

## ***HMGT 3250 – Restaurant Operations I***

### **Course Outline / Syllabus – Spring 2018**

#### **Club GM/Dining Room Instructor:**

- Dr. Joe O'Donnell, Ed.D.
- E-mail: [Joseph.ODonnell@unt.edu](mailto: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, Ph.D.
- E-mail: [Luwis.mhlanga@unt.edu](mailto: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 2017 all students enrolled in HMGT 3250 will be required to have a Food Manager's certificate earned from an accredited provider such as ServeSafe. This is a requirement for passing the course

#### **E-Portfolio Course**

HMGT 3250 is an E-Portfolio Course. There will be required assignments that will be submitted on this platform. More on this week 1.

#### **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, or Thursday.

## **Course Prerequisites**

### **Food Service Sanitation Manager Certificate**

Beginning Fall 2017 all students enrolled in HMGT 3250 will be required to have a Food Manager’s certificate earned from an accredited provider such as ServeSafe. This is a requirement for passing the course

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, or Tr, 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	01/15 – 01/19	Syllabus/Welcome Introduce Project	<ul style="list-style-type: none"> <li>• Syllabus Quiz Due (extra credit)</li> </ul>	<ul style="list-style-type: none"> <li>• Welcome/Syllabus</li> <li>• Manual/Service Training</li> <li>• Distribute Tickets</li> </ul>
2	01/22 – 01/26	<b>Module 1</b> Introduction	<ul style="list-style-type: none"> <li>• Module 1 Quiz Due</li> <li>• Ticket Marketing &amp; Sales Plan Due</li> </ul>	<ul style="list-style-type: none"> <li>• Service Training</li> <li>• 50 mile Survey Due (extra credit)</li> </ul>
3	01/29 – 02/02	<b>Module 2</b> Understanding Customer	<ul style="list-style-type: none"> <li>• Module 2 Quiz Due</li> <li>• Step 1 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Dry Run</li> <li>• Customer Service</li> </ul>
4	02/05 – 02/09	<b>Module 3</b> Develop Marketing Plan	<ul style="list-style-type: none"> <li>• Module 3 Quiz Due</li> <li>• Step 2 Due</li> </ul>	<ul style="list-style-type: none"> <li>• Wear Complete Uniform</li> <li>• Practice Meal I</li> <li>• Dining Room Layout</li> <li>• ServeSafe Manager Test</li> </ul>
5	02/12 – 02/16	<b>Module 4</b> Promotions	<ul style="list-style-type: none"> <li>• Module 4 Quiz Due</li> <li>• Ticket Money Due</li> <li>• Follow Up Plan Due</li> <li>• Step 3 Due</li> </ul>	<ul style="list-style-type: none"> <li>• VIP Week</li> <li>• Manual Due</li> <li>• Menu Knowledge/</li> <li>• Fine Dining Skills</li> </ul>
6	02/19 – 02/23	<b>Module 5</b> High Quality Service	<ul style="list-style-type: none"> <li>• Module 5 Quiz Due</li> </ul>	<ul style="list-style-type: none"> <li>• Grand Opening</li> <li>• Professionalism</li> </ul>

7	02/26 – 3/02	<b>Module 6</b> Physical Facility	<ul style="list-style-type: none"> <li>• Module 6 Quiz Due</li> <li>• Step 4 Due</li> </ul>	• Sparkling Glassware
8	03/05 – 03/09	<b>Module 7</b> Employee Selection	<ul style="list-style-type: none"> <li>• Module 7 Quiz Due</li> <li>• Step 5 Due</li> </ul>	
	03/12/ - 03/16	<b>SPRING BREAK!</b>	<b>SPRING BREAK!</b>	<b>SPRING BREAK!</b>
9	03/19 – 03/23	<b>Module 8</b> Training/ Development	• Module 8 Quiz Due	Caesar Salad
10	03/26 – 03/30 Career Expo 3/26	<b>Module 9</b> Motivation	• Module 9 Quiz Due	Bananas Foster
11	04/02 – 04/06	<b>Module 10</b> Restaurant Managers	<ul style="list-style-type: none"> <li>• Module 10 Quiz Due</li> <li>•</li> </ul>	• <i>Motivating Staff &amp; Fair Management Practices</i>
12	04/09 – 04/13	<b>No Module</b>		
13	04/16 – 04/20	<b>No Module</b>		• Management Review
14	04/23 – 04/27	<b>No Module</b>		Journal Assignment Due
15	04/30 – 05/04	<b>Cleaning Week</b>	Cleaning Week	Cleaning Week
16	05/7 – 05/11	<b>Final Exam (online)</b>	Final Exam Due Wednesday 05/09	Online Exam

Online Quizzes (10 quizzes at 10 points each)	100 points
ServeSafe Certification (must complete to pass course as it is a pre-requisite for HMGT 4250)	100 points
Final Exam	100 points
Manual	100 points
Journal Assignment	100 points
Market Feasibility Project	200 points
Ticket Sales & Marketing Assignment (Plan & follow-up 50 each, money 100)	200 points
<b>Assignment Total</b>	<b>900 Points</b>
Daily Lab Participation (Weeks 1-4 = 4 times at 50 points each lab)	200 points

Daily Lab Participation (Weeks 5-12 = 8 times at 100 points each lab)	800 points
Daily Lab Participation (Weeks 13-14 = 2 times at 150 points each lab)	300 points
Career Expo	TBD
<b>Lab Total</b>	<b>1300</b>
<b>Total Class Points: 2,200</b>	

Attendance Notes:

- Tardy = -25 points for the day
- Late by 60 minutes or more = - ½ points for the day
- Only excused absences can be made up and only with instructor approval
- No make up for classes missed week 14
- **Three unexcused lab absences will result in an incomplete grade providing the student has a passing grade on all other work. Incomplete labs will have to be complete in the fall 2018 semester or grade will default to an F**

**Grading Scale**

A = ≥ 90%

B = 80% - 89%

C = 70% - 79%

D = 60% – 69%

F = < 60%

Must Retake if less than 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.
- Three unexcused lab absences will result in an incomplete grade providing the student has a passing grade on all other work. Incomplete labs will have to be complete in the fall 2018 semester or grade will default to an F

#### **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.
- Tardy = -25 points for the day
- Late by 60 minutes or more = - ½ points for the day

- 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.
- 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.

### **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 10 entries, one for each day that you are in lab. In other words, from week five through week fourteen, 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 an online copy of your journal to black board. The journal needs to be typed, in a standard twelve point font. Each entry needs to be dated.

#### **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 60045**

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 manual is for your team to use on their management days. Each team will produce one manual to be used 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. 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.

**College of Merchandising, Hospitality & Tourism**

**Syllabus Statements**

**Spring 2018**

**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 new freshman and transfer students are REQUIRED to meet with their Academic Advisor for their first 2 semesters to receive an advising code to register for classes for the next semester.

***Advising Contact Information (Chilton Hall 385 – 940.565.4635)***

<b>Major</b>	<b>Last Name</b>	<b>Advisor</b>
Consumer Experience Management	A-Z	Kelly Ayers
Digital Retailing	A-L M-R S-Z	Jaymi Wenzel Jon Bartlett Philip Aguinaga
Home Furnishings Merchandising	A-Z	Kelly Ayers
Hospitality Management	A-L M-Z	Jaymi Wenzel Philip Aguinaga
Merchandising	A-L M-Z	Amanda Johnson Jon Bartlett
Retailing	A-L M-Z	Amanda Johnson Jon Bartlett

### Could you be dropped from your courses?

- It is imperative that students pay for all enrolled classes. **Please check your online schedule daily through the 12<sup>th</sup> class day 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 12<sup>th</sup> class day regardless of situation.*** It is the student's responsibility to ensure all payments have been made.

### Are you receiving financial aid?

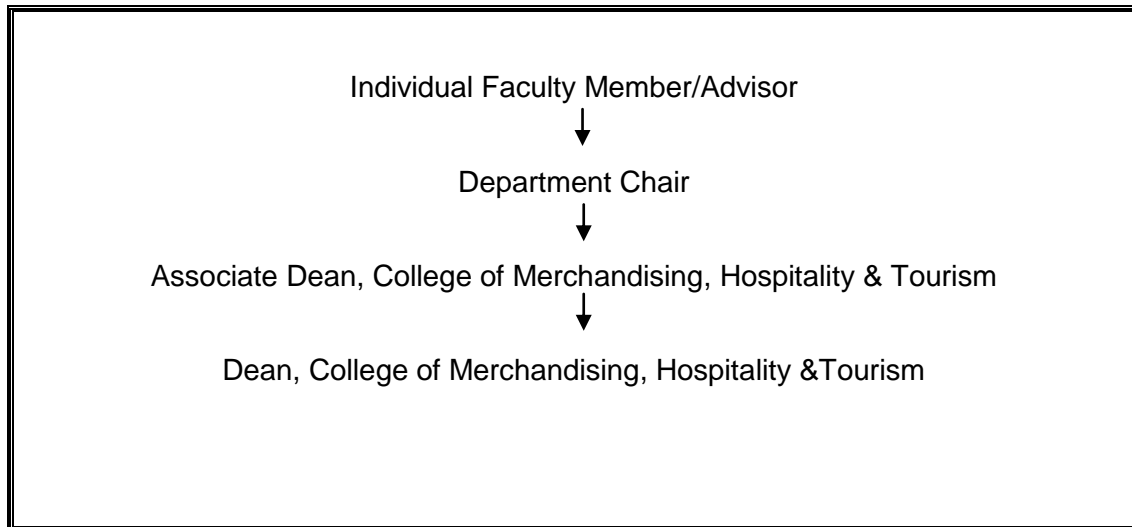
- A student must maintain Satisfactory Academic Progress (SAP) to continue receiving financial aid by maintaining a minimum 2.0 cumulative GPA and successfully completing the required number of credit hours based on total attempted hours per semester.
- Students cannot exceed attempted credit hours above 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 2018?

January 15	MLK Day – UNT Closed (No classes)
January 16	Classes begin
January 19	Last day to change or add a class (other than drop)
January 30	Beginning this date a student must first receive written consent of the instructor to drop a course.
February 23	Last day to drop a course or withdraw with a grade of W for courses student is not passing.
March 12 - 16	Spring Break – No classes
April 2	Last day for a student to drop a course (W or WF) with consent of instructor.
May 2-3	Pre-finals days
May 3	Last class day
May 4	Reading day – No classes
May 5-11	Final Exams ( <b><i>Exams begin on Saturday</i></b> )
May 11-12	Commencement

### 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:



### **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. See UNT policy:

[https://policy.unt.edu/sites/default/files/06.003\\_StudentStandardsOfAcademicIntegrity\\_8\\_2017.pdf](https://policy.unt.edu/sites/default/files/06.003_StudentStandardsOfAcademicIntegrity_8_2017.pdf)

### **you know behavioral expectations for students enrolled in this 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](http://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 know our exam schedule.**

### **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](http://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](mailto: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](http://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 HGMT 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.

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Print Your Full Name

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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.

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**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:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_