

DOCUMENT RESUME

ED 345 059

CE 061 153

TITLE Food Production, Management and Services. Ohio's Competency Analysis Profile.

INSTITUTION Ohio State Univ., Columbus. Vocational Instructional Materials Lab.

SPONS AGENCY Ohio State Dept. of Education, Columbus. Div. of Vocational and Career Education.

PUB DATE Aug 91

NOTE 49p.; For related documents, see ED 338 827-852 and CE 061 142-176.

AVAILABLE FROM Vocational Instructional Materials Lab, Ohio State University, 1900 Kenny Road, Columbus, OH 43210-1090 (\$1.50).

PUB TYPE Guides - Classroom Use - Teaching Guides (For Teacher) (052)

EDRS PRICE MF01/PC02 Plus Postage.

DESCRIPTORS Business Administration; Competence; \*Competency Based Education; \*Dining Facilities; Employment Potential; Equipment; Food Handling Facilities; \*Food Service; \*Hospitality Occupations; Hygiene; Job Analysis; Job Skills; Occupational Safety and Health; Postsecondary Education; Secondary Education; Task Analysis; Vocational Education

IDENTIFIERS DACUM Process; Ohio

ABSTRACT

Developed through a modified DACUM (Developing a Curriculum) process involving business, industry, labor, and community agency representatives in Ohio, this document is a comprehensive and verified employer competency profile for food production, management, and service occupations. The list contains units (with and without subunits), competencies, and competency builders that identify the skills needed to enter these occupations. The occupational, academic, and employability skills for this occupation or occupational area are included. Within the outline are three levels of items: core, advancing, and futuring. Core items identify the knowledge, skills, and attitudes essential for entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests. Advancing items identify the knowledge, skills, and attitudes needed to advance in the occupation; futuring items identify the knowledge, skills, and attitudes needed to enter and remain in a given occupation 3 to 4 years from now. This profile contains 15 units on food production, management, and service: orientation to industry; sanitation; side work; service styles; safety; equipment; nutrition and menu development; food preparation, processing, and production; in-house selling; cashier functions; guest relations; catering and banquet services and production; receiving and storing; management operations; and employability skills. (NLA)

\*\*\*\*\*  
 \* Reproductions supplied by EDRS are the best that can be made \*  
 \* from the original document. \*  
 \*\*\*\*\*

# OCAP

ED345059

## OHIO'S COMPETENCY ANALYSIS PROFILE

# FOOD PRODUCTION, MANAGEMENT AND SERVICES

### Employer Verification Panel

Kamal Boulos, *The Refectory*, Columbus, Ohio

Edward Broich, *Balduf Bakery, Division of Food Town, Inc.*, Adrian, Michigan

Anna Chenin, *American Culinary Federation, Cleveland Chapter*, Richmond Heights, Ohio

Doral Chenoweth, *The Columbus Dispatch*, Columbus, Ohio

Robert J. Cottone, *Bob Evans Farms, Inc.*, Columbus, Ohio

David Crooks, *Bowling Green State University Union Food Service*, Bowling Green, Ohio

Thomas L. Douglas, *The Kroger Company*, Gahanna, Ohio

Richard J. Fulchiron, *Certified Executive Chef*, Cleveland, Ohio

Jean A. Hayden, R.S., *Ohio Department of Health*, Columbus, Ohio

Martha J. Hensley, *Wendy's International*, Dublin, Ohio

Kevin Markert, *Chagrin Valley Country Club*, Moreland Hills, Ohio

James Noe, *Bob Evans Farms, Inc.*, Columbus, Ohio

William L. Polley, *Frisch's*, Hillsboro, Ohio

Frank C. Simonetti, *Damon's, The Place for Ribs*, Columbus, Ohio

Ed Solomon, *Hospitality Training Center*, Grafton, Ohio

Ed Thelander, *T. A. Thelander & Company*, Cleveland, Ohio

Douglas D. Tyas, *Custom Catering, Inc.*, Van Wert, Ohio

Keith L. Walker, *American Culinary Federation, Columbus Chapter*, Columbus, Ohio



Division of Vocational and  
Career Education  
Ohio Department of Education

Vocational Instructional Materials Laboratory  
Center on Education and Training  
for Employment



# What is OCAP?

"A comprehensive and verified employer competency list will be developed and kept current for each program." This is the second objective of Imperative 3 of the *Action Plan for Accelerating the Modernization of Vocational Education: Ohio's Future at Work*. Ohio's Competency Analysis Profile (OCAP) lists are the Division of Vocational and Career Education's response to that objective. OCAP lists evolve from a modified DACUM process involving business, industry, labor, and community agency representatives from throughout Ohio. The OCAP process is directed by the Vocational Instructional Materials Laboratory at The Ohio State University's Center on Education and Training for Employment.

## How is OCAP used?

Each OCAP contains units (with and without subunits), competencies, and competency builders that identify the occupational, academic, and employability skills needed to enter a given occupation or occupational area. Within that outline there are three levels of items: core, advancing, and futuring. Core items are essential to entry-level employment. These items are required to be taught and will be the basis for questions on the state vocational competency tests (scheduled to begin in FY93). Advancing items (marked with one asterisk) are needed to advance in a given occupation. Futuring items (marked with two asterisks) are needed to enter and remain in a given occupation three to four years from now.

Districts may add as many units, subunits, competencies, and competency builders as desired to reflect local employment needs, trends, and specialties. Local advisory committees should be actively involved in the identification and verification of additional items. Using OCAP lists, instructors will be able to formulate their courses of study and monitor competency gains via the new competency testing program.

**The Employability Skills portion of this list was verified by the following employer panel:**

Gary J. Corrigan, *Dana Corporation, Ottawa Lake, Michigan*  
David Crooks, *Bowling Green State University Union Food Service, Bowling Green, Ohio*  
Pat Doerman, *Farrow's Harley-Davidson, Columbus, Ohio*  
William Gockenbach, *Kaiser Aluminum, Heath, Ohio*  
Patsy Hathaway, *CBS Personnel Services, Inc., Dayton, Ohio*  
Marlyn Harman, *Marlyn Harman & Associates, Cleveland, Ohio*  
Thomas R. Hyldahl, *Toledo Edison, Toledo, Ohio*  
Carol C. James, *Ohio Contractors Association, Columbus, Ohio*  
James Mack, *Chrysler Jeep Assembly, Toledo, Ohio*  
Rocky McCoy, *Ironton-Lawrence Co. Community Action Organization, Ironton, Ohio*  
James Needs, *Independent Crop Producer, Upper Sandusky, Ohio*  
Ronald Simmons, *Former GM Executive, Warren Ohio*

## OHIO COMPETENCY ANALYSIS PROFILE

### FOOD PRODUCTION, MANAGEMENT, AND SERVICE

#### UNIT 1: Orientation to Industry

##### COMPETENCY 1.0.1: Review food service industry history

###### COMPETENCY BUILDERS:

- 1.0.1.1 Classify regional and ethnic influences on food service industry
- 1.0.1.2 Trace evolution of food service industry
- 1.0.1.3 Identify leading culinarians and their contributions to food service industry
- 1.0.1.4 Project future of food service industry

##### COMPETENCY 1.0.2: Outline career opportunities within and related to food service industry

###### COMPETENCY BUILDERS:

- 1.0.2.1 Identify types of food service operations
- 1.0.2.2 Explain organizational structures
- 1.0.2.3 Describe educational and professional requirements to secure, maintain, and advance in jobs
- 1.0.2.4 Identify advantages and disadvantages of occupations within the industry

##### COMPETENCY 1.0.3: Analyze personal values and interactions in food service industry

###### COMPETENCY BUILDERS:

- 1.0.3.1 Determine how personal values are reflected in work ethic
- 1.0.3.2 Describe how interactions with others in the workplace affect personal work ethic
- 1.0.3.3 Examine how life changes affect personal work ethic
- 1.0.3.4 Assess benefits of displaying positive behavior in the workplace
- 1.0.3.5 Evaluate effects of substance abuse on job performance

##### COMPETENCY 1.0.4: Attend work regularly

###### COMPETENCY BUILDERS:

- 1.0.4.1 Attend work according to schedule
- 1.0.4.2 Contact supervisor when absent according to policy
- 1.0.4.3 Exhibit willingness to work unscheduled times or areas

\* Advancing  
\*\* Futuring

**Food Service--8/91**

**COMPETENCY 1.0.5: Exhibit desire to learn new concepts and/or techniques**

**COMPETENCY BUILDERS:**

- 1.0.5.1 Challenge self to learn and perform new tasks
- 1.0.5.2 Seek continuing education and/or training

**COMPETENCY 1.0.6: Participate in professional organizations**

**COMPETENCY BUILDERS:**

- 1.0.6.1 Participate in vocational student organizations
- 1.0.6.2 Affiliate with local, state, and national professional food service organizations
- 1.0.6.3 Affiliate with local civic organizations

**COMPETENCY 1.0.7: Prepare for lifelong learning**

**COMPETENCY BUILDERS:**

- 1.0.7.1 Explore continuing educational and/or training opportunities
- 1.0.7.2 Research professional organizations and publications
- 1.0.7.3 Explore certification programs
- 1.0.7.4 Explore current and future applications of computer usage in food service industry

**UNIT 2: Sanitation**

**COMPETENCY 2.0.1: Practice personal hygiene**

**COMPETENCY BUILDERS:**

- 2.0.1.1 Wash hands
- 2.0.1.2 Maintain clean hands and nails
- 2.0.1.3 Wear clean uniform
- 2.0.1.4 Wear proper shoes
- 2.0.1.5 Maintain body cleanliness
- 2.0.1.6 Control hair
- 2.0.1.7 Maintain personal health

**COMPETENCY 2.0.2: Follow federal, state, local, and employer sanitation and health codes**

**COMPETENCY BUILDERS:**

- 2.0.2.1 Comply with sanitation regulations and inspections
- 2.0.2.2 Maintain clean facilities and equipment
- 2.0.2.3 Practice safe food handling, storage, and transportation

\* Advancing  
\*\* Futuring

**COMPETENCY 2.0.3: Perform sanitation duties**

**COMPETENCY BUILDERS:**

- 2.0.3.1 Follow cleaning schedule and sequence
- 2.0.3.2 Clean and sanitize food contact surfaces
- 2.0.3.3 Clean restrooms

**COMPETENCY 2.0.4: Use sanitary procedures for handwashing tools, utensils, and equipment**

**COMPETENCY BUILDERS:**

- 2.0.4.1 Comply with regulations and laws
- 2.0.4.2 Organize and prepare handwashing area
- 2.0.4.3 Prewash, wash, rinse, sanitize, and air-dry tools, utensils, and equipment
- 2.0.4.4 Store tools and equipment

**COMPETENCY 2.0.5: Control conditions to prevent insect and pest infestations**

**COMPETENCY BUILDERS:**

- 2.0.5.1 Store food items properly
- 2.0.5.2 Clean up spills immediately
- 2.0.5.3 Utilize pest control methods
- 2.0.5.4 Report signs of insects and pests

**COMPETENCY 2.0.6: Identify and prevent sources of food poisoning**

**COMPETENCY BUILDERS:**

- 2.0.6.1 Control sources of bacteria, viruses, and toxins
- 2.0.6.2 Prevent mold formation
- 2.0.6.3 Prevent food contamination
- 2.0.6.4 Identify and eliminate signs of food spoilage
- 2.0.6.5 Identify methods of heating, reheating, and cooling of foods
- 2.0.6.6 Use approved purveyors

**COMPETENCY 2.0.7: Dispose of garbage**

**COMPETENCY BUILDERS:**

- 2.0.7.1 Practice safe and sanitary handling and disposal of garbage and refuse
- 2.0.7.2 Prepare cartons, cans, grease, glass, and plastics for recycling
- 2.0.7.3 Clean and sanitize garbage containers
- 2.0.7.4 Operate garbage disposal

\* Advancing  
\*\* Futuring

**Food Service--8/91**

**COMPETENCY 2.0.8: Provide safe work environment**

**COMPETENCY BUILDERS:**

- 2.0.8.1 Comply with all federal and state laws regarding safety
- 2.0.8.2 Monitor condition of equipment
- 2.0.8.3 Recognize potential hazards
- 2.0.8.4 Report unsafe conditions

**UNIT 3: Side Work**

**COMPETENCY 3.0.1: Follow Directions**

**COMPETENCY BUILDERS:**

- 3.0.1.1 Read and follow written directions
- 3.0.1.2 Listen to and follow verbal directions
- 3.0.1.3 Comply with instructions in operating manual
- 3.0.1.4 Ask questions for clarification

**COMPETENCY 3.0.2: Maintain positive work relationships with coworkers**

**COMPETENCY BUILDERS:**

- 3.0.2.1 Exhibit and maintain a positive attitude
- 3.0.2.2 Cooperate with superiors
- 3.0.2.3 Cooperate with peers

**COMPETENCY 3.0.3: Perform tasks without being asked**

**COMPETENCY BUILDERS:**

- 3.0.3.1 Demonstrate initiative
- 3.0.3.2 Demonstrate perseverance
- 3.0.3.3 Demonstrate willingness to be cross-trained

**COMPETENCY 3.0.4: Demonstrate knowledge of job assignment**

**COMPETENCY BUILDERS:**

- 3.0.4.1 Perform assignments proficiently
- 3.0.4.2 Complete assignments

**COMPETENCY 3.0.5: Set up dining area**

**COMPETENCY BUILDERS:**

- 3.0.5.1 Exhibit and maintain positive attitude
- 3.0.5.2 Exhibit and maintain neat, clean appearance
- 3.0.5.3 Maintain clean and sanitized work area
- 3.0.5.4 Stock or restock service stations
- 3.0.5.5 Clean and sanitize tables
- 3.0.5.6 Clean and arrange chairs
- 3.0.5.7 Set up and/or tear down for special events
- 3.0.5.8 Clean spills and floors
- 3.0.5.9 Clean and maintain lobby and/or waiting area
- 3.0.5.10 Set tables
- 3.0.5.11 Fold napkins and wrap tableware
- 3.0.5.12 Place linen and/or placemat on table
- 3.0.5.13 Empty, clean, and fill salt and pepper shakers and condiment containers
- 3.0.5.14 Place condiments, candles, centerpiece, and salt and pepper shakers

**COMPETENCY 3.0.6: Prepare and serve beverages**

**COMPETENCY BUILDERS:**

- 3.0.6.1 Exhibit and maintain a positive attitude
- 3.0.6.2 Exhibit and maintain a neat, clean appearance
- 3.0.6.3 Maintain clean and sanitized work area
- 3.0.6.4 Stock or restock supplies
- 3.0.6.5 Operate and maintain coffee machine
- 3.0.6.6 Operate and maintain tea brewer
- 3.0.6.7 Operate and maintain milk dispenser
- 3.0.6.8 Operate and maintain juice dispensers
- 3.0.6.9 Operate and maintain carbonated beverage equipment
- 3.0.6.10 Operate and maintain ice machine
- 3.0.6.11 Prepare punch
- 3.0.6.12 Prepare fruit and/or vegetable juices
- 3.0.6.13 Serve beverages

**COMPETENCY 3.0.7: Transport prepared foods and beverages**

**COMPETENCY BUILDERS:**

- 3.0.7.1 Exhibit and maintain a positive attitude
- 3.0.7.2 Exhibit and maintain a neat, clean appearance
- 3.0.7.3 Carry foods and beverages using appropriate service style

## **Food Service--8/91**

### **COMPETENCY 3.0.8: Perform general cleaning procedures**

#### **COMPETENCY BUILDERS:**

- 3.0.8.1 Exhibit and maintain a positive attitude
- 3.0.8.2 Exhibit and maintain a neat, clean appearance
- 3.0.8.3 Maintain clean and sanitized serving areas and stations
- 3.0.8.4 Remove debris from floor
- 3.0.8.5 Silent sweep carpeted floors
- 3.0.8.6 Clean up accidental spills
- 3.0.8.7 Clean up broken glassware
- 3.0.8.8 Attend to customer needs
- 3.0.8.9 Recycle aluminum, glass, and plastic

### **COMPETENCY 3.0.9: Care for equipment and linens**

#### **COMPETENCY BUILDERS:**

- 3.0.9.1 Exhibit and maintain a positive attitude
- 3.0.9.2 Exhibit and maintain a neat, clean appearance
- 3.0.9.3 Store linen
- 3.0.9.4 Clean silverware
- 3.0.9.5 Clean glassware
- 3.0.9.6 Clean menus
- 3.0.9.7 Clean and fill napkin containers
- 3.0.9.8 Clean and fill condiment containers
- 3.0.9.9 Clean and sanitize highchairs
- 3.0.9.10 Clean tables and chairs
- 3.0.9.11 Clean windows, blinds, mirrors, and decor
- 3.0.9.12 Clean leather, vinyl, and cloth upholstery
- 3.0.9.13 Clean lobby area
- 3.0.9.14 Turn off power and lights according to business flow

## **UNIT 4: Service Styles**

### **COMPETENCY 4.0.1: Perform different styles of service**

#### **COMPETENCY BUILDERS:**

- 4.0.1.1 Demonstrate American style service
- 4.0.1.2 Demonstrate French style service
- 4.0.1.3 Demonstrate Russian style service
- 4.0.1.4 Demonstrate Oriental style service
- 4.0.1.5 Monitor food quality continuously
- 4.0.1.6 Use supplies and equipment conservatively

- \* Advancing
- \*\* Futuring

**COMPETENCY 4.0.2: Follow up with guests**

**COMPETENCY BUILDERS:**

- 4.0.2.1 Inquire about proper food preparation
- 4.0.2.2 Provide missing, incomplete, or improperly prepared items
- 4.0.2.3 Identify methods for resolving guest dissatisfaction
- 4.0.2.4 Apply methods to resolve guest dissatisfaction

**COMPETENCY 4.0.3: Provide table service**

**COMPETENCY BUILDERS:**

- 4.0.3.1 Maintain clean and sanitized work area
- 4.0.3.2 Demonstrate booth or table service
- 4.0.3.3 Demonstrate serving multiple tables
- 4.0.3.4 Demonstrate tableside food preparation
- 4.0.3.5 Prepare items to be taken home
- 4.0.3.6 Monitor dining experience and remove dishes as needed

**COMPETENCY 4.0.4: Set up and serve from food line**

**COMPETENCY BUILDERS:**

- 4.0.4.1 Exhibit and maintain a positive attitude
- 4.0.4.2 Exhibit and maintain a neat, clean appearance
- 4.0.4.3 Maintain clean and sanitized work area
- 4.0.4.4 Set up menu board
- 4.0.4.5 Demonstrate product knowledge
- 4.0.4.6 Set up food line
- 4.0.4.7 Display foods and beverages
- 4.0.4.8 Prepare garnishes and decorations
- 4.0.4.9 Use suggestive selling techniques
- 4.0.4.10 Describe menu items
- 4.0.4.11 Portion and serve food
- 4.0.4.12 Record and verify orders
- 4.0.4.13 Monitor food quality continuously
- 4.0.4.14 Package takeout orders
- 4.0.4.15 Replenish food and supplies
- 4.0.4.16 Maintain clean serving area
- 4.0.4.17 Dismantle cafeteria line
- 4.0.4.18 Conserve and store food

## Food Service--8/91

### COMPETENCY 4.0.5: Set up and service from hot buffet bar

#### COMPETENCY BUILDERS:

- 4.0.5.1 Exhibit and maintain a positive attitude
- 4.0.5.2 Exhibit and maintain a neat, clean appearance
- 4.0.5.3 Maintain clean and sanitized work area
- 4.0.5.4 Operate and maintain heat-controlled equipment
- 4.0.5.5 Fill hot food containers
- 4.0.5.6 Monitor food quality and temperature continuously
- 4.0.5.7 Replenish food and supplies
- 4.0.5.8 Dismantle hot buffet unit
- 4.0.5.9 Conserve and store food

### COMPETENCY 4.0.6: Set up and serve from cold buffet bar

#### COMPETENCY BUILDERS:

- 4.0.6.1 Exhibit and maintain a positive attitude
- 4.0.6.2 Exhibit and maintain a neat, clean appearance
- 4.0.6.3 Maintain clean and sanitized work area
- 4.0.6.4 Prepare ice bed and containers
- 4.0.6.5 Fill containers
- 4.0.6.6 Monitor food quality and temperature continuously
- 4.0.6.7 Portion food items
- 4.0.6.8 Replenish food items
- 4.0.6.9 Dismantle unit
- 4.0.6.10 Conserve and store food

### COMPETENCY 4.0.7: Provide counter/snack-bar service

#### COMPETENCY BUILDERS:

- 4.0.7.1 Exhibit and maintain a positive attitude
- 4.0.7.2 Exhibit and maintain a neat, clean appearance
- 4.0.7.3 Maintain clean and sanitized work area
- 4.0.7.4 Set up counter or snack bar
- 4.0.7.5 Serve customers
- 4.0.7.6 Package prepared foods
- 4.0.7.7 Package beverages
- 4.0.7.8 Maintain supplies
- 4.0.7.9 Operate computer/cash register

### COMPETENCY 4.0.8: Transact guest check

#### COMPETENCY BUILDERS:

- 4.0.8.1 Compute, verify, and present guest check
- 4.0.8.2 Accept and verify payment for guest check
- 4.0.8.3 Complete and verify credit card transaction
- 4.0.8.4 Make change
- 4.0.8.5 Thank guest

\* Advancing  
\*\* Futuring

**UNIT 5: Safety**

**COMPETENCY 5.0.1: Provide safe work environment**

**COMPETENCY BUILDERS:**

- 5.0.1.1 Comply with all federal and state laws regarding safety
- 5.0.1.2 Monitor condition of equipment
- 5.0.1.3 Recognize potential hazards
- 5.0.1.4 Report unsafe conditions
- 5.0.1.5 Demonstrate reasonable care

**COMPETENCY 5.0.2: Practice safe handling of cutting edges**

**COMPETENCY BUILDERS:**

- 5.0.2.1 Sharpen cutting tools
- 5.0.2.2 Clean and sanitize cutting tools
- 5.0.2.3 Store cutting tools
- 5.0.2.4 Use cut-resistant gloves\*\*

**COMPETENCY 5.0.3: Practice proper knife usage**

**COMPETENCY BUILDERS:**

- 5.0.3.1 Use utility knife safely
- 5.0.3.2 Use boning knife safely\*
- 5.0.3.3 Use butcher's knife safely
- 5.0.3.4 Use butcher's steel safely
- 5.0.3.5 Use clam knife safely\*
- 5.0.3.6 Use oyster knife safely\*
- 5.0.3.7 Use cleaver safely\*
- 5.0.3.8 Use crown cutter safely
- 5.0.3.9 Use French knife safely
- 5.0.3.10 Use bread knife safely
- 5.0.3.11 Use ham-slicing knife safely
- 5.0.3.12 Use pallet knife safely (bowl knife)
- 5.0.3.13 Use hand meat saw safely\*
- 5.0.3.14 Use bench scraper safely
- 5.0.3.15 Use slicer safely
- 5.0.3.16 Use shredder and/or chopper safely
- 5.0.3.17 Use onion slicer safely
- 5.0.3.18 Use vegetable peeler safely
- 5.0.3.19 Use pastry wheel safely
- 5.0.3.20 Use pie and cake knives safely

\* Advancing

\*\* Futuring

**Food Service--8/91**

**COMPETENCY 5.0.4: Identify fire extinguishment methods**

**COMPETENCY BUILDERS:**

- 5.0.4.1 Check recharge dates and charge levels on extinguishers
- 5.0.4.2 Operate fire extinguishers and report use
- 5.0.4.3 Identify methods of extinguishing wood, paper, and textile fires (i.e. Class A fires)
- 5.0.4.4 Identify methods of extinguishing oil and grease fires (i.e. Class B fires)
- 5.0.4.5 Identify methods of extinguishing electrical fires (i.e. Class C fires)

**COMPETENCY 5.0.5: Demonstrate proper lifting and carrying procedures**

**COMPETENCY BUILDERS:**

- 5.0.5.1 Load and carry trays safely
- 5.0.5.2 Sort and load items safely
- 5.0.5.3 Lift items properly

**COMPETENCY 5.0.6: Explain basic first aid techniques**

**COMPETENCY BUILDERS:**

- 5.0.6.1 Follow established emergency procedures
- 5.0.6.2 Identify care for minor cuts
- 5.0.6.3 Identify care for minor burns
- 5.0.6.4 Identify care for choking victim
- 5.0.6.5 Demonstrate CPR according to certification requirements\*

**COMPETENCY 5.0.7: Identify emergency exit procedures**

**COMPETENCY BUILDERS:**

- 5.0.7.1 Locate emergency exits
- 5.0.7.2 Check lighting at emergency exits
- 5.0.7.3 Explain emergency exit procedures
- 5.0.7.4 Rehearse and practice emergency exit procedures
- 5.0.7.5 Maintain unobstructed emergency exits

**COMPETENCY 5.0.8: Maintain traffic flow to comply with fire regulations**

**COMPETENCY BUILDERS:**

- 5.0.8.1 Identify aisles and doorways to remain clear
- 5.0.8.2 Monitor table and chair setups

\* Advancing  
\*\* Futuring

**COMPETENCY 5.0.9: Identify methods of power source control**

**COMPETENCY BUILDERS:**

- 5.0.9.1 Locate electrical power panel
- 5.0.9.2 Locate and rehearse turning off electricity, gas, and water
- 5.0.9.3 Locate and rehearse manual operation of ansul and sprinkler system

**UNIT 6: Equipment** (SPECIAL NOTE: Refer to Industrial Relations Commission, Division of Wage and Minor Labor Laws regarding age-appropriate use of power-driven equipment.)

**COMPETENCY 6.0.1: Operate dishmachine**

**COMPETENCY BUILDERS:**

- 6.0.1.1 Follow manufacturer's operation manual
- 6.0.1.2 Practice safe operating procedures
- 6.0.1.3 Identify chemical detergents, sanitizers, and drying agents
- 6.0.1.4 Set controls on unit
- 6.0.1.5 Rack items to be washed
- 6.0.1.6 Check water temperature and pressure gauges
- 6.0.1.7 Disassemble and reassemble unit
- 6.0.1.8 Clean and sanitize unit
- 6.0.1.9 Report repair needs

**COMPETENCY 6.0.2: Operate garbage disposal**

**COMPETENCY BUILDERS:**

- 6.0.2.1 Follow manufacturer's operation manual
- 6.0.2.2 Practice safe operating procedures
- 6.0.2.3 Clean disposal unit
- 6.0.2.4 Report repair needs

**COMPETENCY 6.0.3: Operate and maintain soft-serve machine**

**COMPETENCY BUILDERS:**

- 6.0.3.1 Follow manufacturer's operation manual
- 6.0.3.2 Practice safe operating procedures
- 6.0.3.3 Assemble and fill unit
- 6.0.3.4 Disassemble for cleaning
- 6.0.3.5 Clean and sanitize soft-serve machine
- 6.0.3.6 Reassemble for use
- 6.0.3.7 Report repair needs

**Food Service--8/91**

**COMPETENCY 6.0.4: Operate and maintain mixers and attachments**

**COMPETENCY BUILDERS:**

- 6.0.4.1 Follow manufacturer's operation manual
- 6.0.4.2 Practice safe operating procedures
- 6.0.4.3 Disassemble for cleaning
- 6.0.4.4 Clean and sanitize mixer and attachments
- 6.0.4.5 Reassemble for use
- 6.0.4.6 Store attachments
- 6.0.4.7 Report repair needs

**COMPETENCY 6.0.5: Operate and maintain vertical cutter-mixer**

**COMPETENCY BUILDERS:**

- 6.0.5.1 Follow manufacturer's operation manual
- 6.0.5.2 Practice safe operating procedures
- 6.0.5.3 Set controls
- 6.0.5.4 Disassemble for cleaning
- 6.0.5.5 Clean and sanitize vertical cutter-mixer
- 6.0.5.6 Reassemble for use
- 6.0.5.7 Report repair needs

**COMPETENCY 6.0.6: Operate and maintain proofing cabinet**

**COMPETENCY BUILDERS:**

- 6.0.6.1 Follow manufacturer's operation manual
- 6.0.6.2 Practice safe operating procedures
- 6.0.6.3 Set temperature and moisture controls
- 6.0.6.4 Disassemble for cleaning
- 6.0.6.5 Clean and sanitize proofing cabinet
- 6.0.6.6 Reassemble for use
- 6.0.6.7 Report repair needs

**COMPETENCY 6.0.7: Operate and maintain convection/cook-and-hold oven**

**COMPETENCY BUILDERS:**

- 6.0.7.1 Follow manufacturer's operation manual
- 6.0.7.2 Practice safe operating procedures
- 6.0.7.3 Set controls
- 6.0.7.4 Bake breads, desserts, and doughs
- 6.0.7.5 Roast meats and casseroles
- 6.0.7.6 Bake prepackaged foods
- 6.0.7.7 Bake vegetables
- 6.0.7.8 Bake fruits
- 6.0.7.9 Disassemble for cleaning
- 6.0.7.10 Clean convection oven
- 6.0.7.11 Reassemble for use
- 6.0.7.12 Report repair needs

\* Advancing  
\*\* Futuring

**COMPETENCY 6.0.8: Operate and maintain standard microwave oven**

**COMPETENCY BUILDERS:**

- 6.0.8.1 Follow manufacturer's operation manual
- 6.0.8.2 Practice safe operating procedures
- 6.0.8.3 Select appropriate cooking containers
- 6.0.8.4 Calculate and set cooking time
- 6.0.8.5 Thaw foods
- 6.0.8.6 Reheat foods
- 6.0.8.7 Heat convenience foods
- 6.0.8.8 Clean microwave oven unit
- 6.0.8.9 Report repair needs

**COMPETENCY 6.0.9: Operate and maintain conventional oven**

**COMPETENCY BUILDERS:**

- 6.0.9.1 Follow manufacturer's operation manual
- 6.0.9.2 Practice safe operating procedures
- 6.0.9.3 Set controls
- 6.0.9.4 Disassemble for cleaning
- 6.0.9.5 Clean conventional oven
- 6.0.9.6 Reassemble for use
- 6.0.9.7 Report repair needs

**COMPETENCY 6.0.10: Operate and maintain infrared oven**

**COMPETENCY BUILDERS:**

- 6.0.10.1 Follow manufacturer's operation manual
- 6.0.10.2 Practice safe operating procedures
- 6.0.10.3 Set controls
- 6.0.10.4 Heat and reconstitute precooked meals
- 6.0.10.5 Heat and reconstitute refrigerated foods
- 6.0.10.6 Heat and reconstitute frozen foods
- 6.0.10.7 Clean infrared oven
- 6.0.10.8 Report repair needs

**COMPETENCY 6.0.11: Operate and maintain combination oven-steamer  
(i.e. standard or convection)**

**COMPETENCY BUILDERS:**

- 6.0.11.1 Follow manufacturer's operation manual
- 6.0.11.2 Practice safe operating procedures
- 6.0.11.3 Set controls
- 6.0.11.4 Steam foods
- 6.0.11.5 Bake foods
- 6.0.11.6 Roast foods
- 6.0.11.7 Disassemble for cleaning
- 6.0.11.8 Clean combination oven-steamer
- 6.0.11.9 Reassemble for use
- 6.0.11.10 Report repair needs

- \* Advancing
- \*\* Futuring

**Food Service--8/91**

**COMPETENCY 6.0.12: Operate and maintain other steam equipment  
(i.e. convection, pressure, and automatic)**

**COMPETENCY BUILDERS:**

- 6.0.12.1 Follow manufacturer's operation manual
- 6.0.12.2 Practice safe operating procedures
- 6.0.12.3 Set automatic or manual controls
- 6.0.12.4 Steam vegetables
- 6.0.12.5 Steam meats
- 6.0.12.6 Disassemble for cleaning
- 6.0.12.7 Clean steam unit
- 6.0.12.8 Reassemble for use
- 6.0.12.9 Report repair needs

**COMPETENCY 6.0.13: Operate and maintain steam table**

**COMPETENCY BUILDERS:**

- 6.0.13.1 Follow manufacturer's operation manual
- 6.0.13.2 Practice safe operating procedures
- 6.0.13.3 Set controls
- 6.0.13.4 Disassemble for cleaning
- 6.0.13.5 Clean and sanitize steam table unit
- 6.0.13.6 Reassemble for use
- 6.0.13.7 Report repair needs

**COMPETENCY 6.0.14: Operate and maintain range**

**COMPETENCY BUILDERS:**

- 6.0.14.1 Follow manufacturer's operation manual
- 6.0.14.2 Practice safe operating procedures
- 6.0.14.3 Set controls
- 6.0.14.4 Disassemble for cleaning
- 6.0.14.5 Clean range
- 6.0.14.6 Reassemble for use
- 6.0.14.7 Report repair needs

**COMPETENCY 6.0.15: Operate and maintain fryer unit**

**COMPETENCY BUILDERS:**

- 6.0.15.1 Follow manufacturer's operation manual
- 6.0.15.2 Practice safe operating procedures
- 6.0.15.3 Set temperature controls
- 6.0.15.4 Select fats
- 6.0.15.5 Strain fats
- 6.0.15.6 Change fats
- 6.0.15.7 Disassemble for cleaning
- 6.0.15.8 Clean fryer unit
- 6.0.15.9 Reassemble for use
- 6.0.15.10 Report repair needs

\* Advancing  
\*\* Futuring

**COMPETENCY 6.0.16: Operate and maintain tiltfryer**

**COMPETENCY BUILDERS:**

- 6.0.16.1 Follow manufacturer's operation manual
- 6.0.16.2 Practice safe operating procedures
- 6.0.16.3 Set temperature controls
- 6.0.16.4 Fry foods
- 6.0.16.5 Braise foods
- 6.0.16.6 Stew foods
- 6.0.16.7 Saute foods
- 6.0.16.8 Simmer foods
- 6.0.16.9 Boil foods
- 6.0.16.10 Grill foods
- 6.0.16.11 Deep-fry foods
- 6.0.16.12 Disassemble for cleaning
- 6.0.16.13 Clean and sanitize tiltfryer
- 6.0.16.14 Reassemble for use
- 6.0.16.15 Report repair needs

**COMPETENCY 6.0.17: Operate and maintain grill, broiler, and charbroiler**

**COMPETENCY BUILDERS:**

- 6.0.17.1 Follow manufacturer's operation manual
- 6.0.17.2 Practice safe operating procedures
- 6.0.17.3 Set temperature controls
- 6.0.17.4 Disassemble for cleaning
- 6.0.17.5 Clean grill, broiler, and charbroiler
- 6.0.17.6 Reassemble for use
- 6.0.17.7 Season grill, broiler, and charbroiler
- 6.0.17.8 Report repair needs

**COMPETENCY 6.0.18: Clean and maintain refrigerators and freezers**

**COMPETENCY BUILDERS:**

- 6.0.18.1 Follow manufacturer's operating manual
- 6.0.18.2 Clean and sanitize refrigerator and freezer units
- 6.0.18.3 Clean walk-in refrigerator/freezer
- 6.0.18.4 Defrost walk-in refrigerator/freezer
- 6.0.18.5 Monitor temperatures
- 6.0.18.6 Report repair needs

**COMPETENCY 6.0.19: Clean and maintain ventilation hoods**

**COMPETENCY BUILDERS:**

- 6.0.19.1 Follow manufacturer's operating manual
- 6.0.19.2 Practice safe operating procedures
- 6.0.19.3 Clean and replace filters
- 6.0.19.4 Disassemble for cleaning
- 6.0.19.5 Clean ventilation hoods
- 6.0.19.6 Reassemble for use
- 6.0.19.7 Report repair needs

**COMPETENCY 6.0.20: Operate and maintain baker's scale**

**COMPETENCY BUILDERS:**

- 6.0.20.1 Follow manufacturer's operation manual
- 6.0.20.2 Adjust and balance scale
- 6.0.20.3 Weigh food items
- 6.0.20.4 Clean and sanitize baker's scale
- 6.0.20.5 Report repair needs

**COMPETENCY 6.0.21: Operate and maintain portion scale**

**COMPETENCY BUILDERS:**

- 6.0.21.1 Follow manufacturer's operation manual
- 6.0.21.2 Calculate serving sizes
- 6.0.21.3 Weigh food
- 6.0.21.4 Read scale
- 6.0.21.5 Clean and sanitize portion scale
- 6.0.21.6 Report repair needs

**COMPETENCY 6.0.22: Operate and maintain blender and food processor**

**COMPETENCY BUILDERS:**

- 6.0.22.1 Follow manufacturer's operation manual
- 6.0.22.2 Practice safe operating procedures
- 6.0.22.3 Set controls and process food
- 6.0.22.4 Clean and sanitize blender food processor
- 6.0.22.5 Report repair needs

**COMPETENCY 6.0.23: Operate and maintain slicing machine**

**COMPETENCY BUILDERS:**

- 6.0.23.1 Follow manufacturer's operation manual
- 6.0.23.2 Practice safe operating procedures
- 6.0.23.3 Slice manually
- 6.0.23.4 Slice automatically
- 6.0.23.5 Shred food
- 6.0.23.6 Unplug and disassemble slicing machine for cleaning
- 6.0.23.7 Clean and sanitize slicing machine
- 6.0.23.8 Reassemble slicing machine
- 6.0.23.9 Report repair needs

**COMPETENCY 6.0.24: Operate and maintain rotary toaster**

**COMPETENCY BUILDERS:**

- 6.0.24.1 Follow manufacturer's operation manual
- 6.0.24.2 Practice safe operating procedures
- 6.0.24.3 Set controls and toast breads
- 6.0.24.4 Clean rotary toaster
- 6.0.24.5 Report repair needs

**UNIT 7: Nutrition and Menu Development**

**COMPETENCY 7.0.1: Apply nutrition knowledge**

**COMPETENCY BUILDERS:**

- 7.0.1.1 Identify major food groups
- 7.0.1.2 Identify nutrient contributions
- 7.0.1.3 Explain nutrition knowledge as diet relates to health
- 7.0.1.4 Analyze common food allergies
- 7.0.1.5 Describe characteristics, functions, and food sources of carbohydrates, proteins, and fats\*

**COMPETENCY 7.0.2: Maintain and monitor recipes**

**COMPETENCY BUILDERS:**

- 7.0.2.1 Use standardized recipes
- 7.0.2.2 Interpret recipe information
- 7.0.2.3 Analyze nutritional knowledge
- 7.0.2.4 Substitute ingredients
- 7.0.2.5 Adjust herbs, spices, flavorings, and extracts
- 7.0.2.6 Create recipes\*
- 7.0.2.7 Evaluate recipes
- 7.0.2.8 Portion and weigh ingredients
- 7.0.2.9 Calculate increased and/or decreased amounts of ingredients
- 7.0.2.10 Calculate yields

\* Advancing

\*\* Futuring

**Food Service--8/91**

**COMPETENCY 7.0.3: Develop menus**

**COMPETENCY BUILDERS:**

- 7.0.3.1 Analyze nutritional needs
- 7.0.3.2 Apply nutrition knowledge
- 7.0.3.3 Create menus to meet nutritional needs
- 7.0.3.4 Create menus for total food utilization
- 7.0.3.5 Analyze and incorporate menu trends
- 7.0.3.6 Create menus using seasonal ethnic and regional foods
- 7.0.3.7 Plan menus based on type of operation for restaurant
- 7.0.3.8 Plan menus for holidays, themes, buffets, and special functions
- 7.0.3.9 Rotate menus
- 7.0.3.10 Review laws pertaining to "truth in menu"

**COMPETENCY 7.0.4: Analyze and calculate costs**

**COMPETENCY BUILDERS:**

- 7.0.4.1 Calculate cost per serving for food
- 7.0.4.2 Calculate and factor overhead costs into menu costs and/or prices\*
- 7.0.4.3 Calculate menu prices

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.1: Garde-Manger/Pantry**

**COMPETENCY 8.1.1: Prepare salads and salad dressings**

**COMPETENCY BUILDERS:**

- 8.1.1.1 Maintain clean and sanitized work area
- 8.1.1.2 Identify serveable products
- 8.1.1.3 Wash and prepare greens, vegetables, and/or fruits
- 8.1.1.4 Prepare cooked ingredients
- 8.1.1.5 Prepare protein salads
- 8.1.1.6 Prepare gelatin salads
- 8.1.1.7 Portion salads
- 8.1.1.8 Store prepared salads

**COMPETENCY 8.1.2: Prepare salad dressings**

**COMPETENCY BUILDERS:**

- 8.1.2.1 Maintain clean and sanitized work area
- 8.1.2.2 Identify and/or prepare oil-based, mayonnaise, and cooked salad dressings
- 8.1.2.3 Store prepared salad dressings
- 8.1.2.4 Prepare, assemble, and garnish fruit and/or vegetable trays

- \* Advancing
- \*\* Futuring

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.2: Appetizers**

**COMPETENCY 8.2.1: Prepare hot hors d'oeuvres**

**COMPETENCY BUILDERS:**

- 8.2.1.1 Maintain clean and sanitized work area
- 8.2.1.2 Prepare, assemble, and garnish hot hors d'oeuvres
- 8.2.1.3 Store hors d'oeuvres

**COMPETENCY 8.2.2: Prepare cold hors d'oeuvres**

**COMPETENCY BUILDERS:**

- 8.2.2.1 Maintain clean and sanitized work area
- 8.2.2.2 Prepare, assemble, and garnish cold hors d'oeuvres
- 8.2.2.3 Store cold hors d'oeuvres

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.3: Sandwich Preparation**

**COMPETENCY 8.3.1: Prepare hot and cold sandwiches**

**COMPETENCY BUILDERS:**

- 8.3.1.1 Maintain clean and sanitized work area
- 8.3.1.2 Select and prepare breads
- 8.3.1.3 Slice meat, cheese, poultry, seafood, and fillings
- 8.3.1.4 Prepare accompaniments
- 8.3.1.5 Grill, broil, saute, and deep-fry food items for hot sandwiches
- 8.3.1.6 Assemble and garnish sandwiches for serving
- 8.3.1.7 Store sandwiches

**COMPETENCY 8.3.2: Prepare meat, cheese, poultry, and seafood trays**

**COMPETENCY BUILDERS:**

- 8.3.2.1 Maintain clean and sanitized work area
- 8.3.2.2 Prepare meat, cheese, poultry, and seafood
- 8.3.2.3 Garnish trays
- 8.3.2.4 Store prepared meat, cheese, poultry, or seafood trays

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.4: Eggs and Dairy Products**

**COMPETENCY 8.4.1: Prepare eggs and egg dishes**

**COMPETENCY BUILDERS:**

- 8.4.1.1 Maintain clean and sanitized work area
- 8.4.1.2 Select eggs
- 8.4.1.3 Store and handle fresh, frozen, dried, and pasteurized eggs
- 8.4.1.4 Use eggs to bind, thicken, bread, emulsify, clarify, and leaven foods
- 8.4.1.5 Demonstrate types of egg cookery and omelets
- 8.4.1.6 Prepare and bake custards, souffles, and quiche\*

**COMPETENCY 8.4.2: Identify and/or prepare dairy products**

**COMPETENCY BUILDERS:**

- 8.4.2.1 Maintain clean and sanitized work area
- 8.4.2.2 Select dairy products
- 8.4.2.3 Demonstrate dairy product cookery and usage
- 8.4.2.4 Store prepared dairy products

**COMPETENCY 8.4.3: Prepare cheeses and cheese dishes**

**COMPETENCY BUILDERS:**

- 8.4.3.1 Maintain clean and sanitized work area
- 8.4.3.2 Identify and select cheeses
- 8.4.3.3 Prepare and store cold cheeses
- 8.4.3.4 Cook and/or heat cheese dishes, entrees and sauces
- 8.4.3.5 Store finished cheese products

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.5: Fruits and Vegetables**

**COMPETENCY 8.5.1: Prepare fruits**

**COMPETENCY BUILDERS:**

- 8.5.1.1 Maintain clean and sanitized work area
- 8.5.1.2 Identify and select fresh, frozen, canned, or dried fruits
- 8.5.1.3 Clean, prepare, and portion fresh fruits
- 8.5.1.4 Zest citrus fruits
- 8.5.1.5 Prepare fruits for cooking
- 8.5.1.6 Demonstrate and/or identify fruit cookery methods
- 8.5.1.7 Preserve fruit\*
- 8.5.1.8 Glaze fruit\*
- 8.5.1.9 Prepare special fruit show pieces\*
- 8.5.1.10 Store fruits

**COMPETENCY 8.5.2: Prepare vegetables**

**COMPETENCY BUILDERS:**

- 8.5.2.1 Maintain clean and sanitized work area
- 8.5.2.2 Identify and select fresh, frozen, canned, or dried vegetables
- 8.5.2.3 Clean, prepare, and portion vegetables
- 8.5.2.4 Demonstrate and/or identify vegetable cookery methods to maintain nutritional value
- 8.5.2.5 Prepare vegetable casseroles
- 8.5.2.6 Prepare vegetable garnishes
- 8.5.2.7 Prepare special vegetable show pieces\*
- 8.5.2.8 Store vegetables

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.6: Pasta, Grains, and Legumes**

**COMPETENCY 8.6.1: Prepare pasta and pasta dishes**

**COMPETENCY BUILDERS:**

- 8.6.1.1 Maintain clean and sanitized work area
- 8.6.1.2 Identify and select fresh, frozen, and dried pasta
- 8.6.1.3 Cook pasta
- 8.6.1.4 Assemble pasta dishes and entrees
- 8.6.1.5 Prepare stuffed pasta\*
- 8.6.1.6 Prepare pasta sauces
- 8.6.1.7 Portion pasta for serving

\* Advancing  
\*\* Futuring

## Food Service--8/91

### COMPETENCY 8.6.2: Prepare grains and cereals

#### COMPETENCY BUILDERS:

- 8.6.2.1 Maintain clean and sanitized work area
- 8.6.2.2 Identify and select specialty grains or cereals
- 8.6.2.3 Cook grains or cereals
- 8.6.2.4 Prepare entrees with grains or cereals
- 8.6.2.5 Store grains and cereals
- 8.6.2.6 Portion food for serving

### COMPETENCY 8.6.3: Prepare rice and rice dishes

#### COMPETENCY BUILDERS:

- 8.6.3.1 Maintain clean and sanitized work area
- 8.6.3.2 Identify and select types of rice
- 8.6.3.3 Cook rice
- 8.6.3.4 Assemble rice dishes
- 8.6.3.5 Store rice dishes
- 8.6.3.6 Portion food for serving

### COMPETENCY 8.6.4: Prepare dried beans, legumes, and lentils

#### COMPETENCY BUILDERS:

- 8.6.4.1 Maintain clean and sanitized work area
- 8.6.4.2 Identify and select beans and legumes or lentils
- 8.6.4.3 Cook beans and legumes or lentils
- 8.6.4.4 Portion food for serving
- 8.6.4.5 Store beans and legumes or lentils

## UNIT 8: Food Preparation, Processing, and Production

### SUBUNIT 8.7: Stocks, Soups, Sauces, and Gravies

#### COMPETENCY 8.7.1: Prepare stock

##### COMPETENCY BUILDERS:

- 8.7.1.1 Maintain clean and sanitized work area
- 8.7.1.2 Identify ingredients, seasonings, and procedures in stock preparation
- 8.7.1.3 Demonstrate use of bases in stock preparation
- 8.7.1.4 Use stock in recipes
- 8.7.1.5 Store stock
- 8.7.1.6 Prepare brown, poultry, and fish stock\*

**COMPETENCY 8.7.2: Prepare soups**

**COMPETENCY BUILDERS:**

- 8.7.2.1 Maintain clean and sanitized work area
- 8.7.2.2 Identify cream, pureed, vegetable, cheese, consomme, nationality, and specialty soups
- 8.7.2.3 Prepare stock-base and cream-base soup(s)
- 8.7.2.4 Cut, chop, and dice soup ingredients
- 8.7.2.5 Prepare cream, pureed, vegetable, cheese, consomme, nationality, and specialty soups\*
- 8.7.2.6 Prepare cold soups
- 8.7.2.7 Garnish soup
- 8.7.2.8 Portion soup into serving bowl(s)
- 8.7.2.9 Store hot and cold soups

**COMPETENCY 8.7.3: Prepare basic sauces and gravies**

**COMPETENCY BUILDERS:**

- 8.7.3.1 Maintain clean and sanitized work area
- 8.7.3.2 Identify thickening agents and their uses
- 8.7.3.3 Prepare roux
- 8.7.3.4 Identify ingredients and procedures of brown, white, tomato, butter, and veloute sauces
- 8.7.3.5 Prepare brown, white, tomato, butter, and veloute sauces\*
- 8.7.3.6 Prepare cold sauces\*
- 8.7.3.7 Prepare sauces from prepared products
- 8.7.3.8 Prepare pan gravy
- 8.7.3.9 Portion sauces and gravies
- 8.7.3.10 Store sauces and gravies

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.8: Meat, Poultry, and Seafood**

**COMPETENCY 8.8.1: Prepare meat**

**COMPETENCY BUILDERS:**

- 8.8.1.1 Maintain clean and sanitized work area
- 8.8.1.2 Identify grades and cuts of beef, veal, pork, and lamb according to the USDA specifications
- 8.8.1.3 Cut and bone meat(s)\*
- 8.8.1.4 Utilize leftover meat(s)
- 8.8.1.5 Explain meat cookery methods
- 8.8.1.6 Roast or bake meat(s)
- 8.8.1.7 Fry or saute meat(s)
- 8.8.1.8 Stir-fry meat(s)
- 8.8.1.9 Broil or grill meat(s)
- 8.8.1.10 Blacken meat(s)
- 8.8.1.11 Braise or stew meat(s)
- 8.8.1.12 Boil meat(s)
- 8.8.1.13 Portion meat for serving
- 8.8.1.14 Store meat(s)

**COMPETENCY 8.8.2: Prepare poultry**

**COMPETENCY BUILDERS:**

- 8.8.2.1 Maintain clean and sanitized work area
- 8.8.2.2 Identify grades and types of poultry according to USDA specifications
- 8.8.2.3 Prepare whole poultry
- 8.8.2.4 Identify cuts of poultry
- 8.8.2.5 Cut fresh poultry into servings\*
- 8.8.2.6 Bone poultry
- 8.8.2.7 Explain methods of poultry cookery
- 8.8.2.8 Roast or bake poultry
- 8.8.2.9 Fry or saute poultry
- 8.8.2.10 Stir-fry poultry
- 8.8.2.11 Broil or grill poultry
- 8.8.2.12 Stew poultry
- 8.8.2.13 Boil poultry
- 8.8.2.14 Prepare bread dressings/stuffings
- 8.8.2.15 Utilize all parts of poultry in menu planning\*
- 8.8.2.16 Portion poultry for serving
- 8.8.2.17 Store poultry

\* Advancing  
\*\* Futuring

**COMPETENCY 8.8.3: Prepare fish and shellfish**

**COMPETENCY BUILDERS:**

- 8.8.3.1 Maintain clean and sanitized work area
- 8.8.3.2 Identify frozen, fresh, and cooked fish and shellfish
- 8.8.3.3 Inspect product for freshness and quality
- 8.8.3.4 Prepare fish and shellfish for cooking
- 8.8.3.5 Portion fish and shellfish
- 8.8.3.6 Explain methods of fish and shellfish cookery
- 8.8.3.7 Bake fish or shellfish
- 8.8.3.8 Fry or saute fish or shellfish
- 8.8.3.9 Stir-fry fish or shellfish
- 8.8.3.10 Broil or grill fish or shellfish
- 8.8.3.11 Blacken fish
- 8.8.3.12 Poach fish or shellfish
- 8.8.3.13 Steam fish or shellfish
- 8.8.3.14 Store fish and shellfish

**UNIT 8: Food Preparation, Processing, and Production**

**SUBUNIT 8.9: Bakery**

**COMPETENCY 8.9.1: Explain basic principles of baking**

**COMPETENCY BUILDERS:**

- 8.9.1.1 Describe properties and list functions of ingredients and baked goods
- 8.9.1.2 Weigh and measure ingredients used in baking
- 8.9.1.3 Apply basic mathematical skills to convert recipes
- 8.9.1.4 Define baking terms

**COMPETENCY 8.9.2: Prepare and bake quick-bread products**

**COMPETENCY BUILDERS:**

- 8.9.2.1 Maintain clean and sanitized work area
- 8.9.2.2 Assemble ingredients
- 8.9.2.3 Prepare special ingredients
- 8.9.2.4 Prepare muffins
- 8.9.2.5 Prepare loaves
- 8.9.2.6 Prepare biscuits
- 8.9.2.7 Prepare coffee cakes
- 8.9.2.8 Prepare cornbread
- 8.9.2.9 Prepare pancakes, crepes, and waffles
- 8.9.2.10 Bake quick-bread products
- 8.9.2.11 Package baked quick-bread products
- 8.9.2.12 Portion quick breads for serving
- 8.9.2.13 Ice quick-bread products
- 8.9.2.14 Display and store quick-bread products

\* Advancing  
\*\* Futuring

**COMPETENCY 8.9.3: Prepare and bake yeast bread products**

**COMPETENCY BUILDERS:**

- 8.9.3.1 Maintain clean and sanitized work area
- 8.9.3.2 Assemble ingredients
- 8.9.3.3 Prepare special ingredients
- 8.9.3.4 Mix yeast bread dough
- 8.9.3.5 Portion yeast bread dough
- 8.9.3.6 Rest yeast bread dough
- 8.9.3.7 Shape yeast bread dough
- 8.9.3.8 Proof yeast bread dough
- 8.9.3.9 Bake yeast bread products
- 8.9.3.10 Glaze and/or wash baked yeast bread products
- 8.9.3.11 Package baked yeast bread products
- 8.9.3.12 Display and store yeast bread products

**COMPETENCY 8.9.4: Prepare and bake sweet yeast bread products**

**COMPETENCY BUILDERS:**

- 8.9.4.1 Maintain clean and sanitized work area
- 8.9.4.2 Assemble ingredients
- 8.9.4.3 Prepare special ingredients
- 8.9.4.4 Mix sweet yeast bread dough
- 8.9.4.5 Portion sweet yeast bread dough
- 8.9.4.6 Shape and fill sweet yeast bread dough
- 8.9.4.7 Egg-wash sweet yeast bread dough
- 8.9.4.8 Proof sweet yeast bread dough
- 8.9.4.9 Bake and/or fry sweet yeast bread doughs
- 8.9.4.10 Wash, glaze, and/or ice baked sweet yeast bread products
- 8.9.4.11 Package baked sweet yeast dough products
- 8.9.4.12 Display and store baked sweet yeast bread products

**COMPETENCY 8.9.5: Prepare and bake cookies**

**COMPETENCY BUILDERS:**

- 8.9.5.1 Maintain clean and sanitized work area
- 8.9.5.2 Assemble ingredients
- 8.9.5.3 Prepare special ingredients
- 8.9.5.4 Prepare bar cookies
- 8.9.5.5 Prepare drop cookies
- 8.9.5.6 Prepare rolled cookies
- 8.9.5.7 Prepare refrigerator cookies
- 8.9.5.8 Prepare pressed cookies
- 8.9.5.9 Prepare molded cookies
- 8.9.5.10 Bake cookies
- 8.9.5.11 Decorate and garnish cookies
- 8.9.5.12 Package baked cookies
- 8.9.5.13 Display and store cookies

**COMPETENCY 8.9.6: Prepare and bake cakes**

**COMPETENCY BUILDERS:**

- 8.9.6.1 Maintain clean and sanitized work area
- 8.9.6.2 Assemble ingredients
- 8.9.6.3 Prepare special ingredients
- 8.9.6.4 Prepare and bake cakes from scratch
- 8.9.6.5 Prepare and bake cakes from convenience mixes
- 8.9.6.6 Cool cakes
- 8.9.6.7 Decorate and garnish baked cakes
- 8.9.6.8 Portion cakes for serving
- 8.9.6.9 Package baked cakes
- 8.9.6.10 Display and store cakes

**COMPETENCY 8.9.7: Prepare washes, glazes, icings, frostings, and fillings**

**COMPETENCY BUILDERS:**

- 8.9.7.1 Maintain clean and sanitized work area
- 8.9.7.2 Assemble ingredients
- 8.9.7.3 Prepare washes and glazes
- 8.9.7.4 Prepare icings
- 8.9.7.5 Prepare frostings
- 8.9.7.6 Prepare whipped toppings and fillings
- 8.9.7.7 Decorate cakes
- 8.9.7.8 Store glazes, icings, frostings, and fillings

**COMPETENCY 8.9.8: Prepare and bake pies, pastries, and meringues**

**COMPETENCY BUILDERS:**

- 8.9.8.1 Maintain clean and sanitized work area
- 8.9.8.2 Assemble ingredients
- 8.9.8.3 Prepare special ingredients
- 8.9.8.4 Prepare pie crust
- 8.9.8.5 Prepare crumb crust
- 8.9.8.6 Prepare pastries
- 8.9.8.7 Prepare puff pastry and/or pate choux\*
- 8.9.8.8 Prepare fruit fillings
- 8.9.8.9 Prepare custard fillings
- 8.9.8.10 Prepare cream fillings
- 8.9.8.11 Prepare chiffon fillings\*
- 8.9.8.12 Prepare meringues
- 8.9.8.13 Prepare garnishes
- 8.9.8.14 Decorate pies, pastries, and meringues
- 8.9.8.15 Portion pies, pastries, and meringues for serving
- 8.9.8.16 Display and store baked pies, pastries, and meringues
- 8.9.8.17 Package baked and unbaked pies, pastries, and meringues
- 8.9.8.18 Store baked and unbaked pie fillings

\* Advancing

\*\* Futuring

## Food Service--8/91

### COMPETENCY 8.9.9: Prepare specialty desserts\*

#### COMPETENCY BUILDERS:

- 8.9.9.1 Maintain clean and sanitized work area\*
- 8.9.9.2 Prepare and bake cheesecake(s)\*
- 8.9.9.3 Prepare and bake tortes\*
- 8.9.9.4 Prepare frozen desserts\*
- 8.9.9.5 Portion specialty desserts for serving\*
- 8.9.9.6 Display and store specialty desserts\*

### UNIT 9: In-House Selling

#### COMPETENCY 9.0.1: Take orders

##### COMPETENCY BUILDERS:

- 9.0.1.1 Describe menu items
- 9.0.1.2 Demonstrate product knowledge
- 9.0.1.3 Demonstrate suggestive selling
- 9.0.1.4 Promote specials
- 9.0.1.5 Record information correctly
- 9.0.1.6 Verify order

#### COMPETENCY 9.0.2: Place orders

##### COMPETENCY BUILDERS:

- 9.0.2.1 Operate point-of-sale (POS) terminal
- 9.0.2.2 Verify order
- 9.0.2.3 Transfer information to food and/or beverage area(s)

#### COMPETENCY 9.0.3: Apply advertising techniques\*

##### COMPETENCY BUILDERS:

- 9.0.3.1 Create and maintain product displays\*
- 9.0.3.2 Develop coupons and discount specials\*
- 9.0.3.3 Create promotional advertisements\*
- 9.0.3.4 Develop and present new products\*
- 9.0.3.5 Market logo items\*

**UNIT 10: Cashier Functions**

**COMPETENCY 10.0.1: Perform cash register operations**

**COMPETENCY BUILDERS:**

- 10.0.1.1 Set up cash drawer and verify amount
- 10.0.1.2 Exhibit and maintain a positive attitude
- 10.0.1.3 Exhibit and maintain a neat and clean appearance
- 10.0.1.4 Greet guests properly
- 10.0.1.5 Answer telephone properly
- 10.0.1.6 Practice telephone etiquette
- 10.0.1.7 Communicate pertinent information to coworkers
- 10.0.1.8 Calculate taxes and gratuities
- 10.0.1.9 Calculate discounts and credits
- 10.0.1.10 Operate computer/cash register
- 10.0.1.11 Make change
- 10.0.1.12 Verify personal check information
- 10.0.1.13 Thank guest(s)

**COMPETENCY 10.0.2: Process credit card transactions**

**COMPETENCY BUILDERS:**

- 10.0.2.1 Complete credit card forms
- 10.0.2.2 Verify account
- 10.0.2.3 Secure customer information and signature
- 10.0.2.4 Return credit card and guest receipt
- 10.0.2.5 Thank guest(s)

**COMPETENCY 10.0.3: Maintain cashier counter display**

**COMPETENCY BUILDERS:**

- 10.0.3.1 Maintain clean and sanitized work area
- 10.0.3.2 Sell counter items
- 10.0.3.3 Stock and restock items

**COMPETENCY 10.0.4: Balance receipts and cash register**

**COMPETENCY BUILDERS:**

- 10.0.4.1 Record sales data
- 10.0.4.2 Audit guest checks
- 10.0.4.3 Total and reconcile receipts
- 10.0.4.4 Balance cash drawer
- 10.0.4.5 Prepare bank deposit

\* Advancing  
\*\* Futuring

**Food Service--8/91**

**UNIT 11: Guest Relations**

**COMPETENCY 11.0.1: Take reservations**

**COMPETENCY BUILDERS:**

- 11.0.1.1 Answer telephone properly
- 11.0.1.2 Practice telephone etiquette
- 11.0.1.3 Give and receive information
- 11.0.1.4 Verify and record information
- 11.0.1.5 Process FAX transactions

**COMPETENCY 11.0.2: Provide guest service**

**COMPETENCY BUILDERS:**

- 11.0.2.1 Greet guest(s) properly
- 11.0.2.2 Recognize repeat guests
- 11.0.2.3 Maintain reservation lists, waiting lists, and seating chart
- 11.0.2.4 Escort and seat guest(s)
- 11.0.2.5 Assure guest satisfaction
- 11.0.2.6 Present menu(s)
- 11.0.2.7 Anticipate and respond to special guest(s) requirement(s)
- 11.0.2.8 Describe accommodations
- 11.0.2.9 Anticipate and handle complaints
- 11.0.2.10 Thank guest(s) upon departure
- 11.0.2.11 Ask guest(s) to return

**UNIT 12: Catering and Banquet Services and Production**

**COMPETENCY 12.0.1: Cater off-site**

**COMPETENCY BUILDERS:**

- 12.0.1.1 Load nonperishable items
- 12.0.1.2 Load perishable items
- 12.0.1.3 Transport items
- 12.0.1.4 Unload vehicle
- 12.0.1.5 Reload vehicle after serving

**COMPETENCY 12.0.2: Set up and maintain serving and eating area(s)**

**COMPETENCY BUILDERS:**

- 12.0.2.1 Determine serving and eating area(s)
- 12.0.2.2 Set up table(s) and chairs
- 12.0.2.3 Arrange table covers and decorations
- 12.0.2.4 Set up food and beverage serving areas
- 12.0.2.5 Set up decorations, supplies, and equipment
- 12.0.2.6 Replenish food and beverages

- \* Advancing
- \*\* Futuring

**COMPETENCY 12.0.3: Use and maintain chafing dish(es)**

**COMPETENCY BUILDERS:**

- 12.0.3.1 Follow manufacturer's operation manual
- 12.0.3.2 Practice safe operating procedures
- 12.0.3.3 Use canned or electric heat
- 12.0.3.4 Use electric heating element
- 12.0.3.5 Monitor food quality continuously
- 12.0.3.6 Replenish food
- 12.0.3.7 Clean and sanitize chafing dish(es)
- 12.0.3.8 Report repair needs

**COMPETENCY 12.0.4: Break down eating and serving area(s)**

**COMPETENCY BUILDERS:**

- 12.0.4.1 Remove and pack foods and beverages from serving table(s)
- 12.0.4.2 Remove and pack unused table service items
- 12.0.4.3 Contain and dispose refuse
- 12.0.4.4 Clean table(s), chairs, and serving area(s)
- 12.0.4.5 Dismantle table(s) and chairs
- 12.0.4.6 Clean floor(s)
- 12.0.4.7 Clean and sanitize kitchen area

**COMPETENCY 12.0.5: Unload, clean, and sanitize vehicle**

**COMPETENCY BUILDERS:**

- 12.0.5.1 Unload vehicle
- 12.0.5.2 Store leftover food and beverages
- 12.0.5.3 Clean and sanitize vehicle

**COMPETENCY 12.0.6: Manage catered function(s)\***

**COMPETENCY BUILDERS:**

- 12.0.6.1 Plan menus\*
- 12.0.6.2 Develop promotional brochure\*
- 12.0.6.3 Explain components of contracts\*
- 12.0.6.4 Maintain recipe file\*
- 12.0.6.5 Confer with customers\*

**COMPETENCY 12.0.7: Order miscellaneous catering supplies**

**COMPETENCY BUILDERS:**

- 12.0.7.1 Order linen and uniforms
- 12.0.7.2 Assess equipment needs
- 12.0.7.3 Rent or lease equipment for special events\*

\* Advancing  
\*\* Futuring

**Food Service--8/91**

**COMPETENCY 12.0.8: Order and receive food and beverages\***

**COMPETENCY BUILDERS:**

- 12.0.8.1 Calculate food items needed\*
- 12.0.8.2 Calculate beverages needed\*
- 12.0.8.3 Select purveyor\*
- 12.0.8.4 Complete purchase orders\*
- 12.0.8.5 Check invoice for accuracy, quantity, and quality\*
- 12.0.8.6 Check invoice for payment\*
- 12.0.8.7 Inventory food(s) and beverages\*
- 12.0.8.8 Store food and beverages safely\*

**COMPETENCY 12.0.9: Order and receive special decorations, supplies, and equipment\***

**COMPETENCY BUILDERS:**

- 12.0.9.1 Select decorations, supplies, and equipment\*
- 12.0.9.2 Request bids for supplies, decorations, or equipment\*
- 12.0.9.3 Complete purchase orders\*
- 12.0.9.4 Inventory special decorations, supplies, and equipment\*
- 12.0.9.5 Check invoice for payment\*
- 12.0.9.6 Store decorations, supplies, and equipment\*

**UNIT 13: Receiving and Storing**

**COMPETENCY 13.0.1: Receive food and supplies**

**COMPETENCY BUILDERS:**

- 13.0.1.1 Check shipment against order
- 13.0.1.2 Verify vendor and order
- 13.0.1.3 Count and weigh supplies
- 13.0.1.4 Inspect food and supplies
- 13.0.1.5 Complete receiving records

**COMPETENCY 13.0.2: Store foods and supplies**

**COMPETENCY BUILDERS:**

- 13.0.2.1 Determine proper storage for all foods and supplies
- 13.0.2.2 Maintain safety and sanitation of supply areas
- 13.0.2.3 Maintain storage temperatures for foods
- 13.0.2.4 Issue and rotate food and supplies
- 13.0.2.5 Secure storage area

**UNIT 14: Management Operations\***

**COMPETENCY 14.0.1: Control theft and pilferage**

**COMPETENCY BUILDERS:**

- 14.0.1.1 Create a definitive theft control policy
- 14.0.1.2 Identify short-change methods
- 14.0.1.3 Identify methods to reduce theft and pilferage
- 14.0.1.4 Report theft and pilferage
- 14.0.1.5 Follow internal control systems
- 14.0.1.6 Follow security procedures

**COMPETENCY 14.0.2: Comply with federal and state laws, and employer policies\***

**COMPETENCY BUILDERS:**

- 14.0.2.1 Identify licenses and permits for type of food service operation\*
- 14.0.2.2 Identify fire, building, health, and safety regulations\*
- 14.0.2.3 Identify wage and hour laws\*
- 14.0.2.4 Display required information\*

**COMPETENCY 14.0.3: Identify liability responsibilities\***

**COMPETENCY BUILDERS:**

- 14.0.3.1 Interpret and evaluate liability responsibilities\*
- 14.0.3.2 Identify insurance needs\*

**COMPETENCY 14.0.4: Supervise personnel\***

**COMPETENCY BUILDERS:**

- 14.0.4.1 Summarize leadership styles and abilities as applied to food service establishments\*
- 14.0.4.2 Develop job descriptions\*
- 14.0.4.3 Outline procedures to plan, interview, hire, and discharge staff\*
- 14.0.4.4 Create and maintain employee files\*
- 14.0.4.5 Review process of interviewing applicants\*
- 14.0.4.6 Orient new employees\*
- 14.0.4.7 Develop and/or apply training programs\*
- 14.0.4.8 Assign jobs\*
- 14.0.4.9 Evaluate job stations\*
- 14.0.4.10 Evaluate personal hygiene, sanitation, and safety procedures\*
- 14.0.4.11 Develop a sense of urgency\*
- 14.0.4.12 Practice active listening techniques\*

\* Advancing  
\*\* Futuring

**Food Service--8/91**

**COMPETENCY 14.0.5: Order food and supplies\***

**COMPETENCY BUILDERS:**

- 14.0.5.1 Inventory perishable and nonperishable items\*
- 14.0.5.2 Project inventory needs\*
- 14.0.5.3 Maintain food budget\*
- 14.0.5.4 Determine quality and quantity of food to be ordered\*
- 14.0.5.5 Secure bids\*
- 14.0.5.6 Complete order and requisition forms\*
- 14.0.5.7 Complete purchase orders\*
- 14.0.5.8 Follow up order with suppliers/vendors\*

**COMPETENCY 14.0.6: Order miscellaneous catering supplies and equipment\***

**COMPETENCY BUILDERS:**

- 14.0.6.1 Order linens and uniforms\*
- 14.0.6.2 Assess equipment needs\*
- 14.0.6.3 Rent or lease equipment for special events\*

**COMPETENCY 14.0.7: Manage food production\***

**COMPETENCY BUILDERS:**

- 14.0.7.1 Develop food production list, schedule, and/or chart\*
- 14.0.7.2 Supervise food production\*
- 14.0.7.3 Set production procedures\*
- 14.0.7.4 Evaluate use, cost, ease of preparation, and aesthetic quality of food\*
- 14.0.7.5 Conserve energy and resources\*

**COMPETENCY 14.0.8: Maintain equipment\***

**COMPETENCY BUILDERS:**

- 14.0.8.1 Inventory equipment\*
- 14.0.8.2 Maintain operation manuals, purchase records, and maintenance agreements\*
- 14.0.8.3 Contract equipment maintenance agreements\*
- 14.0.8.4 Monitor equipment operation and care\*
- 14.0.8.5 Document and record equipment repair as required\*

**COMPETENCY 14.0.9: Maintain recordkeeping system\***

**COMPETENCY BUILDERS:**

- 14.0.9.1 Maintain filing system\*
- 14.0.9.2 Calculate inventory\*
- 14.0.9.3 Calculate payroll\*
- 14.0.9.4 Maintain employee tax records\*
- 14.0.9.5 Maintain employee schedules\*
- 14.0.9.6 Calculate operational costs\*
- 14.0.9.7 Develop budget\*
- 14.0.9.8 Record invoices\*
- 14.0.9.9 Compute income and expenses (e.g. establish balance sheet)\*
- 14.0.9.10 Computerize recordkeeping\*
- 14.0.9.11 Verify cash receipts (sales) and expenditures\*

**COMPETENCY 14.0.10: Maintain public relations\***

**COMPETENCY BUILDERS:**

- 14.0.10.1 Communicate company policies to employees\*
- 14.0.10.2 Develop and summarize customer evaluation forms and/or questionnaires\*
- 14.0.10.3 Handle customer complaints\*
- 14.0.10.4 Handle employee relations problems\*
- 14.0.10.5 Affiliate with professional organizations\*
- 14.0.10.6 Maintain positive customer relations\*
- 14.0.10.7 Maintain positive community relations\*

**COMPETENCY 14.0.11: Market food service\***

**COMPETENCY BUILDERS:**

- 14.0.11.1 Survey market\*
- 14.0.11.2 Analyze feasibility study\*
- 14.0.11.3 Develop and apply marketing strategies\*
- 14.0.11.4 Advertise special food items and "house" specialties\*
- 14.0.11.5 Develop marketing brochure\*
- 14.0.11.6 Develop advertisement budget\*

**Food Service--8/91**

**COMPETENCY 14.0.12: Supervise serving staff\***

**COMPETENCY BUILDERS:**

- 14.0.12.1 Schedule work assignments\*
- 14.0.12.2 Assign and monitor work stations\*
- 14.0.12.3 Train new serving staff\*
- 14.0.12.4 Inspect server appearance\*
- 14.0.12.5 Issue and audit guest checks\*
- 14.0.12.6 Monitor workers\*
- 14.0.12.7 Prepare and conduct pre-meal briefing\*
- 14.0.12.8 Check on tables and service\*
- 14.0.12.9 Develop a sense of urgency\*
- 14.0.12.10 Practice active listening techniques\*

**COMPETENCY 14.0.13: Supervise dining room appearance\***

**COMPETENCY BUILDERS:**

- 14.0.13.1 Prepare menu board\*
- 14.0.13.2 Maintain dining room operations\*
- 14.0.13.3 Report needed repairs\*
- 14.0.13.4 Conduct manager's work using 7 senses to objectively observe, patrol, correct, and act within the operation\*

**COMPETENCY 14.0.14: Order food and supplies\***

**COMPETENCY BUILDERS:**

- 14.0.14.1 Inventory perishable and nonperishable items\*
- 14.0.14.2 Project inventory needs based on build-to amounts\*
- 14.0.14.3 Maintain food budget\*
- 14.0.14.4 Determine food quality and quantity to be ordered\*
- 14.0.14.5 Secure bids\*
- 14.0.14.6 Complete order and requisition forms\*
- 14.0.14.7 Complete purchase orders\*
- 14.0.14.8 Follow up order with suppliers\*

**COMPETENCY 14.0.15: Evaluate intrapreneurship (manager as owner) in the food service industry\***

**COMPETENCY BUILDERS:**

- 14.0.15.1 Identify responsibilities of an intrapreneur\*
- 14.0.15.2 Compare and contrast advantages and disadvantages of intrapreneurship\*
- 14.0.15.3 Explore traditional and nontraditional intrapreneurial opportunities\*
- 14.0.15.4 Recognize opportunities for change via intrapreneurial pursuits\*

\* Advancing  
\*\* Futuring

**UNIT 15: Employability Skills**

**SUBUNIT 15.1: Career Development**

**COMPETENCY 15.1.1: Investigate career options**

**COMPETENCY BUILDERS:**

- 15.1.1.1 Determine interests and aptitudes
- 15.1.1.2 Identify career options
- 15.1.1.3 Research occupations matching interests and aptitudes
- 15.1.1.4 Select career(s) that best match(es) interests and aptitudes
- 15.1.1.5 Identify advantages and disadvantages of career options, including nontraditional careers
- 15.1.1.6 Assess differences in wages, annual incomes, and job opportunities based on geographic location
- 15.1.1.7 Develop a career plan

**COMPETENCY 15.1.2: Analyze potential barriers to employment**

**COMPETENCY BUILDERS:**

- 15.1.2.1 Identify common barriers to employment
- 15.1.2.2 Develop strategies to overcome employment barriers

**UNIT 15: Employability Skills**

**SUBUNIT 15.2: Decision Making and Problem Solving**

**COMPETENCY 15.2.1: Apply decision-making techniques in the workplace**

**COMPETENCY BUILDERS:**

- 15.2.1.1 Identify the decision to be made
- 15.2.1.2 Compare alternatives
- 15.2.1.3 Determine consequences of each alternative
- 15.2.1.4 Make decisions based on values and goals
- 15.2.1.5 Evaluate the decision made

**Food Service--8/91**

**COMPETENCY 15.2.2: Apply problem-solving techniques in the workplace**

**COMPETENCY BUILDERS:**

- 15.2.2.1 Diagnose the problem and its causes
- 15.2.2.2 Identify alternatives and their consequences in relation to the problem
- 15.2.2.3 Examine multicultural and nonsexist dimensions of problem solving
- 15.2.2.4 Utilize resources to explore possible solutions to the problem
- 15.2.2.5 Compare and contrast the advantages and disadvantages of each solution
- 15.2.2.6 Determine appropriate action
- 15.2.2.7 Evaluate results

**UNIT 15: Employability Skills**

**SUBUNIT 15.3: Work Ethic**

**COMPETENCY 15.3.1: Evaluate the relationship of self-esteem to work ethic**

**COMPETENCY BUILDERS:**

- 15.3.1.1 Identify special characteristics and abilities in self and others
- 15.3.1.2 Identify internal and external factors that affect self-esteem

**COMPETENCY 15.3.2: Analyze the relationship of personal values and goals to work ethic both in and out of the workplace**

**COMPETENCY BUILDERS:**

- 15.3.2.1 Distinguish between values and goals
- 15.3.2.2 Determine the importance of values and goals
- 15.3.2.3 Evaluate how values affect goals
- 15.3.2.4 Identify short-term and long-term goals
- 15.3.2.5 Prioritize personal goals
- 15.3.2.6 Describe how personal values are reflected in work ethic
- 15.3.2.7 Describe how interactions in the workplace affect personal work ethic
- 15.3.2.8 Examine how life changes affect personal work ethic

**COMPETENCY 15.3.3: Demonstrate work ethic**

**COMPETENCY BUILDERS:**

- 15.3.3.1 Examine factors that influence work ethic
- 15.3.3.2 Exhibit characteristics that reflect an appropriate work ethic

**UNIT 15: Employability Skills**

**SUBUNIT 15.4: Job-Seeking Skills**

**COMPETENCY 15.4.1: Prepare for employment**

**COMPETENCY BUILDERS:**

- 15.4.1.1 Identify traditional and nontraditional employment sources
- 15.4.1.2 Utilize employment sources
- 15.4.1.3 Research job opportunities, including nontraditional careers
- 15.4.1.4 Interpret equal employment opportunity laws
- 15.4.1.5 Explain the critical importance of personal appearance, hygiene, and demeanor throughout the employment process
- 15.4.1.6 Prepare for generic employment tests and those specific to an occupation/organization

**COMPETENCY 15.4.2: Design a résumé**

**COMPETENCY BUILDERS:**

- 15.4.2.1 Identify personal strengths and weaknesses
- 15.4.2.2 List skills and/or abilities, career objective(s), accomplishments/achievements, educational background, and work experience
- 15.4.2.3 Demonstrate legible written communication skills using correct grammar, spelling, and concise wording
- 15.4.2.4 Complete résumé using various formats
- 15.4.2.5 Secure references

**COMPETENCY 15.4.3: Complete and process job application forms**

**COMPETENCY BUILDERS:**

- 15.4.3.1 Explain the importance of an application form
- 15.4.3.2 Identify ways to obtain job application forms
- 15.4.3.3 Describe methods for handling illegal questions on job application forms
- 15.4.3.4 Demonstrate legible written communications skills using correct grammar, spelling, and concise wording
- 15.4.3.5 Return application to proper person, request interview, and follow up

- \* Advancing
- \*\* Futuring

## Food Service--8/91

### COMPETENCY 15.4.4: Demonstrate interviewing skills

#### COMPETENCY BUILDERS

- 15.4.4.1 Investigate interview environment and procedures
- 15.4.4.2 Explain the critical importance of personal appearance, hygiene, and demeanor
- 15.4.4.3 Demonstrate question and answer techniques
- 15.4.4.4 Demonstrate methods for handling difficult and/or illegal interview questions

### COMPETENCY 15.4.5: Secure employment

#### COMPETENCY BUILDERS:

- 15.4.5.1 Identify present and future employment opportunities within an occupation/organization
- 15.4.5.2 Research the organization/company
- 15.4.5.3 Use follow-up techniques to enhance employment potential
- 15.4.5.4 Compare and evaluate job offers

## UNIT 15: Employability Skills

### SUBUNIT 15.5: Job Retention Skills

#### COMPETENCY 15.5.1: Analyze the organizational structure of the workplace

##### COMPETENCY BUILDERS:

- 15.5.1.1 Identify and evaluate employer expectations regarding job performance, work habits, attitudes, personal appearance, and hygiene
- 15.5.1.2 Be aware of and obey all company policies and procedures
- 15.5.1.3 Examine the role/relationship between employee and employer
- 15.5.1.4 Recognize opportunities for advancement and reasons for termination

#### COMPETENCY 15.5.2: Maintain positive relations with others

##### COMPETENCY BUILDERS:

- 15.5.2.1 Exhibit appropriate work habits and attitude
- 15.5.2.2 Identify behaviors to establish successful working relationships
- 15.5.2.3 Cooperate and compromise through teamwork and group participation
- 15.5.2.4 Identify alternatives for dealing with harassment, bias, and discrimination based on race, color, national origin, sex, religion, handicap, or age

- \* Advancing
- \*\* Futuring

**UNIT 15: Employability Skills**

**SUBUNIT 15.6: Job Advancement**

**COMPETENCY 15.6.1: Analyze opportunities for personal and career growth**

**COMPETENCY BUILDERS:**

- 15.6.1.1 Determine opportunities within an occupation/organization
- 15.6.1.2 Compare and contrast other opportunities
- 15.6.1.3 List benefits of job advancement
- 15.6.1.4 Evaluate factors involved when assuming a new position within or outside an occupation/organization

**COMPETENCY 15.6.2: Exhibit characteristics needed for advancement**

**COMPETENCY BUILDERS:**

- 15.6.2.1 Display a positive attitude
- 15.6.2.2 Demonstrate knowledge of a position
- 15.6.2.3 Perform quality work
- 15.6.2.4 Adapt to changing situations and technology
- 15.6.2.5 Demonstrate capability for different positions
- 15.6.2.6 Participate in continuing education/training programs
- 15.6.2.7 Respect, accept, and work with ALL individuals in the workplace

**UNIT 15: Employability Skills**

**SUBUNIT 15.7: Technology in the Workplace**

**COMPETENCY 15.7.1: Assess the impact of technology in the workplace**

**COMPETENCY BUILDERS:**

- 15.7.1.1 Cite how past business/industry practices have influenced present business/industry processes
- 15.7.1.2 Investigate the use of technology in the workplace
- 15.7.1.3 Analyze how present skills can be applied to learning new technologies

**COMPETENCY 15.7.2: Use a variety of technological applications**

**COMPETENCY BUILDERS:**

- 15.7.2.1 Explore basic mathematical, scientific, computer, and technological principles
- 15.7.2.2 Use technology to accomplish assigned tasks
- 15.7.2.3 Create solutions to problems using technical means

- \* Advancing
- \*\* Futuring

**UNIT 15: Employability Skills**

**SUBUNIT 15.8: Lifelong Learning**

**COMPETENCY 15.8.1: Apply lifelong learning to individual situations**

**COMPETENCY BUILDERS:**

- 15.8.1.1 Define lifelong learning
- 15.8.1.2 Identify factors that cause the need for lifelong learning

**COMPETENCY 15.8.2: Adapt to change**

**COMPETENCY BUILDERS:**

- 15.8.2.1 Analyze the effects of change
- 15.8.2.2 Identify reasons why goals change
- 15.8.2.3 Describe the importance of flexibility when reevaluating goals
- 15.8.2.4 Evaluate the need for continuing education/training

**UNIT 15: Employability Skills**

**SUBUNIT 15.9: Economic Education**

**COMPETENCY 15.9.1: Analyze global enterprise systems**

**COMPETENCY BUILDERS:**

- 15.9.1.1 Identify characteristics of various enterprise systems
- 15.9.1.2 Examine the relationship between competition, risk, and profit
- 15.9.1.3 Illustrate how supply and demand influence price

**COMPETENCY 15.9.2: Evaluate personal money management**

**COMPETENCY BUILDERS:**

- 15.9.2.1 Describe the need for personal management records
- 15.9.2.2 Identify methods of taxation
- 15.9.2.3 Analyze how credit affects financial security
- 15.9.2.4 Compare types and methods of investments
- 15.9.2.5 Prepare a personal budget
- 15.9.2.6 Be an informed and responsible consumer
- 15.9.2.7 Analyze the effects of advertising on the consumer

**UNIT 15: Employability Skills**

**SUBUNIT 15.10: Balancing Work and Family**

**COMPETENCY 15.10.1: Analyze the effects of family on work**

**COMPETENCY BUILDERS:**

- 15.10.1.1 Recognize how family values, goals, and priorities are reflected in the workplace
- 15.10.1.2 Identify present and future family structures and responsibilities
- 15.10.1.3 Describe personal and family roles
- 15.10.1.4 Analyze concerns of working parent(s)
- 15.10.1.5 Examine how family responsibilities can conflict with work
- 15.10.1.6 Resolve family-related conflicts
- 15.10.1.7 Explain how to use support systems/community resources to help resolve family-related conflicts

**COMPETENCY 15.10.2: Analyze the effects of work on family**

**COMPETENCY BUILDERS:**

- 15.10.2.1 Identify responsibilities associated with paid and nonpaid work
- 15.10.2.2 Compare the advantages and disadvantages of multiple incomes
- 15.10.2.3 Examine how work can conflict with family responsibilities
- 15.10.2.4 Describe how work-related stress can affect families
- 15.10.2.5 Identify family support systems and resources

**UNIT 15: Employability Skills**

**SUBUNIT 15.11: Citizenship in the Workplace**

**COMPETENCY 15.11.1: Exercise the rights and responsibilities of citizenship in the workplace**

**COMPETENCY BUILDERS:**

- 15.11.1.1 Identify the basic rights and responsibilities of citizenship
- 15.11.1.2 Examine the history and contributions of all racial, ethnic, and cultural groups

## **Food Service--8/91**

**COMPETENCY 15.11.2: Cooperate with others in the workplace**

### **COMPETENCY BUILDERS:**

- 15.11.2.1 Identify situations in which compromise is necessary
- 15.11.2.2 Examine how individuals from various backgrounds contribute to work-related situations
- 15.11.2.3 Demonstrate initiative to facilitate cooperation
- 15.11.2.4 Give and receive constructive criticism to enhance cooperation

## **UNIT 15: Employability Skills**

### **SUBUNIT 15.12: Leadership**

**COMPETENCY 15.12.1: Evaluate leadership styles appropriate for the workplace**

### **COMPETENCY BUILDERS:**

- 15.12.1.1 Identify characteristics of effective leaders
- 15.12.1.2 Compare leadership styles
- 15.12.1.3 Demonstrate effective delegation skills
- 15.12.1.4 Identify opportunities to lead in the workplace

**COMPETENCY 15.12.2: Demonstrate effective teamwork skills**

### **COMPETENCY BUILDERS:**

- 15.12.2.1 Identify the responsibilities of a valuable group member
- 15.12.2.2 Exhibit open-mindedness
- 15.12.2.3 Identify methods of involving each member of a team
- 15.12.2.4 Contribute to the efficiency and success of a group
- 15.12.2.5 Determine ways to motivate others

**COMPETENCY 15.12.3: Utilize effective communication skills**

### **COMPETENCY BUILDERS:**

- 15.12.3.1 Demonstrate the importance of listening
- 15.12.3.2 Demonstrate assertive communication
- 15.12.3.3 Recognize the importance of verbal and nonverbal cues and messages
- 15.12.3.4 Analyze written material
- 15.12.3.5 Prepare written material
- 15.12.3.6 Give and receive feedback
- 15.12.3.7 Articulate thoughts
- 15.12.3.8 Use appropriate language

\* Advancing  
\*\* Futuring

**UNIT 15: Employability Skills**

**SUBUNIT 15.13: Entrepreneurship**

**COMPETENCY 15.13.1: Evaluate the role of small business in the economy**

**COMPETENCY BUILDERS:**

- 15.13.1.1 Identify the benefits of small business to a community
- 15.13.1.2 Analyze opportunities for small business in a community

**COMPETENCY 15.13.2: Examine considerations of starting a business**

**COMPETENCY BUILDERS:**

- 15.13.2.1 Research a business idea
- 15.13.2.2 Compare various ways to become a small business owner
- 15.13.2.3 Investigate factors to consider in financing a new business
- 15.13.2.4 Evaluate entrepreneurship as a career option

Distributed by

**Vocational Instructional Materials Laboratory**

The Ohio State University  
1900 Kenny Road  
Columbus, Ohio 43210-1090