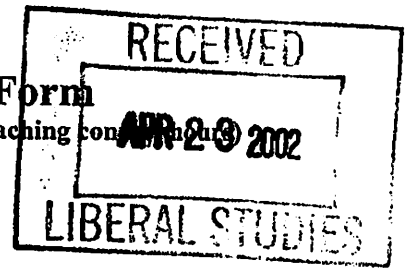# Undergraduate Distance Education Review Form

(Required for all courses taught by distance education for more than one-third of teaching contact hours)

Existing and Special Topics Course

Course: HRIM 481---HOSPITALITY SANITATION AND SECURITY

Instructor of Record: LINDA SULLIVAN   phone: 7-3811   e-mail: lsulliva@iup.edu

Step One: Department or its Curriculum Committee

The committee has reviewed the proposal to offer the above course using distance education technology, and responds to the CBA criteria as follows:

1. Will an instructor who is qualified in the distance education delivery method as well as the discipline teach the course?   _X_ Yes   ___ No

2. Will the technology serve as a suitable substitute for the traditional classroom?   _X_ Yes   ___ No

3. Are there suitable opportunities for interaction between the instructor and student?   _X_ Yes   ___ No

4. a. Will there be suitable methods used to evaluate student achievement?   _X_ Yes   ___ No

   b. Have reasonable efforts been made to insure the integrity of evaluation methods (academic honesty)   _X_ Yes   ___ No

5. Recommendation:
   _✓_ Positive   (The objectives of the course can be met via distance education.)

   ___ Negative   _____   4-22-02
                                   signature of department designee   date

If positive recommendation, immediately forward copies of this form and attached materials to the Provost and the Liberal Studies Office for consideration by the University-Wide Undergraduate Curriculum Committee. Dual-level courses also require review by Graduate Committee for graduate-level offering. Send information copies to 1) the college curriculum committee, 2) dean of the college, and 3) Dean of the School of Continuing Education.

Step Two: UNIVERSITY-WIDE UNDERGRADUATE CURRICULUM COMMITTEE

_X_ Positive recommendation

___ Negative recommendation   _____   4-23-02
                                     signature of committee chair   date

Forward this form to the Provost within 24 calendar days after review by committee.

Step Three: Provost

_✓_ Approved as distance education course

___ Rejected as distance education course   _____   _____
                                             signature of Provost   date

Step Four:

Forward materials to Dean of the School of Continuing Education.

UNDERGRADUATE DISTANCE EDUCATION REVIEW FORM

HRIM 481 HOSPITALITY SANITATION AND SECURITY

1. **Will a qualified instructor teach the course?**

Mrs. Sullivan has taught the course content of Hospitality sanitation and security since 1974. In addition, Mrs. Sullivan designed the online version of the course and will be teaching the course.

2. **Will the technology serve as a suitable substitute for the traditional classroom?**

The online technology enhances the learning experienced by the student. While the information will be presented primarily in a traditional format, the instructor, due to online capabilities, will more closely guide the discussions and projects. The students will have a greater opportunity to interact with the class and the instructor.

3. **Are there suitable opportunities for interaction between the instructor and the student?**

Opportunities for interaction between the instructor and the student are significantly increased with the WebCt format. In addition, the various learning styles of the students can be more fully utilized with the online technology.

4a. Will there be suitable methods used to evaluate student achievement?

The students will be evaluated in the same manner as a traditional course. We shall use quizzes, tests, papers and graded workshops.

4b. Have reasonable efforts been made to insure the integrity of evaluation methods (academic integrity)?

Due to the concern regarding online, academic integrity, the course has been designed to alert the instructor to any irregularities. Various methods will be utilized to discourage academic dishonesty. These methods will include: timed tests, proctored tests, randomly selected questions and the use of essay response questions.

INDIANA UNIVERISTY OF PENNSYLVANIA
DEPARTMENT OF HOTEL, RESTAURANT AND INSTITUTIONAL MANAGEMENT

HRIM 481: HOSPITALITY SANITATION AND SECURITY
ON-LINE COURSE SYLLABUS
SUMMER 2002

COURSE TITLE: HRIM 481 Hospitality Sanitation
                         and Security

SEMESTER: Summer 2002

INSTRUCTOR: Linda Parrish Sullivan
                       Assistant Professor

OFFICE: 107 Ackerman Hall

OFFICE HOURS: Monday-Friday
                         8-9:00 a.m.

TELEPHONE: (724)357-3811

E-MAIL: lsulliva@iup.edu

I.   **Catalog Description:**

HRIM 481   **Hospitality Sanitation and Security**

3 Lecture hours
0 Lab hours
3 Credits
(3c-0l-3sh)

Prerequisite: None
Co-requisite: None

Course introduces concepts and issues pertaining to sanitation and security management in the hospitality industry. Course examines causes and prevention of food-borne illness. HACCP food production methods, government regulations. Special emphasis on crisis management protocols dealing with critical incidents involving guests and employees. Upon successful completion, students receive SERVSAFE certificate.

II. **Course Objectives:**

Students will:

1. **Identify critical areas of sanitation and security in hospitality properties.**

2. **Discuss the legal and liability concerns involved in providing safe, sanitary food and secure lodging to hospitality guests.**

3. **Explain the major points of establishing and implementing a hospitality sanitation and security program.**

4. **Define sanitary and security practices as they relate to the hospitality industry.**

5. **Recognize the importance of knowing when contamination can occur in food receiving, storage, preparation and service.**

6. **Demonstrate ability to effectively apply HACCP principles to standard operating procedures for hospitality properties.**

7. **Outline recommended procedures for dealing with medical emergencies, bombs and bomb threats, tornadoes, hurricanes, earthquakes, blackouts fire emergencies, natural disasters, power outages, and terrorism.**

8. **Identify the sanitation and security roles of the manager.**

III. **Course Outline**

A. **Unit One: Introduction to Hospitality Sanitation and Security**
   Critical Sanitation and Security Issues in the Hospitality Industry
   1. **Developing Comprehensive Sanitation and Security Programs**
      a. **Need for Effective Management**
      b. **Areas of Vulnerability**
      c. **Sanitation and Security Requirements**
   2. **Setting Up the Sanitation and Security Program**
      a. **Importance of Legal Compliance**
      b. **Legal Liaisons**
      c. **Staffing**
   3. **Elements of Sanitation and Security Training**
      a. **Who is Responsible?**
      b. **The Authority of Certified Sanitarians and Security Officers**
      c. **The Team Concept**
   ASSIGNMENT: EI TEXT: CHAPTERS 1 & 2

4. An Introduction to Sanitation and Security Law
   a. Legal Definitions
   b. Famous Cases
   c. Society's Concerns
   d. Recommended Reading
5. Case Studies
ASSIGNMENT: EI TEXT: CHAPTER 3

B. Unit Two: Foodservice Sanitation (15 hours)
   1. Providing Safe Food
      a. The Microworld
      b. Contamination, Food Allergies, Foodborne Illness
      c. The Safe Foodhandler
   ASSIGNMENT: SERVSAFE CHAPTERS 1-3

   2. Purchasing and Receiving Safe Food
   ASSIGNMENT: SERVSAFE CHAPTER 4

   3. Keeping Food Safe in Storage
   ASSIGNMENT: SERVSAFE CHAPTER 5

   4. Protecting Food During Preparation
   ASSIGNMENT: SERVSAFE CHAPTER 6

   5. Protecting Food During Service
   ASSIGNMENT: S/S CHAPTER 7

   6. Principles of HACCP
   ASSIGNMENT: S/S CHAPTER 8

   7. Sanitary Facilities
      a. Cleaning and Sanitation
      b. Integrated Pest Management
   ASSIGNMENT: S/S CHAPTER 9-11

   8. Food Safety Regulations and Standards
   ASSIGNMENT: S/S CHAPTER 12
   9. Employee Food Safety Training
   ASSIGNMENT: S/S CHAPTER 13

   MID-TERM EXAMINATION

C. **Unit Three: Hospitality Loss Prevention and Security**
1. **Crisis Management Scenarios in Hospitality**
    a. **Introduction to Crisis Management and Security**
    b. **Critical Incidents Analysis**
    ASSIGNMENT: CRITICAL INCIDENTS SCENARIOS

2. **The Basics of Hospitality Security**
    a. **Physical Security**
        i. **Perimeter**
        ii. **Lighting**
        iii. **Parking Areas**
        iv. **Glass Protection**
    b. **Surveillance**
        i. **Closed-Circuit Television**
        ii. **Communication Systems**
    c. **Alarm Systems**
        i. **Local Alarms**
        ii. **Contact Alarms**
        iii. **Remote Alarms**
        iv. **Safety Alarms**
    d. **Safety Equipment**
        i. **Smoke Detectors**
        ii. **Fire Extinguishers**
        iii. **Carbon Monoxide Detectors**
        iv. **Sprinkler Systems**
        v. **Accident Prevention Signs**
    ASSIGNMENT: EI TEXT: CHAPTER 4

    e. **Hotel Security**
        i. **Guestrooms**
            1. **Locks**
                a. **Key and Keycard Control**
                b. **Electronic Access Systems**
            2. **Biometrics**
            3. **Secondary Access-Limiting Devices**
            4. **Viewports**
            5. **Room Communications**
            6. **In-Room Security Information**
        ii. **Safety Deposit Procedures**
            1. **Key and Key Control**
            2. **Access Procedures**
            3. **Special or Unusual Access**
            4. **In-Room Safe**
        iii. **Lost and Found Procedures**
    ASSIGNMENT: EI TEXT: CHAPTER 5

iv. Losses Affecting Hotel Departments
1. Employee Theft and Pilferage
2. Violence in the Workplace
3. Alcohol and Drug Abuse
4. Special Guests and Events
a. Guests with Disabilities
b. VIP Guests
c. Youth Groups
d. Conventions, Meetings, and Exhibits
5. Non-guests
a. Guests of Guests
b. Thieves and Robbers
6. Computer Security
a. System Integrity
b. Policy Compliance
ASSIGNMENT: EI TEXT: CHAPTER 6

f. Foodservice Security
i. Physical hazards
1. Facility
2. Equipment and Furnishings
3. Weather-related
ii. Employee-related
1. Workplace Safety
a. Burns
b. Falls
c. Cuts
d. Strains
2. Violence in the Workplace
3. Employee Theft and Pilferage
4. Alcohol and Drug Abuse
iii. Special Guests and Events
1. Inebriated guests
a. Dram Shop Laws and responsibilities
b. Options
2. Irate Guests
a. Complaint Procedures
b. Damage-control
3. Guests who Steal
a. Prevention
b. Procedures
4. Guests with Disabilities
5. Banquets and Meetings
iv. Third-party hazards
1. Other guests
2. Trespassers
ASSIGNMENT: EI TEXT: CHAPTER 7

D. Unit Four: Developing an Emergency
   Management Program
   1. Recommended Procedures and Protocols
           a. Bombs and Bomb Threats
           b. Fire
           c. Hurricanes
                   i. Hurricane Watch
                   ii. Hurricane Warning
                   iii. Waiting
                   iv. Direct Hit
                   v. Aftermath
           d. Tornadoes
           e. Earthquakes
           f. Blackouts/Loss Of Water Supply
           g. Robberies
           h. Burglaries
           i. Heart Attacks
           j. Choking Victims
           k. Suicides
           l. Murder
           m. Assault
           n. Natural Deaths
           o. Medical and Dental Emergencies
           p. Terrorism
                   i. Sabotage
                   ii. Kidnapping and Hostage Situations
                   iii. Riots and Civil Disturbances

   2. Media Relations
           a. What to tell the Media
           b. Dealing with Group Disturbances
   ASSIGNMENT: EI CHAPTER 8

E. Unit Five: The Comprehensive Plan
   1. The Sanitation and Security Plan
   2. The Key: Establishing a Safety Committee
           a. Value of Communication
           b. Role of the Safety Committee
           c. Safety Committee Duties
   ASSIGNMENT: EI CHAPTER 9

FINAL EXAMINATION

IV. Evaluation Methods

A. The final grade for the course will be determined as follows:

40%   **TESTS.** Two tests (mid-term and final) will consist of multiple choice, completion, true-false, and short essay. The final exam will be a comprehensive examination of the course material

30%   **WORKSHOPS.** The workshop assignments will be utilized to apply theoretical information to the actual application in the hospitality industry. Each workshop is to be submitted in a typed or word-processed format, unless otherwise stipulated.

15%   **RESEARCH PAPER.** The student will be required to select a current sanitation or security issue in the hospitality industry. The paper will be a minimum of 8 pages on a topic approved by the instructor. The final paper will be graded on content and mechanics.

15%   **QUIZZES.** Checkpoint quizzes will test text and lecture information. The quizzes will follow the same format as the two tests. Each quiz will be announced in advance.

EXAMINATIONS:

	MID-TERM EXAMINATION	100 POINTS
	FINAL EXAMINATION	200 POINTS

WORKSHOPS:

	9 @ 25 POINTS	225 POINTS

QUIZZES:

	10 @ 10 POINTS	100 POINTS

RESEARCH PAPER: 100 POINTS

TOTAL POINTS: 725 POINTS

B. The grading scale utilized for this course will be:

90-100% = A
80- 89% = B
70- 79% = C
60- 69% = D
Below 60 = F

V.　Textbook and Other Required Readings

The course text is:

<u>ServSafe Coursebook,</u> National Restaurant Association, Chicago, IL, 1999.

<u>EI Custom Textbook: Security,</u> American Hotel and Lodging Association, Washington, D. C., 2002.,

VI.　Special Resource Requirements:

A. Resource Requirements: To study online, you will need regular access to a computer terminal with a modem and appropriate software, internet access and an email address.

B. Minimum Hardware Requirements:

PC, 486 or better microprocessor
Macintosh, better than 68030 processor
Minimum of 8 MB RAM
Minimum of 20 MB free disk space
Modem, 28,800 bps or faster

C. Software:
(PC) 32 bit enabled Windows (Windows 95, NT, or 32 bit 3.1)
(MAC) System 7.5 or higher
Communications software, web browser, email program

D. Internet Access:
You will need a graphical browser, which is Java and Javascript enabled to use all the features of the online environment. The preferred browser is Netscape 3.0 or Microsoft Internet Explorer 4.0 or higher.

VII. ON-LINE SUCCESS:

    A. You will receive an orientation packet outlining all the procedures for the class.
        1. I will e-mail or telephone you to answer any and all questions.
        2. Please return your e-mail response or snail-mail your signed orientation packet.

    B. Each week's assignment will be available on WebCt.
        1. Please contact me if you have any questions or comments.
        2. All work must be completed according to the deadlines listed on WebCt.

    C. I will be maintaining office hours in Ackerman during the summer as listed on the syllabus.

        1. I will also maintain the virtual office hours listed on WebCt.

        2. I will also be on campus all summer, so if you have any questions or would like to schedule a review session prior to an examination, please contact me.

    D. Academic Dishonesty and the Online Course

        1. Academic dishonesty will not be tolerated in this course.
        2. Cheating on a quiz, exam, workshop or paper will be dealt with according to University policy.
        3. The penalty for dishonesty is this class will be course failure and any and all University actions deemed appropriate.

VIII. Bibliography

"An Outbreak of Community-Acquired Foodborne Illness," Emerging Infectious Diseases, January 2002.

"Behind the Veil of Hospitality," International Security Review, September/October 1998.

Burstein, Harvey, Hotel and Motel Loss Prevention: A Management Perspective, Prentice Hall, N. J., 2001

"Children and Microbial Foodborne Illness," Food Review, May-August 2001

Cichy, Ronald F., Quality Sanitation Management, Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 1994.

"Conducting Effective Foodborne Illness Investigations," Journal of Environmental Health, July-August 2000.

Ellis, Raymond C. and Stipanuk, David, Security And Loss Prevention Management, Second Edition, Educational Institute of the American Hotel & Lodging Association, East Lansing, Mich. : 1999.

"Europe Tackles Fears over Food Safety," Lancet, 21 April 2001.

"FDA Database of Foodborne Illness Risk Factors Released," Medical Letter on the CDC and FDA, 1 October 2000.

"Food Irradiation: A Public Health Challenge for the 21st Century," Clinical Infectious Diseases, 1 August 2001.

"Food Safety Efforts Accelerate in the 1990's," Food Review, September-December 2000.

Geller, A., Neal, Internal Control: a Fraud Prevention Handbook for Hotel and Restaurant Managers, Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 1997.

"Here's Looking at You," National Geographic Traveler, March 2001.

"How Safe is the Hotel Safe?," New York Times, 14 March 1999.

"Keeping the Bedbugs at Bay," Executive Female, July/August 1997.

"Locking Up the Laptop," New York Times, 1 October 2000.

Ninemeier, Jack D., Management of Food and Beverage Operations, Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 2000.

"Rest Uneasy," National Geographic Traveler, January/February 2000.

"Some Raw Oysters Deemed Safe May Not Be," Tufts University Health and Nutirtional Newsletter, November 2000.

"The Seven Deadly Sins of Hotel Security," International Security Review, March/April 2000.

"The Norwalk Virus: A Guidance Template for Local Environmental Health Professionals," Journal of Environmental Health, September 2000.

"Traveling on Business," Safety and Health, September 1999.

Videos: Following videos produced by: , Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 2000

10 Minute Trainer: Security

Addressing Workplace Violence in the Lodging Industry

Alcohol, the Law and your Property

Employee Awareness and Problem Prevention

Fire Safety: Prevention and Response for the Lodging Industry

Food Safety in the HACCP Way

Handling Disturbances

Key Control and Guest Privacy Today

Patrolling, Investigating and Documenting

Planning for Emergencies

World Trainer: Security Awareness

FIRST.........

SOME QUESTIONS..........

LET'S TAKE A LOOK AT.....

HOW YOU WILL NOW TRAIN
YOUR EMPLOYEES ABOUT
SAFETY AND SANITATION

HRIM SANITATION AND SAFETY

EMPLOYEE TRAINING

QUESTION #1

@A cook's helper with two years experience no longer needs training.

QUESTION #2

@The 'magic apron training method' is an acceptable training method for new employees

QUESTION #3

@Newly trained employees should have a chance to practice what they have learned.

QUESTION #4

- A written test is the only objective way to evaluate the success of a training session.

QUESTION #5

- On-the-job observation will tell manages how employees are applying their training to their jobs.

- **WHAT KIND OF SAFETY AND SANITATION TRAINING HAVE YOU HAD IN YOUR HOSPITALITY EXPERIENCES?????**

RESPONSIBILITY OF FOOD SAFETY RESTS WITH......

YOU............
THE MANAGER

WHY DON'T OPERATIONS TRAIN????

- TIME
- MONEY
- TURNOVER
- DOESN'T SEEM TO HELP PROFITS
- ....

WHAT KIND OF TRAINING SHOULD YOU HAVE HAD???

WHY?????

A WELL-RUN OPERATION HAS.................

@Clearly defined and measurable objectives
@Training that supports the objectives
@Evaluation to ensure objectives are being met
@Work climate that reinforces training
@Management support

Food-Safety Training

Benefits

■ Ensure guest safety and satisfaction

■ Avoid costs associated with foodborne illness
  ■what kinds of costs?????

■ Improve employee morale and reduce turnover
  ■do your employees expect to be trained????

PURPOSE OF SAFETY AND SANITATION TRAINING

@KNOWLEDGE OF HOW TO HANDLE FOODS SAFELY
@SKILLS NEEDED TO HANDLE FOODS SAFELY

What are the characteristics of a good trainer?

- Technical Competence
- Excellent Communication Skills
- Organized
- Likes People; Respects Differences

Methods to train

- Magic Apron Training Method
- Buddy Method
- Honey Method
- Designated Trainer
- Supervisor or Manager
- Health Department
- Professional or Educational Organization

How To Train

How Will You Set up Your Training Program?

#1 ASSESS YOUR TRAINING NEEDS

⊛What do your new and your current employees need to know?

⊛How do you know?

  ⊖Observe
  ⊖Question or Survey Employees
  ⊖Review Violations
  ⊖Test Employee Knowledge

Does everybody need to know everything?????

⊛All depends on the operation.

⊛May need to cover basics for everyone and then concentrate on specifics for certain jobs (i.e. cooks re: temps)

WHEN YOU WRITE OBJECTIVES...ALWAYS USE

- ACTION WORDS!!!!!
  - BE AWARE
  - OBSERVE
  - UNDERSTAND
  - OPERATE
  - DEMONSTRATE

STEP #2 ESTABLISH LEARNING OBJECTIVES

WHAT DO YOU WANT THE EMPLOYEE TO KNOW WHEN INSTRUCTION IS FINISHED?

FOOD SAFETY RULE #1

EVERYBODY NEEDS TO BE TRAINED AND PERIODICALLY RETRAINED

Remember JIT???

- ☺ Job Instructional Training
- ☺ 4 Step Process for Effective Demonstration
- ☺ Can Be Used for Groups or One-on-one

Training Delivery Methods

- ■ Demonstration
- ■ Lecture
- ■ Role-play
- ■ Job aids
- ■ One-on-one/OJT
- ■ Technology
- ■ Group
- ■ In-services

STEP #3

SELECT YOUR TRAINING DELIVERY METHOD

Step #1

PREPARE THE LEARNER
- AT EASE
- PRE-TEST
- FLEXIBILITY
- BE ORGANIZED
- REMEMBER RULES !!

STEP #2

PRESENTATION
- SHOW EMPLOYEE
- HOW?

STEP #3

EMPLOYEE TRIES TASK
- OPPORTUNITY FOR?
- REMEMBER # REPETITIONS

STEP #4

FOLLOW-UP (FEEDBACK)
- Means?
- Learning resistance

LECTURE
- USE WITH OTHER METHODS
- 1/3 FOR PRESENTATION
- 2/3 FOR APPLICATION OF INFO

ROLE-PLAYING
- CAN USE FOR
  - LEARNING HOW TO HANDLE COMPLAINTS
  - PROBLEM-SOLVING
- EMPLOYEES MUST TRUST TRAINER
- DON'T EMBARRASS OR HUMILIATE

JOB AIDS

⊛INCLUDE:
 ⊖CHECKLISTS
 ⊖WORKSHEETS
 ⊖SAMPLES
 ⊖FLOWCHARTS
 ⊖PROCEDURES
 ⊖GLOSSARIES
 ⊖DIAGRAMS
 ⊖POSTERS

USED JOB AIDS

⊛TASKS PERFORMED INFREQUENTLY
⊛COMPLEX TASKS
⊛SEQUENCE OF TASK IS CRITICAL
⊛CONSEQUENCES OF A MISTAKE ARE SEVERE
⊛SAFETY IS A CONCERN

TECHNOLOGY-BASED TRAINING

⊛CD
⊛INTERNET TRAINING
⊛ADVANTAGES:
 ⊖STANDARDIZED
 ⊖SYSTEMATIC
 ⊖CUSTOMIZE TRAINING (ADAPT TO LEARNER)
 ⊖INCREASED PERFORMANCE PRACTICE

STEP #5 CHOOSE THE TRAINING MATERIALS

- 3 A'S
  - ACCURATE
  - APPROPRIATE
  - ATTRACTIVE
- EXAMPLES:
  - HANDOUTS
  - QUIZ
  - EXAM

STEP #4 SELECT TRAINER

REMEMBER THE KEY CHARACTERISTICS

Training Delivery Methods

Participants retain

- 10% of what they read
- 20% of what they hear
- 30% of what they see
- 50% of what they hear and see
- 70% of what they say
- 80% of what they say and do

STEP #6 SCHEDULE TRAINING TIMES

- TIMES:
  - ORIENTATION
  - NEW OPENING/REMODELING
  - ON-GOING TRAINING
- RECORD TRAINING SESSIONS
  - LEGAL

HOW LONG?

- IDEAL?
  - 20-30 MIN
- CAN TRAIN FOR 1-1/2 HOUR IF WELL-PLANNED
- DURING SLOW TIMES

STEP #7 SELECT TRAINING AREA

- NO DISTRACTIONS
- COMFORTABLE
- TABLES/CHAIRS FOR NOTE-TAKING
- BLACKBOARD/CHALKBOARD
- VCR/COMPUTER PROJECTOR

Effective Training Programs

Developing and Delivering Effective Training

- Assess needs
- Establish learning objectives
- Choose delivery methods
- Select instructor
- Choose materials
- Schedule sessions
- Select training area
- Prepare trainer

Tips for Trainers

Make sure that you

- Are knowledgeable
- Prepare for the presentation
- Maintain eye contact
- Keep delivery informal
- Watch participant cues
- Use simple language
- Treat questions and comments seriously
- Keep training practical
- Keep sessions short
- Provide feedback

STEP #8 PREPARE THE TRAINER

TRAINING IS ESSENTIAL

- TO PREVENT OUTBREAK INCIDENT
- TO BE IN LEGAL COMPLIANCE

ALWAYS REMEMBER THAT THE FOOD SAFETY IS UP TO

YOU

BACK TO THE QUESTIONS........

QUESTION #1

⊕A cook's helper with two years experience no longer needs training.

QUESTION #2

⊕The 'magic apron training method' is an acceptable training method for new employees

QUESTION #3

⊕Newly trained employees should have a chance to practice what they have learned.

QUESTION #4

⊕A written test is the only objective way to evaluate the success of a training session.

QUESTION #5

⊕On-the-job observation will tell manages how employees are applying heir training to their jobs.

QUESTIONS??????

SYLLABUS OF RECORD

I. Catalog Description:

HRIM 481   Hospitality Sanitation and Security

3 Lecture hours
0 Lab hours
3 Credits
(3c-0l-3sh)

Prerequisite: None
Co-requisite: None

Course introduces concepts and issues pertaining to sanitation and security management in the hospitality industry. Course examines causes and prevention of food-borne illness. HACCP food production methods, government regulations. Special emphasis on crisis management protocols dealing with critical incidents involving guests and employees. Upon successful completion, students receive SERVSAFE certificate.

II. Course Objectives:

Students will:

1. Identify critical areas of sanitation and security in hospitality properties.

2. Discuss the legal and liability concerns involved in providing safe, sanitary food and secure lodging to hospitality guests.

3. Explain the major points of establishing and implementing a hospitality sanitation and security program.

4. Define sanitary and security practices as they relate to the hospitality industry.

5. Recognize the importance of knowing when contamination can occur in food receiving, storage, preparation and service.

6. Demonstrate ability to effectively apply HACCP principles to standard operating procedures for hospitality properties.

7. Outline recommended procedures for dealing with medical emergencies, bombs and bomb threats, tornadoes, hurricanes, earthquakes, blackouts fire emergencies, natural disasters, power outages, and terrorism.

8. Identify the sanitation and security roles of the manager.

III. Course Outline

A. Unit One: Introduction to Hospitality Sanitation and Security (5 hours)

1. Critical Sanitation and Security Issues in the Hospitality Industry
2. Developing Comprehensive Sanitation and Security Programs
   a. Need for Effective Management
   b. Areas of Vulnerability
   c. Sanitation and Security Requirements
3. Setting Up the Sanitation and Security Program
   a. Importance of Legal Compliance
   b. Legal Liaisons
   c. Staffing
4. Elements of Sanitation and Security Training
   a. Who is Responsible?
   b. The Authority of Certified Sanitarians and Security Officers
   c. The Team Concept
5. An Introduction to Sanitation and Security Law
   a. Legal Definitions
   b. Famous Cases
   c. Society's Concerns
   d. Recommended Reading
6. Case Studies

B. Unit Two: Foodservice Sanitation (15 hours)

1. Providing Safe Food
   a. The Microworld
   b. Contamination, Food Allergies, Foodborne Illness
   c. The Safe Foodhandler
2. Purchasing and Receiving Safe Food
3. Keeping Food Safe in Storage
4. Protecting Food During Preparation
5. Protecting Food During Service
6. Principles of HACCP
7. Sanitary Facilities
   a. Cleaning and Sanitation
   b. Integrated Pest Management
8. Food Safety Regulations and Standards
9. Employee Food Safety Training

C. **Unit Three: Hospitality Loss Prevention and Security** (7 hours)
1. **Crisis Management Scenarios in Hospitality**
   a. **Introduction to Crisis Management and Security**
   b. **Critical Incidents Analysis**
2. **The Basics of Hospitality Security**
   a. **Physical Security**
      i. **Perimeter**
      ii. **Lighting**
      iii. **Parking Areas**
      iv. **Glass Protection**
   b. **Surveillance**
      i. **Closed-Circuit Television**
      ii. **Communication Systems**
   c. **Alarm Systems**
      i. **Local Alarms**
      ii. **Contact Alarms**
      iii. **Remote Alarms**
      iv. **Safety Alarms**
   d. **Safety Equipment**
      i. **Smoke Detectors**
      ii. **Fire Extinguishers**
      iii. **Carbon Monoxide Detectors**
      iv. **Sprinkler Systems**
      v. **Accident Prevention Signs**
   e. **Hotel Security**
      i. **Guestrooms**
         1. **Locks**
            a. **Key and Keycard Control**
            b. **Electronic Access Systems**
         2. **Biometrics**
         3. **Secondary Access-Limiting Devices**
         4. **Viewports**
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         6. **In-Room Security Information**
      ii. **Safety Deposit Procedures**
         1. **Key and Key Control**
         2. **Access Procedures**
         3. **Special or Unusual Access**
         4. **In-Room Safe**
      iii. **Lost and Found Procedures**
      iv. **Swimming Pools, Health Clubs, Jogging Trails**

D. **Unit Four: Developing an Emergency (7 hours)**
   Management Program
   1. **Recommended Procedures and Protocols**
      a. **Bombs and Bomb Threats**
      b. **Fire**
      c. **Hurricanes**
         i. **Hurricane Watch**
         ii. **Hurricane Warning**
         iii. **Waiting**
         iv. **Direct Hit**
         v. **Aftermath**
      d. **Tornadoes**
      e. **Earthquakes**
      f. **Blackouts/Loss Of Water Supply**
      g. **Robberies**
      h. **Burglaries**
      i. **Heart Attacks**
      j. **Choking Victims**
      k. **Suicides**
      l. **Murder**
      m. **Assault**
      n. **Natural Deaths**
      o. **Medical and Dental Emergencies**
      p. **Terrorism**
         i. **Sabotage**
         ii. **Kidnapping and Hostage Situations**
         iii. **Riots and Civil Disturbances**

   2. **Media Relations**
      a. **What to tell the Media**
      b. **Dealing with Group Disturbances**

E. **Unit Five: The Comprehensive Plan**
   1. **The Sanitation and Security Plan**
   2. **The Key: Establishing a Safety Committee**
      a. **Value of Communication**
      b. **Role of the Safety Committee**
      c. **Safety Committee Duties**

F. **Culminating Activity (2 hours)**

IV. Evaluation Methods

A. The final grade for the course will be determined as follows:

40%   **TESTS.** Two tests (mid-term and final) will consist of multiple choice, completion, true-false, and short essay. The final exam will be a comprehensive examination of the course material. Each test is valued at 100 points.

30%   **WORKSHOPS.** The workshop assignments will be utilized to apply theoretical information to the actual application in the hospitality industry. Each workshop is to be submitted in a typed or word-processed format, unless otherwise stipulated.

15%   **RESEARCH PAPER.** The student will be required to select a current sanitation or security issue in the hospitality industry. The paper will be a minimum of 8 pages on a topic approved by the instructor. The final paper will be graded on content and mechanics.

15%   **QUIZZES.** Checkpoint quizzes will test text and lecture information. The quizzes will follow the same format as the two tests. Each quiz will be announced in advance.

B. The grading scale utilized for this course will be:

90-100% = A
80- 89% = B
70- 79% = C
60- 69% = D
Below 60 = F

V. Textbook and Other Required Readings

The course text is:

ServSafe Coursebook, National Restaurant Association, Chicago, IL, 1999.

EI Custom Textbook: Security, American Hotel and Lodging Association, Washington, D. C., 2002.,

VI. Special Resource Requirements:

No special resource requirements.

VII. Bibliography

"An Outbreak of Community-Acquired Foodborne Illness," Emerging Infectious Diseases, January 2002.

"Behind the Veil of Hospitality," International Security Review, September/October 1998.

Burstein, Harvey, Hotel and Motel Loss Prevention: A Management Perspective, Prentice Hall, N. J., 2001

"Children and Microbial Foodborne Illness," Food Review, May-August 2001

Cichy, Ronald F., Quality Sanitation Management, Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 1994.

"Conducting Effective Foodborne Illness Investigations," Journal of Environmental Health, July-August 2000.

Ellis, Raymond C. and Stipanuk, David, Security And Loss Prevention Management, Second Edition, Educational Institute of the American Hotel & Lodging Association, East Lansing, Mich. : 1999.

"Europe Tackles Fears over Food Safety," Lancet, 21 April 2001.

"FDA Database of Foodborne Illness Risk Factors Released," Medical Letter on the CDC and FDA, 1 October 2000.

"Food Irradiation: A Public Health Challenge for the 21st Century," Clinical Infectious Diseases, 1 August 2001.

"Food Safety Efforts Accelerate in the 1990's," Food Review, September-December 2000.

Geller, A., Neal, Internal Control: a Fraud Prevention Handbook for Hotel and Restaurant Managers, Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 1997.

"Here's Looking at You," National Geographic Traveler, March 2001.

"How Safe is the Hotel Safe?," New York Times, 14 March 1999.

"Keeping the Bedbugs at Bay," <u>Executive Female</u>, July/August 1997.

"Locking Up the Laptop," <u>New York Times</u>, 1 October 2000.

Ninemeier, Jack D., <u>Management of Food and Beverage Operations</u>, Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 2000.

"Rest Uneasy," <u>National Geographic Traveler</u>, January/February 2000.

"Some Raw Oysters Deemed Safe May Not Be," <u>Tufts University Health and Nutirtional Newsletter</u>, November 2000.

"The Seven Deadly Sins of Hotel Security," <u>International Security Review</u>, March/April 2000.

"The Norwalk Virus: A Guidance Template for Local Environmental Health Professionals," <u>Journal of Environmental Health</u>, September 2000.

"Traveling on Business," <u>Safety and Health</u>, September 1999.

<u>Videos</u>: Following videos produced by: , Educational Institute of the American Hotel and Lodging Institute, Washington, D.C., 2000

10 Minute Trainer: Security

Addressing Workplace Violence in the Lodging Industry

Alcohol, the Law and your Property

Employee Awareness and Problem Prevention

Fire Safety: Prevention and Response for the Lodging Industry

Food Safety in the HACCP Way

Handling Disturbances

Key Control and Guest Privacy Today

Patrolling, Investigating and Documenting

Planning for Emergencies

World Trainer: Security Awareness

Course Analysis Questionnaire

SECTION A: Details of the Course

A1 How does this course fit into the programs of the department? For what students is the course designed?

The need for an online course in Hospitality Sanitation and Security is necessary to keep our course content current and competitive. The on-line format provides opportunities for traditional and non-traditional students to access the course. It will also permit the department to extend its course offerings to individuals outside the existing university enrollment.

A2 Does this course require changes in the content of existing courses or requirements for a program? If catalog descriptions of other courses or department programs must be changed as a result of the adoption of this course, please submit as separate proposals all other changes in courses and/or program requirements.

This course does not require any changes in the content of existing courses nor in the requirements for any program.

A3 Has this course ever been offered at IUP on a trial basis (e.g. as a special topic)? If so, explain the details of the offering.

This course has not been offered at IUP.

A4 Is this course to be dual level course? If so, what is the approval status at the graduate level?

This course is not to be offered as a dual level course.

A5   If this course may be taken for variable credit, what criteria will be used to relate the credits to the learning experience of each student? Who will make this determination and by what procedures?

This course will not be offered as a variable credit course.

A6   Do other higher education institutions currently offer this course? If so, please list examples.

    a. **Conrad Hilton School of Hotel and Restaurant Management, Houston Texas
Safety and Sanitation in the Hospitality Industry
(Public health, HACCP, and safety responsibilities in the food service industry. Sanitation certification requirement.)**

    b. **Johnson and Wales College
Sanitation Management**

    c. **Michigan State: Food Management: Safety and Nutrition**

    d. **Pennsylvania State University: Food Safety and Sanitation (on-line)**

    e. **Purdue University: Sanitation and Health in Foodservice, Lodging and Tourism: (Food safety and other health related issues in the hospitality and travel industries. Applications of sanitary principles in restaurants, hospitals, schools, hotels, cruise ships, airlines and international travel. Students must pass the National Sanitation Certification to receive credit.)**

A7 Is the content, or are the skills, of the proposed course recommended or required by a professional society, accrediting authority, law or other external agency? If so, please provide documentation. Explain why this content or these skills cannot be incorporated into an existing course.

While there are no national requirements for the content of this course, the content and the skills of this proposed course have been recommended by the Department of Agriculture, which is the regulates foodservice in the State of Pennsylvania. The current legislation mandates that by July 1, 2003, one supervisory employee per establishment must be certified. A minimum of fifteen hours of training required, by law. This course meets that requirement. The Department of Agriculture requirement sheets have been attached.

SECTION B: Interdisciplinary Implications

B1 Will this course be taught by one instructor or will there be team teaching?

This course will be taught by one instructor.

B2 What is the relationship between the content of this course and the content of other courses offered by other departments?

The content of this online course does not conflict with the content of courses offered by other departments.

B3. Will seats in this course be made available to students in the School of Continuing Education?

Since this is an online course, it represents virtual seating and will be available to students from across campus, including the College of Continuing Education. The online section will make the course more convenient and appealing to many students.

SECTION C: Implementation

C1 Are faculty resources adequate?

No additional faculty resources will be required.

C2..What other resources will be needed to teach this course and how adequate are the current resources? If not adequate, what plans exists for achieving adequacy? Reply in terms of the following:

<u>Space:</u> The online section of the course requires no additional space.

<u>Equipment:</u> Students will be required to have access to a computer wither personally or within the existing computer lab facilities available to students. The course utilizes WebCT under the direction of the Institutional Design Center. Instructors in the HRIM department have the computer equipment required to offer online courses from their department offices. The course will not require the acquisition of any new equipment.

<u>Laboratory Supplies:</u> No laboratory supplies will be required.

<u>Library Materials:</u> The course will not require additional library materials.

<u>Travel Funds:</u>   The course will not require travel funds.

C3. Are any of the resources for this course funded by a grant?

No resources of this course are funded by a grant.

C4. How frequently do you expect this course to be offered? Is this course particularly designed for or restricted to certain seasonal semesters.

This course is being offered at a Special Topics course for three semesters.

C5 How many sections of this course do you anticipate offering in any single semester?

One section.

C6. How many students do you plan to accommodate in a section of this course? Is this planned number limited by the availability of any resources? Explain.

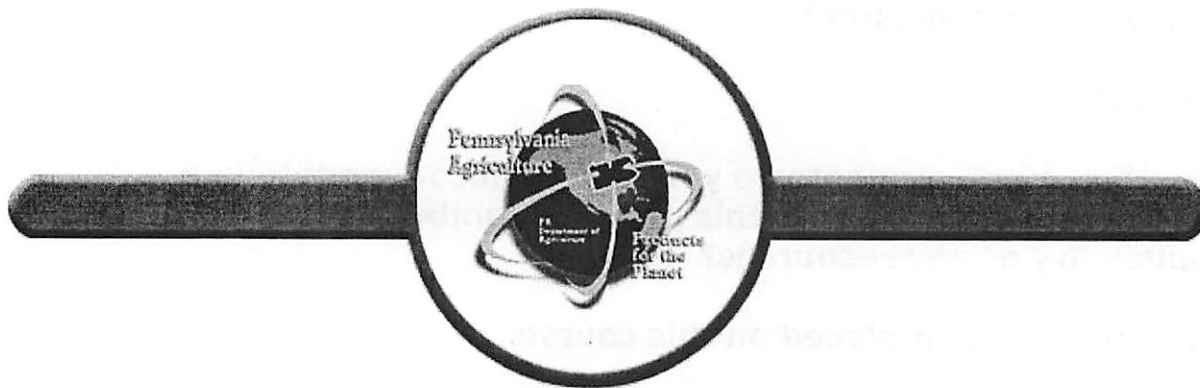**No limit has been placed on this course.**

C7. Does any professional society recommend enrollment limits or parameters for a course of this nature?

No professional society enrollment exists.

SECTION D: Miscellaneous

Include any additional information valuable to those reviewing this new course.

This is the first HRIM on-line offering. The need to offer HRIM on-line courses has been requested by many students. This course, therefore, will meet the needs of our student population.

**Food Employee Certification
General Information**

**Who will need to comply with the Food Employee
Certification Act by July 1, 2003?**

- **Food Service Establishments**
  - Restaurants (take-out or eat-in), fast foods to gourmet
  - Delis - make sandwiches, slice meats and cheeses, hot foods
  - Snack bars - prepare hot and cold foods
  - Fairs/carnivals -
    - Juice extract stand (lemonade and other fruits)
    - Hotdogs and hamburgers
    - Hand dipped ice cream
    - Pizza prepared on site
    - Shaved ice
    - Snow cones
    - Fry, grill, cook, roast, steam any foods
    - Prepare sandwiches, subs, salads
    - Prepare fresh fruit cup
  - Prepare pierogies
  - Belgium waffles with frozen dessert

Regions
E-mail
Directory
PDA Home
PA Home
Welcome
Consumers
Fairs
Industry
Laboratories
Facts
Links
Non-Profit
Regulatory
School Food
Certification
Labor Camps
Directory
Publications

Regions

Q & A

topping
- Stadiums, race tracks, parks
- Spas, health clubs
- Food vendors - hotdogs and other hot or cold foods
- Donut shops that prepare sandwiches, etc.
- Bars, clubs
- Recreational facilities
- Commissaries, caterers

o **Frozen Dessert Manufacturers**
Any manufacturer of frozen dessert, offering the product for retail sale to the public, shall comply with the Act.

o **Bakeries**
Bakery products which require refrigeration: cheesecakes, cream filled pies, cannoli, custard pies, meringue pies, etc. Also, products made with fresh whole eggs, milk or milk products when the baking time and/or temperature is not adequate to eliminate pathogenic microorganisms or toxins.

o **Retail Food Stores**
Includes all, with the exception of the following: (1) Store that sells only commercially prepackaged foods and, (2) store that does not sell any potentially hazardous food. Examples: produce stand that does not cut or slice; corner store that sells milk, bread and canned goods; candy store; a store that sells prepackaged meat, canned goods, paper goods and milk; store that purchases sandwiches from a commissary and sells them from a refrigerated case along with bottled drinks and other commercially prepackaged foods; and a store selling sodas, bottled water, commercially prepackaged foods and milk.

o **Food Processors**
May include any of the following: salad manufacturer, shellfish or seafood processing, ice manufacturer, fresh juice processor, cut fruits, tofu manufacturer, garlic-in-oil, sushi operations, cider press

and butcher stand in a farmers market that processes meat and/or poultry, makes sausages, slices meats and cheeses. Manufacturers of prepackaged, non-potentially hazardous foods are exempt from the Act.

What is Certification?

The Act requires one supervisory employee per establishment to become certified in food safety and sanitation. The Act does not require the certified person to be on premises during all hours of business.

The initial certification will be for five (5) years. Re-certification will be every five years thereafter. The certification training may be obtained through classroom or home study. The minimum hours required for initial certification is fifteen (15). Seven and one-half (7.5) hours of instruction are needed to meet re-certification requirements.

New establishments will have 90 days to comply with the Act; existing establishments which are not in compliance due to employee turnover or other loss of certified person shall have three (3) months from the date of loss to comply.

- **Initial Certification**
  To become certified:
  - o Locate a Pennsylvania Department of Agriculture approved program in your area. A list of approved programs is available.
  - o Attend training program and successfully pass exam with a minimum score of 70%. Note: Programs completions which occurred more than five years prior to the date of application cannot be approved.
  - o Attendee will fill out and submit to the Pennsylvania Department of Agriculture a Food Employee Certification Request Application. Either the instructor, proctor or attendee may submit the application.
  - o Submit a check or money order for $20, made payable to the Commonwealth of Pennsylvania, along with application.

Mail to:
ATTN: Food Employee Certification
Martha M. Melton
Pennsylvania Department of Agriculture
Bureau of Food Safety & Laboratory Services
2301 North Cameron Street
Harrisburg, PA 17110-9408

- o The instructor or proctor will certify the exam results to the Pennsylvania Department of Agriculture. Applicants submitting an application for certification and whose name does not appear on an instructor's or proctor's Test Score Report, must submit other valid documentation of course completion.
- o The application will be processed within thirty (30) days of the Pennsylvania Department of Agriculture's receipt. If approved, the applicant will be mailed a certificate. The certificate will be valid for five (5) years from date of issue.

- **Re-certification**
  To renew certification:
  - o Obtain at least seven and one-half (7.5) hours of approved continuing education in an area of food safety and sanitation within five (5) years from the issuance date of the certificate.
  - o Prior approval must be obtained for the continuing education program.
  - o An examination is not required.
  - o A list of approved training programs may be obtained from the Department.
  - o An application for Renewal of Certification may be obtained from the Pennsylvania Department of Agriculture.
  - o Submit a check or money order for $20, made payable to The Commonwealth of Pennsylvania, along with application.
    Mail to:
    ATTN: Food Employee Certification
    Martha M. Melton
    Pennsylvania Department of Agriculture
    Bureau of Food Safety & Laboratory Services
    2301 North Cameron Street