FOOD SERVICE AND HOSPITALITY CAREER PATHWAY STANDARDS

DIRECTIONS
Use the rating scale to evaluate the student. Check the appropriate box to indicate the degree of competency. The A, P, B & L are not intended to represent the traditional school grading system. Ratings should reflect the student's achievement of the competencies rather than the grade given in the class.

RATING SCALE
A = Advanced Demonstrates superior knowledge and skills; can work independently with no supervision.
P = Proficient Demonstrates proficient knowledge and skills; can work with limited supervision.
B = Basic Demonstrates minimal knowledge and skills; requires instruction and close supervision.
L = Limited Shows little or no knowledge or skill in this area.

HTR – B1.0
Demonstrate an understanding of major aspects of the food service and hospitality industry and the role of the industry in local, state, national, and global economies:
A P B L

❏ ❏ ❏ ❏ B1.1 Define and compare core elements of the food service and hospitality industry from various supporting industries.

❏ ❏ ❏ ❏ B1.2 Understand how the various segments of the industry contribute to, and impact, local, state, national, and international economies, cultures, and the environment.

❏ ❏ ❏ ❏ B1.3 Explain the relationship between industry trends and local, state, national, and international economic trends.

❏ ❏ ❏ ❏ B1.4 Research the advantages and disadvantages of the working conditions of various careers in the food service and hospitality industry.

HTR – B2.0
Demonstrate the basics of safe work habits, security, and emergency procedures required in food service and hospitality establishments:
A P B L

❏ ❏ ❏ ❏ B2.1 Identify the causes, prevention, and treatment of common accidents and the reporting procedures involved.

❏ ❏ ❏ ❏ B2.2 Practice the basic procedures for the safety of employees and guests, including the procedures for emergency situations.

❏ ❏ ❏ ❏ B2.3 Understand the role of the California Occupational Safety and Health Administration, the Environmental Protection Agency, and other agencies in regulating practices in the food service and hospitality industry.

❏ ❏ ❏ ❏ B2.4 Understand the source and purpose of information in the Material Safety Data Sheets (MSDS) and know the proper use of personal protective equipment (PPE).

HTR – B3.0
Interpret the basic principles of sanitation and safe food handling:
A P B L

❏ ❏ ❏ ❏ B3.1 Employ the standards of personal grooming and hygiene required by local, state, and federal health and safety codes.

❏ ❏ ❏ ❏ B3.2 Understand basic local, state, and federal sanitation regulations as they pertain to food production and service.

❏ ❏ ❏ ❏ B3.3 Explain the types of food contamination, the potential causes, including cross-contamination, and methods of prevention.

❏ ❏ ❏ ❏ B3.4 Practice safe and sanitary procedures in all food handling, including food receiving, storage, production, service, and cleanup.

❏ ❏ ❏ ❏ B3.5 Understand the essential principles of Hazard Analysis Critical Control Points, including the use of flowcharts.

❏ ❏ ❏ ❏ B3.6 Understand the purpose and process of required industry certificaiton (e.g., ServSafe, California Food Handlers Card).

HTR – B4.0
Analyze the basics of food service and hospitality management:
A P B L

❏ ❏ ❏ ❏ B4.1 Understand the responsibilities of management, such as ensuring safe work practices and conditions and complying with important laws and regulations that affect employment, such as wage and hour laws, tenant status, and accommodation of minors.

❏ ❏ ❏ ❏ B4.2 Understand the importance of specific human resource practices and procedures that address workplace diversity, harassment, personal safety, and discrimination.

❏ ❏ ❏ ❏ B4.3 Interpret the differences in goals and organizational management of various food service businesses.

❏ ❏ ❏ ❏ B4.4 Understand the relationship of effective management and business procedures to important outcomes, such as profitability, productivity, workplace atmosphere, consumer and guest satisfaction, and business growth.

❏ ❏ ❏ ❏ B4.5 Design and interpret business plans including: the mission, vision, target market, location, financing, and the community and ecological context of the business.

HTR – B5.0
Demonstrate an understanding of the basics of systems operations and the importance of maintaining facilities, equipment, tools, and supplies:
A P B L

❏ ❏ ❏ ❏ B5.1 Apply the procedures for cleaning and maintaining facilities and equipment and the importance of preventive maintenance and the use of nontoxic and less toxic materials.

❏ ❏ ❏ ❏ B5.2 Recognize the types of materials and supplies used in the maintenance of facilities, including the identification of the hazardous environmental and physical properties of chemicals and the use of Material Safety Data Sheets (MSDS).

❏ ❏ ❏ ❏ B5.3 Practice the procedures for maintaining inventories: ordering food, equipment, and supplies; and storing and restocking supplies.

❏ ❏ ❏ ❏ B5.4 Understand the relationship between facilities management and profit and loss, including the costs of resource consumption, breakage, theft, supplies use, and decisions for repairs or replacement.

❏ ❏ ❏ ❏ B5.5 Understand how various departments in a food service facility contribute to the economic success of a business.

❏ ❏ ❏ ❏ B5.6 Prioritize tasks and plan work schedules based on budget and personnel.

HTR – B6.0
Illustrate and apply the basics of food preparation and safety and sanitation in professional and institutional kitchens:
A P B L

❏ ❏ ❏ ❏ B6.1 Use, maintain, and store the tools, utensils, equipment, and appliances safely and appropriately for preparing a variety of food items.

❏ ❏ ❏ ❏ B6.2 Apply the principle of *mise en place*, including the placement and order of use of ingredients, equipment, tools, and supplies.

❏ ❏ ❏ ❏ B6.3 Prepare food by using the correct terminology, food safety, techniques, and procedures specified in recipes and formulas.

❏ ❏ ❏ ❏ B6.4 Plan and follow a food production schedule, including timing and prioritizing of tasks and activities.

❏ ❏ ❏ ❏ B6.5 Evaluate the qualities and properties of food items and ingredients used in food preparation.

❏ ❏ ❏ ❏ B6.6 Design plating techniques, including accurate portioning and aesthetic presentation skills.

❏ ❏ ❏ ❏ B6.7 Develop a food preparation plan using forecasting and cross-utilization of products to maximize profit and eliminate waste.

HTR – B7.0
Illustrate and apply the basics of baking, pastry, and dessert preparation and safety and sanitation in professional and institutional kitchens:
A P B L

❏ ❏ ❏ ❏ B7.1 Use, maintain, and store the tools, utensils, equipment, and appliances safely and appropriately for preparing, serving, and storing baked goods, pastries, and desserts.

HTR – B7.0 (continued)

❏ ❏ ❏ ❏ B7.2 Apply the principle of *mise en place*, including the placement and order of use of the ingredients, equipment, tools, and supplies unique to baking and pastry production.

❏ ❏ ❏ ❏ B7.3 Produce baked goods, pastries, and desserts by using the correct terminology, food safety, techniques, procedures, and various finishing techniques.

❏ ❏ ❏ ❏ B7.4 Evaluate the qualities and properties of food items and ingredients used for baked goods, pastries, and desserts.

❏ ❏ ❏ ❏ B7.5 Understand packaging and merchandising techniques to feature seasonal and standard bakery products.

❏ ❏ ❏ ❏ B7.6 Develop a plan using forecasting and cross-utilization of products to maximize profit and eliminate waste.

HTR – B8.0
Apply the knowledge and skills essential for effective customer service:
A P B L

❏ ❏ ❏ ❏ B8.1 Analyze the importance of customer service to the success of the food service establishment.

❏ ❏ ❏ ❏ B8.2 Demonstrate the concept of exceptional customer service and know ways of anticipating the needs and desires of customers to exceed their expectations.

❏ ❏ ❏ ❏ B8.3 Recognize common customer complaints and the service solutions for preventing or resolving complaints.

❏ ❏ ❏ ❏ B8.4 Understand the roles of management and employees in effectively meeting the needs of culturally, generationally diverse, special needs customers.

❏ ❏ ❏ ❏ B8.5 Interact with customers in a positive, responsive, and professional manner.

HTR – B9.0
Apply the basic procedures and skills needed for food and beverage service:
A P B L

❏ ❏ ❏ ❏ B9.1 Differentiate the required duties of various positions, including those of the host/hostess, wait staff, bus person, and others related to opening, closing, change-or-shift, and preparatory work.

❏ ❏ ❏ ❏ B9.2 Apply the concept of *mise en place* in relation to food and beverage service.

❏ ❏ ❏ ❏ B9.3 Practice safe, efficient, and proper procedures for setting, serving, maintaining, and busing tables.

❏ ❏ ❏ ❏ B9.4 Practice proper techniques for customer service, including greeting, seating, presenting and explaining menu items, and taking customer orders.

❏ ❏ ❏ ❏ B9.5 Integrate appropriate, effective, and efficient techniques for writing food and beverage orders, relaying orders to the kitchen, coordinating and assembling food orders, and preparing and presenting checks to customers.

❏ ❏ ❏ ❏ B9.6 Apply procedures for handling cash transactions, converting currency, and identifying counterfeit currency.

❏ ❏ ❏ ❏ B9.7 Apply the procedures for handling noncash transactions including: credit cards, debit cards, ATM cards, money orders, personal checks, coupons, discounts, and online transactions.

❏ ❏ ❏ ❏ B9.8 Conduct all financial transactions in an accurate, professional, and ethical manner, including gratuities.

❏ ❏ ❏ ❏ B9.9 Produce a product that identifies and explains the impact of theft on the food service and hospitality industry.

HTR – B10.0
Demonstrate and apply basic nutritional concepts in meal planning and food preparation:
A P B L

❏ ❏ ❏ ❏ B10.1 Apply basic nutritional principles and know how to use food preparation techniques that conserve nutrients.

❏ ❏ ❏ ❏ B10.2 Interpret nutritional or ingredient information from food labels and fact sheets and analyze menu items to meet the dietary needs of individuals.

❏ ❏ ❏ ❏ B10.3 Create nutritious, creative, and profitable menus in accord with availability and demand.

HTR – B11.0
Demonstrate an understanding of the basic processes of costing and cost analysis in food and beverage production and service:
A P B L

❏ ❏ ❏ ❏ B11.1 Understand the customer's perception of value and its relationship to profit and loss.

❏ ❏ ❏ ❏ B11.2 Understand the components of a profit and loss statement emphasizing food and labor costs.

❏ ❏ ❏ ❏ B11.3 Utilize the practices of reduce, reuse, and recycle to maximize profits.

❏ ❏ ❏ ❏ B11.4 Understand the importance and structure of standardized systems, such as the Uniform System of Accounts for Restaurants.

❏ ❏ ❏ ❏ B11.5 Evaluate the importance of the menu as the primary source of revenue generation and cost control.

❏ ❏ ❏ ❏ B11.6 Calculate recipe costs and pricing per portion and compare the cost per cover to the theoretical cost.

HTR – B12.0
Describe the fundamentals of successful sales and marketing methods:
A P B L

❏ ❏ ❏ ❏ B12.1 Recognize methods to develop and maintain long-term customer relations.

❏ ❏ ❏ ❏ B12.2 Identify the major market segments of the industry and understand how marketing principles and procedures can be applied to target audiences.

❏ ❏ ❏ ❏ B12.3 Understand basic marketing principles for maximizing revenue based on supply and demand and competition.

❏ ❏ ❏ ❏ B12.4 Understand the value of advertising, public relations, social networking, and community involvement.

❏ ❏ ❏ ❏ B12.5 Research the various types of entrepreneurial opportunities in the food service industry.

❏ ❏ ❏ ❏ B12.6 Design marketing strategies, including branding, benchmarking, and promotional selling and upgrading and their effect on profits.

HTR ANCHOR STANDARDS

ANCHOR – 1.0 Academics
Analyze and apply appropriate academic standards required for successful industry sector pathway completion leading to postsecondary education and employment. Refer to the Hospitality, Tourism, and Recreation academic alignment matrix for identification of standards.*
A P B L

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RATING SCALE

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ANCHOR – 2.0 Communications
Acquire and accurately use Hospitality, Tourism, and Recreation sector terminology and protocols at the career and college readiness level for communicating effectively in oral, written, and multimedia formats. (Direct alignment with LS 9-10, 11-12.6)*

A P B L
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ANCHOR – 3.0 Career Planning and Management
Integrate multiple sources of career information from diverse formats to make informed career decisions, solve problems, and manage personal career plans. (Direct alignment with SLS 11-12.2)*

A P B L
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ANCHOR – 4.0 Technology
Use existing and emerging technology, to investigate, research, and produce products and services, including new information, as required in the Hospitality, Tourism, and Recreation sector workplace environment. (Direct alignment with WS 11-12.6)*

A P B L
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ANCHOR – 5.0 Problem Solving and Critical Thinking
Conduct short, as well as more sustained, research to create alternative solutions to answer a question or solve a problem unique to the Hospitality, Tourism, and Recreation, using critical and creative thinking; logical reasoning, analysis, inquiry, and problem-solving techniques. (Direct alignment with WS 11-12.7)*

A P B L
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ANCHOR – 6.0 Health and Safety
Demonstrate health and safety procedures, regulations, and personal health practices and determine the meaning of symbols, key terms, and domain-specific words and phrases as related to the Hospitality, Tourism, and Recreation sector workplace environment. (Direct alignment with RSTS 9-10, 11-12.4)*

A P B L
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ANCHOR – 7.0 Responsibility and Flexibility
Initiate, and participate in, a range of collaborations demonstrating behaviors that reflect personal and professional responsibility, flexibility, and respect in the Hospitality, Tourism, and Recreation sector workplace environment and community settings. (Direct alignment with SLS 9-10, 11-12.1)*

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ANCHOR – 8.0 Ethics and Legal Responsibilities
Practice professional, ethical, and legal behavior, responding thoughtfully to diverse perspectives and resolving contradictions when possible, consistent with applicable laws, regulations, and organizational norms. (Direct alignment with SLS 11-12.1d)*

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ANCHOR – 9.0 Leadership and Teamwork
Work with peers to promote divergent and creative perspectives, effective leadership, group dynamics, team and individual decision making, benefits of workforce diversity, and conflict resolution as practiced in the career technical student organization (FHA-HERO: The California Affiliate of FCCLA). (Direct alignment with SLS 11-12.1b)*

A P B L
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HOME ECONOMICS CAREERS AND TECHNOLOGY: HOSPITALITY, TOURISM, AND RECREATION (HTR) INDUSTRY SECTOR

FOOD SERVICE AND HOSPITALITY CAREER PATHWAY COMPETENCY PROFILE

PERSONAL INFORMATION

Instructional Career Pathway Program: _____ Career Objective: _____

Name: _____ School/ROCP: _____ Today's Date: _____

Address: _____ School District: _____

City, State, Zip Code: _____ School/ROCP Phone: _____ School/ROCP Fax: _____

SECONDARY EDUCATION AND TRAINING

METHOD OF INSTRUCTION *C.C., C.V.E., C/L-B.E.	INSTRUCTOR'S NAME	ENROLLMENT DATE	COMPLETION DATE	TOTAL CLASS HOURS	TOTAL LABORATORY HOURS	TOTAL ON-THE-JOB TRAINING HOURS	GRADE POINT AVERAGE

WORK SITE/ON-THE-JOB TRAINING/WORK EXPERIENCE

JOB TITLE	TRAINING STATION	DURATION OF TRAINING	COMPANY NAME	SUPERVISOR'S NAME	SUPERVISOR'S PHONE

has successfully completed course work and competencies for the Food Service and Hospitality Career Pathway.
(Student Name)

_____ (Student Signature and Date)   _____ (Instructor Signature and Date)   _____ (HERO Advisory Committee Member Signature and Date)

POST-SECONDARY EDUCATION AND TRAINING

DATE	INSTITUTION	ATTENDING Y/N	COURSES ENROLLED IN

EMPLOYMENT STATUS

NOT IN LABOR FORCE	UNEMPLOYED Y/N	MILITARY STATUS Y/N	EMPLOYED Y/N	EMPLOYER'S NAME	ADDRESS	SUPERVISOR'S NAME	JOB TITLE	RELATED TO TRAINING	SALARY

Abbreviation Explanation: *C.C. = Community Classroom *C.V.E. = Cooperative Vocational Education *C/L-B.E. = Classroom/Laboratory-Based Education

Prepared by the Home Economics Careers and Technology Education Staff, California Department of Education, in collaboration with the HECT Curriculum and Professional Development Project, CSU Fresno.

ANCHOR – 10.0 Technical Knowledge and Skills
Apply essential technical knowledge and skills common to all pathways in the Hospitality, Tourism, and Recreation sector, following procedures when carrying out experiments or performing technical tasks. (Direct alignment with WS 11-12.6)*

A P B L
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ANCHOR – 11.0 Demonstration and Application
Demonstrate and apply the knowledge and skills contained in the Hospitality, Tourism, and Recreation anchor standards, pathway standards, and performance indicators in classroom, laboratory and workplace settings, and through the career technical student organization (FHA-HERO: The California Affiliate of FCCLA).*

A P B L
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*Refer to the Anchor Standards in the Hospitality, Tourism, and Recreation Industry Sector for performance indicators.

2014