

# **Appendix K**

## **HOSPITALITY, LODGING, AND TOURISM YOUTH APPRENTICESHIP**

### **RESTAURANT & FOOD/BEVERAGE SERVICES – DINING AREA UNIT 3**

## Unit 3: Restaurant & Food/Beverage Services Pathway

### Food and Beverage- Dining Area Unit

Competency

#### 1. Follow safe food handling and sanitation procedures

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Maintain principles of nationally recognized sanitation protocols (e.g., ServSafe®)
- Use protective gloves and clothing
- Use and safely maintain hand tools
- Avoid contamination and cross-contamination of food
- Maintain safe kitchen and surroundings
- Wash hands as required
- Maintain food items at appropriate storage requirements
- Thaw, prepare, cook, and reheat food items according to appropriate requirements as applicable
- Practice good personal hygiene
- Clean and sanitize areas and equipment as required

Learning Objectives

- Define the three hazards for food contamination (chemical, physical, & biological)
- Outline compliance requirements of sanitation and health inspections
- Detail operating procedures for food quality
- Describe good personal hygiene and how it affects food safety
- Demonstrate proper hand-washing
- Illustrate correct food handling and production techniques
- Detail ways to monitor quality of prepared food.
- Categorize microbes that cause food-borne illness
- List the signs of food spoilage
- Distinguish among the causes of food spoilage
- State factors that affect the shelf life of food products
- Outline the dangers of food-borne illness
- Explain how to prevent food-borne illness
- Explain how time and temperature guidelines reduce growth of microbes
- Describe common food allergens and their impact in food preparation and storage
- Describe how food can be contaminated or cross-contaminated
- Define cleaning and sanitizing
- List common agents used to clean and sanitize in food preparation
- Explain how equipment, utensils are stored to reduce contamination
- Describe how pests are controlled in your facility
- Explain how to store and use pesticides properly

**Comments:**

## **Unit 3: Restaurant & Food/Beverage Services Pathway**

### **Food and Beverage- Dining Area Unit**

Competency

#### **2. Ensure dining area readiness**

Performance Standard Condition

##### **Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

##### **Performance will be successful when the learner:**

- Show proper set up procedures for dining room/service areas
- Prepare tables for service
- Prepare table-side service carts
- Dust furnishings
- Vacuum carpets
- Set up the water station/water pitchers
- Prepare ice buckets and ice bucket stands
- Set up salad bar
- Clean dining area as needed
- Coordinate reservations
- Support other staff

Learning Objectives

- Detail characteristics of American, French, English, Russian, Bistro style and other forms of service
- Define types of restaurants (themed, casual, fast food, etc.)
- Describe different types of food and beverage service
- Demonstrate proper table setup based on various menu and service types
- Explain the safety requirements to be followed with salad bars and salad bar set ups

**Comments:**

## **Unit 3: Restaurant & Food/Beverage Services Pathway**

### **Food and Beverage- Dining Area Unit**

Competency

#### **3. Seat the customer**

Performance Standard Condition

##### **Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

##### **Performance will be successful when the learner:**

- Coordinate reservations
- Use seating charts if applicable
- Greet the customer
- Obtain appropriate number and type of menus needed for party
- Show customer to designated area or table
- Explain menu items and/or specials

Learning Objectives

- Compare and contrast different reservations systems
- Explain First Come First Serve procedures in restaurants that don't take reservations
- List the different types of menus used at your facility (children's, lunch, dinner, all purpose, bar, take out, etc.)
- Describe how tables are assigned in your facility according to staff availability, table turnover, and location setting in the room

**Comments:**

## **Unit 3: Restaurant & Food/Beverage Services Pathway**

### **Food and Beverage- Dining Area Unit**

Competency

#### **4. Serve customers at the table**

Performance Standard Condition

##### **Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

##### **Performance will be successful when the learner:**

- Greet the customer
- Serve water
- Serve bread and butter
- Take beverage orders
- Process beverage orders
- Take food orders accurately
- Recommend items to customers accurately describing the dish
- Answer customer questions about the menu item
- Serve the meal
- Check back to the table periodically
- Respond to dissatisfied guests appropriately
- Sell after-dinner items
- Package any carry-out food

Learning Objectives

- Identify various types table service in relation to menus
- Explain the proper sequence to take orders
- Describe the legal requirements for selling and serving alcoholic beverages
- Practice carrying loaded serving trays
- Explain proper order and direction for serving
- Describe basic principles of providing good service
- Detail the process of "upselling" and other forms of marketing at tableside
- Demonstrate setting and clearing items properly
- Identify essential elements of restaurant etiquette
- Compare meal and dining etiquette in other regions and cultures
- Identify global cultures and traditions related to food

**Comments:**

## Unit 3: Restaurant & Food/Beverage Services Pathway

### Food and Beverage- Dining Area Unit

Competency

#### 5. Process sales

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Calculate guest check, including taxes and gratuity, accurately
- Present the guest check to the customer
- Settle a direct bill account
- Settle a combined payment method bill to serve guests/customers
- Accept cash payments
- Make a credit card transaction
- Process traveler's checks
- Give customer correct change
- Settle guest checks and thanks guests
- Operate a POS (point of sale) system and/or cash register
- Calculate total sales, including tax and tip
- Balance end of shift transactions

Learning Objectives

- Describe standard gratuity guidelines for food services
- Explain your facility's procedure for adding on gratuity
- Describe how gratuities are shared with other staff at your facility
- Discuss how gratuities and wage are calculated for your labor cost and for income tax reporting
- Describe how to process cash and credit cards using a POS and cash register
- Describe end of shift audit procedures
- Outline the role of a cashier to facilitate cash control
- Demonstrate use of cash sheets to record cash collected
- Demonstrate use of cash sheets to record cash paid out
- Explain how cash banks are issued to cashiers
- Describe how cashiers turn in cash banks and prepare cash deposits
- Explain how cash banks and cashier cash deposits are reconciled

**Comments:**

## **Unit 3: Restaurant & Food/Beverage Services Pathway**

### **Food and Beverage- Dining Area Unit**

Competency

#### **6. Maintain service area and bus station**

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Stock and replenish station areas
- Fold napkins
- Stock silverware
- Prepare butter for side stations
- Prepare sugar bowls or caddies
- Prepare salt/pepper shakers/grinders
- Prepare breads and bread baskets/trays
- Prepare condiments and crackers
- Prepare service trays for servers
- Prepare hot beverage service
- Clear and reset tables
- Lift/carry loaded trays, bus tubs, and dish racks
- Buss soiled dishes to the dish room
- Take care of soiled restaurant linens
- Perform closing side work/cleaning duties
- Maintain/take down salad bar

Learning Objectives

- Identify types of dining utensils and proper uses
- Identify different types of cups, glasses, dishes, china, etc., and uses for each
- Identify various serving tools
- Demonstrate how to fold napkins in different configurations
- Explain special handling, storage, and cleaning requirements for salad bars

**Comments:**

## **Unit 3: Restaurant & Food/Beverage Services Pathway**

### **Food and Beverage- Dining Area Unit**

Competency

#### **7. Set up a meeting/event**

Performance Standard Condition

##### **Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

##### **Performance will be successful when the learner:**

- Follow banquet event orders/change orders
- Set function room lighting
- Clean floors
- Set up function rooms as required
- Set up support services for functions
- Place tablecloths on function room tables
- Skirt and flounce function room tables
- Set up and break down a dance floor
- Set up and take down staging
- Install and remove air walls
- Hang banners and decorations for functions
- Help with audiovisual equipment set up and take down for functions
- Break down/clear function rooms after events
- Refresh meeting rooms
- Set up portable bars
- Set up buffets
- Set tables for banquets

Learning Objectives

- List the types of meeting and banquet services your facility offers
- Describe how banquets are planned and arranged for different purposes (e.g., weddings, luncheons, business meetings, etc.)
- Demonstrate how to set up and break down tables, banners, decorations, portable bars, and other equipment such as dance floors, lights, and staging
- Describe how to set up, skirt & flounce tables
- Explain the importance of event orders to ensure appropriate set up

**Comments:**

## **Unit 3: Restaurant & Food/Beverage Services Pathway**

### **Food and Beverage- Dining Area Unit**

Competency

#### **8. Serve customers at a meeting/event**

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom

Performance Standard Criteria

**Performance will be successful when the learner:**

- Follow banquet event orders/change orders
- Place tablecloths on tables
- Skirt and flounce tables
- Fold napkins
- Set tables for banquets
- Prepare bread
- Prepare, lifts, and carries service trays
- Prepare and provide hot beverage service
- Serve water
- Take and serve beverage orders
- Serve bread and butter
- Prepare ice buckets
- Serve each course at sit-down banquets
- Maintain tables during service
- Maintain buffets
- Maintain hors d'oeuvres for receptions
- Provide break/continental breakfast service
- Refresh meeting rooms
- Respond to dissatisfied guests
- Clear tables

Learning Objectives

- Explain proper order and direction for serving
- Compare and contrast serving customers at a banquet versus table service in a restaurant
- Compare service duties for serving buffets, sit-down banquets, and break areas
- List items that you should watch for during sit down banquets, buffets, and in break areas
- Explain how proper food temperature is maintained at sit down banquets, buffets, and in break areas

**Comments:**

## Unit 3: Restaurant & Food/Beverage Services Pathway

### Food and Beverage- Dining Area Unit

Competency

#### 9. Assist with management tasks

Performance Standard Condition

**Competence will be demonstrated**

- at the worksite and classroom
- While assisting a worksite professional

Performance Standard Criteria

**Performance will be successful when the learner:**

- Calculate recipe costs
- Calculate food cost and ways to meet goals
- Calculate labor cost and ways to meet goals
- Determine the values of inventory or stock
- Determine menu pricing
- Use sales information to analyze how menu items are selling
- Interpret calculations of food, labor, and pricing to ensure profitability
- Assist with Hazard Analysis and Critical Control Point (HACCP) procedures

Learning Objectives

- Describe staff positions within the food and beverage department
- Describe the basic elements of restaurant layout and design
- Explain how the flow of dining room operations is set up for maximum efficiency
- Define portion control and how that impacts pricing and profitability
- Outline proper techniques for portion control, including standard portion size, standardized recipe, and standard portion cost
- Cost out a recipe
- Determine a recipe's yield
- Compare as purchased portion to edible portion cost amounts
- List guidelines for purchasing and cutting costs when preparing foods
- Explain Company Procedures for Time and Motion Efficiency to reduce labor costs
- Exhibit knowledge of the 7 HACCP principles
- Describe how nutritional guidelines and values are involved in menu decisions and food preparation
- Discuss marketing techniques using menu design and marketing trends

**Comments:**