

Professional Technical Studies: Hospitality & Tourism Cluster
Restaurant, Food, & Beverages Pathway

Strand:

PT-RFB1

Ethics and Legal Responsibilities

Students understand the importance of ethical and legal guidelines in the workplace.

Standard:

PT-RFB1a: The student will examine and review ethical and legal responsibilities as they relate to guests, employees, and conduct within the establishment to maintain high industry standards so as to:

Components:

- PT-RFB1a.1:** examine all comments and suggestions from the customer service area to formulate improvements and ensure guests' satisfaction.
- PT-RFB1a.2:** achieve an awareness of applicable legal policies to comply with laws regarding hiring, harassment, and safety issues;
- PT-RFB1a.3:** interpret ethical and legal guidelines relating to job performance to solve legal or ethical issues;
- PT-RFB1a.4:** implement applicable legal guidelines and policies to comply with laws regarding hiring, harassment, job performance, ethical and safety issues;
- PT-RFB1a.5:** integrate guidelines for ethical treatment in the workplace; and
- PT-RFB1a.6:** identify how ethical issues and concerns affect a career field to aid in making career choices.

Strand:

PT-RFB2

Safety, Health, and Environment

Students understand the importance of safety, health, environmental, and regulatory compliance in the workplace.

Standard:

PT-RFB2a: The student will review all safety and sanitation procedures applicable to the work area to supervise staff in proper sanitation behaviors so as to:

Components:

- PT-RFB2a.1:** examine overall safety procedures to maintain a safe work area;
- PT-RFB2a.2:** examine sanitation procedures to ensure facility is in compliance with health codes; and
- PT-RFB2a.3:** examine the pursuit of personal lifestyle choices to prepare for careers in hospitality and tourism industry.

Standard:

PT-RFB2b: The student will analyze related chemicals and hazardous materials to prevent health-related problems that may result from exposure to these elements so as to:

Component:

PT-RFB2b.1: apply hazardous material practices and procedures for handling and disposing of chemicals.

Strand:

PT-RFB3

Systems

Students use an organized set of ideas and principles to explain or interact among structured organizations.

Standard:

PT-RFB3a: The student will examine the company's standard operating procedures to determine the criteria for food preparation so as to:

Components:

- PT-RFB3a.1:** implement a set of operating procedures to comply with company requirements;
- PT-RFB3a.2:** evaluate prepared foods for quality and presentation to set quality standards in accordance with company requirements;
- PT-RFB3a.3:** use basic food knowledge to prepare nutritious, quality foods;
- PT-RFB3a.4:** evaluate types of kitchen equipment to match equipment with correct cooking methods; and
- PT-RFB3a.5:** use points and various types of service to provide customer service in accordance with company policy.

Standard:

PT-RFB3b: The student will understand roles within teams, work units, departments, organizations, interorganizational systems, and the larger environment to identify the effect of systems on the quality of the product or service so as to:

Component:

PT-RFB3b.1: use organizational charts to analyze the workplace operations.

Standard:

PT-RFB3c: The student will manage and improve organizational systems to better serve customers so as to:

Components:

- PT-RFB3c.1:** develop and manage plans and budgets to accomplish organizational goals and objectives: and
- PT-RFB3c.2:** develop plans to improve organizational performance including customer satisfaction and service/operations performance.

Standard:

PT-RFB3d: The student will achieve a familiarity with other industries that have relevant services or products and understand how they impact a seamless delivery of products/services to the guest/customer so as to:

Component:

PT-RFB3d.1: network with various other industries to best use available resources and provide an inclusive product to the customer.

Strand:

PT-RFB4

Academics

Students apply English language arts, mathematics, science, and social studies content area skills.

Standard:

PT-RFB4a: The student will manage and use basic reading, writing, and mathematical skills for food service production and guest services to provide a positive guest experience so as to:

Component:

PT-RFB4a.1: apply mathematical, reading, and writing skills to correctly deliver food products and guest services.

Standard:

PT-RFB4b: The student will study and synthesize information from ethnic and geographical studies to apply to customer service so as to:

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Component:	PT-RFB4b.1:	retrieve vital facts and statistics to correctly use information in a service environment.
Standard:	PT-RFB4c:	The student will study and use basic academic skills to perform effectively in the workplace so as to:
Component:	PT-RFB4c.1:	apply mathematical, reading, and writing skills necessary to perform job tasks in the hospitality and tourism industry.
Standard:	PT-RFB4d:	The student will study the elements of marketing techniques used in various types of hospitality and tourism establishments to gain familiarity with all venues so as to:
Component:	PT-RFB4d.1:	achieve a familiarity with marketing techniques used in the hospitality and tourism industry to sell a product or service.
Standard:	PT-RFB4e:	The student will study and synthesize information from cultural diversity and geographical studies to appreciate their importance in developing products and services so as to:
Component:	PT-RFB4e.1:	identify the components of cultural diversity to understand their impact on the different areas of the hospitality and tourism industry.
Standard:	PT-RFB4f:	The student will study and synthesize the effects of the economy on the hospitality and tourism industry to apply appropriate strategies in developing products or services so as to:
Components:	PT-RFB4f.1:	summarize how to use the “state of the economy“ to plan products and services; and
	PT-RFB4f.2:	examine management styles of different organizational structures to learn best practices for each style.
Standard:	PT-RFB4g:	The student will study the elements of management styles used in various types of hospitality and tourism establishments to gain familiarity with all venues so as to:
Component:	PT-RFB4g.1:	examine management styles of different organizational structures to learn best practices for each style.
Strand:	PT-RFB5	Communication Skills Students use information technology to express and interpret information.
Standard:	PT-RFB5a:	The student will integrate listening, writing, and speaking skills to enhance operations and guest satisfaction so as to:
Components:	PT-RFB5a.1:	use verbal and nonverbal communications to provide a positive experience for guests and employees;
	PT-RFB5a.2:	recognize and respond to guests’ needs and nonverbal cues to provide quality service; and
	PT-RFB5a.3:	interpret verbal and nonverbal behaviors to enhance communications with coworkers and customers/guests.
Standard:	PT-RFB5b:	The student will design all communications to exhibit professionalism in attitude, initiative, respect for others, and commitment so as to:
Components:	PT-RFB5b.1:	apply proper etiquette in all customer contacts; and

	PT-RFB5b.2:	interpret, transcribe, and communicate information, data, and observations to apply information learned from reading to actual practice.
Standard:	PT-RFB5c:	The student will locate, organize, and reference written information from various sources to communicate with coworkers and clients/participants so as to:
Component:	PT-RFB5c.1:	locate, organize, and document written information to communicate and network with coworkers.
Standard:	PT-RFB5d:	The student will use correct grammar, punctuation, and terminology to write and edit documents so as to:
Components:	PT-RFB5d.1:	compose multi-paragraph writing clearly, succinctly, and accurately to reflect professionalism in writing documents; and
	PT-RFB5d.2:	use computer skills to design and develop written materials and supporting visual aids.
Standard:	PT-RFB5e:	The student will use appropriate resources and techniques to develop and deliver formal and informal presentations so as to:
Components:	PT-RFB5e.1:	use description of audience and purpose to prepare oral presentation;
	PT-RFB5e.2:	identify and prepare media and visual aids to complement an oral presentation; and
	PT-RFB5e.3:	deliver presentation to sustain listener's attention and interest.
Standard:	PT-RFB5f:	The student will develop, interpret, and use tables, charts, and figures, to support written and oral communication so as to:
Component:	PT-RFB5f.1:	anticipate future needs to plan accordingly.
Standard:	PT-RFB5g:	The student will manage unexpected situations to ensure continuity of quality service so as to:
Component:	PT-RFB5g.1:	identify the problem and possible solutions, and decide on a course of action to resolve unexpected situations.
Strand:		
PT-RFB6	Leadership and Teamwork	
	Students collaborate with others to accomplish goals and objectives.	
Standard:	PT-RFB6a:	The student will review managerial skills required to make staffing decisions while following industry standards so as to:
Components:	PT-RFB6a.1:	model leadership and teamwork qualities to aid in employee retention and create a pleasant working atmosphere for staff members;
	PT-RFB6a.2:	formulate staff development plans to create an effective working team; and
	PT-RFB6a.3:	review industry standards in human relations policies and procedures to ensure all necessary information is included in orientation for new employees.
Standard:	PT-RFB6b:	The student will employ leadership and teamwork skills to facilitate workflow so as to:

Components:	PT-RFB6b.1: develop group working relationships to improve the work environment; and
	PT-RFB6b.2: observe outstanding leaders to identify effective management styles.
Standard:	PT-RFB6c: The student will lead others in tasks and activities to benefit the organization as a whole so as to:
Components:	PT-RFB6c.1: use leadership skills to create motivation for change; and
	PT-RFB6c.2: model leadership and teamwork qualities to aid in employee morale.
Standard:	PT-RFB6d: The student will resolve conflicts to satisfy staff, guest/ customers, and others so as to:
Component:	PT-RFB6d.1: use conflict-management skills to facilitate solutions.
Standard:	PT-RFB6e: The student will establish and maintain effective working relationships with all levels of personnel and other departments to provide effective services to the guest/customer so as to:
Components:	PT-RFB6e.1: use personal skills to build effective working relationships; and
	PT-RFB6e.2: use conflict-management skills to facilitate solutions.
Strand:	
PT-RFB7	Problem Solving and Critical Thinking Students use information technology to define, test, and solve problems.
Standard:	PT-RFB7a: The student will research costs, pricing, and market demands to manage profitability and implement effective marketing strategies so as to:
Components:	PT-RFB7a.1: interpret calculations of food, labor, and pricing to ensure profitability;
	PT-RFB7a.2: examine market and alternative ways of marketing to develop a promotional package; and
	PT-RFB7a.3: anticipate future needs to plan accordingly.
Standard:	PT-RFB7b: The student will manage unexpected situations to ensure continuity of quality service so as to:
Component:	PT-RFB7b.1: identify the problem and possible solutions, and decide on a course of action to resolve unexpected situations.
Standard:	PT-RFB7c: The student will use the principles of budgeting and forecasting to maximize profit and growth in various sectors of hospitality and tourism so as to:
Components:	PT-RFB7c.1: apply forecasting skills to determine cost and profit; and
	PT-RFB7c.2: apply budgeting skills to determine staffing levels.
Standard:	PT-RFB7d: The student will examine all comments and suggestions from the customer service area to formulate improvements in services/ products and training of staff so as to:
Component:	PT-RFB7d.1: use customer comments to guide customer satisfaction policies.

Standard: **PT-RFB7e:** The student will study potential, real, and perceived emergency situations to recognize and implement appropriate safety and security measures so as to:

Component: **PT-RFB7e.1:** identify methods to cope with emergency situations.

Strand:

PT-RFB8

Information Technology Applications

Students use computers, networks, and communication technology to access, organize, process, transmit, and communicate information,

Standard: **PT-RFB8a:** The student will examine types of computerized systems used to manage food service operations and guest services so as to:

Components: **PT-RFB8a.1:** identify ways technology may be used to provide guest and food services;

PT-RFB8a.2: research and evaluate technical resources for food services and bar operations to update or enhance industry standards;

PT-RFB8a.3: use software applications to manage different aspects of food service operations;

PT-RFB8a.4: examine all comments and suggestions from the customer service area to formulate improvements and ensure guest satisfaction; and

PT-RFB8a.5: retrieve Web Site information to use in menu planning, recipes, and for product information.

Strand:

PT-RFB9

Technical Skills

Students select and use technology tools to provide customer service.

Standard: **PT-RFB9a:** The student will examine the company's standard operating procedures related to food and beverage production and guest service to measure effectiveness so as to:

Components: **PT-RFB9a.1:** implement set of operating procedures to comply with company requirements;

PT-RFB9a.2: evaluate prepared foods for quality and presentation to set quality standards in accordance with company requirements;

PT-RFB9a.3: use basic food knowledge to prepare nutritious, quality foods;

PT-RFB9a.4: evaluate types of kitchen equipment to match equipment with correct cooking methodology; and

PT-RFB9a.5: use appropriate types of food service to provide customer service according to set standards.

Standard: **PT-RFB9b:** The student will use different types of payment options to facilitate customer payments for service so as to:

Component: **PT-RFB9b.1:** handle different types of payments to accommodate the guest/customer.

Strand:

PT-RFB10

Employability and Career Development

Students use skills to plan career paths and pursue career opportunities.

Standard:

PT-RFB10a: The student will research and review career options and qualifications in the restaurant and food service industry so as to:

Components:

PT-RFB10a.1: summarize steps needed to obtain a job in the restaurant and food service industry;

PT-RFB10a.2: examine jobs available within the various types of restaurants and food service operations to assess career opportunities; and

PT-RFB10a.3: examine various industry sectors such as independent vs. chain operations to differentiate careers in each type of operation.

Standard:

PT-RFB10b: The student will learn steps necessary to seek, apply for, obtain, and retain employment so as to:

Component:

PT-RFB10b.1: seek and apply for employment to begin career objectives.