

12.0500 - Cooking and Related Culinary Arts (2013)

SEGMENT SEVEN (7) Management

Technical - ServSafe

Technical - ProStart

I ProStart Level 1

H Management Essentials

- 1 State the difference between school and workplace environments.
- 2 Explain how stereotypes and prejudices can negatively affect working together.
- 3 Identify the benefits of diversity to a workplace.
- 4 List ways to promote diversity in the workplace.
- 5 Describe what a harassment-free environment and mutually respectful workplace is.
- 6 List guidelines for handling harassment claims.
- 7 Explain the concept of teamwork.

- 8 Describe ethics, and explain their importance to the restaurant and foodservice industry.
- 9 Identify the behaviors of a leader.
- 10 Identify common expectations that employees have about managers.
- 11 Define motivation, and explain a leader's responsibility to motivate employees.
- 12 Define organizational goal, and explain why this type of goal should be SMART.
- 13 Explain the purpose of vision statements and mission statements.
- 14 Identify how employees' roles and jobs impact a mission and goals.
List the steps for solving a problem and explain how each step contributes to finding a solution.
- 15

- 16 Explain the importance of individual development to your restaurant or foodservice career.
Explain what is included in a job description and explain the importance of these documents to a business.
- 17
- 18 Identify the difference between exempt and non-exempt employees.
- 19 Explain a manager's responsibility for maintaining labor law knowledge.
- 20 Identify discriminatory language and practices in the hiring process.
- 21 Identify methods for ensuring a fair and consistent hiring process.
- 22 Describe the typical phases of onboarding and explain its importance to a business.
- 23 Explain what employees can expect during orientation.
- 24 List items that employees receive during orientation.
- 25 Identify the typical topics addressed in orientation sessions and employee manuals.
- 26 Identify the benefits of training.
- 27 List skills that a trainer should have.
- 28 Identify the key points of effective employee training.
- 29 List the benefits of cross-training.
- 30 Summarize and discuss effective group training and on-the-job training.
- 31 Describe the employee evaluation process.

II ProStart Level 2

E Purchasing and Inventory

- 1 Define the terms purchasing, selection, and procurement.
- 2 Outline the objectives of the purchasing function in a foodservice operation.
- 3 Explain the relationship between primary and intermediary sources and retailers.
Explain the differences between formal and informal buying and the formal bidding process.
- 4
- 5 List the types of goods and service that a foodservice operation might buy.
Describe the buyer's role in a foodservice operation and explain the importance of ethical behavior to a buyer.
- 6

- 7 List the factors that help to determine an operation's quality standards. Identify ways to communicate quality standards and give examples of standards a foodservice operation might use.
- 8 Describe buyer considerations when conducting a make-or-buy analysis.
- 9 Outline the process for procuring products and services.
- 10 Identify production records used to calculate buying needs.
- 11 Write purchase orders for items to be purchased.
- 12 List ways to verify that supplier services meet an operation's needs.
- 13 List factors that affect food prices.
- 14 List proper procedures for receiving deliveries.
- 15 List proper procedures for storing food and supplies.
- 16 Describe perpetual inventory and physical inventory systems.
- 17 Explain the difference between perishable and nonperishable food items.

Pathway

- I Restaurants and Food/Beverage Services
 - A Describe ethical and legal responsibilities in food and beverage service facilities. Utilize comments and suggestions from the customer service area to formulate improvements and ensure guest satisfaction.
 - 1 Comply with laws regarding hiring, harassment, and safety issues. Apply ethical and legal guidelines as they relate to restaurants and food and beverage services job performance.
 - 2 Identify ethical issues and model ethical behavior in the workplace.
 - E Demonstrate leadership qualities and collaboration with others.
 - 1 Model leadership and teamwork qualities to aid in employee retention.
 - 2 Formulate staff development plans to create an effective working team.
 - 3 Make staffing decisions based on proven managerial skills to improve staff performance. Establish and maintain effective working relationships with all levels of personnel and other departments to provide effective services to guests.
 - 4

Cluster

- I Hospitality and Tourism
 - D Describe employee rights and responsibilities and employers' obligations concerning occupational health and safety in the hospitality and tourism workplace. Demonstrate application of legal policies to comply with laws regarding hiring, harassment, and safety issues.
 - 3

Career Ready Practices