

**Kansas State University  
Distance Education**

**FNDH 342**

**Food Production Management**

# **Lab Facility Sponsor's Information Packet**



## Our Gratitude

Thank you for considering to work with a Kansas State University student for the FNDH 342 Food Production Management course. Without professionals throughout the country and across the world, our K-State students would not have the opportunity for such a rich hands-on laboratory to learn. Distance students are often left to case studies and video-based learning. We feel strongly that knowledge and understanding of foodservice and management concepts simply needs to be hands-on. Therefore, our students are required to go out of their comfort zone and find a facility to complete their lab portion of this class.

Please know that this arrangement is between the student and you. While I am the instructor for the course, I will not be overseeing what they are doing in your facility or physically attending their labs. I expect them to behave professionally, as well as demonstrate their desire to learn from you and your team.

This packet will provide you an idea of what is expected of our students while they spend time in your facility. It will also give you, as a professional, an idea of what we hope you can provide the student. The following pages provide a basic outline of what the student is expected to do each week in their lab. The student will also have access to more detailed instructions for each assignment on their online Canvas course site. If you should have any questions or like to see more details regarding the assignments, simply reach out. Do not hesitate to contact me at any time with questions or concerns.

Sincerest thanks,



## Course Description

Application and principles of food production that includes procurement, quantity food production and controls, work simplification, food service systems, quality food, and commercial equipment use.

## Credit Hours

4 hours

## Instructors Contact Information

Name:	Kelly Whitehair, PhD, RD, LD	Mary Molt, PhD, RD, LD
Email:	<a href="mailto:stirtz@ksu.edu">stirtz@ksu.edu</a>	<a href="mailto:marymolt@ksu.edu">marymolt@ksu.edu</a>
Phone Number:	(785) 532-6100	
Office:	Kramer Dining Center, Room 275	

## Requirements

- Before the class begins, students must locate a foodservice facility and secure permission from the facility to complete laboratory assignments while working approximately 3-4 hours per week in the operation. The student must provide information to the instructor so that the facility can be approved as a good fit for the course requirements prior to the first day of the course.
- Prior to the start of the course, all students must provide proof of ServSafe Manager certification.

## Lab Sponsor Responsibilities

As the Lab Facility Sponsor, you are responsible, in part, for the student's overall laboratory learning experience. However, the student is PRIMARILY responsible. They will be given detailed instructions for each week of labs after enrolling in the class and they are responsible for communicating all necessary information to you and to your staff and for completing all lab assignments and requirements.

The student is required to spend a minimum of 3-4 hours in your lab facility each week. During this time period, the student should work alongside production staff unless otherwise specified in the week's lab outline. We want them to experience your operation while learning various management topics. Each week's lab will have a different focus such as menu, planning, and product flow. We hope they can touch food, experience service, communicate with managers, ask questions, and get a real feel for food production and the management of an operation. The student will be responsible for completing assignments related to the week's focus and submitting them to the K-State instructor through the course website. You will **not** be required to grade or score student assignments. You may be asked to evaluate the student at the end of the semester.

Below is a list of minimum requirements or involvement on your part. Please read through this packet of information. If you are willing to allow the student to use your operation as their lab facility please complete and return the form at the end of this packet. This includes the Uniform Agreement, the Lab Attendance and Conduct Agreement, and the Lab Facility Sponsor Agreement. Please note that the primary purpose of these forms is to ensure that the student understands expectations from you regarding their appearance, attendance, and general conduct.

Specific requirements that will require involvement from you, as the lab sponsor, are listed below:

### Before the Beginning of the semester

The student is required to schedule an appointment with you (before the beginning of the semester) to discuss any concerns or answer questions either of you have about the lab experience. Additionally, the student should provide you with information regarding their prior food production experiences and a copy of their ServSafe certification, if you wish.

### Throughout the Semester - Communication

As a lab sponsor, you will be responsible for communicating the goals and objectives of the course with the team members the student will be interacting with during lab. We ask that you emphasize to your team their importance in the learning process. This will help assure the student is having a quality learning experience. It is important that the student not be seen as "free labor", which unfortunately happens at times. Your role may include helping remove any facility "road blocks" that might interfere with the student's ability to learn the process of food production management.

### End of the Semester – Evaluations

At the end of the semester we may ask that the lab sponsor evaluate the performance of the student during their time in your facility. We ask that you be honest and share your thoughts with the student as this will allow them to learn, develop, and improve.

## Laboratory Policies

### Dress Code

Below are some suggestions we have provided the student in regards to dress. If this is inappropriate for your operation, please inform the student of your expectations. These alternative plans should be made between yourself and the student.

- **Clothing:** Khaki (tan, beige, etc.) or black pants. Avoid sweat pants, leggings, and jeans. Must be clean. White shirt with a collar (no t-shirts, patterns, or stripes). Short sleeves are recommended. Something with a small logo is acceptable.
- **Shoes:** Shoes must be clean, comfortable, low heeled, and closed toe-closed heel.
- **Hairnet:** A hairnet is generally required for everyone working in food production and food service areas. All hair must be pulled back away from the face and must not be below the collar. The hairnet must cover all hair (including ponytails and bangs).
- **Nametag:** Only if provided or required by the lab facility sponsor.
- **Apron:** Only if provided or required by the lab facility sponsor.
- **Thermometer:** It is generally recommended that you have a bi-metallic stemmed thermometer or a digital-read thermometer. They can be purchased in the kitchen section of most stores.
- **Facial Hair:** Follow the guidelines of your facility.
- **Fingernails:** Must be well cared for and of conservative length. Nail polish (including clear polish) and nail enhancements are not recommended.
- **Jewelry:** Jewelry should be limited to a watch, a wedding/engagement ring, and up to two small earrings in each ear.
- **Gum:** Gum is not permitted in food service facilities for sanitation reasons.

### Attendance and Conduct

Students are expected to attend and complete all lab sessions as scheduled with their sponsor. We suggest to students:

- If you miss lab for any reason - call lab facility sponsor before the lab to explain your absence and arrange a way to make up for the lost experience. Do not make missing lab or re-arranging your lab time a habit. Please try to stick to the schedule you arranged with your lab sponsor.
- If you are late to lab (less than 30 minutes) - call the lab facility sponsor or other relevant person to let them know that you are on your way. Get to the lab as quickly as possible.
- If you have to leave a lab suddenly - notify the lab facility sponsor or other relevant person. Note the time at which you left and schedule make-up work if needed.

### Professionalism

We share this with the students:

In the Food Production Management Laboratory, you are representing Kansas State University and the manner in which you conduct yourself is important for maintaining the excellent reputation built by those who have preceded you. The degree of professionalism that you exhibit will be related to your success. The laboratory sessions will give you direct exposure to real world situations in food service. You will interact with full-time food service professionals at all levels. Students are expected to conduct themselves in a manner that will reflect favorably upon themselves and the university.

Students are expected to exhibit the following:

- **Organizing:** ability to plan and organize time and other resources to accomplish goals (a prerequisite for managing others)
- **Dependability:** does not require close supervision; assignments are completed on schedule with evidence of forethought and planning; punctual and reliable in keeping appointments; good team player; responsible
- **Adaptability:** adjusts rapidly to various work settings and situations; performs well under pressure; identifies potential crisis situations and takes appropriate action within limits of authority; thinks on their feet.
- **Initiative:** consistent self-starter (does not expect to always be told what to do); asks questions; investigates; participates in any or all operational activities that facilitate learning; possesses inner drive and intellectual curiosity
- **Positive attitude:** courteous, cheerful, and cooperative; radiates enthusiasm; accepts supervision; respects authority; displays growing self-confidence; uses tact and diplomacy in dealing with others
- **Application:** Application of knowledge gained from previous and current course work; evidence of proficiency and technical competence
- **Skill in written and oral communications:** expresses ideas well; assignments neat, accurate, thorough, and well-organized with virtually no grammatical or spelling errors; speech well-modulated and grammatically correct; presentations professionally prepared; demonstrates ability to listen effectively
- **Sound Judgment:** makes logical decisions; considers fully impact of decisions; weighs alternatives; demonstrates ability to think critically
- **Preparation:** reviews appropriate background materials prior to lectures and scheduled course activities; has necessary materials and equipment readily available
- **Evaluation:** Ability to evaluate personal strengths and weakness to improve quality of performance
- **Professional appearance and conduct:** presents a well-groomed personal appearance; apparel selected with good taste, practicality, comfort, and safety in mind; considers themselves subject to the same rules and regulations as employees; possesses academic and personal integrity; demonstrates maturity

This following pages will provide you the basic outline of the labs for the Fall 2020 semester. Please disregard any other documents you may have received.

The assignment names appear for each week, but specific assignment details will be located on the student's online Canvas site.

Updated 7/7/2020

Note: During this time of COVID-19 and continual changes to our society, procedures, and expectations we will ebb and flow in this class as needed. We understand that your ability to accommodate the student may change. We understand the need to be flexible but also know that this is an experience our students can very much learn from. Feel free to reach out at any time or simply communicate with the student.

## WEEK 1: ORIENTATION

### Lab Time Commitment:

1-2 hours in lab facility.

### Description:

This lab will take place in your laboratory facility. In general, we want you to “get to know the place”.

### Objectives:

- Orient yourself with the operation.
- Familiarize yourself with the expectations and policies of the facility and your sponsor.
- Establish a process for communication.

### Lab:

#### Before Lab:

- Read through the lab information packet briefly to familiarize yourself with the basics of each lab.
- Thoroughly review this week’s slides, lectures, and readings on CANVAS.
- Thoroughly read this week’s lab materials.

#### During Lab:

- Read through the semester labs with your facility sponsor.
- Review policies and procedures.
- Acquaint yourself with your facilities safety and emergency information.
  - Personal Safety - Ask your lab facility sponsor to review personal safety policies and procedures that are specific to your food service organization/facility. Make sure you receive adequate training on what to do in an emergency and how to safely work with chemicals in the kitchen. Although the lab facility sponsor has been asked to provide this training, you, as the student, are ultimately responsible for knowing the information.
  - At a minimum, you should know the following list of safety items.
    - First Aid Kit
    - Eye Wash (station or procedures)
    - Tornado or Storm Procedures
    - Fire Procedures
    - Use and location of Fire Extinguishers
    - Building Evacuation Procedures
- Tour the lab facility(s).

### Assignments:

- Flip Grid Introduction
  - This assignment is not lab related and will likely be completed prior to your first lab experience.

## WEEK 2: MENUS & PRODUCTION EQUIPMENT

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

This lab will assist you in understanding the process of menu writing. It will also familiarize you with production equipment.

### Objectives:

- Identify how the menu writing process takes into account special diets or needs of the consumer, as well as how it is the control of the foodservice operation.
- Relate food products and methods of cooking to equipment selection and operation.
- Apply safety standards related to food, employees, and the consumer.

### Lab:

#### Introduction:

In any large-scale foodservice operation there are several necessary pieces of equipment, both large and small, and some optional equipment. As we realize that each of you will be exposed to different equipment and may have varying levels of experience with large equipment, we have provided you some optional materials highlighting common pieces of large equipment in this week's module to assist you in learning about large foodservice equipment.

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
  - I encourage you to watch the optional equipment lectures if you are not familiar with the equipment in your lab operation. They are quite long.
- Thoroughly read this week's lab materials.
- Format/print off four copies of the equipment assignment sheets from this week's module.

#### During Lab:

- Discuss and/or observe the menu writing process of your operation.
- Discuss how this process takes into account special diets or needs of the consumer.
- Learn how to take temperatures and calibrate a bi-metallic stemmed thermometer.
- Identify, operate, and maintain commonly used commercial food service equipment (large and small) safely and efficiently.
- Work alongside food production personnel and observe use of large and small equipment. Ask questions about equipment. Assist in operating the equipment if you can.
  - Large equipment can be demonstrated by your lab facility sponsor or their designee. You should follow along and take notes as needed, filling out the four equipment assignment sheets.

### Assignments:

- W2A1 Menu Modification
  - This assignment *is not* lab facility focused.
- W2A2 Equipment
  - This assignment *is* lab facility focused.

## WEEK 3: PROCUREMENT

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

This lab will assist you in understanding the process processes involved in the procurement process.

### Objectives:

- Identify all of the moving parts of the procurement process in your lab facility.
- Relate these processes to the systems model application.

### Lab:

#### Introduction:

Each and every operation will have a different procurement process. Some are quite complex, while others are very simple. The goal of this lab is not for you to learn a specific method of purchasing but rather for you to identify the various data analysis, product evaluation, and decision making processes that occur.

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Print off the assignment forms from this week's module.

#### During Lab:

- Discuss and/or observe the procurement process of your operation.
  - Inventorying/ordering/purchasing:
    - Who, how, when, etc.
    - Is it a manual or automated system? Is it physical or perpetual inventory?
    - Observe or assist someone in doing an order if possible.
  - Receiving:
    - Who, how, when, etc.
    - Observe or walk through the processes that may occur.
    - Think about food safety and labor efficiency.
    - Assist in putting away an order if possible.
  - Storage:
    - Who, how, where, etc.
    - Visit the various storage locations (dry, cold, freezer, food vs. chemical, etc.).
    - Think about food and employee safety.
- Discuss how this process takes into account food safety.

### Assignments:

- W3A1 Receiving & Storage Scavenger Hunt
  - This assignment is lab facility focused.
- W3A1 Reflection
  - This assignment is not lab facility focused.

## WEEK 4: FOOD PRODUCTION

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

This lab will be completed in your lab facility. You will be involved in preparing a product in a production unit while evaluating and observing how the menu as a focal point drives the production.

### Objectives:

- Prepare quality food in quantity and demonstrate a working knowledge of basic production techniques and terminology.
- Evaluate food produced in quantity by identifying factors influencing quality and acceptability.
- Maintain high standards of safety and sanitation in all areas of food preparation and equipment.
- Apply the systems model to the production aspects of your lab facility.

### Lab:

#### Introduction

This lab is based on what we have already discussed in class about the production subsystem and production planning. Remember, that each operation may have their own format or style of production plan and method of communicating it. This plan is a major control in the production subsystem. Regardless of the form, certain basic information is usually included on each schedule/plan.

During lab spend time looking at, evaluating, and interpreting the production schedule for the day and specifically the item(s) you are preparing. Have discussions with the production staff as well as the manager on duty about how production plans are utilized in the various production units and the importance of the information contained within these. You may also find that they don't have an official plan. In that case determine how they communicate their menu, recipes, forecasts, and timeline for the day.

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Review and/or print off the assignment forms from this week's module.
- Discuss with your lab sponsor who or what you will be assigned to for production during your lab time.

#### During Lab:

- Work in the area and on the product(s) you are assigned. Be willing to move to other products or other areas to make your learning experience the most meaningful.
- Taste the products you prepare and evaluate based on your assignment.
- Obtain a copy or photo of the written recipe you prepared and a photo of the final product you made.
- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

### Assignments:

- W4A1 Production Based Systems Model
  - This assignment is lab facility focused, but could be done outside of the operation.
- W4A2 Food Production & Evaluation
  - This assignment is lab facility focused.

## WEEK 5 FOOD PRODUCTION, RECIPES, & PRODUCTION CONTROLS

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

This lab will be completed in your lab facility. You will be involved in preparing a product in a production unit while evaluating and observing if/how recipes guide production and quality.

### Objectives:

- Prepare quality food in quantity and demonstrate a working knowledge of basic production techniques and terminology.
- Evaluate food produced in quantity by identifying factors influencing quality and acceptability, specifically recipes and production planning.
- Maintain high standards of safety and sanitation in all areas of food preparation and equipment.

### Lab:

#### Introduction

This week we are focusing on production controls, one of which is recipes. A recipe is a written communication tool that passes information from the food service manager to the ingredient room and production staff. In addition, the recipe is an excellent quality and quantity control tool, constituting a standard for each item on the menu that meets customer and management approval. Recipes should have a format that is easily understood by those that are responsible for the production and presentation of menu items to customers.

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Review and/or print off the assignment forms from this week's module.
- Discuss with your lab sponsor who or what you will be assigned to for production during your lab time.

#### During Lab:

- Work in the area and on the product(s) you are assigned. Be willing to move to other products or other areas to make your learning experience the most meaningful.
- Work alongside or in place of an employee by prepping food, preparing, or cooking food.
  - Closely read and evaluate the recipe for that product.
  - As you prepare this product, critically evaluate the recipe content and preparation instructions.
  - You do not need to submit the answers to these questions, but make sure you think about it.
- Obtain a copy or photo of the written recipe you prepared and a photo of the final product you made.
- Observe what other production controls are in place based on your assignment form.

### Assignments:

- W5A1 Production Controls Audit
  - This assignment is lab facility focused.
- W5A2 Recipe Standardization
  - This assignment is not lab facility focused.

## WEEK 6 TECHNOLOGY & TOOLS

### Lab Time Commitment:

1-2 hours in lab facility.

### Description:

This lab focuses on the use of technology in your operation.

### Objectives:

- Identify various tech-based tools that are utilized in foodservice management.

### Lab:

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.

#### During Lab:

- Simply observe or discussion technology used in the operation. If none is currently utilized, what do they wish they had access to?
  - Consider things like Menu Management Systems (i.e. Computrition or C-Bord), recipe organizational programs, online inventory controls, EXCEL forms, time/temp monitoring systems, digital tray ticket systems, etc.

### Assignments:

- This is exam week. There are no assignments.

## WEEK 7: SERVICE & DISTRIBUTION

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

The aim of this lab is for you to observe and evaluate the holding, transportation, and service of food and services in your lab facility. There may be a single flow of food or there may be multiple in some cases. Take this opportunity to view and experience as much of the distribution system as you can.

### Objectives:

- Observe the flow of food after the production step.
- Evaluate the process of service in your lab facility.
- Identify holding and/or service-focused controls that are in place to ensure safe, quality food to the end consumer.
- Maintain high standards of safety and sanitation in all areas of food preparation and equipment.
- Apply the systems model to the service/distribution aspects of your lab facility.

### Lab:

#### Introduction

Controls in regards to safe, quality food do not end once the food is prepared. The holding, transportation, and service of food is just as important. Generally, standards/controls exist in the service (front of house) side of an operation focusing on service. Operations may also develop service plans. These may be formal service plans that are utilized for many types of events from small luncheons to large upscale galas. These plans generally include detailed lists, timeline, diagrams of layouts, and detailed information for every service-related detail from start to finish. In other operations, service plans may be unspoken procedures and/or timelines.

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Discuss with your lab sponsor who or what you will be assigned to during your lab time.

#### During Lab:

- Work in the area and on any products as you are assigned, being certain to put your primary focus on the service aspects of the operation. Your facility may have multiple service points (i.e. café, patient, retail, catering, etc.). Learn as much as you can about as many of them that are available to you.
- Observe or assist with the service of food to the consumer. This may be on a serving line, delivering trays to a patient floor, or this may be rolling a cart into a classroom.
- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

### Assignments:

- W7A1 Service/Distribution Based Systems Model
  - This assignment is lab facility focused, but could be done outside of the operation.

## WEEK 8:

### Lab Time Commitment:

This time will vary based on the amount of time you spend on staffing/scheduling and what you and your lab sponsor decide to cover.

### Description:

This lab is to be completed in your lab facility. A portion of this week you need to spend observing/discussing the staffing and scheduling processes within your operation. Refer to the Zoom questions for specific things you may want to cover

This week also gives you, the student, a chance to focus on something you have an interest in. You will need to work in partnership with your lab sponsor to determine the task, topic, and timeline.

Possible topics may include:

- Marketing
- Financials, Budgets, P&Ls
- Product development
- Nutritional education and/or counseling
- Employee/staff training

### Objectives:

- Question.
- Learn.
- Observe.

### Lab:

Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Discuss with your lab facility what you would like to take part in. Is there something you would like to observe that we won't cover this semester? Is there a food show you can attend? Can you tag along to a budget meeting? Etc.

During Lab:

- Do as you planned with your lab sponsor.

### Assignments:

- W8A1 Reflection
  - This assignment is lab facility focused, but could be done outside of the operation.

# WEEK 9 FOOD PRODUCTION, ERGONOMICS & MOTION ECONOMY

## Lab Time Commitment:

3-4 hours working in lab facility.

## Description:

This lab will be completed in your lab facility. You will be involved in preparing a product in a production unit while evaluating and observing ergonomics and motion economy during the processes involved.

## Objectives:

- Prepare quality food in quantity and demonstrate a working knowledge of basic food production techniques and understanding of terminology.
- Evaluate the physical movements and steps taken during the processes.
- Relate to the set-up and procedures the employee may utilize to benefit their physical efficiency, reach, injury prevention, etc. during the process.
- Identify various ergonomic-focused or motion economy-based improvements.
- Maintain high standards of safety and sanitation in all areas of food preparation and equipment.

## Lab:

### Introduction

Often ergonomics and the economy of motion are overlooked in the work place. As we know, foodservice is a very physically taxing job. Therefore, any adjustments that can be made to the workplace, mise en place, set-up, or habits may have a positive outcome for the employee and the facility.

### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Review and/or print off the assignment forms from this week's module.
- Discuss with your lab sponsor who or what you will be assigned to for production during your lab time.

### During Lab:

- Work in the area and on the product(s) you are assigned. Be willing to move to other products or other areas to make your learning experience the most meaningful.
- Work alongside or in place of an employee by pre-prepping food, preparing, or cooking food.
  - As you prepare this product, critically evaluate the set-up, steps taken, and motion of the employee during the processes.
  - Pay special attention to workspace layout.
  - Observe use of both small and large equipment to identify areas of concern. (Or areas they are doing well in.)
- Observe/audit as based on your assignment form.
- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

## Assignments:

- W9A1 Motion Economy Audit
  - This assignment is lab facility focused.
- W9A2 Peer Review of Reflection
  - This assignment is not lab facility focused.

## WEEK 10 SAFETY, SANITATION, & MAINTENANCE

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

This lab will be completed in your lab facility. You will work alongside foodservice employees while focusing specifically on food safety and sanitation issues. This may involve dishroom, pots and pans, facility cleaning, equipment cleaning, etc.

### Objectives:

- Observe how food safety and sanitation practices are established, maintained, and evaluated in your lab facility.
- Evaluate how facility design impact safety and sanitation.
- Think back to your food safety class and/or training and your discussions of HACCP. Identify critical control points (CCP's) for temperature controlled for safety (TCS) foods.
- Identify various sanitation and safety focused improvements.
- Maintain high standards of safety and sanitation in all areas of food preparation and equipment.

### Lab:

#### Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Review and/or print off the assignment forms from this week's module.
- Discuss with your lab sponsor who or what you will be assigned to during your lab time.

#### During Lab:

- Work in the area you are assigned. Realize sanitation, dishroom, and other areas related to this topic are vital aspects of any foodservice operation. They are often the backbone of a facility that goes under-recognized.
- Work alongside foodservice personnel and observe sanitation procedures and safety precautions.
- Observe/audit as based on your assignment form.
- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

### Assignments:

- W10A1 Safety & Sanitation Audit
  - This assignment is lab facility focused.

# WEEK 11 DIVERSITY, TRAINING, & COMMUNICATION

## Lab Time Commitment:

1-2 hours in your lab facility

## Description:

This lab will be completed in your lab facility but primarily is discussion based. Feel free to assist in other ways to continue gaining foodservice experiences and knowledge.

## Objectives:

- Identify training and communication that occur in your lab facility focused on diversity related topics.
- Observe any materials or participate in any training that may occur during your time there.

## Lab:

### Introduction

Diversity is one of the greatest aspects of foodservice. Some see it as a challenge, due to the cultural and communication challenges that may occur. However, a diverse workforce provides opportunities for growth, ideas, and community.

### Before Lab:

- Thoroughly read this week's lab materials.
- Discuss with your lab sponsor who you will be assigned to for the diversity and training discussion.

### During Lab:

- Discuss with your lab sponsor, or whoever they assign, regarding the diversity aspects of the facility.
- Participate in, review, or discuss the materials they use to conduct training or the sessions, activities, or conversations they may have.
- If they do not currently do any diversity-focused training, discuss how diversity affects their operation. Do they embrace it, discuss it, celebrate it, etc.?
- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

## Assignments:

- W11A1 Reflection
  - This assignment is not lab facility focused.

## WEEK 12: FOOD PRODUCTION

### Lab Time Commitment:

3-4 hours working in lab facility.

### Description:

This lab will be completed in your lab facility. You will be involved in preparing a product in a production unit while evaluating and observing the outcomes. This will mirror an assignment you did previously. We are hoping the evaluation of the product you prepare this time will be “more involved” based on your additional experiences gained.

### Objectives:

- Prepare quality food in quantity and demonstrate a working knowledge of basic food production techniques and understanding of terminology.
- Evaluate food produced in quantity by identifying factors influencing quality and acceptability.
- Maintain high standards of safety and sanitation in all areas of food preparation and equipment.
- Apply the systems model to the production aspects of your lab facility.

### Lab:

#### Before Lab:

- Thoroughly review this week’s slides, lectures, and readings on CANVAS.
- Thoroughly read this week’s lab materials.
- Review and/or print off the assignment forms from this week’s module.
- Discuss with your lab sponsor who or what you will be assigned to for production during your lab time.

#### During Lab:

- Work in the area and on the product(s) you are assigned. Be willing to move to other products or other areas to make your learning experience the most meaningful.
- Work alongside or in place of an employee by pre-prepping food, preparing, or cooking food.
  - Maintain a clean workplace and equipment.
  - It is important that your time is used effectively/productively.
- Taste the products you prepare and evaluate based on your assignment.
- Obtain a copy or photo of the written recipe you prepared and a photo of the final product you made.
- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

### Assignments:

- W12A1 School Nutrition Professional Interview & Reaction Paper
  - This assignment is not lab facility focused.
- W12A2 Food Production & Evaluation
  - This assignment is lab facility focused.

## WEEK 13: FINANCIAL ASPECTS OF AN OPERATION

### Lab Time Commitment:

This time will vary based on what you and your lab sponsor decide to cover.

### Description:

This lab is to be completed in your lab facility. The tasks you participate in will likely vary based on the ability and/or willingness of your operation to share information. Do not take this personally, it will vary based on operational policies and time. Topics of observation or discussion you may want to propose are:

- Recipe cost and/or menu pricing – what is their procedure?
- Ratios – do they run any ratios to determine batch cooking, additional servings to prepare, etc.?
- Point of Sale (POS) system – do they use any data from a POS that assists them in making decisions vital to the financial status of the operation?
- Do they utilize customer counts, patient stays, meals per labor hours, etc.?
- Who is involved in the budget planning for the foodservice department/facility? How are budgets set or determined for future years?
- Have any policies or procedures been put into place in the past to assist with a negative financial outcome? For example, reducing kitchen food waste by...., etc.

### Objectives:

- Question.
- Learn.
- Observe.

### Lab:

Before Lab:

- Thoroughly review this week's slides, lectures, and readings on CANVAS.
- Thoroughly read this week's lab materials.
- Discuss with your lab sponsor what you will be allowed to observe or discuss.

During Lab:

- Do as you planned with your lab sponsor.

### Assignments:

- W13A1 Running the Ratios
  - This assignment *is not* lab facility focused.
- W13A2 Recipe Costing
  - This assignment *is not* specifically related to your facility, however, what you learn may assist in your completion of it.

## WEEK 14: FEEDBACK & RECOGNITION

### Lab Time Commitment:

This time will vary. You may consider completing your Week 15 “end of semester” tasks at this time as well.

### Description:

This lab is designed for you to interpret how feedback is gathered and utilized.

### Objectives:

- Determine how feedback is gathered in your lab facility. Consider both internal and external customers.
- Identify how feedback is utilized and impacts the operation.
- Evaluate how recognition is given based on feedback.

### Lab:

#### Before Lab:

- Discuss with your lab sponsor who or what you will be assigned to for this discussion.

#### During Lab:

- Ask questions of the employees, supervisors, and managers on duty. Be inquisitive!

### Assignments:

- There are no assignments this week.

## WEEK 15: CLOSING OUT THE SEMESTER

### Lab Time Commitment:

This time will vary. You may consider completing these tasks along with your Week 15 lab.

### Description:

This lab is to be utilized to close-out the semester and show your gratitude to those who have helped you.

### Objectives:

- Gather feedback from the facility on their perception of your performance.
- Share your perception of the experience with them. Thank them and show your gratitude.

### Lab:

Before Lab:

- Discuss with your lab sponsor who or what you will be assigned to for this discussion.

During Lab:

- Complete the semester evaluations with your lab sponsor or whomever they designate.

### Assignments:

- W15A1: De-briefing
  - This assignment *is not* facility specific.

## WEEK 16: FINAL'S WEEK – KRDN MEASUREMENT

### Lab Time Commitment:

You do not need to complete a lab in your facility this week.

The following core knowledge statement(s) are measured in this class.

- KRDN 3.4 Explain the processes involved in delivering quality food and nutrition
  - This will be measured by an assignment titled “Quality Food and Nutrition Services”
- KRDN 4.5 Describe safety principles related to food, personnel, and consumers.
  - This will be measured by an assignment titled “Safety Aspects of Food Production”

### Assignments:

- FINALA1: Quality Food & Nutrition Services
  - This assignment *is not* facility specific.
- FINALA2: Safety Aspects of Food Production
  - This assignment *is not* facility specific.

# KANSAS STATE UNIVERSITY – FNDH 342 FOOD PRODUCTION MANAGEMENT

The following show an agreement has been reached between the student and facility in regards to completing their FNDH 342 laboratories.

## Student – Lab Sponsor Agreement

Sponsor

I have read the information in this packet. I agree to serve as the Lab Facility Sponsor for

\_\_\_\_\_ (*name of student*).

I understand my agreement is with the student and not directly with the university.

Contact information for use by the instructor if needed:

Printed Name: \_\_\_\_\_

Signature/Date: \_\_\_\_\_

Organization/Facility Name: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Email Address: \_\_\_\_\_

## Lab Attendance and Conduct

Sponsor

\_\_\_ *I have read the lab attendance and conduct expectations and agree they are acceptable for our operation.*

\_\_\_ *I have read the lab attendance and conduct expectations and would like to make the following changes specific to our operation:*

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Student Agreement

I have reviewed this packet and discussed with the above individual my responsibilities and plans for the semester. I agree to uphold the expectations of the student expressed in this packet.

Printed Name: \_\_\_\_\_

Signature/Date: \_\_\_\_\_