

## Instructional/Task Analysis

**Related Information: What the Student Should Know**

**Application: What the Student Should Be Able to Do**

### Unit 1: Introduction to the Foodservice Industry

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|--|---|
| 1. Terms and definitions                                   | 3. Research trends in the culinary arts   |
| 2. Facets and philosophy of hospitality                    | 6. Investigate various cuisines   |
| 4. History of the foodservice industry                     | 9. Evaluate career opportunities in the foodservice industry                            |
| 5. Types of regional cuisine                               | 13. Research professional culinary organizations  |
| 7. Popular historical culinarians                          | 14. Evaluate trade publications that support culinary arts and the foodservice industry |
| 8. Career opportunities available in the industry          |   |
| 10. Organizational structures and functions of restaurants |   |
| 11. Certified and noncertified careers in culinary arts    |   |
| 12. Education, experience, and certification requirements  |   |
| 15. Advantages of working in foodservice                   |   |
| 16. Professional ethics                                    |   |

### Unit 2: Workplace Skills

1. Terms and definitions
2. Goals of communication
3. Types of communication
4. Components of effective communication
5. Ways to achieve effective communication
6. Effective speaking skills
8. Effective listening skills
9. Social communication and etiquette
10. How diversity in the workplace affects language and communication
12. Reasons people work
13. Characteristics of teamwork and good co-workers
14. Expectations of employers and employees

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### Unit 2: Workplace Skills (Continued)

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|---|---|
| 17. Leadership in the workplace   | 7. Apply effective oral communication skills                                  |
| 18. Leadership styles   | 11. Identify stereotyping to promote workplace diversity                      |
| 19. Professionalism and how it relates to work                              | 15. Determine how behavior affects job performance                            |
| 20. Guidelines for following directions at work                             | 16. Analyze work situations to determine the importance of employee attitudes |
| 21. Use of the phone, fax, e-mail, and computer in the foodservice industry | 22. Apply effective written communication skills                              |

### Unit 3: Employability Skills

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|--|---|
| 1. Terms and definitions                                     | 3. Write a resume   |
| 2. Steps to take to become employed                          | 4. Write a letter of application (cover letter) for a foodservice job |
| 6. Ways to find employment opportunities                     | 5. Complete an employment application form                            |
| 7. Preparing for an interview                                | 8. Prepare a career portfolio   |
| 9. Positive ways to conduct oneself during an interview      | 11. Follow-up an interview with a letter or phone call                |
| 10. Special considerations for answering interview questions |   |
| 12. Legal aspects of employment                              |   |

### Unit 4: Business and Math Skills

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|--|---|
| 1. Terms and definitions   | 5. Adjust recipes for various yields                                      |
| 2. Abbreviations for volume, weight, length, and temperature in Metric and U.S. Standard systems | 8. Calculate food and labor cost percentages                              |
| 3. Common equivalents for volume, weight, length, and temperature                                | 9. Determine the cost per portion of given recipes                        |
| 4. Determine how to adjust yield of a standard recipe  | 10. Solve problems concerning costs                                       |
| 6. Variable and fixed costs associated with foodservice budgets                                  | 11. Solve selling price of menu items and a guest check                   |
| 7. Calculating food, beverage, and cost percentages  | 13. Calculate labor costs and percentages                                 |
| 12. Calculate labor costs  | 14. Determine payroll taxes, tip credits, and other business computations |
| 15. Read a financial statement   | 16. Complete a financial statement  |
|  | 17. Perform calculations using current technology (Microsoft Excel)       |

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#### Unit 5: Safety

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| 1. Terms and definitions                        | 3. Complete a safety checklist                             |
| 2. Basic safety rules                           | 6. Use a fire extinguisher properly                        |
| 4. Basic fire prevention rules                  | 8. Solve problems related to foodservice safety practices  |
| 5. Classes of fires and extinguishers           | 11. Research foodservice safety violations                 |
| 7. Accident prevention                          | 13. Solve problems related to waste disposal and recycling |
| 9. Safe kitchen clothing                        | 16. Lift and carry a heavy object                          |
| 10. Laws and rules governing foodservice safety |  |
| 12. Waste and recycling guidelines              |  |
| 14. First aid procedures                        |  |
| 15. Lifting and carrying heavy objects          |  |

#### Unit 6: Sanitation

1. Terms and definitions
2. Regulatory agencies
3. Foodservice inspection process
5. Sources of food contamination
6. Food contamination prevention
7. Dangers of foodborne illness
8. Biological and physical contaminants
9. Microorganisms and other pathogens that cause contamination
10. Common illnesses from microorganisms and other pathogens
12. Steps to controlling a foodborne illness outbreak
14. Growth and prevention of disease-causing bacteria
15. Common pests in the foodservice industry
16. Storing and using pesticides
17. Personal hygiene in the workplace
19. Food allergy factors
20. Standards for safeguarding food

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### Related Information: What the Student Should Know

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#### Unit 6: Sanitation (Continued)

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|---|--|
| 21. Guidelines for purchasing and receiving food                              | 4. Investigate health inspections                      |
| 22. Safe food-handling procedures for preparing food                          | 11. Solve problems concerning foodborne illness        |
| 23. Safe food-handling procedures for cooking food                            | 13. Research a foodborne illness outbreak              |
| 24. Safe food-handling procedures for protecting food when serving            | 18. Wash hands   |
| 26. Cleaning and sanitizing ware items  | 25. Observe and record food-handling storage practices |
| 28. Ways to maintain a sanitary facility                                      | 27. Wash pots and pans                                 |
| 29. In-house sanitation for public and nonpublic areas                        | 30. Observe and record sanitation practices            |
| 31. Storage and usage practices for housekeeping tools                        | 33. Wet mop a floor                                    |
| 32. Storage and usage practices for cleaning supplies and other caustic items | 34. Develop a cleaning program                         |
| 35. Principles of a HACCP system  | 36. Create a HACCP outline                             |
| 37. Purposes of food safety and sanitation training                           |  |
| 38. Components of safety and sanitation training for managers and trainers    |  |

#### Unit 7: Dining Room Service

1. Terms and definitions
2. Elements of outstanding service
3. Service methods (banquets, buffets, catering, a la carte)
4. American, English, French, and Russian service
6. Greeting and seating guests
8. Guidelines for taking orders
10. Methods of taking orders
11. Time factors to consider when placing an order
12. Methods of submitting an order to the kitchen

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### Related Information: What the Student Should Know

### Application: What the Student Should Be Able to Do

#### Unit 7:Dining Room Service (Continued)

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|--|---|
| 14. Guidelines for serving food efficiently                                    | 5. Demonstrate proper service methods   |
| 18. Presenting a guest check for formal and informal services                  | 7. Greet and seat guests  |
| 19. Methods of payment   | 9. Write and total a guest check  |
| 22. Math applications usually performed by service personnel                   | 13. Load and handle a tray  |
| 27. Common sense safety and sanitation rules                                   | 15. Use arm technique to pick-up and place plates and glasses                       |
| 29. Standard ware items (china, glassware, flatware, and serving utensils)     | 16. Serve guests  |
| 31. Guidelines for table setting   | 17. Serve a booth or wall table   |
| 35. Guest services and customer relations                                      | 20. Handle specific credit card situations  |
| 38. Sales techniques and methods of upselling                                  | 21. Process a credit card sale  |
| 41. Hierarchy of dining room and kitchen jobs                                  | 23. Distinguish among math applications performed by service personnel              |
| 45. Guidelines for good teamwork between dining room and kitchen staff         | 24. Set up a cash drawer  |
| 46. Work flow and interrelationship between dining room and kitchen operations | 25. Balance and total a cash drawer   |
| 47. Training procedures for service staff                                      | 26. Take cash and make change   |
|  | 28. Evaluate service situations related to safety and sanitation                    |
|  | 30. Label cover and service items   |
|  | 32. Prepare a table for service   |
|  | 33. Demonstrate table setting   |
|  | 34. Bus a table   |
|  | 36. Solve problems concerning customer relations and accommodation of special needs |
|  | 37. Handle special service situations   |
|  | 39. Evaluate sales techniques   |
|  | 40. Suggest sales techniques for various foodservice situations                     |
|  | 42. List various jobs in the dining room  |
|  | 43. Prepare and evaluate coffee   |
|  | 44. Demonstrate basic napkin folds  |
|  | 48. Perform dining room opening duties  |
|  | 49. Perform dining room closing duties  |

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### Unit 8: Nutrition

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|--|--|
| 1. Terms and definitions                             | 6. Plan nutritionally balanced menus                                 |
| 2. Major functions of diet and food                  | 7. Analyze your eating habits  |
| 3. Function of human digestive organs                | 9. Identify methods of preventing allergen contamination in kitchens |
| 4. Food categories of 2005 USDA Food Guide Pyramid   | 15. Compare the vitamin and mineral content of foods                 |
| 5. Purposes of dietary guidelines                    | 17. Plan healthy meals from fast food restaurants                    |
| 8. Common food allergies and substitutions           | 19. Research needs of special diets                                  |
| 10. Sources and functions of major nutrients         | 20. Plan meals for special diets                                     |
| 11. Sources and functions of major vitamins          |  |
| 12. Sources and functions of major minerals          |  |
| 14. Storage and cooking of foods to retain nutrients |  |
| 16. Ways to incorporate nutrition into menus         |  |
| 18. Contemporary nutritional issues                  |  |
| 21. Special needs of chefs and foodservice workers   |  |

### Unit 9: Menu Planning

1. Terms and definitions
2. Menu planning resources
3. Principles of menu planning
4. Factors related to customers
5. Management considerations
6. Truth-in-menu guidelines
8. Nutritional responsibilities of a menu planner
9. Methods for giving a menu variety
10. Factors to consider for seasonal menus
11. Guidelines for planning menus
13. Types of menus
15. Recipe costing
16. Cost control factors and pricing methods
18. Product mix and profitability

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### Related Information: What the Student Should Know

### Application: What the Student Should Be Able to Do

#### Unit 9: Menu Planning (Continued)

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|--------------------------------------|---|
| 20. Ways to market a menu            | 7. Create menu item descriptions using truth-in-menu guidelines |
| 21. Qualities of a good menu format  | 12. Correct menu flaws  |
| 22. Guidelines for developing a menu | 14. Plan various types of menus                                 |
|                                      | 17. Determine recipe costs and menu prices                      |
|                                      | 23. Develop a menu  |
|                                      | 24. Review and evaluate menus                                   |

#### Unit 10: Purchasing and Receiving

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|---|--|
| 1. Terms and definitions  | 4. Analyze market fluctuation and product cost   |
| 2. Flow of goods  | 5. Complete a purchasing chart to show amounts to order  |
| 3. Purchasing steps and methods   | 6. Complete a purchasing chart to show amounts needed  |
| 8. Legal and ethical considerations of purchasing                       | 7. Write specifications for a canned food, a fresh food, and a frozen food                                 |
| 9. Inspection, grading, and labeling requirements of various food items | 11. Conduct a yield and cost comparison test of pre-fabricated products and on-premises butchered products |
| 10. Established standards of yield grades for meat and poultry          | 13. Conduct a yield and quality test on canned, fresh, frozen, and prepared items                          |
| 12. Yield grades and specifications of fruits and vegetables            | 17. Evaluate goods to determine if they meet user specifications   |
| 14. Grading and specifications for eggs                                 | 18. Receive and store fresh produce and frozen, refrigerated, and staple goods                             |
| 15. Grading and specifications for fish and seafood                     | 20. Identify proper storage areas for food and non-food items  |
| 16. Evaluation of received goods  | 21. Identify specific food items   |
| 19. Storage guidelines for various items                                | 23. Prepare storeroom requisitions   |
| 22. Procedures for issuing products by requisition                      | 25. Complete an inventory of food and non-food items   |
| 24. Inventory control systems   | 28. Solve problems concerning ways to reduce costs related to purchasing and receiving                     |
| 26. Requirements and steps in taking inventory                          |  |
| 27. Guidelines for security control                                     |  |

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### Unit 11: Management

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|---|---|
| 1. Terms and definitions  | 11. Create a job description for a server                                     |
| 2. Basic academic skills used in foodservice management             | 13. Write interview questions   |
| 3. Traits of a good manager   | 14. Conduct an interview  |
| 4. Objectives of good management                                    | 17. Evaluate training programs  |
| 5. Management methods   | 18. Train an employee using the four-step training method                     |
| 6. Management responsibilities                                      | 20. Complete a survey on the effectiveness of a performance evaluation system |
| 7. Principles of decision-making                                    | 29. Schedule waiters/waitresses for a given restaurant operation              |
| 8. Principles of problem-solving                                    | 30. Create an operational schedule  |
| 9. Principles of delegation   |   |
| 10. Job analysis and job description                                |   |
| 12. Conducting an interview   |   |
| 15. New employee orientation  |   |
| 16. Training programs   |   |
| 19. Conducting a performance evaluation                             |   |
| 21. Types of change and ways to deal with it                        |   |
| 22. Conflict resolution   |   |
| 23. Grievance procedure   |   |
| 24. Discipline and common problems that require disciplinary action |   |
| 25. Terminating employees   |   |
| 26. Good time management  |   |
| 27. Forecasting   |   |
| 28. Scheduling  |   |
| 31. Record keeping and common records, reports, and forms           |   |
| 32. Reporting income and paying taxes                               |   |
| 33. Improving customer relations                                    |   |