

Chapter 1: Overview of the Restaurant and Foodservice Industry

Section 1.1

- 1.1 Identify the two segments of the restaurant and foodservice industry, and give examples of businesses in each of them.
- 1.2 Categorize the types of businesses that make up the travel and tourism industry.
- 1.3 Outline the growth of the hospitality industry throughout the history of the world, emphasizing growth in the United States.
- 1.4 List chefs who have made significant culinary contributions, and note their major accomplishments.
- 1.5 List entrepreneurs who have influenced foodservice in the United States.

Section 1.2

- 1.6 Identify foodservice opportunities provided by the travel and tourism industry.
- 1.7 Identify career opportunities offered by the travel and tourism industry.
- 1.8 Identify the two major categories of jobs in the restaurant and foodservice industry.

Section 1.3

- 1.9 Name reasons why people travel.
- 1.10 Describe the differences between leisure and business travelers.
- 1.11 Identify national organizations that rate commercial lodging and foodservice establishments, and list factors used in making their rating judgments.
- 1.12 List and describe the characteristic types of lodging operations.
- 1.13 List and describe activities associated with front-desk operations.

Chapter 2: Keeping Food Safe

Section 2.1

- 2.1 Define what a foodborne-illness outbreak is, and list the costs associated with one
- 2.2 Recognize risks associated with high-risk populations.
- 2.3 Identify factors that affect the growth of pathogens (FAT TOM).
- 2.4 Identify characteristics of TCS food and list examples.
- 2.5 Identify methods for preventing biological contamination.
- 2.6 List guidelines for storing chemicals safely.
- 2.7 Recognize the need for food defense systems.
- 2.8 Identify the most common allergens and methods for preventing allergic reactions.
- 2.9 Identify government agencies that regulate the restaurant and foodservice industry.

Section 2.2

- 2.10 List personal behaviors that can contaminate food.
- 2.11 List the steps to proper handwashing, and identify when hands should be washed.
- 2.12 Identify proper personal cleanliness practices and appropriate work attire.
- 2.13 Identify ways to handle ready-to-eat food safely.
- 2.14 Identify when foodhandlers should be prevented from working around food or from working in the operation.

Section 2.3

- 2.15 Identify ways to prevent cross-contamination.
- 2.16 Identify ways to prevent time-temperature abuse.
- 2.17 List different temperature-measuring devices and their uses.
- 2.18 Identify characteristics of an approved food source.
- 2.19 Identify criteria for accepting or rejecting food during receiving.
- 2.20 Outline proper procedures for storing food.
- 2.21 Identify the minimum internal temperature requirements for cooking various TCS food.
- 2.22 Outline proper procedures for holding, cooling, and reheating TCS food.
- 2.23 Identify ways to handle food ready for service.
- 2.24 Outline proper procedures for preparing and serving food for off-site service.

Section 2.4

- 2.25 List the HACCP principles and explain their importance to food safety.

Section 2.5

- 2.26 Explain the difference between cleaning and sanitizing.
- 2.27 Outline proper procedures for cleaning and sanitizing tools and equipment.
- 2.28 Identify factors that affect the effectiveness of sanitizers.
- 2.29 List the elements of a master cleaning schedule.
- 2.30 Identify organizations that certify that equipment meets sanitation standards.
- 2.31 Outline proper procedures for managing pests.

Chapter 3: Workplace Safety

Section 3.1

- 3.1 State who is legally responsible for providing a safe environment and ensuring safe practices.
- 3.2 Define the role of Occupational Safety and Health Administration regulations.
- 3.3 State the Hazard Communication Standard requirements for employers.
- 3.4 List the requirements for storing hazardous chemicals in an operation.
- 3.5 Explain the importance of general safety audits and safety training.
- 3.6 Explain the importance of completing accident reports.
- 3.7 Describe the purpose of an emergency plan.
- 3.8 List ways to use protective clothing and equipment to prevent injuries.

Section 3.2

- 3.9 Identify electrical hazards that contribute to accidental fires.
- 3.10 Classify different types of fires and fire extinguishers.
- 3.11 Identify the cleaning frequency for equipment as a way to prevent fires.
- 3.12 Outline the actions to take in the event of a fire at a restaurant or foodservice operation.
- 3.13 Identify procedures for preventing slips, trips, and fall in a foodservice operation.
- 3.14 Outline the procedure for cleaning up spills on floors.

- 3.15 Demonstrate how to use ladders safely.
- 3.16 Demonstrate proper lifting and carrying procedures to avoid injury.
- 3.17 Demonstrate correct and safe use of knives.

Section 3.3

- 3.18 Outline basic first aid concepts and procedures.
- 3.19 Recognize the importance of locking doors.

Chapter 4: Kitchen Essentials 1

Section 4.1

- 4.1 Define professionalism, and explain what it means to culinary professionals.
- 4.2 List the stations and positions in the kitchen brigade and the dining brigade.

Section 4.2

- 4.3 Perform basic math calculations using numbers or fractions.
- 4.4 Identify the components and functions of a standardized recipe.
- 4.5 Convert recipes to yield smaller and larger quantities based on operational needs.
- 4.6 Explain the difference between customary and metric measurement units, and convert units between the two systems.
- 4.7 Demonstrate measuring and portioning using the appropriate small wares and utensils.
- 4.8 Given a problem, calculate as purchased (AP) and edible portion (EP) amounts.
- 4.9 Calculate the total cost and portion costs of a standardized recipe.

Chapter 5: Kitchen Essentials 2

Section 5.1

- 5.1 Identify the equipment needed for receiving and storing food and supplies.
- 5.2 Identify the equipment needed for pre-preparation.
- 5.3 List the different types of knives used in the foodservice kitchen and give examples of their uses.
- 5.4 Identify basic types of pots and pans and their common uses.
- 5.5 List the different types of preparation equipment used in the foodservice kitchen and give examples of their uses.
- 5.6 Identify the kitchen equipment needed for holding and serving food and beverages.

Section 5.2

- 5.7 Apply effective mise en place through practice.
- 5.8 Explain how to care for knives properly.
- 5.9 Demonstrate the proper use of knives.
- 5.10 Explain the difference between seasoning and flavoring.
- 5.11 Describe and demonstration basic pre-preparation techniques.

Section 5.3

- 5.12 List and explain how the three types of cooking work.
- 5.13 Describe dry-heat cooking methods and list the foods to which they are suited.
- 5.14 Describe moist-heat cooking methods and list the foods to which they are suited.
- 5.15 Describe combination-heat cooking methods and list the foods to which they are suited.
- 5.16 Identify ways to determine if a food is done cooking.
- 5.17 List guidelines for plating or storing food that has finished cooking.

Section 5.4

- 5.18 Describe a healthy diet.
- 5.19 Use the Dietary Guidelines for Americans and MyPyramid to plan meals.
- 5.20 Interpret information on a nutrition label.
- 5.21 Define obesity and explain how it can be prevented.

Chapter 6: Stocks, Sauces, and Soups

Section 6.1

- 6.1 Identify the four essential parts of stock and the proper ingredients for each.
- 6.2 List and explain the various types of stock and their ingredients.
- 6.3 Demonstrate three methods for preparing bones for stock.
- 6.4 Prepare the ingredients for and cook several kinds of stocks.
- 6.5 Explain how and why to degrease stock.
- 6.6 List the ways to cool stock properly.

Section 6.2

- 6.7 Identify the grand sauces and describe other sauces made from them.
- 6.8 List the proper ingredients for sauces.
- 6.9 Prepare several kinds of sauces.
- 6.10 Match sauces to appropriate food.

Section 6.3

- 6.11 Identify the two basic kinds of soups and give examples of each.
- 6.12 Explain the preparation of the basic ingredients for broth, consommé, purée, clear, and cream soups.
- 6.13 Prepare several kinds of soups.

Chapter 7: Communication

Section 7.1

- 7.1 Describe the communication process.
- 7.2 Identify obstacles to effective communication and explain how to prevent them.

Section 7.2

- 7.3 Explain how personal characteristics can affect communication.

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- 7.4 List and demonstrate effective listening skills.
- 7.5 List and demonstrate effective speaking skills.
- 7.6 Identify and use business-appropriate telephone skills.
- 7.7 List and demonstrate effective writing skills.

Section 7.3

- 7.8 Define organizational communication and give examples of when it might be used.
- 7.9 Describe interpersonal communication.
- 7.10 List ways to build relationships through interpersonal communication.

Chapter 8: Management Essentials

Section 8.1

- 8.1 State the difference between school and workplace environments.
- 8.2 Explain how stereotypes and prejudices can negatively affect working together.
- 8.3 Identify the benefits of diversity to a workplace.
- 8.4 List ways to promote diversity in the workplace.
- 8.5 Describe what a harassment-free environment and mutually respectful workplace is.
- 8.6 List guidelines for handling harassment claims.
- 8.7 Explain the concept of teamwork.

Section 8.2

- 8.8 Describe ethics, and explain their importance to the restaurant and foodservice industry.
- 8.9 Identify the behaviors of a leader.
- 8.10 Identify common expectations that employees have about managers.
- 8.11 Define motivation, and explain a leader's responsibility to motivate employees.
- 8.12 Define organizational goal, and explain why this type of goal should be SMART.
- 8.13 Explain the purpose of vision statements and mission statements.
- 8.14 Identify how employees' roles and jobs impact a mission and goals.
- 8.15 List the steps for solving a problem and explain how each step contributes to finding a solution.
- 8.16 Explain the importance of individual development to your restaurant or foodservice career.

Section 8.3

- 8.17 Explain what is included in a job description and explain the importance of these documents to a business.
- 8.18 Identify the difference between exempt and non-exempt employees.
- 8.19 Explain a manager's responsibility for maintaining labor law knowledge.
- 8.20 Identify discriminatory language and practices in the hiring process.
- 8.21 Identify methods for ensuring a fair and consistent hiring process.
- 8.22 Describe the typical phases of onboarding and explain its importance to a business.
- 8.23 Explain what employees can expect during orientation.
- 8.24 List items that employees receive during orientation.
- 8.25 Identify the typical topics addressed in orientation sessions and employee manuals.

Section 8.4

- 8.26 Identify the benefits of training.
- 8.27 List skills that a trainer should have.
- 8.28 Identify the key points of effective employee training.
- 8.29 List the benefits of cross-training.
- 8.30 Summarize and discuss effective group training and on-the-job training.
- 8.31 Describe the employee evaluation process.

Chapter 9: Fruits and Vegetables

Section 9.1

- 9.1 Identify and describe different types of fruit.
- 9.2 List and explain the USDA quality grades for produce.
- 9.3 List factors that affect produce purchasing decisions.
- 9.4 Identify procedures for storing fruit.
- 9.5 Explain how to prevent enzymatic browning of fruit.
- 9.6 Match and cook fruit to appropriate methods.

Section 9.2

- 9.7 Identify and describe different types of vegetables.
- 9.8 Describe hydroponic farming.
- 9.9 Identify procedures for storing vegetables.
- 9.10 Match and cook vegetables to appropriate methods.
- 9.11 List ways to hold vegetables that maintain their quality.

Chapter 10: Serving Your Guests

Section 10.1

- 10.1 Explain the importance of customer service to the restaurant and foodservice industry.
- 10.2 List the reasons for making a good first impression and give examples of how to make one.
- 10.3 Describe the types of customers that may have special needs.
- 10.4 Identify ways to identify customer needs.

Section 10.2

- 10.5 Outline the process for receiving and recording reservations and special requests.
- 10.6 Outline the process for taking orders at the table, beginning with the greeting.
- 10.7 Define suggestive selling, and give examples of how to do it.
- 10.8 Identify basic guidelines for serving alcohol to guests.
- 10.9 List methods for processing payment.
- 10.10 List ways to obtain feedback from guests and determine their satisfaction.
- 10.11 Explain how customer complaints should be resolved.

Section 10.3

- 10.12 Describe the four traditional styles of service: American, French, English, and Russian.
- 10.13 Identify contemporary styles of service.
- 10.14 Demonstrate setting and clearing items properly.
- 10.15 Describe traditional service staff roles, and list the duties and responsibilities of each.
- 10.16 Identify various server tools and the correct way to stock a service station.

Chapter 11: Potatoes and Grains

Section 11.1

- 11.1 Identify and describe different types of potatoes.
- 11.2 Outline methods to select, receive, and store potatoes.
- 11.3 Using a variety of recipes and cooking methods, prepare potatoes.

Section 11.2

- 11.4 Identify and describe different types of grains and legumes.
- 11.5 Using a variety of recipes and cooking methods, prepare grains and legumes.
- 11.6 Outline methods to select, receive, and store grains.

Section 11.3

- 11.7 Identify and describe different types of pasta.
- 11.8 Using a variety of recipes and cooking methods, prepare pasta.
- 11.9 Describe and prepare dumplings.

Chapter 12: Building a Career in the Industry

Section 12.1

- 12.1 Identify skills needed by foodservice professionals.
- 12.2 Outline a plan for an effective job search.
- 12.3 Write a resume that lists your experience, skills, and achievements.
- 12.4 Write an effective cover letter.
- 12.5 Compile the best examples of your work into a portfolio.

Section 12.2

- 12.6 Read and complete a job application form.
- 12.7 Outline the steps to choosing a college or trade school and identify resources for answering those questions.
- 12.8 Read and complete college and scholarship application forms.
- 12.9 List ways to find and apply for scholarships.

Section 12.3

- 12.10 List the steps to an effective job interview.
- 12.11 Identify the differences between closed- and open-ended questions in interviews.

12.12 Explain the follow-up steps for a job interview.

Section 12.4

- 12.13 List factors for maintaining health and wellness throughout a restaurant or foodservice career.
- 12.14 Describe the relationship between time and stress.
- 12.15 List ways to manage time and stress.
- 12.16 Outline the steps to resigning a job
- 12.17 Explain the importance of professional development and list ways to achieve it.