

Penina Langer

Management Theories Assignment

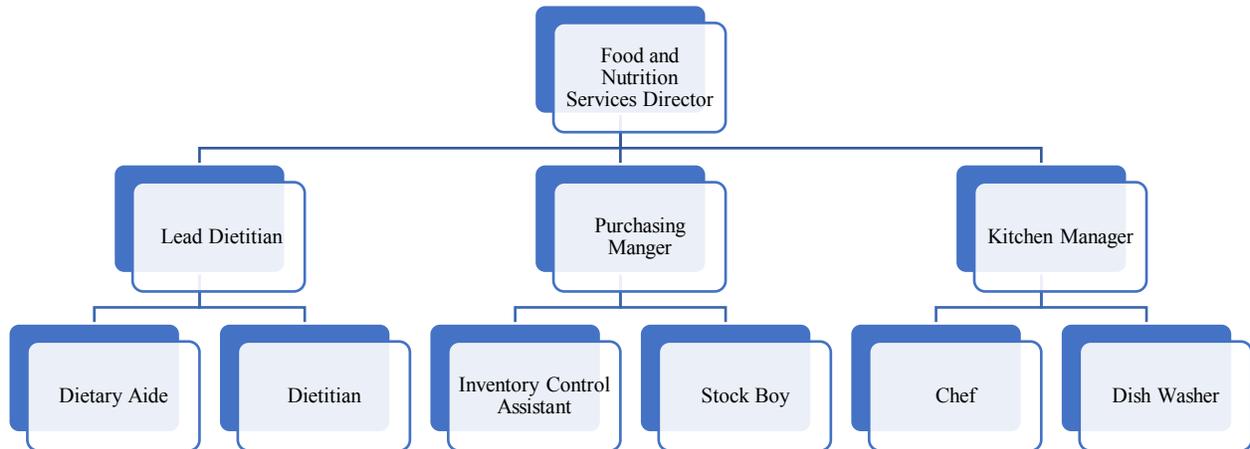
FNES 275

Professor Batashoff

Fall 2018

1. You are the Food Service Director in a medium sized hospital. Write the following for your Food Service Department:
  - a. **Mission Statement:** Our mission is to provide nutritious meals that promote health at a reasonable cost.
  - b. **Vision Statement:** This hospital will provide both nutritious and delicious food to our patients and their families. During a difficult time, worrying about food should be the last thing you have to do- it's our job to take care of that for you.
  
2. Explain the following management documents and their functions in ensuring consistency with the organization's strategy and goals.
  - a. **Policies** are guides for decision making. They are written to ensure that all actions performed by organizational members are in line with the organization's strategy and objectives.
  - b. **Procedures** are detailed guidelines for planned activities that occur regularly. Many organizations have manuals which contain their policies and procedures, which is helpful for new employees and to make sure guidelines are followed consistently.

3. Prepare an organizational chart for your Food Service Operation. Identify 5 major Food Service job titles and show the reporting structure.



4. Write a job description for a Registered Dietitian in your organization.

*Job Title:* Registered Dietitian

*Location:* This organization

*Job summary:* Conduct nutrition assessments, identify patients at risk, and create diet plans.

*Performance requirements:* Be able to analyze the effectiveness of treatments and implement changes when necessary. Keep up with the latest research and integrate it into patient care. The ideal candidate will be able to collaborate with doctors, therapists, and nurses to effectively improve patient outcomes. The RD should be an excellent leader, communicator, and critical thinker.

*Qualifications:* Need the RD credentials. Minimum of 2 years of prior experience in a clinical setting preferred.

5. Explain why it is important for a manager to have the following leadership skills:
  - a. **Technical skills** are skills that allow a worker to perform specialized activities. It is important for a lower-level manager to have technical skills. Having these skills is important for problem solving, coordinating work and communicating effectively. When a manager has technical skills, they are able to jump in and help because they understand and are able to perform the task at hand.
  - b. **Human skills** are the ability to understand and motivate individuals and groups. Human skills are important for people in all levels of management. They are essential to leadership and helping the team achieve their goals.
  - c. **Conceptual skills** are the ability to understand and integrate all the activities and interests of the organization towards a common objective. Conceptual skills are important in the upper levels of management, especially for policy decisions and broad-scale action.
  
6. Many Human Relation Theorists hold that employees participate in management, planning, and decision making improves productivity and morale. How do you think this theory contributes to staff morale and productivity? List 5 points.
  - a. When you show interest in a person as a person, as opposed to just an employee, their productivity will increase because they will feel more valuable.
  - b. When you make a worker feel useful and important to efficient functioning of the organization, they will feel pride and responsibility within the organization.
  - c. By promoting from within and allowing current employees to take on leadership roles, the employees will feel valued.

- d. Employees will work harder if they see management notices and appreciates their work ethic.
- e. Having the ability to give input in staff meetings and make suggestions on how to improve their specific job or general work environment will make employees feel important and improve their productivity.