

FNUT 4858 - Food Service Systems Management

Fall 2026 Syllabus, Section 01, CRN 40874,

Credit hours: 4

Instructor

Julieann Cheng

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Public Instructor Information

Instructor Title: Part-Time Faculty-Dietetics, Department of Human Performance and Rehabilitation Sciences

Instructor Professional Qualifications:

Master of Science, Strategic Leadership, Mountain State University, 2003

Bachelor of Science in Applied Science, Food and Nutrition Dietetics, Youngstown State University, 1996

Associate of Applied Science, Dietetic Technology, Youngstown State University, 1994

ServSafe Instructor and Proctor

Approved Provider of Ohio Manager Certification in Food Protection

Registered Dietitian Nutritionist/Licensed Dietitian

Instructor Office Location: *Cushwa Hall 3201*

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Course Description

4858. Food Service Systems Management. Advanced food service systems management principles and processes as they relate to resources and operating subsystems. Focus on subsystem interrelationships. Prereq.: FNUT 2612, junior standing. 4 s.h.

Course Readings

Group	Title	Author	ISBN
Required	Foodservice Organizations: A Managerial and Systems Approach	Mary Gregoire; Emily Patten	9780138090951

The course readings are subject to change in the event of extenuating circumstances, research developments, current events, and/or to ensure better learning.

Schedule of Topics and Assignments

Day	Date	Reading(s)	Proposed Topic	Due/To Prepare for Class
Mon	8/24		Overview Food Management Systems Review of assignments and class discussion about Food Management Systems	
Wed	8/26	Chapter 1 Systems Approach to a Foodservice Organization	Systems Approach to a Foodservice Organization	Read Chapter 1 Systems Approach to a Foodservice Organization
Mon	8/31	Chapter 2 Managing Quality	Managing Quality - Quality Assurance, Total Quality Management, Continuous Quality Improvement, Six Sigma, Kaizen, Reengineering, Lean	Read Chapter 2 Managing Quality

Wed	9/2		Quiz 1 - Chapter 1 Quiz 2 - Chapter 2 Menu Planning Worksheet	Quiz 1 - Chapter 1 Quiz 2 - Chapter 2 Menu Planning Worksheet
Wed	9/9	Chapter 3 The Menu	Menu Presentation, Structure, Menu Pattern,	Read Chapter 3 The Menu
Mon	9/14	Chapter 4 Food Product Flow and Kitchen Design	Food Product Flow and Kitchen Design - Types of Foodservice	Read Chapter 4 Food Product Flow and Kitchen Design
Wed	9/16		Quiz 3- Chapter 3 Quiz 4 - Chapter 4	Menu Assignment - 1 week cycle menu and single use menu Quiz 3 - Chapter 3 Quiz 4 - Chapter 4
Mon	9/21	Chapter 5 Procurement	Procurement - purchasing, product selection, specifications	Read Chapter 5 Procurement
Wed	9/23	Chapter 6 Food Production	Food Production	Read Chapter 6 Food Production
Mon	9/28	Chapter 7 Distribution and Service	Distribution and Service	Read Chapter 7 Distribution and Service
Wed	9/30		Quiz 5 - Chapter 5 Quiz 6 - Chapter 6 Quiz 7 - Chapter 7	Quiz 5 - Chapter 5 Quiz 6 - Chapter 6 Quiz 7 - Chapter 7
Mon	10/5	Chapter 8 Safety, Sanitation, and Maintenance		
Wed	10/7	Chapter 9 Management Principles		
Mon	10/12	Chapter 10 Leadership and Organization Change		
Wed	10/14		Quiz 8 - Chapter 8 Quiz 9 - Chapter 9 Quiz 10 - Chapter 10	Quiz 8 - Chapter 8 Quiz 9 - Chapter 9 Quiz 10 - Chapter 10
Mon	10/19	Chapter 11 Decision Making, Communication, and Balance	Decision Making, Communication, and Balance	Read Chapter 11 Decision Making, Communication, and Balance
Wed	10/21	Chapter 12 Management of Human Resources	Management of Human Resources	Read Chapter 12 Management of Human Resources
Mon	10/26	Chapter 13 Management of Financial Resources	Management of Financial Resources	Read Chapter 13 Management of Financial Resources
Wed	10/28	Chapter 14 Marketing Foodservice	Marketing Foodservice	Read Chapter 14 Marketing Foodservice
Mon	11/2		Food Production Lab Food Safety and Sanitation Lab Quiz 11 - Chapter 11	Quiz 11 - Chapter 11
Wed	11/4		Discussion of Technology in Foodservice Systems	
Mon	11/9		Quiz 12 - Chapter 12 Quiz 14 - Chapter 14 Quiz 13 - Chapter 13	Quiz 14 - Chapter 14 Quiz 13 - Chapter 13 Quiz 12 - Chapter 12
Wed	11/11	No Class		
Mon	11/16	Chapter 16 Meals, Satisfaction, and Accountability	Meals, Satisfaction, and Accountability	Read Chapter 16 Meals, Satisfaction, and Accountability
Wed	11/18	Chapter 15 Sustainability in a Foodservice Organization	Sustainability in a Foodservice Organization	Read Chapter 15 Sustainability in a Foodservice Organization
Mon	11/23		Quiz 15 - Chapter 15 Quiz 16 - Chapter 16	Quiz 15 - Chapter 15 Quiz 16 - Chapter 16
Wed	11/25	No Class		
Mon	11/30		Comprehensive Review	
Wed	12/2		Facility and Menu Presentation	
Mon	12/7		Comprehensive Final Exam Online - Chapter 1-16 Professional Development	

The course schedule, policies, procedures, and assignments in this course are subject to change in the event of extenuating circumstances, by mutual agreement, and/or to ensure better learning.