

**HMD-583 -- Foodservice Systems Management  
Department of Applied Human Sciences  
Fall 2019 - Spring 2020**

**Instructor: Dr. Richard F. Patterson, R.D.**

**E-Mail: [rich.patterson@wku.edu](mailto:rich.patterson@wku.edu)**

**Homepage: <http://people.wku.edu/rich.patterson> and <http://www.food-guy.com>**

**Department Secretary: 270-745-4352**

**Office Hours -- Fall 2019 - Spring 2020**

I do not maintain an office at WKU so I have no set office hours. Contact me via email with any questions you may have and, if we can't resolve the issue via email, we can arrange to meet in person or on the phone.

**Course Description**

A combined didactic and supervised practice course that focuses on foodservice systems management in an institutional setting. Students will progress through a variety of planned food management experiences at approved training sites. Students will utilize analytical and decision-making skills for designing foodservice management systems and for solving management and operational problems. (3 credit hours)

**Prerequisites**

Admission to the WKU Dietetic Internship Program

**Recommended Texts and Reading Materials**

- Gregoire MB. Food Service Organizations, A Managerial Systems Approach, Upper Saddle River, NJ: Pearson Prentice Hall. (any edition will be sufficient).

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Payne-Palacio, J. and Theis, Monica Foodservice Management: Principles and Practices. Upper Saddle River, NJ: Pearson Prentice Hall. (any edition will be sufficient).

- National Restaurant Association Educational Foundation. ServSafe Coursebook. Chicago, IL: National Restaurant Association; most recent edition is best but any edition will be OK.
- Molt M. Food for Fifty, 13th ed. Upper Saddle River, NJ: Pearson Prentice Hall. (any edition will be sufficient)

- Additional readings will be posted on BlackBoard.

## Course Objectives

Terminal Performance/Outcome Objective: The intern will be able to plan, organize, coordinate, staff, direct, and control a food production and distribution system.

## Competencies

To successfully complete this course the student will be expected to meet the following competencies for entry-level dietitians:

CRDN 1.6: Incorporate critical-thinking skills in overall practice.

CRDN 2.1: Practice in compliance with current federal regulations and state statutes and rules, as applicable and in accordance with accreditation standards and the Scope of Nutrition and Dietetics Practice and Code of Ethics for the Profession of Nutrition and Dietetics.

CRDN 2.3: Demonstrate active participation, teamwork and contributions in-group settings.

CRDN 2.7: Apply leadership skills to achieve desired outcomes.

CRDN 2.8: Demonstrate negotiation skills.

CRDN 3.9: Coordinate procurement, production, distribution and service of goods and services, demonstrating and promoting responsible use of resources.

CRDN 3.10: Develop and evaluate recipes, formulas and menus for acceptability and affordability that accommodate the cultural diversity and health needs of various populations, groups and individuals.

CRDN 4.1: Participate in management of human resources.

CRDN 4.2: Perform management functions related to safety, security and sanitation that affect employees, customers, patients, facilities and food.

CRDN 4.3: Conduct clinical and customer service quality management activities.

CRDN 4.4: Apply current nutrition informatics to develop, store, retrieve and disseminate information and data.

CRDN 4.5: Analyze quality, financial and productivity data for use in planning.

CRDN 4.6: Propose and use procedures as appropriate to the practice setting to promote sustainability, reduce waste and protect the environment

CRDN 4.7: Conduct feasibility studies for products, programs or services with consideration of costs and benefits.

CRDN 4.8: Develop a plan to provide or develop a product, program or service that includes a budget, staffing needs, equipment and supplies



Questions? Email at: [rich.patterson@wku.edu](mailto:rich.patterson@wku.edu)

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