

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 Utilize speaking and listening skills to communicate effectively with customers and co-workers

AB READING AND WRITING

AB1 Locate and interpret written information

AB2 Read and interpret workplace documents, e.g., reports, manuals, schematics, flowcharts, tables, graphs

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 the 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, numbering systems

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 reasoning and problem-solving skills 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 Describe types of financial service providers and considerations in selecting a provider

AE5 Demonstrate ability to meet financial obligations

AF INTERNET USE AND SECURITY

AF1 Recognize the potential risks associated with internet and social media 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, appropriate and ethical use of social media

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

AH TELECOMMUNICATIONS

AH1 Select and utilize the appropriate environment, devices, services and applications to complete workplace tasks

AH2 Demonstrate appropriate etiquette when using telecommunications, e.g., cell phone, e-mail, messaging services, online meetings, conference calls

EMPLOYABILITY SKILLS

EA POSITIVE WORK ETHIC

EA1 Explain the importance of pride 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, e.g., safety, internet and cell phone use, code of conduct

EB2 Demonstrate honesty and reliability

EB3 Demonstrate ethical characteristics and behaviors

EB4 Maintain confidentiality and integrity of company information

EB5 Support the mission and vision of 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

ED TIME, TASK AND RESOURCE MANAGEMENT

ED1 Plan and follow a work schedule

ED2 Complete work tasks successfully with minimal supervision

ED3 Work successfully within budgetary constraints

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

EE DIVERSITY AWARENESS

EE1 Define and differentiate diversity, equity, inclusion, discrimination and harassment

EE2 Work effectively with all customers and co-workers

EE3 Explain the benefits of diversity within the workplace

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

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

EE6 Illustrate techniques for eliminating 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 Demonstrate effective team skills, e.g., setting goals, listening, following directions, questioning, dividing work, conflict resolution, meeting facilitation, and evaluate their importance in the workplace

EG CREATIVITY AND RESOURCEFULNESS

EG1 Explain the importance of contributing and conveying new ideas in the workplace

EG2 Describe the importance of posing questions when developing ideas

EG3 Explain the value of varying ideas and opinions

EG4 Locate and verify information during the creative process

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 greet/approach customers and clients

EI2 Identify and address needs of customers/clients

EI3 Provide helpful, courteous and knowledgeable service

E14 Identify appropriate channels of communication with customers/clients, e.g., online, phone call, face-to-face

E15 Identify techniques to seek and use customer/client feedback to improve company services

E16 Explain the relationship between customer/client satisfaction and company success

EJ ORGANIZATIONS, SYSTEMS AND CLIMATES

EJ1 Define profit and identify factors affecting the profitability of a business

EJ2 Identify "big picture" issues in conducting business, e.g., forecasting, global market, risk management

EJ3 Identify roles 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 work experience opportunities, e.g., volunteerism, internships, co-op, part-time/full-time employment

EK4 Prepare a resume, cover letter and job application

EK5 Prepare for and participate in a job interview, e.g., research company, highlight personal strengths, prepare questions, conduct a mock interview, dress appropriately

EK6 Explain the components of a successful job interview

EK7 Identify key factors to evaluate employment offers, e.g., salary, benefits packages

EK8 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 Identify various self-improvement opportunities

EL4 Explain the importance of adaptability in career planning and self-management, e.g., diverse portfolio, credentials, professional development

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 lifelong learning

EM2 Research and identify emerging technologies for specific careers

EM3 Select appropriate technological resources to accomplish work

EN HEALTH AND SAFETY

EN1 Identify and assume responsibility for the safety of self and others

EN2 Follow safety guidelines in the workplace, e.g., OSHA, CDC

EN3 Explain the impact of personal health and wellness on job performance

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 PREPARATION 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