

HMGT 4250 – Restaurant Operations II

Course Outline / Syllabus

Fall 2017

Lab & Online Instructor

Chef Luwis Mhlanga, Ph.D.

Luwis.mhlanga@unt.edu

940.369.7212

Office Hours: by appointment or:

Monday – Thursday: 2:00 – 2:30

Club GM/Dining Room Mgr:

Dr. Joe O'Donnell, Ed.D.

Joseph.o'donnell@unt.edu

940.369.7290

Office Hours: by appointment or:

Monday – Thursday: 1:50 – 2:30

Welcome

Welcome to Restaurant Operations II! Chef Mhlanga and Dr. O'Donnell are both looking forward to working with you this semester at the Club at Gateway. This course is designed to provide you with both a hands-on and theoretical perspective of what it takes to successfully manage and operate a restaurant or food and beverage operation. We are not training you to be chefs, but rather to familiarize you with how food service operations work so that you may be better equipped to manage these types of people and establishments. This cache of knowledge will benefit you professionally regardless of the path that your hospitality career may lead you down.

Mission Statement

The Club at Gateway's mission is to expose students to all front and back of house aspects of successful restaurant management while successfully operating a full-service student-run restaurant that serves all UNT constituencies. *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."*

Overview

HMGT 4250, Restaurant Operations II, is a three credit hour, laboratory based course designed to provide students with an understanding of quantity food production principles and techniques. Students in this class apply organizational and management skills in the actual operation of a restaurant facility. In addition to an online lecture, students participate in a laboratory session one day a week.

Prerequisites

These courses are mandatory prerequisites for HMGT 4250 and are strongly enforced:

- 1420 – Food Sanitation
- 1470 – Introduction to Professional Food Preparation
- 2280 – Hospitality Accounting I (Financial Accounting)
- 2480 – Hospitality Accounting II (Managerial Accounting)
- 2860 – Management Foundations
- 3250 – Restaurant Operations I
- 4210 – Hospitality Accounting III (Cost Controls)

Class Meetings

The lecture content for this class is entirely web-based with online modules. You will have at least one quiz each week for each module. Some modules have more than one quiz, and/or additional assignments. *There is at least one quiz due every Sunday at midnight.* You will have two attempts to take each quiz, and the higher score will be taken. We encourage you to take each quiz twice, to get the best possible score.

Labs meet once per week, on your designated lab day. Class begins at 7:30 AM for the management team and 7:55 AM for the rest and dismisses at 1:50 PM. The lab takes place in the kitchen at Gateway 076.

Suggested Textbook

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

This textbook is not required; however, the online content is heavily influenced by the material in this book. You can get by without it, but it is heavily suggested.

Student Learning Objectives

1. Students will learn and develop the technical skills associated with managing a commercial kitchen by being exposed to kitchen basics via online course modules and by operating a live kitchen
2. Students will gain an understanding of sanitation, commercial restaurant equipment, cooking terms, knife skills, and management principles as these topics relate to the restaurant industry
3. Students will learn the operational and financial skills associated with managing a commercial kitchen by completing an extensive individual restaurant development project
4. Students will learn how to convert recipes, prepare food, create production schedules, and allocate resources

5. Students will gain an understanding of menu design, costing principles, procurement, sustainability, staffing, marketing, and financial skills as they relate to the restaurant industry
6. Students will develop the leadership and interpersonal skills required to work in team based, high energy environments
7. Students will be able to identify their own strengths and weakness related to leadership and also assess the qualities of good leadership in others
8. Students will gain competency in delegating, team based management, empowerment, and employee satisfaction
9. Students will learn and demonstrate appropriate image and behavioral standards for leadership positions in the hospitality industry
10. Students will develop crisis management skills and learn how to evaluate the work performance of themselves and other individuals
11. Students will understand and apply the goals, procedures, tasks, and responsibilities pertaining to back of house job descriptions

Student Responsibilities

- Students are responsible for all materials presented in the online lecture modules, as well as all content pertaining to assignments, projects, and announcements on Blackboard.
- Students are also responsible for completing all exams, quizzes, assignments, and projects in a timely fashion, as denoted by the course syllabus and calendar.
- Students are responsible for taking each of the quizzes by the due date. Quizzes will not be reopened after the due date. You have two attempts for each quiz.
- Students are responsible for all announcements, schedule changes, assignment changes, and other unforeseen changes that will be made known via Blackboard announcements and messages.
- *Students MUST check their Blackboard messages frequently.* Details concerning specific weekly assignments will be on the course calendar.
- If you miss a lab, you are responsible for making up that missed day at another time, with instructor permission.
- If you have any questions, it is up to you to contact the instructors. Additionally, if you are having difficulty with the class, please do not hesitate to contact the instructors. We are here to help you with whatever you need. In most cases, we respond to Blackboard messages and emails within 24 hours.
- You are required to meet all of the requirements outlined in this syllabus, the course manual, and on Blackboard.

	<u>Dates</u>	<u>Online Lecture</u>	<u>Assignments/Assessments</u>	<u>Lab Activity</u>
1	8/28 - 9/1	Module 1: • Welcome	<ul style="list-style-type: none"> • Welcome Quiz Due • Job Descriptions Quiz Due 	<ul style="list-style-type: none"> • Review Syllabus • Distribute Tickets • Kitchen Tour
2	9/4 - 9/8 (9/4 Labor Day Holiday)	Module 2: • Food Safety & Sani	<ul style="list-style-type: none"> • Safety/Sanitation Quiz Due • Step 1 Due 	<ul style="list-style-type: none"> • WEAR UNIFORM • Distribute Tickets
3	9/11 - 9/15	Module 3: • Kitchen Safety	<ul style="list-style-type: none"> • Kitchen Safety Quiz Due • Food Allergies Quiz Due • Step 2 Due 	<ul style="list-style-type: none"> • Dry Run
4	9/18 - 9/22	Module 4: • Kitchen Staples	<ul style="list-style-type: none"> • Kitchen Staples Quiz Due • Step 3 Due 	<ul style="list-style-type: none"> • Practice Meal 1 Manual 1-3 All Due in Class (all groups)
5	9/25 - 9/29	Module 5: • Knife Skills	<ul style="list-style-type: none"> • Ticket Money Due in Class • Knife Skills Quiz Due • Step 4 Due 	<ul style="list-style-type: none"> • VIP Week – Practice Run
6	10/2 - 10/6	Module 6: • Tools & Equipment	<ul style="list-style-type: none"> • Food Prep Equip. Quiz Due 	<ul style="list-style-type: none"> • Group 1 Manages Manual 1
7	10/9 - 10/13	Module 7: • Principles of Cooking	<ul style="list-style-type: none"> • Step 5 Due 	<ul style="list-style-type: none"> • Group 2 Manages
8	10/16 - 10/20	Module 8: Measurements & Costing	<ul style="list-style-type: none"> • Controlling Costs Quiz Due • Measurements Quiz Due 	<ul style="list-style-type: none"> • Group 3 Manages Manual 1
9	10/23 - 10/27	Module 9: • Mise en Place & Plating	<ul style="list-style-type: none"> • Mise en Place Quiz Due • Plate Presentation Quiz Due 	<ul style="list-style-type: none"> • Group 1 Manages Manual 2
10	10/30 - 11/3	Module 10: • Menu Engineering	<ul style="list-style-type: none"> • Menu Engineering Quiz Due 	<ul style="list-style-type: none"> • Group 2 Manages Manual 2
11	11/6 - 11/10	Module 11: • Facility & Purchasing	<ul style="list-style-type: none"> • Physical Facility Quiz Due • Supplier to Purchaser Quiz 	<ul style="list-style-type: none"> • Group 3 Manages Manual 2
12	11/13 - 11/17	Module 12: • Leadership	<ul style="list-style-type: none"> • Leadership Quiz Due • Step 6 Due 	<ul style="list-style-type: none"> • Group 1 Manages Manual 3
*13	11/20 - 11/24	Module 13: • Sustainability	<ul style="list-style-type: none"> • Sustainability Quiz Due Thanksgiving Break	<ul style="list-style-type: none"> • Group 2 Manages Manual 3
14	11/27 – 12/1			<ul style="list-style-type: none"> • Group 3 Manages Manual 3
15	12/4 - 12/8		<ul style="list-style-type: none"> • Journal Due Online 	<ul style="list-style-type: none"> • Clean-Up Week
16	12/11 - 12/15	Final Exam	Final Exam Wednesday 12/13/2016	

Course Point Breakdown

Online Quizzes (17 quizzes at 20 points each)	320 Points
Final Exam	100 Points
Group Manuals (3 manuals at 25 points each)	75 Points
Individual Project (6 steps at 50 points each)	300 Points
Leadership Assignment	50 Points
Journal Assignment	100 Points
Ticket Assignment Money: 200	200 Points
EIR	25 Points
Assignment Total:	1,170 Points
Daily Lab Participation (10 weeks at 40 points each)	400 Points
Management Participation (3 weeks at 70 points)	210 Points
Cleaning Week	35 Points
Lab Total:	645 Points
<u>Total Possible Points: 1,815</u>	

Grading Scale:

A = $\geq 90\%$

B = 80% – 89%

C = 70% – 79%

D = 60% – 69%

F = $\leq 59\%$

Must Retake if < than C

Assignment Breakdown and 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 twelve entries, one for each day that you are in lab. In other words, from week two 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 fifteen, or “clean-up” week, you will submit a soft copy of your journal through Blackboard. The journal needs to be typed, in a standard twelve-point font. Each entry needs to be dated.

Marketing Project

The 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 you will **NOT** pass this class if you do not submit your ticket money. 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, HMG 4250, 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 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.

Manual

This is a group project. *Your group will turn in three different manuals, one for each day that your team manages.* Manual one and two is due during week four. It will contain information pertaining to your first management day. Check the course calendar to see when your group manages; compare this date to the daily special on the menu. Manual three is due during week six, and will contain information pertaining to your group’s third management day. *Each manual will be turned into the instructor in class, bound in either a folder or binder.* Each manual will contain the following information: Everything MUST be typed.

Cover Page

Contact Information

Cleaning List

Job Assignment Chart Standardized Recipes

The specific instructions for this assignment can be found in the assignment guidelines packet. Read the instructions carefully and remember that this is a group effort.

Individual Project

This is a semester long project designed to get you thinking about what it really means to run a restaurant. Even if you have no desire to go into the restaurant industry, *F&B permeates the entirety of the hospitality industry, and you need to know how to manage food.*

This project will expose you to the different components of managing the financial aspects of a foodservice operation.

This individual project has six different steps.

Step One: Concept & Menu	Due Week 2
Step Two: Recipes	Due Week 3
Step Three: Costing & Menu Engineering	Due Week 4
Step Four: Forecasting	Due Week 5
Step Five: Staffing	Due Week 7
Step Six: Analysis	Due Week 12

It would behoove you to keep this project and its materials as a part of your personal portfolio. These skills will greatly help you in the long run of your career, as well as in some of your other classes. This is not a project to be taken lightly; *it is worth fifteen percent of your grade.*

Personal Appearance Requirements

Students who fail to meet personal appearance and uniform requirements will lose points, be sent home, and obligated to make-up that missed day. Numerous violations may result in a failing grade for this course. The required uniform may be purchased at the university's bookstore.

All students must wear the required uniform and comply with all personal appearance guidelines anytime the student is working in the restaurant lab. Uniforms are checked every morning before lab begins and also throughout the day.

The uniform for this class includes: a white, double-breasted chef jacket with white buttons, the UNT logo, and the student's name embroidered on the front pocket; solid black or black and white checkered chef pants with full-length legs; a white or black chef's hat that is capable of containing all hair; a green UNT embroidered apron; and black, closed-toed, non-slip kitchen shoes, digital thermometer.

Uniforms MUST be washed and ironed before each lab session, and must remain presentable throughout the semester. Personal appearance guidelines must be followed that conform to safety regulations, standards, and expectations. This includes:

Scrupulously cleaned hands and fingernails

No nail polish, no long fingernails, no fake fingernails

Clean, restrained hair; either braided or in a bun or tucked completely under the hat

No bangs or wispy hair protruding from hat

No jewelry of any kind is allowed

Only neatly trimmed, well-kept facial hair is accepted

Any student who does not follow these sanitary guidelines will lose points (5 points) and may be sent home from class without credit for the day. We do not enforce these because we hate you; it is for safety and sanitary purposes only.

Lab Responsibilities

Management Team

Before Service:

Arrive no later than 7:30 AM

Put plates and bowls in warmer by 7:40

Put salad plates in cooler

Put water in steam table

Fold napkins for bread baskets

Make croutons

Bread needs to be in proofer by 8:30

Student Meal Finished by 10:00

Plate demo ready at 10:50

Finish all set up by 10:45

Kitchen Manager Duties

Ultimately accountable for everyone and everything

Continually monitor and remain in control

Ability to delegate, direct, correct, and interact with fellow classmates

Do not create sense of panic

Ensure that each student knows their assignments and responsibilities for that day

Set clear expectations for the day

Re-allocate students as needed throughout the day

Ensure that all students know their during-service duties and are in place by 10:55

Assist as need and float around kitchen

Walk through kitchen with Chef at end of day

Delegate clean up duties

Complete job evaluations of students

Assistant Kitchen Manager

Execute Carry-out orders during service

High degree of personal accountability

Remain calm and think clearly

Organize and keep to-go area clean

Prepare carry-out orders quickly and correctly

Communicate effectively

Sanitation Manager

In charge of dish pit throughout day

Set up dish pit first thing in the morning

Put down mats

- Fill sanitizer buckets and place around kitchen
- Prepare three compartment sinks
- Put together and turn on dish machine
- Set up linen bins
- Keep dish pit organized and running smoothly throughout the day
- Put away clean dishes
- Properly clean dish pit at end of day
- Break down and clean dish machine
- Keep mop closet clean and organized
- Thoroughly clean and rinse all mop heads

Production Manager/Quality Assurance Manager

- Oversee the production of the daily special
- Follow recipes and have main entrée ready for service
- Clean tilting skillet
- Check temperatures of various foods throughout day to ensure sanitation
- Lead hot line during service
- Ensure each dish is plated with care
- Control flow of entrees
- Ensure there is always enough of the special for service
- Respond to any and all issues that may occur on the line
- Expedite during service
- Ensure that each table receives each course in a timely manner
- Make sure that each plate that leaves the kitchen is presentable and correct
- Control the flow of food
- Communicate effectively
- Clean line at end of service

General Course Policies

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 must be made-up on another day. 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 and make arrangements to make-up the lab by arranging a date with the instructor. When you make up the lab, the normal points eligible are available. Not following these steps will result in an unexcused absence.

Unexcused Absences:

Failure to show up for lab without notifying the instructor in advance of the beginning of the lab will constitute an unexcused absence. An unexcused absence will result in the loss of all points for that day. Two unexcused absences in the semester will automatically lower the semester

grade by a letter. Four unexcused absences in the semester will result in the student being dropped from the course.

Tardiness & Early Departures:

It is the responsibility of the student to be in complete uniform and to sign the roll sheet 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 5 points for that day, 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. *I-35 is always horrible; plan around it. Bad traffic on I-35 is not a valid excuse to be tardy.* 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. 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.

Assignments, Quizzes, Exams, Assignments

All written assignments must be neatly typed in a standard font, size 12, double spaced. Assignments are due at the beginning of the class period on the specified due date. Online assignments are due by 11:59 pm on the date they are due. One copy of your manual must be turned into your instructor no later than 8:00 am on the due dates. Another copy must be saved electronically, on a flash drive. The flash drive will be returned at the end of the semester.

If late work is accepted, a 10 point penalty will be assessed for papers/assignments turned in after the beginning of class on the due date and an additional 10 point penalty will be assessed for each additional day late thereafter. All late assignments should be handed directly to an instructor. Exams and quizzes are based on information presented in the online course modules. 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

Teamwork and fairness between students in this class is crucial. Students will need to complete a total of 3 group projects (the 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 each 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 5 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, etc. 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.

Guest Chef Prep-Day = 75 points - **Monday Oct 30th starting at 2:00 pm** -

Guest Chef Day = 40 points- **Tuesday 31st @ 7:45 am**

Selling Extra Booklet ticket = 100 points due **Week 8**

Tobacco, Alcohol, Drugs

The Club at Gateway Center is a tobacco-free environment (this includes smokeless tobacco). Students are not allowed to smoke 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. The Club at Gateway is not responsible for any personal items that may be lost, stolen, or damaged if brought to class.

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.

General CMHT 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 able 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.

College of Merchandising, Hospitality & Tourism
Syllabus Statements
Fall 2017

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.

Do you want to graduate on time?

- 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.
- 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.
- 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.

Are You Considering Transferring a Course to Meet UNT Degree Requirements?

Any transfer course(s) from another institution must receive *prior approval* from your CMHT Academic Advisor to ensure that the course(s) will be applicable to your degree plan at UNT.

Advising Contact Information (Chilton Hall 385 – 940.565.4635)

Could you be dropped?

- Students will be dropped for nonpayment for enrolled courses, parking fees, schedule change fees, etc. Please check your account daily through the 12th class day to insure you have not been dropped for non-payment of any amount. It is the student’s responsibility to ensure all payments have been made.

- ***Students cannot be reinstated for any reason after the 12th class day regardless of situation.***

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. Visit <http://financialaid.unt.edu/satisfactory-academic-progress-requirements> for more information about financial aid Satisfactory Academic Progress.

Are you thinking about dropping course?

- **A decision to drop a course may affect your current and future financial aid eligibility.** 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 the course, and the 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.*

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

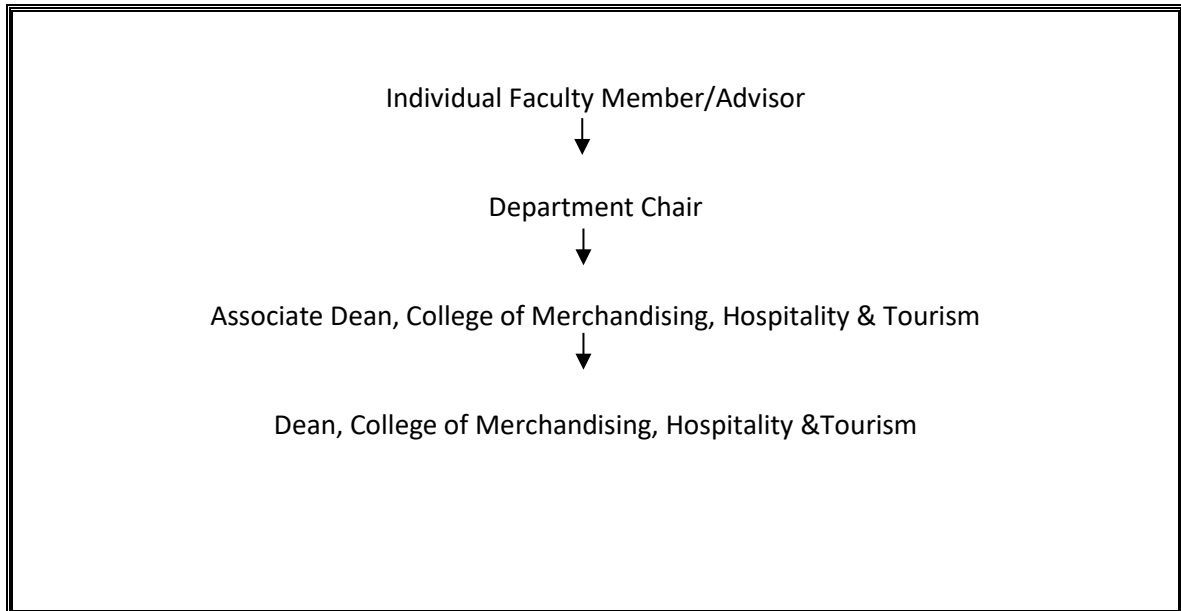
Any CMHT equivalent course from another university must receive prior approval from the CMHT academic advisor to insure that all CMHT degree plan requirements are met. For example, courses that are taken online or from a program that offers course material via CD, booklet, or other manner of correspondence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

Do you know these important dates in Fall 2017?

August 28	First day of class
September 1	Last day for change of schedule other than a drop. (Last day to add a class.)
September 4	Labor Day – UNT closed
September 11	Census date –Students cannot be added to a course for any reason after this date.
September 12	Beginning this date, students must have written consent of instructor to drop a course.
September 27	Hospitality – EIR Michael Stengel , Senior VP of Gaylord Operations & Marriott’s Convention Hotel Strategy
October 6	Last day to drop a course or withdraw from UNT with a grade of W. After this date, a grade of WF may be assigned.
October 7	Instructors may drop a student for nonattendance beginning this date.
November 6	Last day for a student to drop a course with consent of instructor with either a W or WF.
November 23-26	Thanksgiving holiday – UNT closed
December 6-7	Pre-final days
December 7	Last class day
December 8	Reading day (no classes)
December 9-15	Final exams (Exams begin on Saturday)
December 15-16	Graduation ceremonies

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. This is explained in the UNT Student Handbook. If caught, a lower grade will be assessed.

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. As for this class, all online assignments will continue as scheduled.

COURSE SAFETY STATEMENTS

Students in the College of Merchandising, Hospitality and Tourism are urged to use proper safety procedures and guidelines. While working in laboratory 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 medial 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.

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.

EXPECTED STUDENT BEHAVIOR

Student behavior is expected to be respectful of both other students and faculty. Student 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 the instructor may refer the student to the Dean of Students to consider whether the student's conduct violated the Code of Student Conduct. The university's 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).

FINAL EXAM POLICY

Final exams will be administered at the designated times during the final week of each long semester and during the specified day of each summer term.

ACCESS TO INFORMATION

As you know, 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 so do, as this is where you 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/>

4250 – Restaurant Operations II

I have read and understand the syllabus for HMGT 4250 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 4250 – Restaurant Operations II

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

Please list at least **three people to contact** in the event of an emergency including 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:
