**Course Description:** Students will prepare food products and beverages according to standardized recipes. They will apply plating and presentation principles to deliver attractive menu items, establish food specifications and prep lists, and develop ingredient and portion control guides. Safety and sanitation, standard knife skills, and culinary math will be emphasized. Employability skills, leadership and communications will also be incorporated.

## Strand 1. Business Operations/21st Century Skills

Learners apply principles of economics, business management, marketing and employability in an entrepreneur, manager and employee role to the leadership, planning, developing and analyzing of business enterprises related to the career field.

**Outcome 1.1. Employability Skills:** Develop career awareness and employability skills (e.g., face-to-face, online) needed for gaining and maintaining employment in diverse business settings.

**Competencies:**

1.1.1. Identify the knowledge, skills and abilities necessary to succeed in careers.

1.1.2. Identify the scope of career opportunities and the requirements for education, training, certification, licensure and experience.

1.1.6. Explain the importance of work ethic, accountability and responsibility and demonstrate associated behaviors in fulfilling personal, community and workplace roles.

1.1.7. Apply problem-solving and critical-thinking skills to work-related issues when making decisions and formulating solutions.

1.1.8. Identify the correlation between emotions, behavior and appearance and manage those to establish and maintain professionalism.

1.1.9. Give and receive constructive feedback to improve work habits.

1.1.10. Adapt personal coping skills to adjust to taxing workplace demands.

1.1.11. Recognize different cultural beliefs and practices in the workplace and demonstrate respect for them.

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**Outcome 1.2. Leadership and Communications:** Process, maintain, evaluate and disseminate information in a business. Develop leadership and team building to promote collaboration.

**Competencies:**

1.2.1. Extract relevant, valid information from materials and cite sources of information.

1.2.3. Identify and use verbal, nonverbal and active listening skills to communicate effectively.

1.2.4. Use negotiation and conflict-resolution skills to reach solutions.

1.2.5. Communicate information (e.g., directions, ideas, vision, workplace expectations) for an intended audience and purpose.

1.2.6. Use proper grammar and expression in all aspects of communication.

1.2.7. Use problem-solving and consensus-building techniques to draw conclusions and determine next steps.

1.2.10. Use interpersonal skills to provide group leadership, promote collaboration and work in a team.

1.2.16. Identify ways to affect workplace change

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**Outcome 1.3. Business Ethics and Law:** Analyze how professional, ethical and legal behavior contributes to continuous improvement in organizational performance and regulatory compliance.

**Competencies:**

1.3.1. Analyze how regulatory compliance affects business operations and organizational performance.

1.3.2. Follow protocols and practices necessary to maintain a clean, safe and healthy work environment.

1.3.3. Use ethical character traits consistent with workplace standards (e.g., honesty, personal integrity, compassion, justice).

1.3.4. Identify how federal and state consumer protection laws affect products and services.

1.3.5. Access and implement safety compliance measures (e.g., quality assurance information, safety data sheets [SDSs], product safety data sheets [PSDSs], United States Environmental Protection Agency [EPA], United States Occupational Safety and Health Administration [OSHA]) that contribute to the continuous improvement of the organization.

1.3.6. Identify deceptive practices (e.g., bait and switch, identity theft, unlawful door-to-door sales, deceptive service estimates, and fraudulent misrepresentations) and their overall impact on organizational performance.

1.3.7. Identify the labor laws that affect employment and the consequences of noncompliance for both employee and employer (e.g., harassment, labor, employment, employment interview, testing, minor labor laws, Americans with Disabilities Act, Fair Labor Standard

1.3.9. Identify potential conflicts of interest (e.g., personal gain, project bidding) between personal, organizational and professional ethical standards.

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 **Outcome 1.4. Knowledge Management and Information Technology:** Demonstrate current and emerging strategies and technologies used to collect, analyze, record and share information in business operations.

**Competencies:**

1.4.6. Use an electronic database to access and create business and technical information.

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**Outcome 1.5. Global Environment:** Evaluate how beliefs, values, attitudes and behaviors influence organizational strategies and goals.

**Competencies:**

1.5.1. Describe how cultural understanding, cultural intelligence skills and continual awareness are interdependent.

1.5.2. Describe how cultural intelligence skills influence the overall success and survival of an organization.

1.5.3. Use cultural intelligence to interact with individuals from diverse cultural settings.

1.5.4. Recognize barriers in cross-cultural relationships and implement behavioral adjustments.

1.5.5. Recognize the ways in which bias and discrimination may influence productivity and profitability.

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**Outcome 1.6. Business Literacy:** Develop foundational skills and knowledge in entrepreneurship, financial literacy and business operations.

**Competencies:**

1.6.8. Identify the features and benefits that make an organization’s product or service competitive.

1.6.9. Explain how the performance of an employee, a department and an organization is assessed.

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**Outcome 1.8. Operations Management:** Plan, organize and monitor an organization or department to maximize contribution to organizational goals and objectives.

**Competencies:**

1.8.1. Forecast future resources and budgetary needs using financial documents (e.g., balance sheet, demand forecasting, financial ratios).

1.8.2. Select and organize resources to develop a product or a service.

1.8.10. Analyze how business management and environmental management systems (e.g., health, safety) contribute to continuous improvement and sustainability.

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 Strand 2. Experience Management

Learners apply customer behavior concepts to create a brand identity, design and deliver exceptional customer experiences, and build customer loyalty and brand equity.

**Outcome 2.2. Hospitality and Tourism Environment:** Analyze how customer service principles, hospitality services and operational processes work together to create a culture that allows organizations to meet or exceed customer expectations.

**Competencies:**

2.2.1. Describe how the principles of R.A.V.E. (respect and value everyone), customer satisfaction and quality affect service delivery.

2.2.3. Explain the influence of an organization’s mission and vision statement on customer service practices.

2.2.4. Explain the factors that shape customer expectations of a particular service and how subjective and objective elements of service quality can be assessed.

2.2.5. Identify the types of outcomes possible during guest recovery and the impact of proactive guest experience management on realizing a positive outcome.

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**Outcome 2.6. Customer Services:** Apply strategies and techniques to identify and meet guest needs and to establish a sense of connectedness with guests in a hospitality and tourism environment.

**Competencies:**

2.6.1. Interpret unspoken needs based on understanding of human behavior, preference patterns and prior experiences.

2.6.3. Accommodate special needs and specific requests of customers.

2.6.4. Process customer orders accurately and efficiently while building rapport.

2.6.5. Balance multiple resource demands, and maintain service standards during peak volumes.

2.6.6. Respond to customer inquiries, resolve their complaints and follow up on situations.

2.6.7. Take and process customer payments.

2.6.8. Identify and deliver on opportunities to make a difference in the customer experience (i.e., positive moments of truth).

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**Outcome 2.7. People Management:** Apply strategies, policies and procedures to manage new hires, union and non-union employees and volunteers to meet quality standards.

**Competencies:**

2.7.1. Determine the impact of ethics and social responsibility policies and practices on business operations.

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**Strand 3. Safety and Sanitation**

Learners apply knowledge of biological, physical and chemical hazards and the concepts of safety and sanitation to protect employees and customers from injuries, illnesses and diseases.

**Outcome 3.1. Pathogens, Illnesses and Diseases:** Identify pathogens that could render food unsafe for consumption without appropriate precautions and controls.

**Competencies:**

3.1.1. Identify methods and practices to control or eliminate pathogens and the spread of harmful bacteria, viruses, parasites, fungi and toxins.

3.1.3. Identify types of foodborne illness caused by bacteria and viruses, their common symptoms and the food items most at risk for contamination.

3.1.4. Identify parasites, fungi and biological toxins by their characteristics and the major foodborne illnesses with which they are linked.

3.1.5. Identify conditions under which bacteria multiply rapidly (i.e., FAT TOM: food, acidity, temperature, time, oxygen, moisture) and implement preventive measures.

3.1.6. Identify the symptoms and consequences of allergic reactions and intolerances, and implement exposure-prevention strategies.

3.1.7. Identify sources of common allergens, and implement exposure prevention strategies.

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**Outcome 3.2. Personal Safety and Sanitation:** Demonstrate strategies for preventing risks and biological and physical contamination through personal hygiene, proper attire and precautionary medical safeguards.

**Competencies:**

3.2.1. Identify personal actions and behaviors that contribute to contamination and cross-contamination of food, and describe ways to prevent those issues.

3.2.2. Identify when hand-washing must occur, and wash hands using the five-step technique.

3.2.3. Select, maintain, and use proper work attire and personal protective clothing and equipment appropriate to job tasks.

3.2.4. Handle situations involving bodily fluids.

3.2.5. Describe situations when food-handlers should be restricted or excluded from working with food or being in the operation.

3.2.6. Lift and move heavy materials and equipment following established ergonomic processes.

3.2.7. Explain how personal safety and sanitation contribute to an organization’s response to allergies and intolerances.

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 **Outcome 3.3. Food Safety and Sanitation:** Demonstrate strategies for preventing and controlling biological, physical and chemical contamination of food products through proper food handling and sanitization procedures.

**Competencies:**

3.3.3. Identify critical control points (Hazard Analysis and Critical Control Point [HAACP]).

3.3.4. Identify potential biological, chemical and physical hazards.

3.3.5. Identify potentially hazardous foods (PHF), Time and Temperature Control for Safety of Food (TCS) and foods in the temperature danger zone (TDZ).

3.3.6. Follow precautionary guidelines established to address food-safety issues for high-risk populations and to reduce potential exposure to harmful pathogens.

3.3.7. Identify the effects of water characteristics, food pH levels and moisture levels on food safety and sanitation.

3.3.8. Monitor and track food temperatures throughout the receiving, thawing, storing, cooking and holding processes.

3.3.9. Control environment for consumer self-service foods.

3.3.10. Mark, label, store, and dispose of food and food by-products (e.g., fats, oil, grease).

3.3.11. Identify warning signs indicating potential food safety issues during the receiving, storing and serving processes based on food type.

3.3.12. Take corrective actions to maintain food safety.

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**Outcome 3.4. Equipment Safety and Sanitation:** Demonstrate strategies and techniques for eliminating biological, physical and chemical contamination through proper equipment use, storage and maintenance.

**Competencies:**

3.4.1. Distinguish between cleaning, sterilizing and sanitizing.

3.4.2. Implement equipment safety requirements, and adhere to health and safety codes that restrict equipment use.

3.4.3. Set up, program, sanitize, and use commercial equipment and machines.

3.4.4. Break down and maintain commercial equipment and machines.

3.4.5. Calibrate temperature probes.

3.4.6. Inspect, use, sanitize, and store knives, hand tools and implements.

3.4.7. Clean, sanitize, and store tableware and equipment.

3.4.8. Adjust equipment and workstations to respond to allergies, food intolerances, and special requests.

3.4.9. Lock out and tag out equipment until fixed.

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**Outcome 3.5. Site Safety and Sanitation:** Analyze how the physical environment contributes to safety risks, identify strategies used to reduce or eliminate risks, and follow defined safety procedures.

**Competencies:**

3.5.1. Analyze the root causes of accidents, and identify prevention strategies.

3.5.2. Handle, maintain, and dispose of garbage and non-food refuse.

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## Strand 4. Culinary Arts

Learners apply principles of sociology, chemistry, cultural psychology and food science in the preparation, cooking and presentation of food and beverages.

**Outcome 4.1. Culinary Industry Fundamentals:** Analyze the effects of sociological, cultural, historical and environmental developments on consumer food preferences and the resulting culinary issues and challenges.

**Competencies:**

4.1.3. Analyze food preparation and presentation trends.

4.1.4. Identify characteristics of various international cuisines, and recognize notable dishes of cuisines common to different regions.

4.1.5. Determine customer behavioral characteristics and factors that influence customer selection of food places and menu items.

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**Outcome 4.2. Sandwiches and Appetizers:** Select ingredients and prepare sandwiches, appetizers and small plates.

**Competencies:**

4.2.1. Identify types and components of hot and cold sandwiches, which are comprised of base, spread, filling, accent and garnish.

4.2.2. Prepare sandwich components, and assemble open and closed hot and cold sandwiches.

4.2.3. Prepare meat and cheese trays.

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**Outcome 4.3. Ingredient Selection and Preparation:** Follow mise en place principles when organizing food and equipment, determine amounts to use, and prepare ingredients for use in recipes.

**Competencies:**

4.3.1. Explain the importance of product specifications and portion control.

4.3.2. Measure solids and liquids, and apply ratios and equations to scale, and convert U.S. and metric measurements.

4.3.3. Use and convert standardized recipes to achieve specific quantities and serving sizes.

4.3.4. Adjust recipes and preparation techniques to respond to dietary restrictions.

4.3.5. Select production methods (e.g., heat transfer, moist heat, dry heat) and equipment appropriate for the food product and environment.

4.3.6. Explain mise en place principles and their impact on kitchen operations.

4.3.7. Demonstrate mise en place principles in setting up work space.

4.3.8. Select tools and equipment that foster best results in food preparation.

4.3.9. Perform processing necessary to prepare ingredients for use in a recipe (e.g., clarify, seed, soak, steep, bread, batter, caramelize, reduce, emulsify).

4.3.10. Use standard knife and fabrication skills and techniques.

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**Outcome 4.4. Food Staples and Sides Preparation:** Apply cooking principles and methods, cultural and ethnic knowledge and nutrition-management strategies to prepare and pair staples and sides.

**Competencies:**

4.4.1. Use quality factors to select food products and produce.

4.4.2. Identify seasonings, oils, flavor enhancers and food additives by type, class and purpose.

4.4.5. Prepare egg-based dishes.

4.4.7. Use dairy products in food dishes.

4.4.8. Prepare salads and salad dressings.

4.4.9. Select dip ingredients, and prepare dips.

4.4.10. Select stock ingredients; and prepare stocks, bouillons, broths and bases.

4.4.11. Prepare sauces and gravies using appropriate thickening agents.

4.4.12. Prepare clear soups, thick soups and specialty soups.

4.4.13. Prepare fruits.

4.4.14. Prepare vegetables and legumes.

4.4.15. Prepare starchy foods.

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**Outcome 4.5. Meat, Poultry, and Seafood:** Apply cooking principles and methods, cultural and ethnic knowledge and nutrition-management strategies to prepare meat, poultry and seafood dishes.

**Competencies:**

4.5.3. Select meat cuts, and prepare meat dishes.

4.5.5. Select poultry cuts, and prepare poultry dishes.

4.5.9. Prepare and cook fish and shellfish.

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**Outcome 4.6. Food Presentation:** Apply plating and presentation principles to deliver attractive and balanced menu items.

**Competencies:**

4.6.1. Plate food using design principles of color, height, focal point, proportion and temperature.

4.6.3. Garnish plates, soups and desserts.

4.6.4. Maintain nutritional value and dietary restrictions during the plating and presentation process.

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**Outcome 4.7. Beverage Preparation:** Recommend beverage selections, and prepare non-alcoholic specialty drinks.

**Competencies:**

4.7.1. Select types of coffee and coffee flavorings, and prepare coffee drinks.

4.7.2. Select types of tea and tea flavorings, and prepare specialty tea drinks.

4.7.3. Prepare milk and dairy-based drinks.

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**Outcome 4.8. Banquet and High-Volume Cookery:** Prepare food in high volume to service high traffic and special requests.

**Competencies:**

4.8.1. Explain the challenges, principles and corrective actions associated with preparing and serving foods to large groups.

4.8.2. Maintain quality controls, and apply appropriate cooking methodology during batch cooking.

4.8.3. Set up stations to support high-volume production.

4.8.4. Adjust preparation schedules and sequencing to support high-volume production.

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## Strand 7. Foodservice Operations

Learners use foodservice management principles to achieve profit objectives and deliver customer experiences consistent with the brand.

**Outcome 7.1. Purchasing and Inventory Management:** Plan and implement procedures and techniques to maintain food and beverage safety and quality, reduce costs and achieve organizational objectives during inventory acquisition, storage and use.

**Competencies:**

7.1.2. Conduct make or buy analysis, and determine course of action.

7.1.3. Establish food specifications and prep lists.

7.1.4. Calculate unit costs, total costs and yield measures for standard recipes.

7.1.5. Calculate plate, buffet and salad bar requirements and costs.

7.1.6. Develop ingredient and portion control guides.

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