

HMGT 3250 – Restaurant Operations I

Course Outline / Syllabus – Spring 2017

Club GM/Dining Room Instructor:

- Dr. Joe O’Donnell, Ed.D.
- E-mail: Joseph.ODonnell@unt.edu
- Office: Gateway Center # 066 Phone: 940-369-7290
- Office Hours: M, T, W, & T -1:50 - 2:30 pm or by appointment

Kitchen Chef/Lab Instructor:

- Chef Luwis Mhlanga, MS
- E-mail: Luwis.mhlanga@unt.edu
- Office: Gateway Center Kitchen Phone: 940.369.7212
Office Hours: M, T, W, & T - 2:00 – 2:30 or by appointment

Food Service Sanitation Manager Certificate

Beginning Fall 2016 all students enrolled in HMGT 3250 and HMGT 4250 will be required to have a Food Manager’s certificate earned from an accredited provider such as ServeSafe. For Fall 2016 a Texas Food-Handler’s Certificate will be accepted.

A Warm Welcome from Dr. O’Donnell & Chef Mhlanga

Greetings and welcome to HMGT 3250 Restaurant Operations I. We are both looking forward to working with you this semester. This course is designed to provide you with both a hands-on and theoretical perspective of what it takes to successfully operate a restaurant and food & beverage operation—knowledge you will professionally benefit greatly from regardless of your hospitality career track.

Mission Statement

The Club at Gateway Center’s Mission is to expose students to all front and back of house aspects of successful restaurant management while successfully operating a full-service restaurant that serves all UNT constituencies.

Vision of Success

Success will be realized when we can say with conviction “that all students who complete these two courses not only possess the skills, but also the confidence required to manage managers.”

Course Overview

HMGT 3250 – Restaurant Operations I, (3 credit hours) is a laboratory-based course designed to familiarize students with dining room service systems encompassing American and other styles of service. Students apply organizational and management skills in the actual operation of a restaurant facility. In addition to an online lecture, students must participate in a laboratory session on Monday, Tuesday, Wednesday, Thursday or Friday.

Course Prerequisites

Food Service Sanitation Manager Certificate

Beginning Fall 2016 all students enrolled in HMGT 3250 and HMGT 4250 will be required to have a Food Manager's certificate earned from an accredited provider such as ServeSafe. For Fall 2016 a Texas Food-Handler's Certificate will be accepted.

The following courses are prerequisites for HMGT 3250:

- HMGT 1420 – Food Sanitation (may be taken concurrently with 3250)
- HMGT 2860 – Management Foundations (may be taken concurrently with 3250)

Class Meetings

- Lecture: Online. There is an online quiz due every Sunday over the on-line course content. All quizzes are due Sunday at 11:59 pm.
- Labs: M, T, W, T or F, 8:00 am – 1:50 pm Gateway Center 034

Suggested Textbook (not required)

Restaurant Management: Customers, Operations, and Employees, 3rd Edition, Robert Christie Mill, Pearson/Prentice Hall, Upper Saddle River, New Jersey, 2007.

Learning Objectives

- Learn and demonstrate management skills required to direct the front of house
- Demonstrate specific customer service skills such as serving, cleaning, service recovery, smiling, and operations
- Learn and demonstrate appropriate image and behavioral standards for leadership in the hospitality industry
- Learn and demonstrate the importance of punctuality
- Explore the different management roles present in a restaurant environment
- Develop and demonstrate good communication, team work, and leadership skills throughout the semester
- Demonstrate full knowledge of restaurant marketing strategies

- Identify and asses leadership qualities in self and others, as well as analyze the strengths and weaknesses of their own character
- Develop and demonstrate crisis management skills related to the restaurant industry
- Identify and use proper safety and sanitation procedures when handling food
- Demonstrate the ability to deal with diversity in cultural and ethnic background, language, and personalities while working effectively as a team

Course Requirements / Student Responsibilities:

- Responsible for all materials presented in the online lecture and labs including guest speakers, reading assignments, and information about the course on Blackboard
- Responsible for completing all exams, quizzes, and assignments as scheduled and for any and all changes that may arise.
- If you miss a lab, you are responsible for making it up on another day. Please feel free to contact the instructors if you have any questions or need any assistance.

Course Due Dates and Schedule

	Date	Online Content	Online Assignments/Assessments	Lab Topic
1	01/16 – 01/20 01/16 MLK Holiday	Syllabus/Welcome Introduce Project	<ul style="list-style-type: none"> • Syllabus Quiz Due 	<ul style="list-style-type: none"> • Welcome/Syllabus • Manual/Service Training • Distribute Tickets
2	01/23 – 01/27	Module 1 Introduction	<ul style="list-style-type: none"> • Module 1 Quiz Due • Ticket Marketing & Sales Plan Due 	<ul style="list-style-type: none"> • Service Training
3	01/30 – 02/03	Module 2 Understanding Customer	<ul style="list-style-type: none"> • Module 2 Quiz Due • Step 1 Due 	<ul style="list-style-type: none"> • Dry Run • Customer Service
4	02/06 – 02/10	Module 3 Develop Marketing Plan	<ul style="list-style-type: none"> • Module 3 Quiz Due • Step 2 Due 	<ul style="list-style-type: none"> • Wear Complete Uniform • Manual 1 Due • Practice Meal I • Dining Room Layout
5	02/13 – 02/17	Module 4 Promotions	<ul style="list-style-type: none"> • Module 4 Quiz Due • Ticket Money Due • Follow Up Plan Due • Step 3 Due 	<ul style="list-style-type: none"> • VIP Week • Menu Knowledge/ • Fine Dining Skills
6	02/20 – 02/24	Module 5 High Quality Service	<ul style="list-style-type: none"> • Module 5 Quiz Due 	<ul style="list-style-type: none"> • Grand Opening • Professionalism
7	02/27 – 03/03	Module 6 Physical Facility	<ul style="list-style-type: none"> • Module 6 Quiz Due • Step 4 Due 	<ul style="list-style-type: none"> • Sparkling Glassware

8	03/06 – 03/10	Module 7 Employee Selection	<ul style="list-style-type: none"> • Module 7 Quiz Due • Step 5 Due 	Manual 2 Due
	03/13-03/17	SPRING BREAK		
9	03/20 – 03/24	Module 8 Training/ Development	<ul style="list-style-type: none"> • Module 8 Quiz Due 	Caesar Salad
10	03/27 – 03/31	Module 9 Motivation	<ul style="list-style-type: none"> • Module 9 Quiz Due 	Bananas Foster
11	04/03 – 04/07	Module 10 Sustainability	<ul style="list-style-type: none"> • Module 10 Quiz Due • 	<ul style="list-style-type: none"> • <i>Motivating Staff & Fair Management Practices</i>
12	04/10 – 04/14	Module 11 Restaurant Managers	<ul style="list-style-type: none"> • Module 11 Quiz Due 	<ul style="list-style-type: none"> • Sustainable Dining
13	04/17 – 04/21	No Module		<ul style="list-style-type: none"> • Management Review • Journal Assignment Due
14	04/24 – 04/28	No Module		
15	05/01 – 05/5	Cleaning Week	Cleaning Week	Cleaning Week
16	05/08 – 05/12	Final Exam (online)	Final Exam Due Wednesday 05/10	Online Exam

Online Quizzes (12 quizzes at 20 points each)	240 points
Final Exam	100 points
Manual (2 manuals)	75 points
Journal Assignment	100 points
Market Feasibility Project	200 points
Ticket Sales & Marketing Assignment (Plan & follow-up 50 each, money 100)	200 points
Assignment Total	915 Points
Daily Lab Participation (14 times at 40 points each)	560 points
Management Participation (3 times at 70 points each)	210 points
Cleaning Week	40 points
EIR & Career Expo (10 points each)	20 points

Lab Total	790
Total Class Points: 1,705	

Grading Scale

A = $\geq 1,534$

D = 1,192 – 1,023

B = 1,533 – 1,364

F = 1022 – 0

C = 1,363 – 1,193

Must Retake if < C

Uniforms & Personal Appearance Requirements

- In general, students who fail to meet uniform and personal appearance requirements below will lose points and be sent home. All students must wear the specified uniform in the restaurant laboratory. You will be required to follow personal appearance guidelines that conform to sanitation regulations, safety standards, and the expectations of the restaurant.
- Uniforms and personal appearance requirements are checked every lab session at 8:00 am lineup and throughout the day. If the student has any doubt, ask the instructor prior to lineup to avoid losing points.
- Uniforms must be clean and ironed for each lab day. Shoes must be polished and in good condition every lab day. Hair must be clean and pinned up off of collar of your shirt.
- Solid white, oxford cloth material, long-sleeved, buttoned-down collar shirt. Shirt must be free of insignias, patterns, and decorations. All buttons must always be buttoned. No wrinkles
- Students must buy and wear the required (UNT Tartan tie from the book store for \$29.95), properly tied each lab period. Tie must be tied properly and tight against collar.
- Students must wear a name badge each lab period. You may wear one from your job or purchase one from Mrs. Philips.
- Solid black closed toe and slip resistant shoes are necessary for safety reasons. Casual shoes and tennis shoes are not acceptable. Must be non-slip. Ask instructor for coupon.

- A black apron will be distributed during week 3 and must be returned at the end of the semester. A reduction of 40% of lab points will be deducted if apron is not returned cleaned and in good condition.
- Failure to bring the apron and nametag to lab will result in loss of points or require that the student purchase replacements to be used for that day.
- Members of the Management Team must wear professional attire. The shirt and suit for members of the Management Team may be other colors than black and white. Slip resistant shoes are still required. NO sheer clothing will be allowed. All skirts and dresses must be knee-length or longer. NO exceptions.
- Long hair must be pulled back and restrained in such a way that hair does not fall forward around the face or in front of the shoulders. Students who fail to meet this standard will be required to wear a hairnet for the duration of lab.
- Hands and fingernails must be kept scrupulously clean.
- Acceptable jewelry includes one watch, one smooth ring per hand

Females

- Black slacks or black skirts of approved length (no more than 4" above the center of the knee).
- Black hosiery (Short hose or socks for the slacks and long hose for the skirts). High heels will not be permitted for safety reasons.
- For safety and sanitation purposes, nails should not be longer than ¼" inch past the end of the finger. This standard includes fake nails. No Exceptions.
- Nail polish is permitted under the following conditions: the polish must be clear or a delicate color. Bold, vibrant and unusual colors such as red, maroon, hot pink, black, purple, green, etc. will not be permitted. Chipped nail polish will not be permitted. Students may be asked to remove nail polish.
- One pair of small earrings in the lower part of the ear, no other visible, body-piercing jewelry is permitted. No visible tattoos.

Males

- Black, clean and pressed slacks.
- Shoes worn with black socks.
- Men must be clean-shaven every day. Neatly trimmed moustaches and beards may be permitted if the student has it prior to the beginning of the semester, absolutely no new beards or moustaches grown during the semester.
- No visible, body-piercing jewelry is permitted. No visible tattoos

General Course Policies

Policy on Attendance:

- The policy outlined below takes effect the first week of the semester and applies to the entire semester.
- Students are required to attend all labs. Attendance will be taken, and absences will affect the final grade in this course.
- Your presence and participation in these laboratory sessions are critical to your education and to the successful planning and service of the meals.

Excused absences:

- Should a laboratory absence be anticipated and unavoidable, you are required to notify your lab instructor prior to the anticipated absence. At least 24 hour notice is required.

Unexcused Absences

- Failure to show up for lab without notifying the instructor before the beginning of the lab will constitute an unexcused absence.
- An unexcused absence will result in the loss of all points for that day. There is no make up for unexcused absences. Two unexcused absences in the semester will result in the student being dropped from the course.

Policy on Tardiness & Early Departures:

- It is the responsibility of the student to be in complete uniform by 8:00 am or before, neglecting to do so will result in a tardy or an absence.
- Each lab tardy will result in a loss of 15 points off the final course grade, and if the student arrives after a quiz or an in-class assignment has been administered, the student will also lose those points.
- Plan your commute so you can arrive 5-10 minutes early. The traffic on I-35 is always horrible; plan accordingly as traffic issues are not an excuse.
- Two (2) tardies in lab will constitute 1 unexcused laboratory absence. This absence will count toward the two resulting in the automatic 'WF' as outlined in the policy on attendance.
- Leaving lab early must be pre-approved by the Lab Instructor, failure to do so will result in a loss of 15 points and an absence for the day.
- Falsifying your arrival time or departure time for lab will be considered a violation of University Honesty Policy in this course and may result in further disciplinary action.

Policy on Written Work, Exams, Quizzes and Assignments

- All written assignments must be neatly typed in a standard 12 point font

- Assignments are due at the beginning of the class period on the specified due date unless otherwise stated
- No late assignments will be accepted.
- Exams and quizzes are based on information presented in lectures and laboratories, guest speaker presentations and assignments.
- All exams, quizzes and assignments must be taken and completed when scheduled or announced. Unannounced quizzes and assignments may also be given. Makeup exams, quizzes or assignments will not be given, except in the case of an excused absence.

Teamwork Policy

- Teamwork and fairness between students in this class are crucial. Students will need to complete a total of 2 group projects (manuals) and it is very important that each member of the group contributes the same amount of work. Each student will receive a grade for each assignment regardless of how the work was completed. Also, cooperation between students is essential for success day at the Club.

Cell Phones

- Cell phones should not be brought to class, or must be placed in locked lockers before 8:00 am. Use of cell phones for any activity during lab hours will result in the loss of 15 points per use. Contact your instructor if there is an emergency situation that would require you to stay in contact via cell phone.

Extra Credit

- Extra credit points may be awarded at the discretion of the instructors for such activities as working in the lab on special days, participation in CMHT events and activities, et cetera.
- Students who work an extra lab session will not receive points for that day unless prior approval to do so has been obtained by the lab instructor.

Policy on Tobacco, Alcohol and Drugs

- The Club at Gateway Center is a tobacco-free environment (this includes smokeless tobacco). Students are not allowed to smoke at any time during the scheduled lab time.
- The use of any type of alcohol or illegal drugs by students at The Club at Gateway Center is absolutely forbidden. (Alcohol may be used in the preparation of recipes only). Disciplinary action will be taken and may include a failing grade in the course and further action taken by the University.
- In the event an instructor suspects that a student is under the influence of alcohol or illegal drugs or is "hung-over" during lecture or lab sessions, the instructor reserves the right to contact the authorities and pursue disciplinary action accordingly.

Personal Items

- During lab times, the proper uniform is the only personal item that the students may have. All other items should be safely secured either offsite or in a locker in the locker room which is locked by the student with their own lock.

Revisions

- The instructors reserve the right to revise this syllabus, class schedule, and list of course requirements when such revisions will benefit the achievement of course goals and objectives. Any major revisions will be distributed during the lecture and/or lab period.
- Requirements may be amended during the semester, which could affect the total number of possible points and/or their distribution. Final grade points would then change accordingly.

Assignment Guidelines

Journal Assignment

This is a semester long project. This journal is a diary of sorts and will serve as a reflection of your time in this class. It will have a total of eleven entries, one for each day that you are in lab. In other words, from week three through week thirteen, you will need to “write” in your journal about each day you are in lab. Be sure to date each entry with the corresponding date you were in lab that week. Each day’s entry needs to be at least one good paragraph in length, but preferably more. For each day, talk briefly about what happened in lab; explain what went well and what went wrong; talk about what you did and did not like; explain what you would have done differently if you could have; analyze what parts of the day made service good or bad; summarize your overall feelings, impressions, and perceptions of that lab day. It is highly recommended that you NOT wait until the end of the semester to begin this project. If you do it directly after each lab it should only take you a few minutes to complete each entry. At the end of the semester, during week fourteen, or the week before “clean-up” week, you will submit a hard copy of your journal in class. The journal needs to be typed, in a standard twelve point font. Each entry needs to be dated. Be sure to staple the pages together and include your name.

Ticket Sales & Marketing Project

This is a three step project. Each of the three steps are due at different times. Be sure to double check the calendar and course breakdown to make sure you turn in each part at the correct time. Part one of this project is the marketing or sales plan. It is due during week three. During week three, on your designated lab day, you will need to bring your marketing and sales plan to class. It needs to be typed in a standard twelve point font. This paper should include how you intend to sell your two ticket booklets. What you plan to do, who you plan to contact, and why. You need to include a sales pitch and the names and contact information of the people you plan to sell to. *You will not be given your ticket books until you submit your sales plan.*

The second part of this project is actually selling your two season ticket booklets. You are not permitted to “take apart” the booklets and sell each ticket individually. You must sell the entire booklet together, with all nine tickets. The money from selling these ticket booklets is due during week five. The entirety of the money is due during this week and is a requirement to pass this course. On your designated lab day you need to put all of the ticket money and the info sheets from each booklet in a sealed envelope with your name, class day, HMGT 3250, and dollar amount written on the front. Money that is not in a sealed envelope will not be accepted. Checks made payable to the Club at Gateway at UNT are also acceptable, as are IDOs. The account number for the IDOs is **Org: 137310-Fund Cat; 202-Fund; 885000-Function: 400-Program: 1710: Account 43800**

You must hand deliver your envelopes. Do not slide it under an office door or trust someone else to turn it in for you. Your marketing follow up plan (step three) is due when you turn in your money during week five. This step needs to be typed in a standard twelve point font and include your plan to get the people who bought your tickets to actually come eat at the club. How do you plan to contact them? What will you say? How will you convince them to come to the Club? When will you do this? Include all of this information in your follow up plan and submit a hard copy in class with your ticket money during week five.

After week five, each week that you do not turn in your money you will lose ten points.

Manuals

The operations manuals are for your team to use on their management day. Each team will produce two different manuals: one for each of the three management days. These manuals need to be typed, bound, and look professional. A hard copy of each manual will be turned in to the lab professor on the designated due dates (see course calendar). The manuals will then be graded by the lab instructor and returned to the teams. Corrections need to be made. Then, on your management day, you will bring the corrected manual back to class to use while executing the operation. This process is repeated for manuals two and three. The exact specifications for the manuals can be found on Blackboard.

Market Feasibility Project

This is an individual, semester-long project designed to expose students to one of the preliminary functions of business development. This market feasibility project is a five part assignment that will help students understand the process for opening a new restaurant. Each part of the project will be turned in at separate times throughout the semester. See the course calendar for due dates. All steps will be turned in electronically, on Blackboard. All steps need to be typed in a standard twelve point font and look professional.

General College of Merchandising, Hospitality and Tourism Management Information/Policies

Vision of the Hospitality & Tourism Management Program

To be a global leader in advancing education, creating knowledge, and shaping the hospitality and tourism professionals of the future.

Mission of the Hospitality & Tourism Management Program

Educating students for leadership in the global hospitality and tourism industries and advancing the profession through excellence in teaching, research, and service.

Program Learning Outcomes

Upon graduating with a Bachelor of Science in Hospitality and Tourism Management, students will be able to:

1. Demonstrate basic knowledge of theoretical constructs pertaining to the hospitality and industries.
2. Apply the basic principles of critical thinking and problem solving when examining hospitality and tourism management issues.
3. Apply technical aspects of the hospitality and tourism industry.
4. Demonstrate professional demeanor, attitude, and leadership needed for managerial positions in the hospitality industry.

ACADEMIC REQUIREMENTS

Beginning Fall 2013, students entering UNT who wish to pursue the Bachelor of Science with a major in Hospitality and Tourism Management enter as pre-majors. To declare a major in hospitality management, a student must have completed at least 45 hours of college course work, including HMGT 1420, HMGT 1470, HMGT 1500, HMGT 2280, HMGT 2480, HMGT 2790 and HMGT 2860, have a cumulative UNT GPA of at least 2.5, and have completed at least 100 documented work hours in the hospitality industry. A grade of C or above must be earned in each merchandising and hospitality management course completed in residence or transferred to UNT. This includes all courses with prefixes CMHT, MDSE, HFMD, DRTL and HMGT.

Pre-majors who have completed these requirements and who have a cumulative GPA of at least 2.5 may file a formal application for major status. Approved majors may then enroll in those advanced courses designated “hospitality majors/minors only.”

- Continuing students majoring in Hospitality and Tourism Management are required to have a minimum grade point average of at least 2.35 on all courses completed at UNT.

- A grade of C or above must be earned in each merchandising, digital retailing, hospitality and tourism management course completed in residence or transferred to UNT.

Academic requirements for graduation with a BS from the College of Merchandising, Hospitality and Tourism include:

- A minimum of 2.5 grade point average in the professional field, with minimum grades of C required in all CMHT, MDSE, HFMD, DRTL and HMGT courses.
- A minimum of 2.5 grade point average in all courses completed at UNT.
- A minimum of 2.5 grade point average in all work attempted, including transfer, correspondence, extension and residence work.

For additional information regarding requirements and policies, refer to the 2013-2014 Undergraduate Catalog.

Tutoring Services

UNT offers free tutoring services through the Learning Center <http://learningcenter.unt.edu/tutoring>. Please go to the Learning Center website to sign up. In addition, as their service project, Eta Sigma Delta (ESD) International Hospitality Management Honor Society members have offered their time to tutor Hospitality and Tourism Management students. Place the following message in the Subject line of the e-mail: URGENT!!! Need Tutoring. In the body of the message, include your cell phone number and the number and name of the class with which you need help. An ESD member will then contact you directly to help you identify a tutor. Please remember that this is a VOLUNTEER service. The ESD students will make every effort to meet your needs, but they may not be unable to accommodate your schedule or the specific topic with which you need help. This service is only available during the Fall and Spring semesters; it is not available during the summer sessions.

Emergency Notification Procedures

UNT uses a system called Eagle Alert to quickly notify you with critical information in an event of emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all active faculty staff, and students. Please make certain to update your phone numbers at www.my.unt.edu. Some helpful emergency preparedness actions include: 1) ensuring you know the evacuation routes and severe weather shelter areas, determining how you will contact family and friends if phones are temporarily unavailable, and identifying where you will go if you need to evacuate the Denton area suddenly. In the event of a university closure, your instructor will communicate with you through Blackboard regarding assignments, exams, field trips, and other items that may be impacted by the closure.

College of Merchandising, Hospitality & Tourism

Syllabus Statements

Spring 2017

Do you want to graduate on time?

- A prerequisite is a course or other preparation that must be completed before enrollment in another course. All prerequisites are included in catalog course descriptions.
- Advisors help you sequence courses correctly for an “on time” graduation. Ultimately, it is a student’s responsibility to ensure they have met all prerequisites before enrolling in a class.
- Students who have not met prerequisites will not be allowed to remain in a course.
- Once classes begin, students often have few, if any, options for adding a different course, which can be an issue for financial aid.

Have you met with your advisor?

- ALL students should meet with their Academic Advisor at least one time per semester (Fall & Spring). Update your degree plan regularly to stay on track for a timely graduation.
- All pre-majors MUST meet with their Academic Advisor to receive an advising code to register for classes each semester.

Advising Contact Information (Chilton Hall 385 – 940.565.4635)

Merchandising and Retailing A-L	Amanda Johnson
Merchandising and Retailing M-Z	Brittany Barrett, MSIS
Hospitality Management A-L	Jaymi Wenzel
Hospitality Management M-Z	Philip Aguinaga, M.Ed.
Home Furnishings & Digital Retailing	Kelly Ayers, M.Ed.

Could you be dropped?

- It is imperative that students have paid for all enrolled classes. **Please check your online schedule daily through the 12th class day (January 30th, 2017) to insure you have not been dropped for non-payment of any amount.** Students unknowingly have been dropped from classes for various reasons such as financial aid, schedule change fees, parking fees, etc.
- **Students cannot be reinstated for any reason after the 12th class day regardless of situation.** It is the student’s responsibility to ensure all payments have been made.

Are you receiving financial aid?

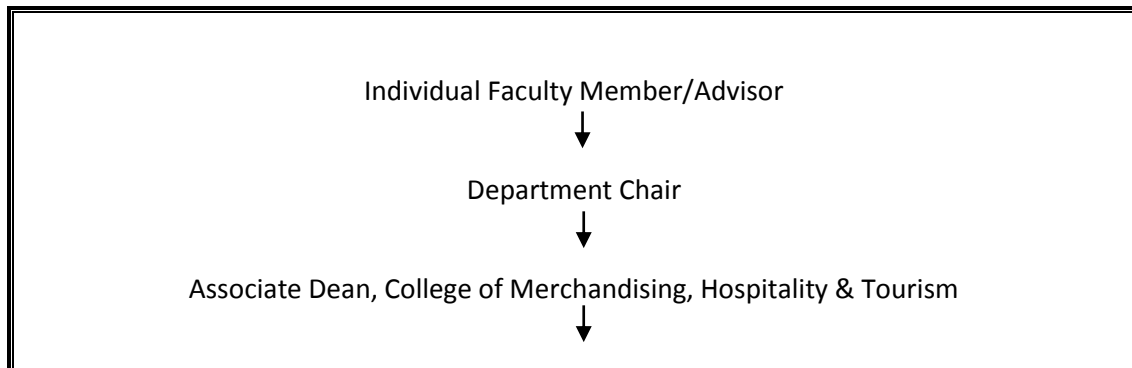
- A student must maintain Satisfactory Academic Progress (SAP) to continue receiving financial aid by maintaining a minimum 2.0 cumulative GPA and successfully completing the required number of credit hours based on total registered hours per semester.
- Students cannot exceed attempted credit hours above 150% of their required degree plan. If a student does not maintain the required standards, the student may lose financial aid eligibility.

Do you know these important dates in Spring 2017?

January 16	MLK Day – UNT Closed (No classes)
January 17	Classes begin (Monday)
January 20	Last day for change of schedule other than a drop. (Last day to add a class.)
February 7	EIR
March 13 – 19	Spring Break – No classes
March 22	Hospitality Career Expo
April 6	Annual Symposium
April 17	Beginning this date a student who wishes to drop a course must first receive written consent of the instructor.
April 21	Last day to Withdraw (drop all classes). Last day for an instructor to drop a student with a grade of WF for nonattendance.
May 4	Last regular class day
May 5	Reading Day (no classes)
May 6 - 11	Final Exams (<i>Exams begin on Saturday</i>)
May	Commencement – Check the UNT website for specific dates and times for graduation events.

Do you know who to contact for a course-related or advising issue?

Understanding the academic organizational structure is important when resolving class-related or advising issues. When you need problems resolved, please follow the step outlined below:



Dean, College of Merchandising, Hospitality & Tourism

Do you require special accommodations?

The University of North Texas and the College of Merchandising, Hospitality and Tourism make reasonable academic accommodation for students with disabilities. Students seeking accommodation must first register with the Office of Disability Accommodation (ODA) to verify their eligibility. If a disability is verified, the ODA will provide you with an accommodation letter to be delivered to faculty to begin a private discussion regarding your specific needs in a course. ODA notices of accommodation should be provided as early as possible in the semester to avoid any delay in implementation. Note that students must obtain a new letter of accommodation for every semester and must meet with each faculty member prior to implementation in each class. Students are strongly encouraged to deliver letters of accommodation during faculty office hours or by appointment. Faculty members have the authority to ask students to discuss such letters during their designated office hours to protect the privacy of the student. For additional information see the Office of Disability Accommodation website at <http://www.unt.edu/oda>. You may also contact them by phone at 940.565.4323.

Are you aware of safety regulations?

Students are urged to use proper safety procedures and guidelines. In lab sessions, students are expected and required to identify and use property safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions and hot and cold products. Students should be aware that the University of North Texas is not liable for injuries incurred while students are participating in class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage should consider obtaining Student Health Insurance for this insurance program. Brochures for this insurance are available in the UNT Health and Wellness Center on campus. Students who are injured during class activities may seek medical attention at the UNT Health and Wellness Center at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your plan covers treatment at this facility. If you choose not to go to the UNT Health and Wellness Center, you may be transported to an emergency room at a local hospital. You are responsible for expenses incurred there.

Do you know the penalties of academic dishonesty?

Academic dishonesty includes, but is not limited to, the use of any unauthorized assistance in taking quizzes, tests, or exams; dependence upon the aid of sources beyond those authorized by the instructor, the acquisition of tests or other material belonging to a faculty member, dual submission of a paper or project, resubmission of a paper or project to a different class without

express permission from the instructors, or any other act designed to give a student an unfair advantage. Plagiarism includes the paraphrase or direct quotation of published or unpublished works *without* full and clear acknowledgment of the author/source. Academic dishonesty will bring about disciplinary action which may include expulsion from the university. This is explained in the UNT Student Handbook.

Do you meet ALL expectations for being enrolled in a course?

- Student are expected to be respectful of others, i.e., other students and faculty. Behavior that interferes with an instructor's ability to conduct a class or other students' opportunity to learn is unacceptable and disruptive and will not be tolerated in any instructional forum at UNT.
- Students engaging in unacceptable behavior will be directed to leave the classroom and may be referred to the Dean of Students for possible violation of the Code of Student Conduct.
- UNTs expectations for student conduct apply to all instructional forums, including university and electronic classroom, labs, discussion groups, field trips, etc. The Code of Student Conduct can be found at www.deanofstudents.unt.edu

The College of Merchandising, Hospitality and Tourism requires that students respect and maintain all university property. Students will be held accountable through disciplinary action for any intentional damages they cause in classrooms. (e.g., writing on tables). Disruptive behavior is not tolerated (e.g., arriving late, leaving early, sleeping, talking on the phone, texting or game playing, making inappropriate comments, ringing cellular phones/beepers, dressing inappropriately).

What is SPOT?

The Student Perceptions of Teaching (SPOT) is a requirement for all organized classes at UNT. This short survey at the end of the semester gives students the opportunity to comment on how the course is taught. Student feedback is important and is essential as we strive for excellence.

Do you know the date/time of the final exam in this course?

Final exams or other appropriate end of semester evaluations will be administered at the designated times during the final week of each long semester and during the specified day of each summer term. *Please check the calendar early in the semester to avoid any schedule conflicts.*

Are you thinking about dropping course?

- **A decision to drop a course may affect your current and future financial aid eligibility.** Visit <http://financial.aid.unt.edu/satisfactory-academic-progress-requirements> for more

information about financial aid Satisfactory Academic Progress. Talk to your academic advisor or Student Financial Aid if you think about dropping a course.

- A student needing to drop an online course should send their instructor an email with their name, student ID#, reason for dropping a course, and date you are sending the email. This *must be done prior to the UNT deadline to drop a course*.

If approved, the instructor will contact the Director of CMHT Advising in Chilton 385 where you may obtain a signed drop form. **It is your responsibility to turn in the completed drop slip to the UNT Registrar's office before the deadline to make sure you have been dropped from the course with a "W".** If you are taking only online courses and your instructor approves the drop, please contact the CMHT Director of Advising for instructions.

Do you know what you may be missing?

- Your access point for business and academic services at UNT occurs within the my.unt.edu site www.my.unt.edu. If you do not regularly check EagleConnect or link it to your favorite e-mail account, please do so to learn about job and internship opportunities, CMHT events, scholarships, and other important information.
- The website that explains Eagle Connect and how to forward your email: <http://eagleconnect.unt.edu/>

Are you considering transferring a course to meet UNT degree requirements?

Any CMHT equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all CMHT degree plan requirements are met. For example, courses that are taken online or from a program that offers course material via CD, booklet, or other manner of correspondence ***must have prior advisor approval***.

Are you an F-1 visa holder?

- To comply with immigration regulations, an F-1 visa holder within the United States may need to engage in an on-campus experiential component for this course. This component must be approved in advance by the instructor and can include activities such as taking an on-campus exam, participating in multiple on-campus lecture or lab activity, or other on-campus experience integral to the completion of this course.
 - If such an on-campus activity is required, it is the student's responsibility to do the following:

(1) Submit a written request to the instructor for an on-campus experiential component within one week of the start of the course.

(2) Ensure that the activity on campus takes place and the instructor documents it in writing with a notice sent to the International Advising Office. The UNT International Advising Office has a form available that you may use for this purpose.

- **Because the decision may have serious immigration consequences, if an F-1 student is unsure about his or her need to participate in an on-campus experiential component for this course, students should contact the UNT International Advising Office (telephone 940-565-2195 or email international@unt.edu) to get clarification before the one-week deadline.**

Do you know what to do in an emergency or UNT closure?

- UNT uses a system called Eagle Alert to quickly notify you with critical information in an event of emergency (i.e., severe weather, campus closing, and health and public safety emergencies like chemical spills, fires, or violence). The system sends voice messages (and text messages upon permission) to the phones of all active faculty staff, and students. Please make certain to update your phone numbers at www.my.unt.edu.
- Some helpful emergency preparedness actions include: 1) ensuring you know the evacuation routes and severe weather shelter areas, determining how you will contact family and friends if phones are temporarily unavailable, and identifying where you will go if you need to evacuate the Denton area suddenly.
- In the event of a university closure, your instructor will communicate with you through Blackboard regarding assignments, exams, field trips, and other items that may be impacted by the closure.

Course safety evaluation form - HGMT 3250 Restaurant Operations I

Policy on Safety

Students in the CMHT are urged to use proper procedures and safety guidelines while handling equipment (both large and small), machines, tools, food, chemicals, and other potentially hazardous items.

While working in laboratory sessions, students are expected and required to identify and use proper safety guidelines in all activities requiring lifting, climbing, walking on slippery surfaces, using equipment and tools, handling chemical solutions, and handling hot and cold food products.

Students should be aware that the University of North Texas is not liable for injuries incurred while students are participating in class activities. All students are encouraged to secure adequate insurance coverage in the event of accidental injury. Students who do not have insurance coverage already should consider obtaining the Student Health Insurance offered through the University of North Texas. Brochures for this insurance program are available in the CMHT office (Chilton Hall #331) or at the Student Health Center on campus.

Students who are injured during class activities may seek medical attention at the University Student Health Center, Chestnut Hall, at rates that are reduced compared to other medical facilities. If you have an insurance plan other than Student Health Insurance at UNT, please be sure that your insurance plan covers treatment at this facility. If you choose not to go to the University Student Health Center, you may be transported to an emergency room at a local hospital. You will be responsible for expenses incurred there.

I have read this Policy on Safety and the Syllabus, and I understand the policies contained therein.

Print Name: _____

Signature: _____

Date: _____

HGMT 3250 Restaurant Operations I

I have read and understand the syllabus for HMG 3250 provided online to me by the course Instructors of the CMHT at the University of North Texas.

I understand that it is my responsibility to read and meet all the requirements outlined in the syllabus and in the course packet provided to me on diskette.

I understand that I am required by CMHT to earn a minimum final course grade of a C (70.0%) to pass and a final course grade of 69.9% or lower requires that I retake the course.

I understand that I am responsible for keeping a record of my grades / points earned in this course during the semester. I understand that it is my responsibility to seek clarification and/or assistance during the semester from my instructors as it relates to the course requirements and/or my performance in this course.

Print Your Full Name

Student ID Number

Signature

Date

HMGT 3250 – Restaurant Operations I

The information provided in this document is strictly confidential. This document will be destroyed at the end of the semester or returned to the student upon request.

Emergency Medical Treatment Release Statement:

I hereby authorize the Instructors of the HMGT restaurant and/or any licensed physician, EMT or other qualified hospital personnel to render medical treatment, which, in their judgment, is necessary in the event of serious and/or incapacitating illness or injury to me. I understand that, in all such cases, at least one person listed as an emergency contact will be notified as quickly as possible.

Print Your Full Name

Student ID Number

Signature

Date

Date of Birth:

Home Phone Number

Your Current Full Address

List at least two people to contact in the event of an emergency; include at least one parent.

Name	Relationship to you	Phone Number(s)

Primary Care Physician: _____ Phone #: _____

Medical Insurance Policy Name: _____

Group Number: _____

Medical Insurance Phone Number: _____

Please use the free space below, as needed, to detail any necessary additional directions or clarifications.

Student Contact Information Sheet

Preferred Name: _____

Legal Name: _____

Preferred Phone # _____ mobile home other

Alternate Phone # _____ mobile home other

Preferred e-mail _____

Alternate e-mail _____

Current Employer _____

“Dream” Job/Employer _____

Hospitality Experience _____

Something unique about you that you want to share with the class:
