



# Foodservice Organizations: A Managerial and Systems Approach (5th Edition)

By Marian C. Spears, Mary Gregoire

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## **Foodservice Organizations: A Managerial and Systems Approach (5th Edition)** By Marian C. Spears, Mary Gregoire

For junior/senior and graduate-level courses in Introduction to Food and Beverage Operations and Foodservice Organization and Management. Completely revised and updated, this popular text presents a comprehensive portrait of managing commercial and on-site foodservice operations. Emphasizing a "real-world" focus using the foodservice systems model as the guiding framework, the Fifth Edition boasts a new four-part organization: Part I explores the concepts of the foodservice systems model in-depth; Part II probes the functional subsystems of the transformation process--procurement, production, distribution and service, safety, sanitation, and maintenance; Part III discusses management functions and linking processes, including information on leadership, decision-making, communication and marketing; Part IV concentrates on outputs of the system, and includes methods for evaluating the effectiveness of the system outputs. With a host of pedagogical aids and study resources, this text provides a solid balance of theory and practice that serves the needs of both students and instructors.

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### **Editorial Review**

From the Publisher

This popular text presents a comprehensive portrait of commercial and non-commercial foodservice, emphasizing the "real-world" focus on the foodservice customer and the customer's satisfaction. Theory and concepts are reinforced with practical illustrations taken from everyday life. Coverage explains management and marketing issues; examines delivery systems, with a focus on the central figure in delivery, the menu; and, discusses purchasing, receiving, storage, and inventory. It addresses issues involved in planning, ingredient and quality control, production, food safety, sanitation, and maintenance, as well as the management of supplies, employees, and finances.

From the Back Cover

This text combines theory and practice to provide students with the knowledge and skills they need to be effective foodservice managers.

See why dietetics and hospitality management educators use this best-selling text to prepare students to enter the field of foodservice management.

### **Features of the fifth edition:**

- Major reorganization of content to better support student and instructor needs; each of the 15 chapters closely linked to the foodservice systems model
- Comprehensive portrait of commercial and on-site foodservice management
- New and expanded coverage of quality management, leadership, food safety, HACCP, and risk management
- New pedagogical features including chapter learning objectives, margin definitions for key terms, chapter questions, and suggestions for class projects
- An authentic case study using an actual foodservice operation with questions linking the case to each chapter in the text
- Extensive use of figures, tables, and photos illustrating concepts and highlighting important data
- In-depth reference list and list of related Web sites at the end of each chapter for additional sources of information

About the Author

**Marian C. Spears**, Ph.D., R.D., Professor Emeritus, Kansas State University, formerly head of the Department of Hotel, Restaurant, Institution Management and Dietetics. She holds bachelor's and master's degrees from Case Western Reserve University, and a Ph.D. from the University of Missouri-Columbia. She had nearly 20 years of professional practice before entering academe, including positions as manager of a commercial cafeteria, chief dietitian of a nationally known children's home, and chief dietitian of a private hospital, all in Cleveland, Ohio. She later was associate director of dietetics at Barnes Hospital, St. Louis Missouri. Her academic experiences included a faculty position at the University of Arkansas, Fayetteville, and serving as director of the Food Systems Management Coordinated Program in Dietetics at the University of Missouri-Columbia. During the years of residence in Arkansas, she and her husband maintained an extensive consulting practice in the design and operation of hospital foodservice facilities. Dr. Spears has

authored and coauthored numerous publications. In 1989, she received the Marjorie Hulsizer Copher Award, the highest honor that can be conferred on a member of the American Dietetic Association.

**Mary B. Gregoire**, Ph.D., R.D., F.A.D.A., C.H.E. is Professor and Chair of Apparel, Educational Studies, and Hospitality Management at Iowa State University. She has more than 25 years of experience as an administrator in bode education and foodservice operations. Her career includes positions as associate foodservice director and internship director at Rush-Presbyterian St. Luke's Medical Center, associate director of research at the National Food Service Management Institute, graduate program director at Kansas State University, and foodservice director at jasper County Hospital. She has been an active researcher in the area of foodservice and hospitality management and has published numerous articles related to various aspects of foodservice management. Dr. Gregoire has her bachelor's and master's degrees from North Dakota State University and her Ph.D. from Kansas State University. She holds distinction as a charter fellow of the American Dietetic Association and is a Certified Hospitality Education.

## **Users Review**

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