

# DIET-1600: INTRODUCTION TO SUPERVISION

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## Cuyahoga Community College

**Viewing: DIET-1600 : Introduction to Supervision**

**Board of Trustees:**

2018-03-22

**Academic Term:**

2018-08-27

**Subject Code**

DIET - Dietetic Technology

**Course Number:**

1600

**Title:**

Introduction to Supervision

**Catalog Description:**

Introduction to principles and concepts employed in supervision of nutrition services delivery departments. Emphasis on planning, organizing, communicating and decision-making skills.

**Credit Hour(s):**

3

**Lecture Hour(s):**

3

## Requisites

**Prerequisite and Corequisite**

ENG-1010 College Composition I, and departmental approval: admission to Dietetic Technology Program.

## Outcomes

**Course Outcome(s):**

Identify health care delivery systems and policies that affect nutrition professional needs and practice.

**Objective(s):**

1. Recognize ethical challenges and social responsibilities within foodservice operations.
2. Recognize and discuss use of "green" practices for ecological and economic reasons in foodservice.
3. Review quality improvement systems within foodservice operations.
4. Discuss and analyze socio-cultural issues affecting foodservice operations.
5. Examine procedures to create an effective workforce.
6. Examine the expectations of the current foodservice/nutrition service customer.
7. Define changes, trends, and regulatory standards within foodservice.

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**Course Outcome(s):**

Evaluate human resource management processes.

**Objective(s):**

1. Recognize and examine Federal and state legislation that affects organizations
2. Recognize effective performance evaluation methods.
3. Review the managerial function of staffing.
4. Examine and discuss effective recruitment practices.
5. Contrast leadership styles.
6. Recognize methods to empower employees to make decisions and establish performance goals for improvement.
7. Distinguish between leadership and management skills.
8. Review and explore the role of effective training and retention.
9. Explore effective strategies for employee selection.

10. Read and interpret an organization chart.
11. Examine behavioral science principles to accept the various needs, wants, and perceptions of customers and employees.

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**Course Outcome(s):**

Examine safety principles related to food, personnel and consumers.

**Objective(s):**

1. Identify common safety hazards in a foodservice operation.
2. Recognize policies and procedures that maximize the safety of employees and customers.
3. Explore skill sets and policies which demonstrate an effective food safety program.

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**Course Outcome(s):**

Demonstrate effective and professional written communication skills sufficient for entry level practice within a management setting.

**Objective(s):**

1. Outline the basic process of communication
2. Recognize effective feedback.
3. Recognize the importance of nonverbal communication and identify examples.
4. Practice effective communications.
5. Recognize effective meeting strategies and practices.

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**Course Outcome(s):**

Analyze management actions within an organization related to nutrition and dietetics areas of practice.

**Objective(s):**

1. Compare and contrast basic theories of management.
2. Recognize and discuss the major functions of management.
3. Identify various organizational structures and systems.
4. Match types of managerial skills and levels of operation.
5. Recognize effective written, technical and visual tools of management.
6. Explore how unionization effects the supervisory actions of a manager.
7. Recognize the impact and steps for effective implementation of change within organizational structures.
8. Recognize how organizations use goals and objectives to set priorities.
9. Recognize and explore the role of the foodservice department within an organization.

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**Course Outcome(s):**

Examine meal delivery systems, menu impact, marketing, customer service, quality improvement and training functions within foodservice management.

**Objective(s):**

1. Compare and contrast meal delivery systems.
2. Calculate key measurements of tray line performance.
3. Review quality improvement systems within foodservice operations.

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**Methods of Evaluation:**

1. Quizzes
2. Examinations
3. Case studies
4. Written assignments
5. Class participation
6. Group discussions

**Course Content Outline:**

1. Quality food service within organizations.
  - a. The role of an institutional foodservice
  - b. Contract management
  - c. Self-operation of an institutional foodservice.
  - d. The dynamic nature of the food service industry.

- e. Current trends and issues.
- f. Roles of credentialed and non-credentialed leaders and workforce.
- g. Distribution systems for food delivery
- h. Systems for food production.
  - i. Common safety hazards in a foodservice operation.
  - j. Accident prevention and reporting.
  - k. Ergonomics.
    - l. Inspection surveys
- 2. Management within organizations.
  - a. The organization chart.
  - b. People and communications.
  - c. Interrelationships among departments in an institution.
  - d. The customer
  - e. Customer needs and preferences
  - f. Methods to learn about customers.
  - g. Leadership
  - h. Human resource management.
    - i. Job analysis
    - ii. Job description
    - iii. Performance standards
    - iv. Staffing
    - v. Policies and procedures
    - vi. Schedules
    - vii. Recruitment and retention
    - viii. Interviewing
    - ix. Orientation
    - x. Training
    - xi. Motivation
  - i. Communication
    - i. Confidentiality
    - ii. Basic process of communicating
    - iii. Feedback.
    - iv. Business writing
    - v. Performance review
    - vi. Discipline
    - vii. Recognition
    - viii. Committees and meetings
    - ix. Community relations
  - j. Quality improvement
    - i. Standards of practice.
    - ii. Tools
    - iii. External standards
    - iv. Interdepartmental coordination
  - k. Labor unions
    - l. Managing change
- 3. Informatics technology
  - a. Computer system applications in food service
  - b. Computer hardware.
  - c. Benefits of computers in automating tasks and in managing information.
- 4. Current federal regulations and state statutes and rules in human resources.

## Resources

Legvold, D. and Salisbury, K. *Foodservice Management - By Design*. St. Charles: Association of Nutrition Foodservice Professionals, 2015.

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Gregoire, M.B. *Foodservice Organizations: A Managerial and Systems Approach*. 9th. New Jersey: Prentice-Hall, 2017.

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Payne-Palacio, J. and Theis, M. *Foodservice Management Principles and Practices*. 13th. ed. Boston: Pearson, 2016.

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Top of page

Key: 1371