

12.0500 - Cooking and Related Culinary Arts (2013)

Technical - ServSafe

Technical - ProStart

- I ProStart Level 1
 - J Serving Your Guests
 - 1 Explain the importance of customer service to the restaurant and foodservice industry.
 - 2 List the reasons for making a good first impression and give examples of how to make one.
 - 3 Describe the types of customers that may have special needs.
 - 4 Identify ways to identify customer needs.
 - 5 Outline the process for receiving and recording reservations and special requests.
 - 6 Outline the process for taking orders at the table, beginning with the greeting.
 - 7 Define suggestive selling, and give examples of how to do it.
 - 8 Identify basic guidelines for serving alcohol to guests.
 - 9 List methods for processing payment.
 - 10 List ways to obtain feedback from guests and determine their satisfaction.
 - 11 Explain how customer complaints should be resolved.
 - 12 Describe the four traditional styles of service: American, French, English, and Russian.
 - 13 Identify contemporary styles of service.
 - 14 Demonstrate setting and clearing items properly.
 - 15 Describe traditional service staff roles, and list the duties and responsibilities of each.
 - 16 Identify various server tools and the correct way to stock a service station.

Pathway

- I Restaurants and Food/Beverage Services
 - B Apply listening, reading, writing and speaking skills to enhance operations and customer service in food and beverage service facilities.
 - 1 Interpret and use tables, charts, and figures.
 - 2 Understand verbal and nonverbal communications to provide a positive experience for guest.
 - 3 Manage unexpected situations to ensure continuity of quality services.
 - 4 Use basic academic skills to perform effectively in the workplace.
 - G Explain the benefits of the use of computerized systems to manage food service operations and guest service.
 - 1 Identify potential uses of computers and software to provide guest and food services.

Cluster

- I Hospitality and Tourism
 - C Demonstrate hospitality and tourism customer service skills that meet customers' needs.
 - 1 Use customer comments to guide customer satisfaction policies.
 - 2 Integrate the principles of customer service to positively impact organizational performance.

- 3 Identify and compare services and products from related industries to understand how they affect hospitality and tourism products and services.

Career Ready Practices