



**UM** | Faculty of Agricultural  
and Food Sciences

# Syllabus

HNSC 3342 A01: Management for Food and Nutrition  
Professionals  
(Fall 2020)



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## COURSE DETAILS

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<b>Course Title &amp; Number:</b>	HNSC 3342 Management for Food and Nutrition Professionals
<b>Number of Credit Hours:</b>	3
<b>Class Times &amp; Days of Week:</b>	Tuesday and Thursday; 11:30am – 12:45pm
<b>Location for classes/labs/tutorials:</b>	Online (UM Learn using Cisco WebEx)
<b>Pre-Requisites:</b>	A minimum grade of D in [HNSC 2150 or HNSC 2160] and [GMGT 1010 or ABIZ 1000].

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## Instructor Contact Information

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<b>Instructor(s) Name &amp; Preferred Form of Address:</b>	Christina Lengyel, PhD, RD
<b>Office Location:</b>	Room 405 Human Ecology Building
<b>Office Hours or Availability:</b>	Please send me an email to set-up a virtual meeting through Cisco WebEx in UM Learn.
<b>Office Phone No.</b>	204-474-9554 (please leave a message that includes your name, course, and call back number. Emails are preferred first)
<b>Email:</b>	<a href="mailto:christina.lengyel@umanitoba.ca">christina.lengyel@umanitoba.ca</a> Allow at least 48 hours for a response from email/phone (weekdays only). <i>Note:</i> All email communication must conform to the Student Email Policy at <a href="http://umanitoba.ca/registrar/student-email-policy">http://umanitoba.ca/registrar/student-email-policy</a>

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## Course Description

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### U of M Course Calendar Description

Management strategies and cost control principles as applied to food and nutrition organizations. Topics include leadership, organizational design, teamwork, human resource management, performance improvement, cost management, and the interpretation of financial statements. May not be held with HNSC 3340. Prerequisites: A minimum grade of D in [HNSC 2150 or HNSC 2160] and [GMGT 1010 or ABIZ 1000].

### Course Goals

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Upon completion of the course you should be able to:

1. Identify organizational systems in food and nutrition-related settings.
2. Describe appropriate management practices and procedures in a variety of food and nutrition-related settings.
3. Evaluate the manager’s roles within an organization and what influences their practices in relation to decision making, problem solving, work productivity and interactions with others.
4. Identify the specific ways in which organizations recruit and maintain a diverse and quality workforce.
5. Apply menu-planning concepts in the design of a menu for a specific food service establishment.
6. Explain the types of costs involved in food service operations.
7. Explain and differentiate between different types of budgets.
8. Calculate and evaluate costs as a basis for pricing strategy and profit maximization.
9. Utilize financial data in making management decisions.
10. Employ critical thinking skills during problem solving activities
11. Analyze and provide solutions to a food/nutrition-related case study using a team approach.

### Foundational Knowledge Content Areas for Dietetics Education

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The Undergraduate Dietetics program is an accredited program by the Partnership for Dietetic Education and Practice (PDEP) and prepares students for eligibility for registration with a provincial dietetics regulatory body. The program is designed to meet the Integrated Competencies for Dietetic Education and Practice (ICDEP). Following are the foundational knowledge areas that this course is designed to meet towards the ICDEP.

*Highest level achieved: 1= demonstrate broad knowledge; 2= demonstrate comprehension; 3 = analyze, interpret and apply knowledge*

Content Area	Foundational Knowledge	Cognitive Complexity Level
Communication	Opportunities for and barriers to communication	2
	Communication channels and techniques, and their appropriate usage	2 3
	Strategies for effective written communication	3
	Strategies for effective oral communication	3
	Strategies for effective interpersonal communication	3
Food Service Systems	Purchasing, receiving, storage, inventory control and disposal activities	1
	Menu planning	3
	Cost control	2
	Human resource, financial, technical and equipment needs	2
	Emergency planning	1

Interprofessional communication	Team functioning	2
	Collaborative leadership	2
	Interprofessional conflict resolution	2
Management	Financial management	2
	Human resource management	2
	Strategic and operational planning including needs assessment, goal setting and outcome assessment	2
	Organizational behaviour and development	2
Professional Practice in Dietetics	Decision making	2
	Time and workload management	2

### Textbook, Readings, and Course Materials

#### Required Textbooks:

Wright B, Bachrach D, Schermerhorn J, Hoyer G, Keefe D, Dittmer P, Foster T. (2018). *Select Chapters: Schermerhorn & Dittmer. HNSC 3342 – Management for Food and Nutrition Professionals*. John Wiley & Sons, Inc. (Print Copy or eBook)

AND

Covey, S. (2013, 2004 or 1989). *The 7 Habits of Highly Effective People: Powerful Lessons in Personal Change*. New York: Simon & Schuster.

### Using Copyrighted Material

Please respect copyright. We will use copyrighted content in this course. I have ensured that the content I use is appropriately acknowledged and is copied in accordance with copyright laws and university guidelines. Copyrighted works, including those created by me, are made available for private study and research and must not be distributed in any format without permission. Do not upload copyrighted works to a learning management system (such as UM Learn), or any website, unless an exception to the *Copyright Act* applies or written permission has been confirmed. For more information, see the University's Copyright Office website at <http://umanitoba.ca/copyright/> or contact [um\\_copyright@umanitoba.ca](mailto:um_copyright@umanitoba.ca).

### Course Technology

It is the general University of Manitoba policy that all technology resources are to be used in a responsible, efficient, ethical and legal manner. This course will be taught synchronously online and there will not be any recorded sessions. Group discussions will be completed through UM Learn via the Discussion Forum. All assignments will be submitted through UM Learn. You can access UM Learn from the University of Manitoba homepage: [www.umanitoba.ca](http://www.umanitoba.ca). For login assistance, visit the [UM Learn Resources Page](#) or contact **IST Service Desk** at [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca) or (204) 474-8600. Please run a system check at (<https://universityofmanitoba.desire2learn.com/d2l/systemCheck>) to verify that your system is configured properly.

## Expectations: I Expect You To

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- Know the university policies.
- Read and understand the course syllabus.
- Attend online classes on time.
- Basic notes will be provided on UM Learn. Ensure you have access to them during class.
- Take notes during class.
- Focus on the live lecture.
- Mute your microphones during the live class sessions.
- Study course material (at least 2-hours for every hour of lecture).
- Be courteous and respectful. Refer to Policies on Respectful Work and Learning Environment (RWLE) and Inappropriate and Disruptive Student Behaviour.
- Remain available for all classes.
- Inform instructor if you are having difficulty connecting to the online system.
- Contact the instructor by email to inform them of any missed work/assignments for extensions, deferrals, or make-up assignments.
- Consult your UM email account regularly. This is how the instructor and university will communicate with you.
- Read the textbook and assigned readings prior to class. Not all of the textbook will be covered in the lectures and not all material covered in the lecture is found in the course textbook.
- Attend guest speaker and student presentations.
- Contribute to discussion/activities online.
- Complete and submit quality assignments on time.
- Show respect for other students and the instructor.
- Refrain from talking during lecture unless asking questions, responding to questions or participating in class discussion/activity. Please indicate that you would like to talk by using the chat box with your name.
- Take responsibility for your own learning.

### Class Communication:

You are required to obtain and use your University of Manitoba email account for all communication between yourself and the university. All communication must comply with the Electronic Communication with Student Policy:

[http://umanitoba.ca/admin/governance/governing\\_documents/community/electronic\\_communication\\_with\\_students\\_policy.html](http://umanitoba.ca/admin/governance/governing_documents/community/electronic_communication_with_students_policy.html).

### Academic Integrity:

Each student in this course is expected to abide by the University of Manitoba [Academic Integrity principles](#). Plagiarism or any other form of cheating in academic work is subject to serious academic penalty (e.g., suspension or expulsion from the faculty or university).

Always remember to reference the work of others that you have used. Also be advised that you are required to complete your assignments independently unless otherwise noted for group assignments. Inappropriate collaborative behavior and violation of other Academic Integrity principles, will lead to the serious [disciplinary action](#). An assignment which is prepared and submitted for one course should not be used for a different course or for the same course from a previous year by a different student. This is

When in doubt about any practice, ask your professor or instructor. Visit the [Academic Calendar](#), [Student Advocacy](#), and [Academic Integrity](#) web pages for more information and support.

**Recording Class Lectures:**

Lectures will not be recorded in this class. The instructor and the University of Manitoba hold copyright over the course materials, presentations and lectures which form part of this course. No audio or video recording of lectures or presentations is allowed in any format, openly or surreptitiously, in whole or in part without permission of the instructor. Course materials (both paper and digital) are for the participant's private study and research.

**Student Accessibility Services:**

The University of Manitoba is committed to providing an accessible academic community. [Students Accessibility Services \(SAS\)](#) offers academic accommodation supports and services such as note-taking, interpreting, assistive technology and exam accommodations. Students who have, or think they may have, a disability (e.g., mental health issues, learning, medical, hearing, injury-related, visual) are invited to contact SAS to arrange a confidential consultation.

Student Accessibility Services

520 University Centre

Phone: (204) 474-7423

Email: [Student\\_accessibility@umanitoba.ca](mailto:Student_accessibility@umanitoba.ca)

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**Expectations: You Can Expect Me To**

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- To be respectful and to encourage your participation in an online learning environment.
- To encourage your development for completing written and oral presentations.
- To share my enthusiasm for teaching and learning.
- To be available for virtual meetings through Cisco WebEx in UM Learn to answer questions or clarify material. Email to set-up appointments.
- To provide you with constructive feedback on your assignments.
- Return email and phone calls within 48 hours of submission (weekdays only). NOTE: Emails requesting notes and information found in the course syllabus will not be returned. Please make a virtual appointment if you need further clarification on notes or assignments.
- To return graded assignments to students within 2-2 ½ weeks from the date of submission.
- Keep an active presence on the UM Learn Course Page

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## CLASS SCHEDULE

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This schedule is subject to change at the discretion of the instructor and/or based on the learning needs of the students but such changes are subject to [Section 2.8 of ROASS](#).

Date	Topic	Assigned Readings	Activities/Guest Speakers
(Th) Sept. 10	Course Introduction & Overview of Syllabus		
(T) Sept. 15	7 Habits	Covey: Habits 1-7	-Group Selection for Discussion Forum and Team Case Assignment -Instructions for Habits Assignment
(Th) Sept. 17	7 Habits (Cont'd)		
(T) Sept. 22	Respect in the Workplace		Megan Bowman, Conflict Management Advisor, Office of Human Rights and Conflict Management, University of Manitoba
(Th) Sept. 24	Information Literacy		Ryan Schultz, Reference Librarian and Liaison Librarian, Faculty of Agricultural and Food Sciences, University of Manitoba
(T) Sept. 29	Developing your own Nutrition Business		Angela Cuddy, PhD, RD, Strategist for Food and Nutrition Professionals, Ontario <b>Due: Effective Habits Assignment</b>
(Th) Oct. 1	Management Today	Chapter 1	-Instructions for Independent Case Study Assignment
(T) Oct. 6	Information and Decision Making	Chapter 2	
(Th) Oct. 8	Planning Processes and Techniques	Chapter 3	
(T) Oct. 13	Organization Culture and Change	Chapter 4	
(Th) Oct. 15	Communication	Chapter 9	
(T) Oct. 20	Strategic Human Resource Management	Chapter 5	<b>Due: Independent Case Study Assignment</b> -Instructions for Menu Planning Assignment

<b>Date</b>	<b>Topic</b>	<b>Assigned Readings</b>	<b>Activities/Guest Speakers</b>
(Th) Oct. 22	Leading and Leadership	Chapter 6	
(T) Oct. 27	Motivation	Chapter 7	
(Th) Oct. 29	Menu Planning and Design	Chapter 12 Readings	-Instructions for Team Case Study Assignment
(T) Nov. 3	Menu Planning and Design	Chapter 12	
(Th) Nov. 5	Teams and Teamwork	Chapter 8	
November 10 & 12	<b>Fall Term Break: No Classes</b>		
(T) Nov. 17	Cost and Sales Concepts	Chapter 10	<b>Due: Menu Planning Assignment</b> -Instructions for Cost Control Assignment
(Th) Nov. 19	The Control Process	Chapter 11	<b>NOTE: Nov 23 is last day for Voluntary Withdrawal (VW) from Fall 2020 courses</b>
(T) Nov. 24	Strategies to Control Costs	Chapter 12 & Additional Readings	
(Th) Nov. 26			
(T) Dec. 1	Team Case Study Presentation		<b>Due: Cost Control Assignment</b>
(Th) Dec. 3	Team Case Study Presentation		
(T) Dec. 8	Team Case Study Presentation		
(Th) Dec. 10	Team Case Study Presentation		

### **Voluntary Withdrawal**

The last day to drop this class and receive 100% refund is September 22, 2020 and the last day to withdraw with no refund is November 23, 2020. Students who do not drop the course by the deadline will be assigned a final grade. Please note that withdrawal of courses will be recorded on the official transcript. Please refer to the [Registrar's Office](#) web page for more information.

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## COURSE EVALUATION

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Effective Habits Assignment (Due Tues. Sept. 29)	15%
Independent Case Study Assignment (Due Tues. Oct. 20)	20%
Menu Planning Assignment (Due Tues. Nov. 17)	15%
Cost Control Assignment (Due Tues. Dec. 1)	15%
Team Case Study Assignment (Due: As per course outline)	25%
Class Participation via UM Learn Discussion Forum (throughout course)	10%

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## Grading

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Letter Grade	Percentage out of 100
A+	95-100
A	90-94
B+	85-89
B	80-84
C+	70-79
C	60-69
D	50-59
F	49 and below

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## Referencing Style

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Assignments should use the APA reference style as outlined below:

American Psychological Association. (2009). *Publication manual of the American Psychological Association* (6th ed.). Washington, DC.

There are resources available on APA reference style on the University of Manitoba Library page: [www.umanitoba.ca/libraries](http://www.umanitoba.ca/libraries).

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## Assignment Feedback

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- To return graded assignments to students within 2-2 ½ weeks from the date of submission. You will be able to access your grades and feedback on UM Learn.

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## Assignment Extension and Late Submission Policy

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- Be sure that you plan your time accordingly throughout the term, as extensions for assignments will not be granted for reasons other than medical or compassionate circumstances.
- Late assignments will be deducted 10% from your mark each day late including weekends.
- Inform instructor promptly if you are having difficulty connecting to the online system and submitting your assignments.

- Contact the instructor by email to inform of any missed work/assignments and the need for extensions, deferrals, or make-up assignments. Extensions will only be granted for medical or compassionate circumstances.
- Discussion forum postings must be made within the time frame indicated per case study as they are assigned by the instructor. The due date for the posting will be provided.

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## UNIVERSITY SUPPORT OFFICES & POLICIES

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### Section (a):

#### Writing and Learning Support

The Academic Learning Centre (ALC) offers services that may be helpful to you throughout your academic program. Through the ALC, you can meet with a learning specialist to discuss concerns such as time management, learning strategies, and test-taking strategies. The ALC also offers peer supported study groups called Supplemental Instruction (SI) for certain courses that students have typically found difficult. In these study groups, students have opportunities to ask questions, compare notes, discuss content, solve practice problems, and develop new study strategies in a group-learning format.

You can also meet one-to-one with a writing tutor who can give you feedback at any stage of the writing process, whether you are just beginning to work on a written assignment or already have a draft. If you are interested in meeting with a writing tutor, reserve your appointment two to three days in advance of the time you would like to meet. Also, plan to meet with a writing tutor a few days before your paper is due so that you have time to work with the tutor's feedback.

These Academic Learning Centre services are free for U of M students. For more information, please visit the Academic Learning Centre website at: <http://umanitoba.ca/student/academiclearning/>

You can also contact the Academic Learning Centre by calling 204-480-1481 or by visiting 205 Tier Building.

#### University of Manitoba Libraries (UML)

As the primary contact for all research needs, your liaison librarian can play a vital role when completing academic papers and assignments. Liaisons can answer questions about managing citations, or locating appropriate resources, and will address any other concerns you may have, regarding the research process. Liaisons can be contacted by email or phone, and are also available to meet with you in-person. A complete list of liaison librarians can be found by subject: <http://bit.ly/WcEbA1> or name: <http://bit.ly/1tJ0bB4>. In addition, general library assistance is provided in person at 19 University Libraries, located on both the Fort Garry and Bannatyne campuses, as well as in many Winnipeg hospitals. For a listing of all libraries, please consult the following: <http://bit.ly/1sXe6RA>. When working remotely, students can also receive help online, via the Ask-a-Librarian chat found on the Libraries' homepage: [www.umanitoba.ca/libraries](http://www.umanitoba.ca/libraries).

### Section (b):

**For 24/7 mental health support, contact the Mobile Crisis Service at 204-940-1781.**

**Student Counselling Centre**

Contact SCC if you are concerned about any aspect of your mental health, including anxiety, stress, or depression, or for help with relationships or other life concerns. SCC offers crisis services as well as individual, couple, and group counselling. *Student Counselling Centre:* <http://umanitoba.ca/student/counselling/index.html>  
474 University Centre or S207 Medical Services  
(204) 474-8592

#### **Student Support Case Management**

Contact the Student Support Case Management team if you are concerned about yourself or another student and don't know where to turn. SSCM helps connect students with on and off campus resources, provides safety planning, and offers other supports, including consultation, educational workshops, and referral to the STATIS threat assessment team.  
*Student Support Intake Assistant* <http://umanitoba.ca/student/case-manager/index.html>  
520 University Centre  
(204) 474-7423

#### **University Health Service**

Contact UHS for any medical concerns, including mental health problems. UHS offers a full range of medical services to students, including psychiatric consultation.  
*University Health Service* <http://umanitoba.ca/student/health/>  
104 University Centre, Fort Garry Campus  
(204) 474-8411 (Business hours or after hours/urgent calls)

#### **Health and Wellness**

Contact our Health and Wellness Educator if you are interested in information on a broad range of health topics, including physical and mental health concerns, alcohol and substance use harms, and sexual assault.  
*Health and Wellness Educator* <http://umanitoba.ca/student/health-wellness/welcome.html>  
[Katie.Kutryk@umanitoba.ca](mailto:Katie.Kutryk@umanitoba.ca)  
469 University Centre  
(204) 295-9032

#### **Live Well @ UofM**

For comprehensive information about the full range of health and wellness resources available on campus, visit the Live Well @ UofM site:  
<http://umanitoba.ca/student/livewell/index.html>

### **Section (c):**

All students are required to respect copyright as per Canada's *Copyright Act*. Staff and students play a key role in the University's copyright compliance as we balance user rights for educational purposes with the rights of content creators from around the world. The Copyright Office provides copyright resources and support for all members of the University of Manitoba community. Visit <http://umanitoba.ca/copyright> for more information.

### **Section (d):**

#### **Your rights and responsibilities**

As a student of the University of Manitoba you have rights and responsibilities. It is important for you to know what you can expect from the University as a student and to understand what the University expects from you. Become familiar with the policies and procedures of the University and the regulations that are specific to your faculty, college or school.

The [Academic Calendar](http://umanitoba.ca/student/records/academiccalendar.html) <http://umanitoba.ca/student/records/academiccalendar.html> is one important source of information. View the sections *University Policies and Procedures* and *General Academic Regulations*.

While all of the information contained in these two sections is important, the following information is highlighted.

- If you have questions about your grades, talk to your instructor. There is a process for term work and final **grade appeals**. Note that you have the right to access your final examination scripts. See the Registrar's Office website for more information including appeal deadline dates and the appeal form <http://umanitoba.ca/registrar/>
- You are expected to view the General Academic Regulation section within the Academic Calendar and specifically read the **Academic Integrity** regulation. Consult the course syllabus or ask your instructor for additional information about demonstrating academic integrity in your academic work. Visit the Academic Integrity Site for tools and support <http://umanitoba.ca/academicintegrity/> View the **Student Academic Misconduct** procedure for more information.
- The University is committed to a respectful work and learning environment. You have the right to be treated with respect and you are expected to conduct yourself in an appropriate respectful manner. Policies governing behavior include the:

#### **Respectful Work and Learning Environment**

[http://umanitoba.ca/admin/governance/governing\\_documents/community/230.html](http://umanitoba.ca/admin/governance/governing_documents/community/230.html)

#### **Student Discipline**

[http://umanitoba.ca/admin/governance/governing\\_documents/students/student\\_discipline.html](http://umanitoba.ca/admin/governance/governing_documents/students/student_discipline.html) and,

#### **Violent or Threatening Behaviour**

[http://umanitoba.ca/admin/governance/governing\\_documents/community/669.html](http://umanitoba.ca/admin/governance/governing_documents/community/669.html)

- If you experience **Sexual Assault** or know a member of the University community who has, it is important to know there is a policy that provides information about the supports available to those who disclose and outlines a process for reporting. The **Sexual Assault** policy may be found at:  
[http://umanitoba.ca/admin/governance/governing\\_documents/community/230.html](http://umanitoba.ca/admin/governance/governing_documents/community/230.html)  
More information and resources can be found by reviewing the Sexual Assault site <http://umanitoba.ca/student/sexual-assault/>
- For information about rights and responsibilities regarding **Intellectual Property** view the

policy [http://umanitoba.ca/admin/governance/media/Intellectual\\_Property\\_Policy\\_-\\_2013\\_10\\_01.pdf](http://umanitoba.ca/admin/governance/media/Intellectual_Property_Policy_-_2013_10_01.pdf)

For information on regulations that are specific to your academic program, read the section in the Academic Calendar and on the respective faculty/college/school web site

<http://umanitoba.ca/faculties/>

Contact an **Academic Advisor** within our faculty/college or school for questions about your academic program and regulations <http://umanitoba.ca/academic-advisors/>

### **Student Advocacy**

Contact Student Advocacy if you want to know more about your rights and responsibilities as a student, have questions about policies and procedures, and/or want support in dealing with academic or discipline concerns.

<http://umanitoba.ca/student/advocacy/>

520 University Centre

204 474 7423

[student\\_advocacy@umanitoba.ca](mailto:student_advocacy@umanitoba.ca)