

# Culinary and Food Services

## ACADEMIC SKILLS

### AA SPEAKING AND LISTENING

AA1 Utilize effective verbal and non-verbal communication skills

AA2 Participate in conversation, discussion, and group presentations

AA3 Communicate and follow directions/procedures

AA4 Communicate effectively with customers and co-workers

### AB READING AND WRITING

AB1 Locate and interpret written information

AB2 Read and interpret workplace documents

AB3 Identify relevant details, facts, and specifications

AB4 Record information accurately and completely

AB5 Demonstrate competence in organizing, writing, and editing using correct vocabulary, spelling, grammar, and punctuation

AB6 Demonstrate the ability to write clearly and concisely using industry specific terminology

### AC CRITICAL THINKING AND PROBLEM SOLVING

AC1 Utilize critical-thinking skills to determine best options/outcomes (e.g., analyze reliable/unreliable sources of information, use previous experiences, implement crisis management, develop contingency planning)

AC2 Utilize innovation and problem-solving skills to arrive at the best solution for current situation

AC3 Implement effective decision-making skills

### AD MATHEMATICS

AD1 Perform basic and higher level math operations (e.g., addition, subtraction, multiplication, division, decimals, fractions, units of conversion, averaging, percentage, proportion, ratios)

AD2 Solve problems using measurement skills (e.g., distance, weight, area, volume)

AD3 Make reasonable estimates

AD4 Use tables, graphs, diagrams, and charts to obtain or convey information

AD5 Use deductive reasoning and problem-solving in mathematics

## **AE FINANCIAL LITERACY**

AE1 Locate, evaluate, and apply personal financial information

AE2 Identify the components of a budget and how one is created

AE3 Set personal financial goals and develop a plan for achieving them

AE4 Use financial services effectively

AE5 Demonstrate ability to meet financial obligations

## **AF INTERNET USE AND SECURITY**

AF1 Recognize the potential risks associated with Internet use

AF2 Identify and apply Internet security practices (e.g., password security, login, logout, log off, lock computer)

AF3 Practice safe, legal, and responsible use of technology in the workplace

## **AG INFORMATION TECHNOLOGY**

AG1 Use technology appropriately to enhance professional presentations

AG2 Demonstrate effective and appropriate use of social media

AG3 Identify ways social media can be used as marketing, advertising, and data gathering tools

## **AH TELECOMMUNICATIONS**

AH1 Select and use appropriate devices, services, and applications to complete workplace tasks

AH2 Demonstrate appropriate etiquette when using e-communications (e.g., cell phone, e-mail, personal digital assistants, online meetings, conference calls)

# EMPLOYABILITY SKILLS

## EA POSITIVE WORK ETHIC

EA1 Demonstrate enthusiasm and confidence about work and learning new tasks

EA2 Demonstrate consistent and punctual attendance

EA3 Demonstrate initiative in assuming tasks

EA4 Exhibit dependability in the workplace

EA5 Take and provide direction in the workplace

EA6 Accept responsibility for personal decisions and actions

## EB INTEGRITY

EB1 Abide by workplace policies and procedures

EB2 Demonstrate honesty and reliability

EB3 Demonstrate ethical characteristics and behaviors

EB4 Maintain confidentiality and integrity of sensitive company information

EB5 Demonstrate loyalty to the company

## EC SELF-REPRESENTATION

EC1 Demonstrate appropriate dress and hygiene in the workplace

EC2 Use language and manners suitable for the workplace

EC3 Demonstrate polite and respectful behavior toward others

EC4 Demonstrate personal accountability in the workplace

EC5 Demonstrate pride in work

## ED TIME, TASK, AND RESOURCE MANAGEMENT

ED1 Plan and follow a work schedule

ED2 Work with minimal supervision

ED3 Work within budgetary constraints

ED4 Demonstrate ability to stay on task to produce high quality deliverables on time

## **EE DIVERSITY AWARENESS**

EE1 Recognize diversity, discrimination, harassment, and equity

EE2 Work well with all customers and co-worker

EE3 Explain the benefits of diversity within the workplace

EE4 Explain the importance of respect for feelings, values, and beliefs of others

EE5 Identify strategies to bridge cultural/generational differences and use differing perspectives to increase overall quality of work

EE6 Illustrate techniques for eliminating gender bias and stereotyping in the workplace

EE7 Identify ways tasks can be structured to accommodate the diverse needs of workers

EE8 Recognize the challenges and advantages of a global workforce

## **EF TEAMWORK**

EF1 Recognize the characteristics of a team environment and conventional workplace

EF2 Contribute to the success of the team

EF3 Demonstrate effective team skills and evaluate their importance in the workplace (e.g., setting goals, listening, following directions, questioning, dividing work)

## **EG CREATIVITY AND RESOURCEFULNESS**

EG1 Contribute new ideas

EG2 Stimulate ideas by posing questions

EG3 Value varying ideas and opinions

EG4 Locate and verify information

## **EH CONFLICT RESOLUTION**

EH1 Identify conflict resolution skills to enhance productivity and improve workplace relationships

EH2 Implement conflict resolution strategies and problem-solving skills

EH3 Explain the use of documentation and its role as a component of conflict resolution

## **EI CUSTOMER/CLIENT SERVICE**

EI1 Recognize the importance of and demonstrate how to properly acknowledge customers/clients

EI2 Identify and address needs of customers/clients

EI3 Provide helpful, courteous, and knowledgeable service

EI4 Identify appropriate channels of communication with customers/clients (e.g., phone call, face-to-face, e-mail, website)

EI5 Identify techniques to seek and use customer/client feedback to improve company services

EI6 Recognize the relationship between customer/client satisfaction and company success

## **EJ ORGANIZATIONS, SYSTEMS, AND CLIMATES**

EJ1 Define profit and evaluate the cost of conducting business

EJ2 Identify "big picture" issues in conducting business

EJ3 Identify role in fulfilling the mission of the workplace

EJ4 Identify the rights of workers (e.g., adult and child labor laws and other equal employment opportunity laws)

EJ5 Recognize the chain of command, organizational flow chart system, and hierarchy of management within an organization

## **EK JOB ACQUISITION AND ADVANCEMENT**

EK1 Recognize the importance of maintaining a job and pursuing a career

EK2 Define jobs associated with a specific career path or profession

EK3 Identify and seek various job opportunities (e.g., volunteerism, internships, co-op, part-time/full-time employment)

EK4 Prepare a resume, letter of application, and job application

EK5 Prepare for a job interview (e.g., research company, highlight personal strengths, prepare questions, set-up a mock interview, dress appropriately)

EK6 Participate in a job interview

EK7 Explain the proper procedure for leaving a job

## **EL LIFELONG LEARNING**

EL1 Acquire current and emerging industry-related information

EL2 Demonstrate commitment to learning as a life-long process and recognize learning opportunities

EL3 Seek and capitalize on self-improvement opportunities

EL4 Discuss the importance of flexible career planning and career self-management

EL5 Employ leadership skills to achieve workplace objectives (e.g., personal vision, adaptability, change, shared vision)

EL6 Recognize the importance of job performance evaluation and coaching as it relates to career advancement

EL7 Accept and provide constructive criticism

EL8 Describe the impact of the global economy on jobs and careers

## **EM JOB SPECIFIC TECHNOLOGIES**

EM1 Identify the value of new technologies and their impact on driving continuous change and the need for life-long learning

EM2 Research and identify emerging technologies for specific careers

EM3 Select appropriate technological resources to accomplish work

## **EN HEALTH AND SAFETY**

EN1 Assume responsibility for safety of self and others

EN2 Follow safety guidelines in the workplace

EN3 Manage personal health and wellness

# OCCUPATIONAL SKILLS

## OA CAREER PATHS WITHIN FOOD PRODUCTION, FOOD SERVICES, AND NUTRITION/DIETETICS INDUSTRIES

OA1 Determine the roles and functions of individuals engaged in food production, food services, and nutrition/dietetics careers

OA2 Explore opportunities for employment and entrepreneurial endeavors

OA3 Examine education/training requirements and opportunities for career paths in food production, food services and nutrition/dietetics

OA4 Examine the impact of food production and services occupations on local, state, national, and global economies

## OB FOOD SAFETY AND SANITATION PROCEDURES

OB1 Determine pathogens found in food and their role in causing illness

OB2 Employ food service management safety/sanitation program procedures

OB3 Use knowledge of systems for documenting, investigating, and reporting food-borne illness

OB4 Use Hazard Analysis Critical Control Point (HACCP) principles and procedures to minimize the risks of food-borne illness

OB5 Practice good personal hygiene/health procedures and report symptoms of illness

OB6 Demonstrate proper receiving and storage of both raw and prepared foods

OB7 Demonstrate food handling and preparation techniques that prevent cross contamination between raw and ready-to-eat foods, between animal or fish sources, and other food products

OB8 Examine current types and proper uses and storage of cleaning materials and sanitizers

OB9 Examine Occupational Safety and Health Administration's (OSHA) Right to Know Law and Material Safety Data Sheets (MSDS) and explain their requirements in handling hazardous materials

OB10 Demonstrate waste disposal and recycling methods

OB11 Demonstrate ability to maintain necessary records to document time and temperature control, maintenance of equipment, and other elements of food preparation, storage, and presentation

## OC SELECTING, USING, AND MAINTAINING FOOD PREPERATION EQUIPMENT

OC1 Identify tools and equipment that meet OSHA requirements

OC2 Demonstrate procedures for cleaning and sanitizing equipment

OC3 Demonstrate procedures for storage of equipment and tools

OC4 Apply and use laboratory techniques safely

## **OD PLANNING MENU ITEMS BASED ON RESTAURANT CONCEPTS**

OD1 Prepare well-balanced entrée dishes that are aesthetically pleasing

OD2 Apply menu planning principles to develop a standard course-based menu (e.g., appetizers, soup, salad, entrée, dessert, a la carte)

OD3 Examine food equipment needed for menus

OD4 Create menu layout and design

OD5 Prepare requisitions for production requirements

OD6 Record performance of menu items

## **OE COMMERCIAL PREPARATION FOR ALL MENU CATEGORIES TO PRODUCE A VARIETY OF FOOD PRODUCTS**

OE1 Demonstrate skills in knife, tool, equipment handling and mise en place

OE2 Demonstrate a variety of cooking methods (e.g., roasting, baking, broiling, smoking, grilling, sautéing, frying, deep frying, braising, stewing, poaching, steaming, convection, microwaving)

OE3 Utilize weights and measures to demonstrate proper scaling and measurement technique

OE4 Apply the fundamentals of time and temperature to cooking, cooling, and reheating of foods

OE5 Prepare various meats, seafood, and poultry using USDA grade systems for quality

OE6 Prepare various stocks, soups, and sauces

OE7 Prepare various fruits, vegetables, starches, and farinaceous items

OE8 Prepare various salads, dressings, and spices

OE9 Prepare sandwiches, canapés, appetizers, and dairy products

OE10 Prepare baked goods and desserts

OE11 Prepare breakfast meats, eggs, cereals, batter products and beverages

OE12 Demonstrate food presentation techniques

OE13 Examine the applicability of convenience food items



## OF FOOD SERVICE PLANNING AND OPERATIONAL FUNCTIONS

OF1 Apply principles of purchasing and receiving in food service operations

OF2 Practice inventory procedures including first in/first out concept, date markings, and record keeping

OF3 Apply accounting principles in planning and forecasting profit and loss

OF4 Examine the areas of legal liability within the food service industry

OF5 Identify human resource policies including rules, regulations, laws and hiring/compensation/overtime

OF6 Apply the procedures involved in staff planning, recruiting, interviewing, selecting, and scheduling of employees

OF7 Explain the importance of staff orientation, regular training/education, and on-the-job training/retraining

OF8 Implement marketing plan for food service operations

OF9 Follow internal/external disaster plan

OF10 Explain the importance of statistical processes in sales as applied to menu development/modifications

OF11 Maintain receipts and disbursement records

OF12 Maintain inventory records

OF13 Explain the effect of quality on profit

OF14 Identify the effects of continuous quality improvement

## OG INTERNAL AND EXTERNAL CUSTOMER SERVICE

OG1 Examine the role of service as a strategic component of performance (e.g., types of service, customer service skills)

OG2 Demonstrate quality services, which exceed the expectations of customers (e.g., types of service, customer service skills)

OG3 Examine the relationship between employees and customer satisfaction

OG4 Apply strategies for resolving complaints

OG5 Demonstrate sensitivity to diversity and individuals with special needs

## **OH NUTRITION PRINCIPLES, FOOD PLANS, PREPARATION TECHNIQUES, AND SPECIALIZED DIETARY PLANS**

OH1 Determine nutrient requirements across the life span addressing the diversity of people, culture, and religions

OH2 Appraise and interpret nutritional data

OH3 Assess principles to maximize nutrient retention in prepared foods

OH4 Monitor recipe/formula proportions and modifications for food production

OH5 Critique the selection of foods to promote a healthy lifestyle

## **OI PRODUCT MANAGEMENT PRINCIPLES AND PRACTICES**

OI1 Build menus to customer/client preferences

OI2 Implement food preparation, production, and testing systems

OI3 Verify standards for food quality

OI4 Create standardized recipes

OI5 Manage amounts of food to meet the needs of customers/clients

OI6 Examine new products

OI7 Implement procedures that provide cost effective products

OI8 Establish par levels for the purchase of supplies based on an organization's needs

OI9 Utilize Food Code Points of time, temperature, date markings, cross contamination, hand washing, and personal hygiene as criteria for safe food preparation

## **OJ FACTORS THAT INFLUENCE NUTRITION AND WELLNESS PRACTICES ACROSS THE LIFE SPAN**

OJ1 Examine physical, emotional, social, psychological, and spiritual components of individual and family wellness

OJ2 Compare the impact of psychological, cultural, and social influences on food choices and other nutrition practices

OJ3 Examine the governmental, economic, and technological influences on food choices and practices

OJ4 Investigate the impact of global/local events and conditions on food choices and practices

OJ5 Examine legislation and regulations related to nutrition and wellness issues

## **OK NUTRITIONAL NEEDS OF INDIVIDUALS AND FAMILIES IN RELATION TO HEALTH AND WELLNESS ACROSS THE LIFE SPAN**

OK1 Assess the effect of nutrients on health, appearance, and peak performance

OK2 Research the relationship of nutrition and wellness to individual and family health throughout the life span

OK3 Assess the impact of food and diet fads, food addictions, and eating disorders on wellness

OK4 Appraise sources of food and nutrition information, including food labels, related to health and wellness

## **OL ABILITY TO ACQUIRE, HANDLE, AND USE FOODS TO MEET NUTRITION AND WELLNESS NEEDS OF INDIVIDUALS AND FAMILIES ACROSS THE LIFE SPAN**

OL1 Apply various dietary guidelines in planning to meet nutrition and wellness needs

OL2 Design strategies that meet the health, nutrition, and requirements of individuals and families with special dietary needs

OL3 Demonstrate ability to select, store, prepare, and serve nutritious and aesthetically pleasing foods

OL4 Analyze and evaluate food allergies and food additives (e.g., gluten, dairy, nuts, MSG, vitamins, preservatives)

OL5 Describe human maintenance and weight gain/loss

## **OM FACTORS THAT AFFECT FOOD SAFETY, FROM PRODUCTION THROUGH CONSUMPTION**

OM1 Determine conditions and practices that promote safe food handling

OM2 Appraise safety and sanitation practices throughout the flow of food (e.g., receiving, storing, preparing)

OM3 Determine how changes in national and international food production and distribution systems impact the food supply

OM4 Appraise federal, state, and local inspection/labeling systems that protect the health of individuals and the public

OM5 Monitor foodborne illness as a health issue for individuals and families

OM6 Review public dialogue (e.g., current events) about food safety and sanitation

## ON IMPACT OF SCIENCE AND TECHNOLOGY ON FOOD CONSUMPTION, SAFETY, AND OTHER ISSUES

ON1 Determine how scientific and technical advances impact the nutrient content, availability, and safety of foods

ON2 Assess how the scientific and technical advances in food processing storage, product development, and distribution impact nutrition and wellness

ON3 Determine the impact of technological advances on selection, preparation, and home storage of foods

ON4 Assess the effects of food science and technology on meeting nutritional needs

ON5 Know the environmental impact of materials (e.g., organic farming, recycling, effect of chemicals, sustainability)

ON6 Describe and explain heat conduction/convection, insulation requirements, radiant heating/temperature, and converts Fahrenheit to Centigrade and vice-versa

ON7 Describe the immune system, the digestive system, selected diseases, and the cause of weight gain/loss