will be deducted from your lab grade if you do not have them with you.

**Equipment:**

- French Knife
- Equipment Case
- Vegetable Peeler
- Paring knife
- Calculator**
- Food Thermometer
- Note cards

**Chef’s Outfit:**

- Checked Pants, clean, pressed, hemmed
- Dark, closed toe, non-slip, leather shoes
- Name tag***
- White Chef’s Coat (white or CNH logo) clean, and pressed
- White Cloth Chef’s Hat, with a Velcro closure

* The purpose of the food thermometer is to test the temperature of hot and cold products to make sure they are not in the temperature danger zone which is between 40 and 140 degrees.

**Because we will be converting and costing recipes and executing many mathematical computations, it is essential that each student bring a calculator to every class.

***Nametags can be purchased in the Hilton Gift Shop for $3.00; they are the same nametags you used in your service course.
GENERAL COURSE OBJECTIVES:

Basic culinary skills are an important part of the skills necessary for today’s hospitality manager. As the cost of food sold is a major portion of the controllable expenses of any food service operation, a basic understanding of the processes and techniques used to prepare food is of quintessential importance in order to successfully manage most hospitality concerns. This knowledge of workstation organizational techniques will assist students in becoming more effective managers. Upon successful completion of this course you will be able to:

1. Determine the work stations for a food service unit, using a traditional kitchen organizational structure;
2. Explain professionalism and organization of the modern commercial kitchen brigade.
3. Practice safe food handling principles
4. Demonstrate safe knife principles
5. Demonstrate operation and cleaning of commonly used commercial food service equipment, you will be tested on 12 pieces of commercial equipment;
6. Extend or reduce and cost quantity recipes;
7. Design Mise en Place for all kitchen processes;
8. Apply basic cooking principles in a commercial food service operation;
9. Demonstrate recipe-costing principles
10. Plan a menu for a specific food service event;
11. Use computer applications to implement basic menu planning, costing, and management principles,
12. Create a standard purchase order for a commercial food service operation;
13. Offer constructive comments to peers on their presentation skills and demonstrations;
14. Critique job descriptions for all food production positions in a restaurant.
15. Critique sanitation and cleaning checklists for all food production areas.
16. Understand the organizing principles of banquet food production
17. Determine the quantity of food to be ordered for a banquet using a Banquet Event Form (BEO)

Grading Policy:

<table>
<thead>
<tr>
<th>Component</th>
<th>Weight</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online Quizzes</td>
<td>10%</td>
</tr>
<tr>
<td>Class Participation, Attendance, Quizzes &amp;</td>
<td>25%</td>
</tr>
<tr>
<td>Professionalism</td>
<td></td>
</tr>
<tr>
<td>Final Exam</td>
<td>20%</td>
</tr>
<tr>
<td>Lab</td>
<td>20%</td>
</tr>
<tr>
<td>Menu Project and Presentation</td>
<td>25%</td>
</tr>
<tr>
<td>Total Possible</td>
<td>100%</td>
</tr>
</tbody>
</table>

A = 90 - 100 percent  
B = 80 - 89 percent  
C = 70 - 79 percent  
D = 60 - 69 percent  
F = anything below 60 percent
No hats are to be worn during lecture.

**Quizzes, Exams and Final:**

Quizzes will be given almost every class day during the semester. The first quiz will be based on information covered in the lecture and laboratory. All quizzes, exams, assignments, labs, course expectations, etc. even for religious holidays, must be made up within 1 week of the date of the activity. The final exam will cover everything in the course. Exams may be multiple choice, matching, or short answer. All assignments must be turned in at the appointed time on the schedule, failure to do so will result in a score of zero for the assignment. Students must submit all assignments even if they are past due.

**Lab Criteria:**

All students will be evaluated on the quality of work performed in laboratory sessions. Students will also be responsible for the preparation and submission of laboratory reports. Complete criteria for laboratory performance evaluation and lab report format may be found in the laboratory manual. **If a student leaves the laboratory they must inform the instructor on duty. If a student leaves the laboratory prior to being dismissed they will be expected to make up the missed time at two times the rate of the time missed. Example: a student decides to leave the laboratory 1 hour early, they will perform a 2 hour cleaning lab.**

**Menu Project and Presentation:**

Each student will create a menu. The students will then do the following:
- Standardize recipes;
- Complete raw cost forms;
- Fill out and tabulate menu prices from the menu cost form
- Write a purchase order
- Create a menu that would be used by a person in the Sales Office to "sell" the meal, and create a theme that ties into the menu
- Provide a short graphic presentation of the finished menu items, such as plate diagrams
- Find Texas based suppliers for certain ingredients.
- You will find more information in a section of the Lecture Notes, titled: Menu Project.

**Class (Homework) Assignments:**

Assignments will be given to reinforce or help to synthesize materials presented in class. The information must be completed according to the schedule and will be essential to the student in order to succeed on the quizzes and exams. Assignments will only be accepted in class or by Web Ct on the day they are due. **Assignments turned in late will receive a score of 0. All assignments must be turned in to the professor in order to pass this course.**
Make-up Policy:

- Attendance is required for all laboratory periods and lectures.
- Excused absences include verifiable emergencies and unforeseen combination of circumstances or the resulting state that calls for immediate action, religious holidays, and prior approved U.H. events.
- Equivalent rigor of assignments, quizzes, and tests will be applied to excused absences and must be made up within 5 school days.
- The student is responsible for making up the missed Laboratory session during the week in which it was scheduled.
- Students must call the Laboratory Technician at least 2 hours prior to the scheduled lab to be excused. Any student who does not call prior to the lab and does not show up will receive a ZERO for the lab. You may call or leave a message with the Laboratory Technician. Phone numbers and e-mail addresses are listed on page one of this course syllabus.
- **Students taking a makeup lab will earn half the available points if they followed the above procedure. They will also be required to perform a four hour cleaning lab to receive the credit. A second makeup lab will only be worth one fourth of the available credit. There will be 8 hours of cleaning time associated with these points.**
- Should the student fail to make up an excused lab, they will receive a ZERO for that lab session.
- At the end of the semester, any student who has more than 2 absences from the lab sessions will receive a ZERO for the entire lab portion of the course, which is 20 % of your course grade.

Accommodation under the A.D.A.:

The Americans with Disabilities Act requires that the University of Houston make reasonable accommodations to those who may require them as employees or students. As the instructor of this course, I will do everything possible to insure compliance with any request under this act. Should you need assistance as indicated under this act, please approach me for consideration.
**Academic Honesty Policy:**

“The university can best function and accomplish its objectives in an atmosphere of high ethical standards. It expects all students to contribute to such an atmosphere in every way possible and especially by observing all accepted principles of academic honesty. It is recognized however, that a large university will include a few students who do not understand, appreciate, and practice these principles. As a consequence, alleged cases for academic dishonesty will inevitably occur, and students will be accused.”

The Faculty of the Conrad N. Hilton College shares this concern regarding academic honesty. As a result, we, the faculty, encourage students to contribute to “an atmosphere of learning and high ethical standards.” Any student who is accused of academic dishonesty will be dealt with according to the University of Houston policy on academic honesty. For additional information concerning the academic policy, preventive practices, categories of academic dishonesty, and the hearing process, please consult the University of Houston Student Handbook 2001, page 8.

Please be aware of the following: **An instructor may drop students for lack of prerequisites or co-requisites for this course.** Students who have not met the prerequisites will be dropped without a tuition refund if the drop date is after the refund date. Students who enroll in a course for which they are not eligible and then remain in the course knowingly misrepresent their academic records or achievements as they pertain to course prerequisites or co-requisites and are in violation of the university’s academic honesty policy.

**Incomplete:**
We look forward to all students completing their coursework. However, only those circumstances that follow the University of Houston undergraduate catalog and/or Student Handbook will be considered as conditions for an incomplete grade.

---

1 University of Houston Student Handbook.
The educational philosophy of the Conrad N. Hilton College requires that students apply their classroom learning in a hotel-operating environment. Students enrolled in this curriculum will participate in numerous lab-based experiences. In order to clarify the responsibilities of the students, the college, the University Hilton Hotel, and the University of Houston we have developed the following policies and procedures. The foundation of this policy is SAFETY FIRST. Each individual is responsible for their own safety.

A hotel is a complex operating environment. Students will be asked to work in this environment. Comprehensive training is provided covering the safe operation of equipment, tools, and procedures. Each student will be responsible for the safe operation of any piece equipment, tool, or procedure. Professors, Teaching Assistants, and University Hilton Employees are available to clarify any confusion a student may have. It is the student’s responsibility to make known any uncertainty regarding the safe operation of equipment, tools, or procedures.

The University provides an opportunity at the beginning of each semester for students to purchase health insurance from an independent health insurance provider. If the student is not presently covered under another health insurance policy, it is strongly recommended that you purchase a policy. The Conrad N. Hilton College, the University Hilton Hotel, and/or the University of Houston are not responsible for accidents occurring in any Laboratory experience.

While every delivery will be made to prevent accidents at the outset, accidents will happen. It is the student’s responsibility to immediately notify the person responsible for the Lab of any accident. Depending on the severity of the accident an appropriate level of First Aid is available. It is the students’ responsibility to indicate the desire for immediate attention. In some instances Campus Police may be called upon to complete necessary paperwork, provide First Aid, and/or escort the student to an appropriate medical facility. In other instances self administered First Aid may be sufficient. It is the students’ responsibility to complete, with the supervising Professor or Laboratory Assistant, a Student Incident Report detailing the nature of the incident prior to returning to Lab or Lecture. These incident reports are in addition to any Police Report that may be filed. Student Incident Reports will be logged in the Conrad N. Hilton College Business Office. The Student Incident Report is available at the Front Desk.

I have read and understand the policies associated with this course including the information in the class Syllabus and the Laboratory Safety and Policy Procedures.
Student Incident Procedures of Conrad N. Hilton College of Hotel and Restaurant Management

In the event of a student injury or incident during a Laboratory, the supervising instructor should follow the following procedures.

1. Evaluate the injury with the student’s input. If the student is satisfied with self-administered First Aid. Take the appropriate precautions to protect the student and other students. Complete the Student Incident Report with the Student prior to the end of the Lab and submit the form to the Business Office.

2. If the student wishes medical attention call the Campus Police. They are trained in first aid. Remember to ask the question, “Do you wish to see a Doctor?” If the student says yes, call the Campus Police. Prior to returning to Laboratory, complete the Student Incident Report and Submit the form to the Business Office.

   CAMPUS POLICE/EMERGENCY NUMBER 3-3333
   CAMPUS POLICY NON-EMERGENCY NUMBER 3-0600
   CAMPUS HEALTH CENTER 3-5151

3. If you have any question about the nature or severity of the injury or the student’s judgment about the situation call the Campus Police. Each individual has a different response to injury. Our goal is to insure that the student received the appropriate level of attention. Prior to returning to Laboratory, complete the Student Incident Report and Submit the form to the Business Office.

4. Discard any food contaminated with blood.

5. The Laboratory Assistant will be responsible to insure the S114 First Aid Kit is replenished on a regular basis. Operations personnel will be responsible for replenishing First Aid Kits in Operation areas.

6. Incident Reports are available at the Front Desk.
<table>
<thead>
<tr>
<th>Name of Student</th>
</tr>
</thead>
<tbody>
<tr>
<td>Date of Incident</td>
</tr>
<tr>
<td>Time of Incident</td>
</tr>
<tr>
<td>Date Report Filed</td>
</tr>
<tr>
<td>Supervisor</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nature of Incident</th>
</tr>
</thead>
<tbody>
<tr>
<td>Witness(es)</td>
</tr>
</tbody>
</table>

First Aid or Medical attention received (describe in detail)

Name and Address of Physician and/or Medical Facility (if student saw a Doctor in connection with this incident)

Were the Campus Police Called?  
(If yes, what was the Officer’s Name?)

What was the File or Report Number?

Student Signature

Instructor Signature
HRMA 2422 Student Information Sheet

Please Print:

Last Name _________________________ First Name __________________________

Preferred Name in Class ____________________________________________

Phone Number ____________________________________________________

Student ID Number ________________________________________________

E-Mail Address, print clearly __________________________________________

Classification:    ___ Freshman ____ Sophomore____ Junior _____ Senior_______

A check mark indicates you have completed the prerequisites, try to recall the semester and year you completed the course, indicate "transfer", if you transferred the class from a different college add the name of the college the course transferred from:

HRMA 1101 or 1201 Decision Support Systems. Microsoft Office _________________

HRMA 1245 or 1345 Safety & Sanitation, (certified) __________________________

HRMA 1120 or 1220 Food and Beverage Service __________________________

HRMA 1337 Introduction to the Hospitality Industry __________________________

Brief Explanation of Experience in the Hospitality Industry:

_______________________________________________________________________

_______________________________________________________________________

_______________________________________________________________________

Lab Time, as registered ________________________________________________

Food Allergies, please list them: _________________________________________

_______________________________________________________________________

_______________________________________________________________________

I give permission to N. Graves to post my scores in HRMA 2422 based upon the last four digits of my Student ID Number.

________________________________________  ______________________________
Signature                                      Date
Please read and understand the following:

- Points of information outlined in this syllabus are non-negotiable.
- This document is to serve as policy for the duration of the course.
- Additional important and binding information is contained in the Laboratory Manual.
- Students will be held to the policies outlined in these documents.

By signature below I indicate that I have read and understand fully all course policy as outlined in the course syllabus and laboratory manual. My enrollment in this course is certification of my agreement with all policy contained within the previously mentioned documents.

______________________________
Printed Name

______________________________
Signature                     Date

______________________________
Social Security Number