

Topic 1: Food Service Industry Overview

Unit 1: Food Service Industry Segments (5 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.2** Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- **10.1.4** Analyze the correlation between the hospitality industry and local, state, national and global economies.

Unit 2: Organization of Establishments and Food Service Employee Roles (8 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 2: Portfolio

Unit 1: Career Portfolio (18 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.5** Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills.

Topic 3: Professional Standards and Employability Skills

Unit 1: Leadership and Teambuilding (15 strategies)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.2** Demonstrate job seeking and job keeping skills.

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Alignment with NASAFACS Standards (NS)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

(NS 2) Evaluate management practices related to the human, economic, and environmental resources in a global context.

- **2.1** Demonstrate management of individual and family resources such as food, clothing, shelter, health care, recreation, transportation, time, and human capital.
- **2.1.1** Apply time management, organizational, and process skills to prioritize tasks and achieve goals.

Unit 2: Effective Decision Making (5 strategies)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.2** Demonstrate job seeking and job keeping skills.

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
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(NS 2) Evaluate management practices related to the human, economic, and environmental resources in a global context.

- **2.1** Demonstrate management of individual and family resources such as food, clothing, shelter, health care, recreation, transportation, time, and human capital.
- **2.1.1** Apply time management, organizational, and process skills to prioritize tasks and achieve goals.

Unit 3: Communication and Problem Solving (11 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

Unit 4: Guest Communication (9 strategies)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.1** Apply industry standards for service that meets cultural and geographic expectations of guests or customers.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.
- **10.3.3** Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.

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- **10.3.4** Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.
- **10.3.5** Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.

Unit 5: Balancing Work and Family (*20 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 4: Food Service Management

Unit 1: Quality Management (*18 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.1** Apply industry standards for service that meets cultural and geographic expectations of guests or customers.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.
- **10.3.3** Apply a system to evaluate and resolve employee, employer, guest, or customer complaints.
- **10.3.4** Analyze effects of customer relations on success of the hospitality, tourism, and or recreation industry.
- **10.3.5** Demonstrate effective cultural awareness and customer relations to meet the hospitality, tourism, and recreation needs of special populations.

Unit 2: Human Resources Management (*27 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 3: Fiscal Management (*15 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.

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- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 4: Health, Safety, and Environmental (*17 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.2** Demonstrate procedures applied to safety, security, and environmental issues.
- **10.2.1** Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.

Unit 5: Ethics and Professionalism (*9 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.3** Apply concepts of quality service to ensure customer satisfaction.
- **10.3.2** Analyze how employee dispositions can impact customer satisfaction.

Topic 5: Professional Food Setting

Unit 1: Mise En Place (*4 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.3** Demonstrate industry standards in selecting, using, and maintaining food production and food service equipment.
- **8.3.6** Identify a variety of types of equipment for food.

Unit 2: Proper Use, Care, and Maintenance of Equipment (*8 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.3** Demonstrate industry standards in selecting, using, and maintaining food production and food service equipment.
- **8.3.1** Operate tools and equipment following safety procedures and OSHA requirements.
- **8.3.2** Maintain tools and equipment following safety procedures and OSHA requirements.
- **8.3.3** Demonstrate procedures for cleaning and sanitizing equipment, serving dishes, glassware, and utensils to meet industry standards and OSHA requirements.
- **8.3.6** Identify a variety of types of equipment for food.

Unit 3: Types of Cookery (*8 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

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- **8.5** Demonstrate professional food preparation methods and techniques for all menu categories to produce a variety of food products that meet customer needs.
- **8.5.2** Demonstrate professional skill for a variety of cooking methods including roasting, broiling, smoking, grilling, sautéing, pan frying, deep frying, braising, stewing, poaching, steaming, and baking using professional equipment and current tech.

Unit 4: Baking Techniques (*5 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.5** Demonstrate professional food preparation methods and techniques for all menu categories to produce a variety of food products that meet customer needs.
- **8.5.10** Prepare breads, baked goods and desserts using safe handling and professional preparation techniques.

Unit 5: Food Products Purchase, Grade, Store, and Use (*15 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.6** Demonstrate implementation of food service management and leadership functions.
- **8.6.1** Apply principles of purchasing, receiving, and storing in food service operations.
- **8.6.2** Practice inventory procedures including first in/first out concept, date marking, and specific record keeping.

Topic 6: Food Production Management

Unit 1: Food Safety and Sanitation (*25 strategies*)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.7** Analyze factors that contribute to maintaining safe and healthy school, work and community environments.

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.2** Demonstrate procedures applied to safety, security, and environmental issues.
- **10.2.1** Explain the importance of safety, security, and environmental issues related to the hospitality, tourism, and recreation industries.
- **10.2.2** Demonstrate procedures for assuring guest or customer safety.
- **10.2.3** Evaluate evacuation plans and emergency procedures.
- **10.2.4** Demonstrate management and conservation of resources for energy efficiency and protection of the environment.

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- **10.2.5** Design a system for documenting, investigating, and taking action on safety, security, and environmental issues.

(NS 5) Integrate knowledge, skills, and practices required for careers in facilities management and maintenance.

- **5.3** Demonstrate sanitation procedures for a clean and safe environment.
- **5.3.1** Analyze the various types of cleaning methods and their environmental effects.
- **5.3.2** Summarize federal and state regulations regarding safe handling, usage, and storage of chemicals.
- **5.3.3** Apply Occupational Safety and Health Administration (OSHA) regulations to safety procedures for bloodborne pathogens present in blood and body fluids.
- **5.3.4** Select a pest control system appropriate for the facility and the type(s) of pests likely to be present.
- **5.3.5** Utilize Centers for Disease Control (CDC) standards.
- **5.3.6** Integrate Americans with Disabilities Act (ADA) regulations.

(NS 9) Integrate knowledge, skills, practices required for careers in food science, food technology, dietetics, and nutrition.

- **9.2** Apply risk management procedures to food safety, food testing, and sanitation.
- **9.2.1** Analyze factors that contribute to food borne illness.
- **9.2.2** Analyze food service management safety and sanitation programs.
- **9.2.3** Implement industry standards for documenting, investigating, and reporting foodborne illnesses.
- **9.2.4** Use the Hazard Analysis Critical Control Point (HACCP) during all food handling processes (the flow of food) to minimize the risks of food borne illness.
- **9.2.5** Demonstrate practices and procedures that assure personal and workplace health and hygiene.
- **9.2.6** Demonstrate standard procedures for receiving, storage, and preparation of raw and prepared foods.
- **9.2.7** Classify cleaning and sanitizing materials and their correct use.
- **9.2.8** Use Occupational Safety and Health Administration's (OSHA) Right to Know Law and Material Safety Data Sheets (MSDS) and explain their requirements in handling hazardous materials.
- **9.2.9** Demonstrate waste disposal and recycling methods.

Unit 2: Restaurant Guest Service (20 strategies)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

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- **8.4** Demonstrate menu planning principles and techniques based on standardized recipes to meet customer needs.
- **8.4.4** Develop a variety of menu layouts, themes, and design styles.
- **8.7** Demonstrate the concept of internal and external customer service.
- **8.7.2** Demonstrate quality service techniques and procedures that meet industry standards in the food service industry.
- **8.7.3** Analyze the relationship between employee attitude and skills and customer satisfaction.
- **8.7.4** Apply procedures for addressing and resolving complaints.
- **8.7.5** Demonstrate sensitivity to diversity and special needs.

Topic 7: Factors that Affect Food Service

Unit 1: History and Growth of the Food Service Industry (*8 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.1** Analyze career paths within the food production and food services industries.
- **8.1.1** Explain the roles, duties, and functions of individuals engaged in food production and services careers.
- **8.1.4** Analyze the correlation between food production and services occupations and local, state, national, and global economies.
- **8.1.6** Analyze the role of professional organizations in food production and services.
- **8.7** Demonstrate the concept of internal and external customer service.
- **8.7.2** Demonstrate quality service techniques and procedures that meet industry standards in the food service industry.
- **8.7.5** Demonstrate sensitivity to diversity and special needs.

Unit 2: Cultural Globalization and Food Choices (*5 strategies*)

(NS 8) Integrate knowledge, skills, and practices required for careers in food production and services.

- **8.7** Demonstrate the concept of internal and external customer service.
- **8.7.5** Demonstrate sensitivity to diversity and special needs.

Topic 8: Marketing Food Service Establishments

Unit 1: General Marketing Principles (*7 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.

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- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Unit 2: Food Service Marketing (*22 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 9: Information Technology

Unit 1: Information Technology (*18 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

Topic 10: Careers in Food Service Management

Unit 1: Career Success (*16 strategies*)

(NS 1) Integrate multiple life roles and responsibilities in family, work, and community settings.

- **1.2** Demonstrate transferable knowledge, attitudes, and technical and employability skills in school, community and workplace settings.
- **1.2.2** Demonstrate job seeking and job keeping skills.

Unit 2: Careers in Food Service Management (*13 strategies*)

(NS 10) Synthesize knowledge, skills and practices required for careers in hospitality, tourism, and recreation.

- **10.1** Analyze career paths within the hospitality, tourism and recreation industries.
- **10.1.1** Explain the roles and functions of individuals engaged in hospitality, tourism, and recreation careers.

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- **10.1.2** Analyze opportunities for employment in hospitality, tourism, and recreation careers.
- **10.1.3** Summarize education and training requirements and opportunities for career paths in hospitality, tourism, and recreation careers.
- **10.1.4** Analyze the correlation between the hospitality industry and local, state, national and global economies.
- **10.1.5** Create an employment portfolio to communicate hospitality, tourism, and recreation knowledge and skills.
- **10.1.6** Analyze the role of professional organizations in the hospitality, tourism, and recreation professions.