Hospitality and Tourism

Pathway: Restaurants and Food & Beverage Services

Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
HTPA01.01	Ethics and Legal Responsibilities	#3: Hospitality/Restaurants and Food/Beverage Services #4: Restaurants and Food/Beverage Management	Examine and review ethical and legal responsibilities as they relate to guests, employees and conduct within the establishment to maintain high industry standards.	Examine all comments and suggestions from the customer service area to formulate improvements and ensure guests satisfaction.	Detail ways to achieve high rate of positive comments.
					Get regular feedback from guests and staff.
				Achieve an awareness of applicable legal policies to comply with laws regarding hiring, harassment and safety issues.	Demonstrate understanding of legal interviewing processes.
					Outline how harassment and stereotyping can create an unhealthy work environment.
					Define legal and ethical responsibilities for safety procedures.
					Interpret workman's compensation requirements and forms.
				Interpret ethical and legal guidelines relating to job performance to solve legal or ethical issues.	Identify ethical and legal situations which occur in the workplace.
					Relate appropriate response to legal/ethical infractions in the workplace.

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HTPA02.01	Safety, Health, and Environmental	#4: Restaurants and Food/Beverage Management #10: Food Safety and Sanitation for the Food Service Industry	Review all safety and sanitation procedures applicable to the work area to supervise staff in proper sanitation behaviors.	Examine overall safety procedures to maintain a safe work area.	Identify electric and mechanical hazards.
					Classify different types of fires and how to contain them.
					Identify proper fire evacuation procedures.
					Explain the safe use of ladders.
					Detail proper lifting and carrying procedures.
				Examine sanitation procedures to ensure facility is in compliance with health codes.	Outline compliance requirements of sanitation and health inspections.
					Show exemplary appearance and hygiene.
					Illustrate correct use of knives and kitchen equipment.
					Use protective gloves and clothing.
					Illustrate correct food handling and production techniques.
HTPA03.01	Systems	#10: Food Safety and Sanitation for the Food Service Industry	Examine the company's standard operating procedures to determine the criteria for food preparation.	Implement set of Operating Procedures to comply with company requirements.	Detail operating procedures for food quality.
					Detail operating procedures for food presentation.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
			(CONTINUED)	Evaluate prepared foods for quality and presentation to set quality standards in accordance with company requirements.	Show consistent appearance in prepared foods.
					Detail ways to monitor quality of prepared food.
				Use basic food knowledge to prepare nutritional, quality foods.	Explain use of variety of sauces.
					Choose appropriate cooking procedures (sauté, broil, bake, etc.)
					Employ knowledge of nutritional values.
					Exhibit high quality food presentation.
				Evaluate types of kitchen equipment to match equipment with correct cooking methodology.	Use scales and other food service equipment.
					Sharpen knives safely.
					Use pots and pans for different food preparations.
					Explain how to store and retrieve foods in a variety of settings (cold, hot, dry, etc.)

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
			(CONTINUED)	Use points and various types of service to provide customer service in accordance with company policy.	Detail characteristics of French, Russian, Bistro style and other forms of service.
					Identify types of dining utensils and proper uses.
					Show proper set up procedures for dining room/counter.
					Explain menu items.
					Detail the process of "upselling" and other forms of marketing at tableside.
HTPA04.01	Academic Foundations	#3: Hospitality/Restaurants and Food/Beverage Services Academic Courses	Manage and use basic reading, writing, and mathematical skills for food production and guest services to provide a positive guest experience.	Apply mathematical, reading, and writing skills to correctly deliver food products and guest service.	Convert recipes.
					Use proper measurements of ingredients.
					Calculate menu and recipe costs.
					Read and comprehend recipes, operational manuals, inventory control sheets, menus, correspondence, training manuals, etc.
					Use basic writing skills (grammar, punctuation, spelling) to produce inventory control sheets, recipes, menus, correspondence, employee evaluations, etc.
HTPA04.02	Academic Foundations	#3: Hospitality/Restaurants and Food/Beverage Services Academic Courses	Study and synthesize information from ethnic and geographical studies to apply to customer service.	Retrieve vital facts and statistics to correctly utilize information in a service environment.	Identify ethnicities and their dining habits and rules.
					Identify countries and their native food resources.

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HTPA05.01	Communications	#3: Hospitality/Restaurants and Food/Beverage Services Academic Courses	Integrate listening, writing, and speaking skills to enhance operations and guest satisfaction.	Use verbal and nonverbal communications to provide a positive experience for guests and employees.	Read English or required language.
					Write English or required language.
					Exhibit pleasing appearance and hygiene.
					Present comfortable tone in speaking
					Exhibit a hospitable personality.
					Listen and understand others.
					Communicate clearly and concisely to co-workers and guests.
				Recognize and respond to guests' needs and nonverbal cues to provide quality service.	Identify common nonverbal cues exhibited by guests and employees.
					Provide feedback to management in order to enhance operations.
HTPA06.01	Leadership and Teamwork	#7: Overview of Restaurants and Food/Beverage Services	Review managerial skills required to make staffing decisions while following industry standards.	Model leadership and teamwork qualities to aid in employee retention and create a pleasant working atmosphere for staff members.	Detail ways to minimize staff turnover.
					Work well with other staff members.
					Conduct regular staff training.
				Formulate staff development plans to create an effective working team.	Maintain current job descriptions for all positions under the managerial level.
					Conduct regular reviews of staff.
					Conduct regular training and coaching of staff.
				Review industry standards in human relations policies and procedures to ensure all necessary information is included in orientation for new employees.	Conduct thorough orientation for new staff.
					Detail elements involved in new orientation.

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HTPA07.01	Problem Solving and Critical Thinking	#5: Marketing for Hospitality and Tourism #8: Food/Beverage Management	Research costs, pricing, and market demands to manage profitability and implement effective marketing strategies.	Interpret calculations of food, labor, and pricing to ensure profitability.	Calculate food cost and determine ways to meet goals.
					Calculate labor cost and determine ways to meet goals.
					Determine the values of inventory or stock.
					Determine menu pricing.
					Define portion control.
				Examine market and alternative ways of marketing to develop a promotional package.	Develop promotional materials.
					Create methods to market materials.
				Anticipate future needs to plan accordingly.	Demonstrate awareness of operational needs.
					Demonstrate awareness of capabilities and limitations of the operation.
HTPA07.02	Problem Solving and Critical Thinking	#8: Food/Beverage Management	Manage unexpected situations to ensure continuity of quality service.	Identify the problem, possible solutions, and decide on a course of action to resolve unexpected situations.	List common unexpected situations.
					Outline steps to remedy specific situations.
HTPA08.01	Information Technology	#2: Information Technology Applications #8: Food/Beverage Management	Examine types of computerized systems used to manage food service operations and guest service.	Identify ways computers and software are used to provide guest and food services.	Demonstrate knowledge in point of sale systems.
					Demonstrate knowledge in basic computer applications.
					Demonstrate knowledge in computer programs used for food production.

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HTPA08.02	Information Technology	#2: Information Technology Applications #8: Food/Beverage Management	Research and evaluate technical resources for food services and bar operations to update or enhance industry standards.	Use software applications to manage different aspects of food service operations.	Demonstrate the use of software programs for human resource management.
					Demonstrate the use of software programs for inventory control, point of sale, profit/loss, etc.
				Retrieve website information to use in menu-planning, recipes, and for product information.	Access relevant websites.
					Download recipes.
					Bookmark websites.
HTPA09.01	Technical Skills	#6: Hospitality and Tourism Internship #9: Food Service Production and Operations	Examine the company's standard operating procedures related to food and beverage production and guest service to measure effectiveness.	Implement set of Operating Procedures to comply with company requirements.	Detail operating procedures for food quality.
					Detail operating procedures for food presentation.
				Evaluate prepared foods for quality and presentation to set quality standards in accordance with company requirements.	Show consistent appearance in prepared foods
					Detail ways to monitor quality of prepared food.
				Use basic food knowledge to prepare nutritional, quality foods.	Explain use of a variety of sauces.
					Choose appropriate cooking procedures (sauté, broil, bake, etc.).
					Employ knowledge of nutritional values.
					Exhibit high quality food presentation.
				Evaluate types of kitchen equipment to match equipment with correct cooking methodology.	Use scales and other food service equipment.
					Sharpen knives safely.
					Use pots and pans for different food preparations.
					Explain how to store and retrieve foods in a variety of settings (cold hot, dry, etc.)

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
			(CONTINUED)	Use appropriate types of food service to provide customer service according to set standards.	Detail characteristics of French, Russian, Bistro style and other forms of service.
					Identify types of dining utensils and proper uses.
					Show proper set up procedures for dining room/counter.
					Explain menu items.
					Detail the process of “upselling” and other forms of marketing at tableside.
HTPA10.01	Employability and Career Development	#3: Hospality/Restaurants and Food/Beverage Services #6: Hospitality and Tourism Internship	Research and review career options and qualifications in the restaurant and food service industry.	Summarize steps needed to obtain a job in the restaurant and food service industry.	Outline a plan for effective job search.
					Write a resume that lists skills and competencies.
					List steps for an effective job interview.
					Explain follow up steps for a job interview.
				Summarize steps needed to retain a job in the restaurant and	Develop a list of workplace rules and regulations.
					Identify and give examples of positive work attitudes.
					Make a list of qualities of successful food service employees.
					Identify hierarchy within the organization.

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Code	Topic	Course	Knowledge and Skill	Performance Element	Measurement Criteria
			(CONTINUED)	Examine jobs available within the various types of restaurants and food service operations to assess career opportunities.	List the qualifications for various careers in the food service industry.
					Describe major duties/tasks for each job option.
				Examine various industry sectors such as independent vs. chain operations to differentiate careers in each type of operation.	List various types of food service operations.
					List advantages/disadvantages of different sectors.

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