

COURSE CODE: FSMS 209

COURSE TITLE: INSTITUTIONAL FOOD AND PERSONNEL MANAGEMENT

1 Unit

COURSE SYNOPSIS: System approach to food service management. Home, institutional and commercial food services, menu as a managerial tool. Procurement, production and cost operations, quality control, personnel management, distribution and service. Accounting work analysis, physical facilities. Standardization of menus, organization of storage and work layouts.

LECTURE NOTES

LECT I: INTRODUCTION TO FOOD SERVICE SYSTEM

- Characteristics of food service industry
- Flow of food
- Form in which food is purchased

LECT II: FOOD PRODUCTION METHODS

- Conventional
- Convenience
- Call order
- Continuous flow

LECT III: FOOD PRODUCTION METHODS (CONTINUED)

- Centralized
- Cook-chill
- Cook-freeze
- Sous-vide
- Assembly kitchen

LECT IV: FOOD SERVICE

- Factors that determine food service methods
- Food service operation

LECT V: FOOD SERVICE METHODS

- Table service
- Assisted service
- Self service
- Single point service
- Specialized service

LECT VI: MEAL MANAGEMENT

- Goals in meal management
- Kitchen management
- Food purchasing
- Storage of foods
- Store keeping

LECT VII: QUALITY FOOD PRODUCTION AND SAFETY

- What quality means
- Methods of assessing food quality
- Standard operating procedures
- Standardization of menu
- Portion control

LECT VIII: PERSONNEL MANAGEMENT

- Types of Hospitality and catering establishments
- Organisation charts of small and large hotels
- Job roles and staffing requirements
- Attributes of a good manager

LECT IX: ACCOUNTING WORK

- Marketing
- Pricing
- Why some catering industries fail
- Catering cycle

- Cost of meal and profit

LECT X: CONTINUOUS ASSESSMENT

LECT XI: INDUSTRIAL VISITS

LECT XII: INDUSTRIAL VISITS