



Hospitality and Tourism Competency Chart

At the end of the secondary program (12) each competency is coded: I = Introductory; P = Proficient

Competency	12				Comments
HOSPITALITY AND TOURISM CORE BODY OF KNOWLEDGE					
Unit 1: Career Exploration and Development					
1.1 Examine the numerous career pathways within hospitality and tourism.	P	Yr	Ch	Pg	
1.1.4 Examine the advantages and disadvantages of working in independently-owned facilities, non-profit associations or chain-affiliated facilities.		1	I	9	
1.1.5 Match individual interests, abilities and preferences to career preferences.		1	I	4	
1.2 Explore professional development opportunities.	I	Yr	Ch	Pg	
1.2.1 Research continuing education and professional development courses to advance skills or remain current in the profession.		1	I.2	18	This is an area to rely upon local professional organizations as speakers.
1.2.2 Identify licenses, certifications and credentials applicable to specific careers.		1	I.2	18	
1.2.3 Maintain a résumé, a list of references, resource files, and a portfolio of work experience, licenses and certifications.		1	I.4	24	
1.2.4 Identify professional associations available in this industry.		1	I.4	24	
1.2.5 Identify professional journals and publications.					<i>Not specified</i>
1.2.6 Interact with hospitality and tourism professionals by building internal and external mentor relationships.		1	I.7	42	
Unit 2: Business Processes					
2.1 Summarize the structure and functions of the hospitality and tourism industry.	I	Yr	Ch	Pg	
2.1.2 Identify business reporting and information flow.					<i>Not specified</i>
2.1.3 Use organizational charts to identify the workplace structure.		1	I.2	9	
2.1.6 Define stakeholder relationships (e. g., customer, employee, shareholder, supplier).		1	1	63	



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2.2 Manage human resources.		I	Yr	Ch	Pg	
2.2.1	Explain human resources functions and strategies (e.g., recruiting, training, managing, evaluating, motivating).		1	I.7	43	<i>Not specified</i>
2.2.2	Follow personnel and human resource policies.		1	I.7	43	
2.2.3	Manage an employee performance development and improvement plan.		1	8	336	
2.2.4	Summarize wage and hour, discrimination, harassment, and access, based on federal, state and local laws.		1	8	326	
2.2.6	Identify factors contributing to stress (i.e., distress and eustress).					
2.2.8	Identify techniques to recruit, hire, train, appraise, discipline and terminate employees.		1	8	335	
2.3 Explore budgeting skills to determine staffing levels.		I	Yr	Ch	Pg	
2.3.1	Calculate labor hours for each level of customer traffic.		1	12	470	
2.4 Explain how planning and budgeting are used to accomplish organizational goals and objectives.		I	Yr	Ch	Pg	
24.1	Explain the impact of long term goals and planning on an organization's performance.		1	1	67	
2.4.2	Explain how work plans and budgets are used to allocate people and resources.		1	12	470	
2.4.6	Explain the employee's role in expense control.		1	12	478	



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2.5 Analyze the role of creativity and innovation.	P	Yr	Ch	Pg	
2.5.3 Explain how positive employee attitude enhances creativity and innovation.		1	1, 8	5, 320	
2.6 Explain basic accounting concepts and principles.	I	Yr	Ch	Pg	
2.6.1 Prepare budgets, break-even analyses, cost and revenue analyses, and forecasts.		1	12	475	
2.11 Examine and manage business risk.	I	Yr	Ch	Pg	
2.11.1 Explain business risk management.		1	12	478	<i>Not specified</i>
2.11.2 Identify speculative business risks and routine security precautions.		1	12	478	
2.11.3 Describe strategies for protecting digital data.		1	10	410	
2.11.4 Examine liability and marketing risk issues.		1	6	272	
2.11.5 Explain processes for limiting or transferring risk.					
2.13 Use computer-based technology.	P	Yr	Ch	Pg	
2.13.7 Perform calculations and analyses on data.		1	10, 12	380, 471	
Unit 3: Communications					
3.1 Apply active listening skills to obtain and clarify information provided in oral communication.	P	Yr	Ch	Pg	
3.1.1 Differentiate between hearing and listening.		1	1	16	
3.1.2 Identify the effects of physical, social and psychological factors on the ability to listen.		1	8	320	
3.2 Listen and speak effectively to contribute to group discussions and meetings.	P	Yr	Ch	Pg	
3.2.1 Explain the nature of staff communications.		1	8	320	<i>Not specified</i>
3.2.2 Clarify the purpose and goals of a discussion or meeting.					
3.2.3 Demonstrate respect for diverse cultures.		1	8	320	



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3.5 Write technical communications.		P	Yr	Ch	Pg	
3.5.3	Identify positions from relevant research and resources.					<i>Not specified</i>
3.5.4	Calculate and interpret descriptive statistics to communicate and support predictions and conclusions.					<i>Not specified</i>
3.5.5	Utilize tables, charts and graphs to clarify textual explanations and support arguments.					<i>Not specified</i>
3.5.6	Write business letters, sales letters, informational messages, inquiries, persuasive					<i>Not specified</i>
3.6 Communicate written information.		P	Yr	Ch	Pg	
3.6.1	Locate a variety of resources (e.g., books, journals, magazines, electronic information).					<i>Not specified</i>
3.6.2	Write specific steps for applying information learned to a task or a new situation.					<i>Not specified</i>
3.6.3	Interpret recipes, operational manuals, inventory control sheets, menus, correspondence, training manuals and other written documentation.		1	4	179	
3.6.4	Analyze company resources to determine policies and procedures.		1	1	42	



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Unit 4: Ethics and Legal Responsibilities				
4.1 Practice ethical and legal guidelines.	P	Yr	C	Pg
4.1.1 Differentiate between legal and ethical issues and situations.		1	1	56
4.1.2 Respond to situations based on legal and ethical responsibilities and employer policies.		1	1	61
4.1.3 Describe legal responsibilities, limitations and implications of actions.		1	2, 3	78, 132
4.1.4 Comply with legal responsibilities specified by state practice act(s) and other pertinent legislation.		1	2, 3	78, 132
4.1.5 Identify the various regulatory agencies (e.g., content of laws, regulation of jurisdictions).		1	2, 3	124, 133
4.1.6 Identify the types of contracts and describe their roles in the hospitality and tourism industry.				<i>Not specified</i>
4.1.7 Describe regulations (e.g., personnel, workplace)		1	3	132
4.1.8 Complete reporting documents				<i>Not specified</i>
4.2 Comply with legal policies and laws regarding hiring, harassment and safety issues.	P	Yr	Ch	Pg
4.2.1 Describe harassment and stereotyping as they apply to the work environment.		1	8	321
4.2.2 Explain the fundamentals of legal interviewing processes.		1	8	328
4.2.3 Discuss workers' compensation requirements and forms.		1	3	133
4.2.4 Explain the standards of confidentiality and privacy.				<i>Not specified</i>
4.2.5 Adhere to company and governmental policies, procedures, rules and regulations.		1	1, 8	61, 327



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4.3 Discuss the implications of ethical and unethical behavior.		P	Yr	Ch	Pg	
4.3.1	Recognize personal, professional and organizational ethics.					Ethics not in the book.
4.3.2	Demonstrate respect for the property of customers, other professionals and coworkers.		1	1	8	
4.3.3	Resolve issues relating to any potential conflicts of interest between personal, professional and organizational ethics.					
4.3.4	Identify strategies for responding to the unethical actions of individuals and organizations.					
4.3.5	Identify the ramifications of unethical actions.					
4.4 Assess legal standards.		P	Yr	Ch	Pg	
4.4.1	Describe standards for labor and employment laws.		1	3	132	<i>Not specified</i>
4.4.2	Identify the consequences of non-compliance for both employees and employers.		1	3	133	
4.4.3	Describe the interrelationships between state and federal statutes.		1	3	133	
4.4.4	Identify legal responsibilities regarding substance abuse.		1	1	44	
4.4.5	Identify legal responsibilities regarding union and/or non-union practices.					
4.5 Explain employment liability.		P	Yr	Ch	Pg	
4.5.1	Define liability and negligence.		1	3	133	
4.5.2	Discuss protections against liability.		1	3	133	
4.5.3	Explain the role of the Bureau of Workers' Compensation in workplace injuries.		1	3	133	



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Unit 5: Safety, Health and Environment					
5.1 Follow safety procedures.	P	Yr	Ch	Pg	
5.1.1 Identify electrical and mechanical hazards.		1	3	139	
5.1.2 Classify different types of fires and how to contain them.		1	3	141	
5.1.3 Identify and follow proper fire evacuation procedures.		1	3	143	
5.1.4 Outline proper response to emergency situations.		1	3	161	
5.1.5 Apply basic first aid and CPR procedures in compliance with established procedures.		1	3	161	
5.1.6 Follow safety and security procedures.		1	3	166	
5.2 Apply sanitation procedures.	P	Yr	Ch	Pg	
5.2.1 Outline the compliance requirements of sanitation, safety and health inspections.		1	2, 3	124, 164	
5.2.2 Use appropriate safety equipment and clothing.		1	3	167	
5.2.3 Identify and describe OSHA standards.		1	3	133	
5.2.4 Contrast sanitizing and cleaning procedures.		1	2	118	
5.2.5 Follow sanitizing procedures.		1	2	118	
5.3 Examine the impact of life choices on careers.	P	Yr	Ch	Pg	
5.3.1 List the effects of exercise on job performance.		1	6	264	<i>Not specified</i>
5.3.2 Discuss the effects of nutrition and dietary habits on job performance.		1	6	254	
5.3.3 Interpret the effects of stress, fatigue and anxiety on job performance.					



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5.4 Apply government and health regulations standards for hazardous materials handling and storage.		P	Yr	Ch	Pg	
5.4.1	Identify types of hazardous materials.		1	3	134	
5.4.2	Interpret container label precautions.		1	3	134	
5.4.3	Interpret material safety data sheets (MSDS) and use materials accordingly.		1	3	134	
5.4.4	Explain storage procedures for hazardous materials that are in accordance with government regulations.		1	3	134	
5.4.5	Describe disposal procedures for hazardous materials that are in accordance with government regulations.		1	3	134	
5.4.6	Examine a hazardous materials safety plan.		1	3	134	
5.5 Develop safety and security strategies for individuals and groups in multiple environments to minimize risks.		I	Yr	Ch	Pg	
5.5.1	Create a solution for guests' and customers' exposure to a health hazard.					
5.5.2	Suggest ways to manage guests and customers facing a threat.					
5.5.3	Create ways to prevent common safety hazards.		1	3	132	
5.5.4	Develop and role play mock emergency situations.		1	3	164	
5.5.5	Outline how locking systems protect guests and/or customers.					<i>Not specified</i>
5.5.6	Create a security system using surveillance cameras.		1	3	134	
5.5.8	Detail ways to use lighting to increase security.					<i>Not specified</i>
5.5.9	Identify liability responsibilities.		1	1	133	



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5.6 Process safety documentation.		I	Yr	Ch	Pg
5.6.1	Identify the forms required to document accidents and emergency events.		1	3	133
5.6.2	Complete and file accident reports in accordance with required standards.		1	3	166
5.6.3	Describe the impacts of accidents on workers' compensation and insurance bonding.		1	3	133
5.7 Comply with emergency procedures.		P	Yr	Ch	Pg
5.7.1	Maintain emergency exits.		1	3	143
5.7.2	Identify the location of power sources controls and communication equipment.		1	3	165
5.7.3	Demonstrate procedures for extinguishing class A, B and D fires.		1	3	141
5.7.4	Identify the location of fire suppression equipment.		1	3	140
5.7.5	Identify the procedures for weather emergencies.		1	3	162
5.7.6	Identify procedures to be followed in the event of a robbery.		1	3	162
5.7.7	Comply with the emergency medical plan in medical emergencies.		1	3	160
5.7.8	Specify procedures necessary based on the national threat level.		1	3	162
5.7.9	Examine and disseminate information to help customers deal with potential safety hazards and security issues.		1	3	162



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5.8 Explain safety and security polices and procedures.	P	Yr	Ch	Pg	
5.8.1 Formulate methods of resolution and/or alternatives for eliminating potential safety hazards.		1	3	164	
5.8.2 Describe sources to utilize in various emergency situations for self, co-workers, and customers and/or guests.		1	3	162	
5.9 Assess strategies for handling medical emergencies.	P	Yr	Ch	Pg	
5.9.1 Predict the range of medical emergencies that could occur.		1	3	161	
5.9.2 Describe the equipment and materials that should be kept on hand.		1	3	161	
5.9.3 Explain the policies and procedures for addressing a variety of medical emergencies.		1	3	162	
5.9.4 Identify the necessary contact information needed for medical emergencies.		1	3	162	
5.9.5 Review the parameters and legal constraints of dealing with medical emergencies.		1	3	161	
5.10 Assess strategies for handling demonstrations and confrontations.	P	Yr	Ch	Pg	
5.10.2 Describe the emergency action plan for demonstrations and confrontations.					<i>Not specified</i>
5.10.3 Explain the relationships with law enforcement officials when dealing with situations.					<i>Not specified</i>
5.10.4 Explain policies and procedures for accommodating the rights of demonstrators (e.g., union strikes).					<i>Not specified</i>
5.10.5 Describe strategies for preventing escalation of volatile situations.					<i>Not specified</i>
5.10.6 Outline safety and security issues for individuals and groups in multiple environments to minimize risks.					<i>Not specified</i>
5.10.7 Explain potential, real and perceived natural, social and terrorism-related emergency situations.					<i>Not specified</i>



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5.11 Assess strategies for handling emergency evacuations.		P	Yr	Ch	Pg	
5.11.1	Identify situations that would require evacuation.		1	3	143	<i>Not specified</i>
5.11.2	Explain the fire and environmental safety policies and evacuation procedures.		1	3	143	
5.11.3	Explain the bomb threat policies and evacuation procedures.					
5.11.4	Explain the emergency weather related policies and procedures.					
5.11.5	Explain the procedures for dealing with unauthorized persons who pose a threat.					
Unit 6: Cultural Diversity						
6.1 Examine cultural diversity.		P	Yr	Ch	Pg	
6.1.1	Define culture and cultural diversity.		1	8	320	
6.1.2	Categorize components of culture, including religious customs, dietary habits and traditions.		1	8	321	
6.1.3	Design a method for increasing multicultural awareness.		1	8	322	
6.2 Compare idioms from various areas or regions to appreciate the nuances of language.		I	Yr	Ch	Pg	
6.2.1	Identify unique, regional U.S. terms or slang related to travel and tourism.					<i>Not specified</i>
6.2.2	Examine words used in other English-speaking countries for differences in pronunciation, spelling and meaning.					<i>Not specified</i>



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6.3 Examine different cultural styles to explain the significance of body language and personal space.	I	Yr	Ch	Pg	
6.3.1 Identify common hand gestures and body language positions that are unacceptable in another culture.		1	8	321	
6.3.2 Illustrate personal space preferences when conversing with individuals from other cultures (e.g., Latin Americans versus North Americans).		1	8	321	
6.3.3 Examine cultural expectations of other areas, regions and countries to help avoid social improprieties.		1	8	321	
6.3.4 Examine behaviors and dress in other areas, regions and countries to appreciate lifestyle preferences.		1	8	321	
6.4 Describe the impact of the cultural environment on business.	I	Yr	Ch	Pg	
6.4.1 Describe how culture influences business operations.		1	8	322	
6.4.2 Identify social and cultural issues that affect the conduct of business.		1	8	321	
6.4.3 Describe business practices in different cultures.					<i>Not specified</i>
6.4.4 Describe the steps used to receive business visitors in different countries.					<i>Not specified</i>
6.4.5 Describe the negotiation tactics and decision-making processes used in various cultures.					<i>Not specified</i>
6.4.6 Describe types of business relationships maintained in various cultures.					<i>Not specified</i>
6.4.7 Compare and contrast business entertainment practices in various parts of the world.					<i>Not specified</i>
6.4.8 Identify cultural attitudes and practices in the U.S. that could inhibit successful business operations in another country.					<i>Not specified</i>
6.4.9 Describe modifications to American business practices required for success in the global marketplace.					<i>Not specified</i>



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6.5	Develop communication skills for an international audience.	P	Yr	Ch	Pg	
6.5.1	Identify the customs that impact communication.		1	8	321	
6.5.2	Identify resources related to international communications (e.g., human, print, electronic).		1	8	321	
Unit 7: Fiscal Management						
7.1	Summarize the importance of well-organized and efficient budgeting and fiscal management.	P	Yr	Ch	Pg	
7.1.1	Describe the advantages of well-organized and efficient budgeting and fiscal management.		1	12	472	
7.1.2	Explain the impact a well-organized budget has on supplier and vendor negotiations.		1	12	472	
7.1.3	Describe the effect efficient tracking of income, expenses and cash flow have on decision making and cost controls.		1	12	472	
7.2	Identify factors that impact developing a budget.	P	Yr	Ch	Pg	
7.2.1	Describe the financial goals of the event (e.g., profit, break-even, loss).		1	12	475	
7.2.2	Identify the various factors that will affect the budget (e.g., tax status, staffing requirements, available volunteers, registration fees).		1	12	475	
7.4	Assess strategies for building a budget.	P	Yr	Ch	Pg	
7.4.1	Define zero-based budgeting.		1	12	473	
7.4.2	Explain indirect, fixed and variable costs.		1	12	473	
7.4.3	Describe the procedure for creating estimates and respective line items.		1	12	475	
7.4.4	Calculate a break-even analysis.		1	12	475	



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7.5 Describe strategies for handling contracts.		P	Yr	Ch	Pg	
7.5.1	Explain the importance of written contracts with clear terms and conditions.					<i>Not specified</i>
7.5.2	Define the offer, acceptance and legal consideration elements of a contract.					<i>Not specified</i>
7.5.3	Explain the basic terms and conditions that should be included in a contract for a meeting or event.					<i>Not specified</i>
7.5.4	Describe the role dispute resolution has in a contract.					<i>Not specified</i>
7.5.5	Describe policies and procedures for obtaining legal advice.					<i>Not specified</i>
7.5.6	Identify what constitutes a default or breach of contract.					<i>Not specified</i>
7.6 Describe strategies for insuring an event.		I	Yr	Ch	Pg	
7.6.1	Describe the different types of insurance and coverage available for meeting and events					<i>Not specified</i>
7.6.2	Explain the parameters of liability insurance.					<i>Not specified</i>
7.6.3	Describe policies and procedures for obtaining insurance advice.					<i>Not specified</i>
7.6.4	Identify what insurance coverage is held by the facility.					<i>Not specified</i>



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Unit 8: Entrepreneurship						
8.1 Examine entrepreneurship.		I	Yr	Ch	Pg	
8.1.1	Compare personal interests and skills with those needed by an entrepreneur.		1	I	14	
8.1.2	Assess the abilities and aptitudes needed to become a successful entrepreneur.		1	I	14	
8.1.3	Determine motives for becoming an entrepreneur.		1	I	14	
8.1.4	Examine the characteristics of entrepreneurs.		1	I	14	
8.1.5	Compare business ownership to working for others.		1	I	14	
8.1.6	Explain the risks and rewards of business ownership.		1	I	14	
8.1.7	Examine the relationships of small business to the state, national and global economies.		1	I	14	
8.2 Explain the role of small business in the economy.		I	Yr	Ch	Pg	
8.2.1	Explain the need for entrepreneurial discovery.					<i>Not specified</i>
8.2.2	Determine opportunities for venture creation.					<i>Not specified</i>
8.2.3	Assess opportunities for venture creation.					<i>Not specified</i>
8.2.4	Describe idea-generation methods.					<i>Not specified</i>
8.2.5	Generate venture ideas.					<i>Not specified</i>
8.2.6	Determine the feasibility of ideas.					<i>Not specified</i>



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8.3 Develop a business plan.		I	Yr	Ch	Pg	
8.3.1	Conduct a strengths, weaknesses, opportunities and threats (SWOT) analysis for a new business.					<i>Not specified</i>
8.3.2	Conduct a competitive analysis.		1	1	67	
8.3.3	Develop company goals and objectives.		1	1	67	
8.3.4	Forecast income and sales.		1	12	49	
8.3.5	Describe, review and make changes to the mission statement when appropriate.		1	1	67	
8.3.6	Describe the roles of management, a board of directors and stakeholders for non-profit, private and public organizations in strategic planning and operations.					<i>Not specified</i>



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***TO BE ACCOMPLISHED AT THE END OF THE ASSOCIATE DEGREE PROGRAM

Unit 9: Project Management					
		I	Yr	Ch	Pg
9.1	Develop and coordinate the diverse components of a project.				
9.1.1	Select a project that fits business and organizational needs.				<i>Not specified</i>
9.1.2	Create a project plan that takes into account all aspects of the project.				<i>Not specified</i>
9.1.3	Develop a written statement outlining the scope, extent and limits of the project.				<i>Not specified</i>
9.1.4	Define a baseline plan for a project's scope, time and cost.				<i>Not specified</i>
9.1.5	Develop a project charter to serve as a proposal or contract document, which can be used to obtain or secure project approval.				<i>Not specified</i>
9.1.6	Determine the types and quantities of resources needed to complete project activities (e.g., people, equipment, software).				<i>Not specified</i>
9.1.7	Execute activities in the project plan.				<i>Not specified</i>



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9.2 Manage a project.						
9.2.1	Manage and coordinate business, organizational, technological and resource changes that affect an entire project.					<i>Not specified</i>
9.2.2	Redefine a project's scope, time, and cost plan when one factor must be traded off against another.					<i>Not specified</i>
9.2.3	Determine the usefulness of project management software tools.					<i>Not specified</i>
9.2.4	Use project management software tools to plan and control a project.					<i>Not specified</i>
9.2.5	Monitor a project's scope progress against the plan.					<i>Not specified</i>
9.2.6	Shut down a project at appropriate review points if problems are identified.					<i>Not specified</i>
9.2.7	Conclude a project when all the requirements are met.					<i>Not specified</i>
9.3 Assess quality.						
9.3.1	Describe which quality control standards are relevant to the project (e.g., ISO 9000, ISO 9001).					<i>Not specified</i>
9.3.2	Develop a quality management plan that quantifies and coordinates the activities and that assesses the effectiveness, efficiency and quality of the system.					<i>Not specified</i>
9.3.3	Describe quality assurance activities regularly to ensure that the project will satisfy the quality standards.					<i>Not specified</i>
9.3.4	Identify negative results detected during quality control activities.					<i>Not specified</i>
9.3.5	Identify quality initiatives in various industries (e.g., Lean, Kaizen, Baldrige).					<i>Not specified</i>



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9.4 Manage quality project information.						
9.4.1	Describe the information and communication needs of stakeholders (e.g., what information is needed, when is it needed, and to whom it will be provided).					<i>Not specified</i>
9.4.2	Decide how information will be gathered and stored.					<i>Not specified</i>
9.4.3	Make necessary information available to project stakeholders in a concise and timely fashion (i.e., using verbal, textual and graphical reporting tools).					<i>Not specified</i>
9.4.4	Manage client and stakeholder relationships (e.g., to ensure commitment and involvement, to encourage effective collaboration).					<i>Not specified</i>
9.4.5	Report on the progress of a project's schedule, cost and scope.					<i>Not specified</i>
9.4.6	Compare the present status to the baseline and use earned value analysis to forecast future trends.					<i>Not specified</i>
9.4.7	Communicate how changes will affect the stakeholders.					<i>Not specified</i>
9.4.8	Generate, gather and disseminate information to formalize phase and project completion.					<i>Not specified</i>
9.4.9	Conduct a post-project audit to ensure that the actual, risks, general findings and "lessons learned" are documented and disseminated, thus supporting a continuous learning culture.					<i>Not specified</i>
9.4.10	Enter risk event information into the risk database and subsequent risk management process.					<i>Not specified</i>



Hospitality and Tourism Competency Chart

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***TO BE ACCOMPLISHED AT THE END OF THE ASSOCIATE DEGREE PROGRAM

9.5 Assess and control project risk.					
9.5.1	Identify internal risks (i.e., those under the control of the project such as technology, staff).				<i>Not specified</i>
9.5.2	Identify external risks (i.e., those not under the control of the project such as the economy, the political climate).				<i>Not specified</i>
9.5.3	Use risk management charts, spreadsheets and other tools to assess the range of possible project outcomes and to prioritize risks.				<i>Not specified</i>
9.5.4	Write a project management plan to document the process, activities, milestones and responsibilities.				<i>Not specified</i>
9.5.5	Use statistical methods to develop a project cost and time-estimate range, quantified by risk probability and confidence level.				<i>Not specified</i>
9.5.6	Plan how to eliminate or mitigate risks by developing contingency plans.				<i>Not specified</i>
9.5.7	Communicate risks and possible results to stakeholders.				<i>Not specified</i>



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Unit 10: Marketing Functions					
10.3 Explain basic e-commerce concepts.	I	Yr	Ch	Pg	
10.3.2 Explain how e-commerce is similar to, yet different from, traditional commerce.					<i>Spin-off discussion</i>
10.3.3 Discuss the global impact of e-commerce on society, business, and the hospitality and tourism industry.					<i>Spin-off discussion</i>
10.3.5 Describe the impact of wireless e-commerce.					<i>Spin-off discussion</i>
10.3.6 Describe the impact of emerging technologies.					<i>Spin-off discussion</i>
10.3.7 Explain business-to-business and business-to-consumer e-commerce.					<i>Spin-off discussion</i>
10.4 Gather marketing information.	I	Yr	Ch	Pg	
10.4.3 Search the Internet for marketing information.					<i>Class activity</i>
10.4.5 Review industry publications and trade journals for marketing information.					<i>Class activity</i>
10.4.7 Explain the levels of data warehousing (e.g., data warehouse, data mart, data store).					<i>Spin-off discussion</i>
10.5 Conduct marketing research.	I	Yr	Ch	Pg	
10.5.4 Conduct a benchmarking study.					<i>Not specified</i>
10.6 Process information.	I	Yr	Ch	Pg	
10.6.5 Explain the importance of databases that allow for multiple users and simultaneous access.					<i>Not specified</i>
10.6.6 Design a database for retrieving information in a form for decision-making.					<i>Class activity</i>



Hospitality and Tourism Competency Chart

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10.8 Develop new products and/or services.		I	Yr	Ch	Pg	
10.8.4	Identify methods for evaluating a new product and/or service idea.					<i>Not specified</i>
10.8.6	Develop a product and/or service launch plan.					<i>Class activity</i>
10.9 Analyze positioning.		I	Yr	Ch	Pg	
10.9.2	Explain co-branding and its impact on positioning.					<i>Not specified</i>
10.10 Analyze the concept of branding.		I	Yr	Ch	Pg	
10.10.2	Explain the importance of branding in buyer decision-making.					<i>Not specified</i>
10.10.3	Define trademark, brand name, brand mark, licensing and brand equity.					<i>Not specified</i>
10.10.4	Describe reasons why customers are brand loyal.					<i>Not specified</i>
10.10.5	Describe brand strategies (e.g., family brand, individual brand, multiple brand) and the advantages and disadvantages of each.					<i>Not specified</i>
10.10.6	Describe trademarks and trademark limitations.					<i>Not specified</i>
10.10.7	Analyze the value of an individual brand in a competitive marketplace.					<i>Not specified</i>
10.10.9	Integrate logos, slogans and URLs throughout offline and online publications and advertising.					<i>Class activity</i>
10.10.10	Increase brand identity through co-branding.					<i>Not specified</i>



Hospitality and Tourism Competency Chart

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10.11 Evaluate and use a Web site as a marketing tool.		I	Yr	Ch	Pg	
10.11.2	Develop Web site design, components and strategies.					<i>Not specified</i>
10.11.3	Create interactive opportunities on a Web site.					<i>Not specified</i>
10.11.4	Complete marketing research on a Web site.					<i>Not specified</i>
10.11.5	Develop customer relationship management strategies for a Web site.					<i>Not specified</i>
10.11.6	Evaluate and update a Web site.					<i>Not specified</i>
10.11.8	Explain the role of the Web site as a promotional tool and distribution channel.					<i>Spin-off discussion</i>
Unit 11: Promotion						
11.1 Analyze promotion fundamentals.		I	Yr	Ch	Pg	
11.1.7	Explain the uses of databases in promotion.					<i>Not specified</i>
11.1.8	Identify sources and costs of databases.					<i>Not specified</i>
11.2 Describe promotion laws and regulations.		I	Yr	Ch	Pg	
11.2.3	Describe actions that the Federal Trade Commission (FTC) can take to correct misleading advertising.					<i>Spin-off discussion</i>
11.2.4	Describe legal issues used in promotion (e.g., copyright, trademarks).					<i>Spin-off discussion</i>
11.2.5	Identify state regulations related to promotion.					<i>Spin-off discussion</i>
11.3 Evaluate the role of advertising in business promotions.		I	Yr	Ch	Pg	
11.3.3	Identify the differences between business-to-business and business-to-consumer advertising.					<i>Not specified</i>
11.3.4	Explain opt-in, opt-out and permission marketing as it relates to advertising.					<i>Not specified</i>
11.3.5	Identify types of direct mail promotions, out-of-home media and examples of "other media."					<i>Not specified</i>
11.3.6	Describe advertising outsourcing and services offered by each type of advertising agency.					<i>Not specified</i>



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11.4 Determine advertising needs and utilize advertising.	I	Yr	Ch	Pg	
11.4.8 Develop media relations, and explain media format, deadlines and contacts.					<i>Not specified</i>
11.5 Evaluate and plan public relations.	I	Yr	Ch	Pg	
11.5.6 Define methods of evaluation.					<i>Not specified</i>
11.6 Access and implement a community relations plan.	I	Yr	Ch	Pg	
11.6.6 Develop and evaluate a community relations plan, including advocacy.					<i>Not specified</i>
Unit 12: Sales					
12.1 Explain the role of customer service as a component of selling relationships	I	Yr	Ch	Pg	
12.1.3 Identify occasions when customer service can be used to facilitate sales relationships.		1	1	59	
12.1.4 Identify obvious or apparent benefits.		1	1	64	
12.1.5 Identify unique or exclusive benefits.		1	1	64	
12.2 Prospect for and qualify customers.	I	Yr	Ch	Pg	
12.2.1 Prospect for customers by reviewing historical data.		1	12	478	
12.2.3 Acquire leads and referrals from satisfied customers.		1	1	69	
12.2.4 Follow procedures for qualifying customers.		1	1	69	



Hospitality and Tourism Competency Chart

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12.4 Apply company selling polices.		I	Yr	Ch	Pg	
12.4.1	Explain the characteristics and importance of selling policies.		1	1	61	
12.4.2	Explain why selling policies are needed.		1	1	61	
12.4.3	Describe external, internal and regulatory factors that affect selling policies.		1	1	67	
12.4.4	Explain problems encountered with the use of selling policies.		1	1	63	
12.4.5	Describe selling-activity, terms-of-sale and service policies.		1	1	61	
12.4.6	Review sales reports.		1	10	406	
12.4.7	Define the nature of selling regulations.		1	1	65	
Unit 13: Consumer Behavior and Customer Service						
13.4 Describe organizational buyer behavior.		I	Yr	Ch	Pg	
13.4.6	Describe an organizational buyer profile.					<i>Not specified</i>
13.5 Examine customer service skills to ensure satisfaction.		P	Yr	Ch	Pg	
13.5.1	Define customer service.		1	1	56	
13.5.2	Explain the importance of positive customer and/or client relations.		1	1	57	
13.5.3	Review customer service scenarios.		1	1	59	
13.5.4	Explain the concept of service recovery.		1	1	61	



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13.6 Deliver quality customer service.		P	Yr	Ch	Pg
13.6.1	Determine how to exceed customer expectation to maintain the relationship.		1	1	58
13.6.2	Describe the organization and the types of customers.		1	1	65
13.6.3	Describe the chain of command when dealing with customer service issues.		1	1	66
13.6.4	Explain why company service standards and procedures are important to good customer service.		1	1	67
13.6.5	Keep up to date on new products and services.		1	1	69
13.6.6	Demonstrate customer service attitude and behaviors.		1	1	59
13.6.10	Communicate effectively with colleagues.		1	8	323
13.6.11	Work flexibly to help individual customers when they need it.		1	1	58
13.6.12	Organize the work to provide the best customer service.		1	1	59
13.6.13	Attempt to identify problems before they become critical issues.		1	1	70
13.6.14	Demonstrate customer service recovery strategies.		1	1	69
13.6.15	Give customers a positive impression of oneself and one's organization.		1	I	5
13.6.16	Implement customer service changes in a positive manner.		1	1	58



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13.7 Analyze and implement customer service standards.		P	Yr	Ch	Pg
13.7.1	Collect and analyze customer service information.		1	1	69
13.7.2	Review customer behavior (e.g., habits, purchasing patterns, needs).		1	12	473
13.7.3	Describe ways to eliminate gaps in customer satisfaction, expectations, business performance and customer-perceived value.		1	12	491
13.7.4	Describe the impact of management actions on all aspects of customer service.		1	1	63
13.7.5	Explain the expected customer service level, based on business mission, positioning and branding.		1	1	67
13.7.6	Create visibility, ownership and commitment related to standards.		1	1	67
13.7.7	Address problems relating to customer service.		1	1	59
13.7.8	Use continuous improvement strategies and plans to consistently monitor customer service.		1	1	67



Hospitality and Tourism Competency Chart

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Competency	12				Comments
CULINARY AND FOOD SERVICE OPERATIONS PATHWAY					
Unit 14: Introduction					
14.3 Identify culinary and foodservice career opportunities.	P				
14.3.2 Identify the desirable personal characteristics of the culinary and foodservice worker.		1	I.1	8	
14.3.4 Identify career opportunities in culinary and foodservice operations and related fields.		1	I.2	9	
14.3.6 Identify the educational and professional requirements for each career path.		1	I.2	10	
Unit 15: Safety and Sanitation					
15.1 Examine safety procedures.	P	Yr	Ch	Pg	
15.1.1 Analyze the causes of accidents in culinary and foodservice operations.		1	3	132	
15.1.2 Identify electrical, mechanical and chemical hazards.		1	3	139	
15.1.3 Classify different types of fires and the appropriate extinguisher for each.		1	3	142	
15.1.4 Identify proper fire evacuation procedures.		1	3	143	
15.1.5 Maintain the traffic flow in compliance with established procedures.		1	3	143	
15.1.6 Explain the safe use of ladders.			3	149	
15.1.7 Detail proper lifting and carrying procedures.		1	3	152	
15.1.8 Follow established procedures for reporting accidents.		1	3	166	



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Unit 15: Safety and Sanitation					
15.2 Maintain compliance with health codes.		P	Yr	Ch	Pg
15.2.1	Explain how sanitation and health codes apply to specific culinary and foodservice operations.		1	2	78
15.2.2	Summarize sanitation regulations and inspection requirements for receiving, preparing, storing and serving food.		1	2	108
15.2.3	Describe procedures for controlling the spread of disease.		1	2	91
15.2.4	Demonstrate exemplary appearance and hygiene.		1	2	81
15.2.5	Illustrate the correct uses of various utensils and kitchen equipment.		1	2, 5	119, 220
15.2.6	Describe proper clothing and sanitation accessories.		1	2	81
15.2.7	Practice the hazard analysis critical control point (HACCP) system.		1	2	98



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15.3 Practice sanitation duties.		P	Yr	Ch	Pg
15.3.1	Clean and sanitize food contact surfaces.		1	2	118
15.3.2	Clean nonfood contact surfaces and equipment.		1	2	118
15.3.3	Wash, rinse, sanitize and store utensils and equipment.		1	2	118
15.3.4	Establish cleaning schedules for food and nonfood contact surfaces.		1	2	121
15.4 Control pests.		P	Yr	Ch	Pg
15.4.1	Describe precautions that will help control pests.		1	2	123
15.4.2	Clean spills and store food items in accordance with established procedures.		1	2	123
15.4.3	Follow chemical labels and procedures.		1	2	120
15.4.4	Describe signs of insect and pest infestation.		1	2	123
15.5 Follow the hazard analysis critical control point (HACCP) system.		P	Yr	Ch	Pg
15.5.1	Identify reasons that many common foods are potentially dangerous.		1	2	83, 91
15.5.2	Explain how time and temperature affect microorganism growth.		1	2	92
15.5.3	Distinguish among food poisoning, chemical poisoning and food infection.		1	2	83, 89
15.5.4	Identify hazards related to food additives (e.g., monosodium glutamate (MSG)).		1	1	60
15.5.5	Explain biological hazards (e.g., bacteria, viruses, parasites)		1	2	83



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15.5.6	Summarize physical hazards (e.g., glass fragments, staples)		1	2	89
15.5.7	Describe chemical hazards (e.g., cleaning agents, pesticides)		1	2	89
15.5.8	Identify and comply with standards established for the safe heating, reheating and cooling of foods.		1	2	114
15.5.9	Describe good personal hygiene and how it affects food safety.		1	2	81
15.5.10	List the steps in proper hand washing.		1	2	82
15.5.11	Categorize and describe the microorganisms that cause food borne illnesses.		1	2	85
15.5.12	Identify and list ways that chemical and physical hazards can contaminate food.		1	2	89
15.5.13	Distinguish between situations in which contamination and cross-contamination can occur.		1	2	82
15.5.14	List the conditions under which bacteria multiply rapidly, and use the letters FATTOM (food, acidity, time, temperature, oxygen, moisture).		1	2	91
15.5.15	Define the temperature danger zone and list temperatures that fall within that zone.		1	2	92
15.5.16	Differentiate among types of thermometers and demonstrate how to use them.		1	2	93
15.5.17	List the seven major steps in a HACCP food safety system.		1	2	98
15.5.18	Outline proper procedures that include use of proper tools and equipment for receiving, storing, preparing, cooking, holding, cooling, reheating and serving food.		1	5	223
15.5.19	Compare the different types of storage areas found in a culinary and foodservice operation.		1	5	223



Hospitality and Tourism Competency Chart

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15.5.20	Define the differences between clean and sanitary.		1	2	118
15.5.21	Practice procedures for cleaning and sanitizing tools and equipment.		1	2	119
15.5.22	Maintain proper records.		1	2	106
15.6 Explain garbage disposal procedures.		P	Yr	Ch	Pg
15.6.1	Summarize the standards established for safe handling, maintenance and disposal of garbage, grease and refuse.		1	2.4	121
15.6.2	Describe garbage container sanitation and maintenance.		1	2.4	122
15.6.3	Explain established procedures for operating garbage disposals.		1	5.2	242
15.6.4	Comply with environmental guidelines related to the disposal of garbage and wastes.		1	2.4	122
15.7 Maintain a safe work environment.		P	Yr	Ch	Pg
15.7.1	State the hazard communication standard required for employers.		1	3.1	134
15.7.2	Describe the ways of preventing burns.		1	3.2	144
15.7.3	Outline proper procedures for cleaning floors.		1	2.4	121
15.7.4	Locate and list hazards that can cause cuts.		1	3.5	156
15.7.5	Demonstrate correct and safe use of knives.		1	3.5	156
15.7.6	List safe driving techniques.		1	3.6	160
15.7.7	Explain the importance of the general safety audit.		1	3.7	165
15.7.8	List ways of using protective clothing and equipment to prevent injuries.		1	3.7	169



Hospitality and Tourism Competency Chart

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Unit 16: Management Operations					
16.1 Analyze and maintain culinary and foodservice operations records.	I	Yr	Ch	Pg	
16.1.1 Identify types of record-keeping systems for culinary and foodservice operations.		1	2, 10.3	106, 400	
16.1.2 Analyze record-keeping needs.		1	12	474	
16.1.3 Maintain a record-keeping system.		1	2, 12	106, 478	
16.2 Analyze cost controls.	I	Yr	Ch	Pg	
16.2.1 Explain the economic impact of food spoilage.		1	10	396	
16.2.2 Establish a framework for cost control.		1	10	400	
16.2.3 Analyze costs using the established cost-control framework.		1	10	403	
16.2.4 List factors contributing to labor costs, such as employee turnover, business volume and quality and quantity standards.		1	10	410	
16.2.5 Analyze the relationship between cost and sales to determine food cost percentage.		1	12	471	
16.2.6 List the four steps in the process of controlling food costs.		1	10	393	
16.2.7 Perform computations to define cost, volume and profit relationships.		1	12	474	
16.3 Follow basic facility operation procedures.	I	Yr	Ch	Pg	
16.3.1 Complete opening checklists, unit inspection forms, closing checklists and cleaning checklists.		1	2	121	
16.3.2 Complete preventive maintenance checklists.		1	3	164	
16.3.6 Report needed building equipment repairs.		1	5	244	



Hospitality and Tourism Competency Chart

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16.4 Order food and supplies.	I	Yr	Ch	Pg	
16.4.4 Maintain food budgets.		1	12	484	
16.5 Receive foods and supplies.	I	Yr	Ch	Pg	
16.5.5 Inspect food and supplies (e.g., expiration dates, temperatures, dented cans, frozen crystals).		1	2	108	
16.5.7 Manage a food receiving temperature log.		1	2	99	
16.6 Store foods and supplies.	I	Yr	Ch	Pg	
16.6.1 Manage food storage using electronic inventory systems.		1	12	484	
16.6.2 Describe types of food storage appropriate for various foods and supplies.		1	2	110	
16.6.3 Maintain sanitation of storage areas.		1	2	110	
16.6.4 Maintain storage temperatures required for foods.		1	2	110	
16.6.5 Organize inventory using the first-in, first-out (FIFO) rotation system.		1	2	109	
16.6.6 Manage a food storage temperature log.		1	2	110	
Unit 18: Customer Relations and Quality Services					
18.1 Process orders.	I	Yr	Ch	Pg	
18.1.4 Demonstrate product preparation.		1	4	201	
18.1.5 Demonstrate ingredient knowledge.		1	1	38	
18.1.6 Demonstrate nutritional product knowledge.		1	6	254	
18.1.9 Record and repeat customers' orders.		1	1	57	
18.1.11 Establish timing for order delivery.		1	1	57	



Hospitality and Tourism Competency Chart

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18.3 Provide table service.	P	Yr	Ch	Pg	
18.3.3 Demonstrate sensitivity to cultural differences during service.		1	8	320	
18.3.4 Apply teamwork skills during service.		1	1, 8	59, 323	
18.3.11 Monitor customers' dining experiences.		1	1	56	
18.3.14 Clean spills, pre-bus tables and load bussing tray or tub.		1	3	148	
18.4 Provide the services required by special situations.	I	Yr	Ch	Pg	
18.4.3 Provide accommodations as required under the Americans with Disabilities Act (ADA).		1	1	59	
18.4.4 Provide services requested by customers with special requests.		1	1	59	
18.4.5 Provide services requested by customers with children.		1	1	59	
18.5 Provide banquet and catering services.	I	Yr	Ch	Pg	
18.5.2 Demonstrate sensitivity to cultural differences during service.		1	8	320	
18.5.5 Follow established procedures for using and maintaining of chafing dishes.		1	5	240	
Unit 19: Side Work					
19.1 Maintain the dining room.	P	Yr	Ch	Pg	
19.1.8 Maintain periphery areas (e.g., restrooms, entrance, vestibule, parking lot).		1	3	132	



Hospitality and Tourism Competency Chart

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19.2 Maintain the beverage station.		P	Yr	Ch	Pg	
19.2.1	Stock and restock beverage supplies.		1	7	303, 304	Vague chapters. Instructors can use as a starting point to begin introduction to students.
19.2.2	Prepare hot, cold and reconstituted beverages using different types of equipment.		1	5	240	
19.2.3	Justify selected beverage preparation methods.		1	7	303, 304	
19.2.4	Dispense beverages from hot and cold beverage equipment.		1	5	240	
19.3 Maintain service items.		P	Yr	Ch	Pg	
19.3.2	Maintain flatware and glassware (e.g., storage, disposal).		1	2, 3	116, 157	<i>Not specified</i>
19.3.4	Maintain napkin containers (e.g., clean, refill).					
Unit 20: Nutrition and Menu Development						
20.1 Evaluate nutritional issues.		I	Yr	Ch	Pg	
20.1.1	Access credible sources of information related to food science and safety.		1	6	264	
20.1.2	Explain basic and special dietary terminology, concepts and principles.		1	6	264	
20.1.3	Interpret written and graphic nutritional information.		1	6	267	
20.1.4	Examine the reliability and validity of nutritional information.		1	1, 6	60, 275	
20.1.5	Explain symptoms and antidotes for food allergies.		1	6	267	
20.1.6	Describe common substances found in food that are toxic.		1	6.1	254	



Hospitality and Tourism Competency Chart

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20.1.7	Explain the nutritional impact of factors affecting eating habits (e.g., eating disorders, lifestyles).		1	6	255	
20.1.8	Recognize that food science knowledge is dynamic, not static.		1	6	258	
20.1.11	Characterize the roles of proteins, including complete and incomplete, in diets, and identify foods that contain these nutrients.		1	6	260	
20.1.12	Describe the role of water, vitamins and minerals in the human diet, and identify foods that contain these nutrients.		1	6.2	261	
20.1.13	Use recommended dietary allowances (RDAs) and the Food Guide Pyramid to plan meals.		1	6	264	
20.2 Apply nutritional information to menu planning.		I	Yr	Ch	Pg	
20.2.1	Examine menu items to determine ways to lower salt and fat content.		1	6	270	
20.2.2	Establish nutritionally balanced menus.		1	6	270	
20.2.3	Construct menus for special dietary needs (e.g., low salt, soft, liquid, sugar free, vegetarian).		1	6	264	
20.2.4	Develop menus using nutrition information resources available through electronic media.		1	6	264	
20.2.5	Identify recipes that preserve nutrients in quantity cooking.		1	6	271	
20.2.6	Suggest ways to make recipes more healthful.		1	6	270	
20.2.7	Suggest healthful substitutes for high fat ingredients.		1	6	270	



Hospitality and Tourism Competency Chart

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20.3 Develop standardized recipes.		I	Yr	Ch	Pg	
20.3.1	Interpret recipe information.		1	4	181	
20.3.2	Substitute recipe ingredients.		1	6	275	
20.3.3	Adjust herbs, spices, flavorings and extracts.		1	4	195	
20.3.4	Calculate the ingredient amounts needed to increase or decrease recipe yields.		1	4	188	
20.3.5	Calculate recipe yields.		1	4	187	
20.3.6	Calculate recipes using resources available through electronic media.		1	10	403	
20.3.7	Outline proper techniques for portion control, including standard portion sizes.		1	10	404	
20.3.8	Calculate standardized portion cost.		1	10	404	
20.4 Develop menus.		I	Yr	Ch	Pg	
20.4.9	Comply with the customers' right to know legislation, including nutritional ingredient information, preparation information and consumer advisories.		1	1	60	
20.5 Calculate costs.		I	Yr	Ch	Pg	
20.5.1	Identify economic factors that affect the raw costs of food (e.g., season, strikes, weather).		1	10	394	Class activity
20.5.2	Calculate food and beverage costs per serving (i.e., yield cost).		1	12	490	
20.5.3	Calculate operational costs and labor productivity.		1	10	415	
20.5.4	Calculate menu prices, incorporating all identified pricing factors.		1	12	489	
20.5.5	Approximate recipe yields.		1	4	188	



Hospitality and Tourism Competency Chart

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20.5.6	Calculate as purchased (AP) and edible portion (EP) amounts.		1	10	389	
20.5.7	Calculate standard recipe costs and costs per serving.		1	10	389	
20.5.8	Describe and give examples of controllable costs, fixed costs and variable costs, related to food and labor.		1	10	395	
Unit 21: Equipment						
21.1 Demonstrate operation of food preparation equipment.		I	Yr	Ch	Pg	
21.1.1	Arrange equipment for efficient access and use.		1	5	244	
21.1.2	Operate ovens (e.g., standard, infrared, conventional).		1	5	239	
21.1.3	Utilize a variety of food preparation equipment (e.g., ranges, mixers, fryer units, toasters, grills).		1	5	234	
21.1.4	Maintain food preparation equipment according to manufacturers' specifications, warranties and service agreements.		1	5	246	
21.1.5	Troubleshoot equipment problems and employ preventive measures.		1	5	244	
21.1.6	Use scales and carts to receive food and supplies.		1	5	223	
21.1.7	Demonstrate measuring and portioning foods using ladles, measuring cups, spoons, scales and scoops.		1	5	224	
21.1.8	Cut and mix foods using standard kitchen equipment.		1	5	227, 234	
21.1.9	Maintain calibration of equipment, and log where required.		1	2	94	



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21.2 Demonstrate operation of nonfood kitchen equipment.	P	Yr	Ch	Pg	
21.2.1 Describe the setup and function of compartment sinks.		1	2	119	
21.2.2 Operate dishwashing machines, trash compactors and other equipment.		1	5	241	
21.2.3 Maintain waste disposals, refrigerators, ventilation hoods and freezers according to manufacturers' specifications.1		1	2	120	
21.2.4 Follow established procedures for the safe handling and use of cleaning equipment.		1	2	120	
Unit 22: Food Preparation Basics					
22.1 Apply calculations essential to culinary.	P	Yr	Ch	Pg	
22.1.1 Measure liquids and solids by weight or volume using appropriate equipment.		1	4	185	
22.1.2 Measure food temperature.		1	4	185	
22.1.3 Convert recipes to meet specific quantity needs.		1	4	187	
22.1.4 Calculate nutritional information per serving (e.g., calories, fat grams).		1	6	255	
22.1.5 Calculate menu and recipe costs.		1	12	491	
22.2 Demonstrate artistic presentation.	P	Yr	Ch	Pg	
22.2.1 Explain how shapes, colors, textures and design relate to food preparation and presentation.		1	9	365	
22.2.2 Describe the importance of the senses as they relate to food preparation and presentation.		1	9	365	
22.2.3 Apply creativity during food preparation and presentation.		1	9	369	
22.2.5 Enhance food presentations using various techniques.		1	9	369	



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22.2.6	Show consistent appearance in prepared foods.		1	9	366	
22.2.7	Describe and prepare ingredients commonly used as garnishes.		1	9	369	
22.2.8	Demonstrate garnishing plates.		1	9	365	
22.3	Demonstrate scientific knowledge of food preparation, storage and presentation.	I	Yr	Ch	Pg	
22.3.2	Describe undesirable microbial growth in food.		1	2	91	
22.3.3	Explain acidity as it relates to food preparation, storage and presentation.		1	2	91	
22.3.7	Differentiate among various solutions, colloids and emulsions.		1	9	360	
22.3.9	Describe the effects of pressure, including altitude, on cooking.		1	4	210	
22.4	Prepare mise en place.	P	Yr	Ch	Pg	
22.4.1	Select the utensils, containers and equipment appropriate for the task to be performed.		1	4	190	
22.4.2	Sanitize the utensils, containers, equipment and work space.		1	2	118	
22.4.3	Assemble needed recipes and ingredients.		1	4	190	
22.4.4	Apply work efficiency principles in setting up a work space.		1	4	190	
22.4.5	Maintain food safety.		1	2	78	
22.4.6	Restore the area to a sanitary condition.		1	2	118	



Hospitality and Tourism Competency Chart

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22.5 Demonstrate various cutting operations.		P	Yr	Ch	Pg
22.5.1	Identify tools for cutting by hand.		1	4	192
22.5.2	Identify the types of knives for specific cuts.		1	4	192
22.5.3	Employ standard safety precautions while performing classical cuts.		1	4	194
22.5.4	Demonstrate standard safety precautions while performing cuts using mechanical cutting tools (e.g., mandolin, food processor, chopper).		1	3	158
22.5.5	Sharpen, wash, rinse, sanitize and store cutting tools according to standards.		1	3	158
22.5.6	Demonstrate established procedures for the safe handling and use of knives, shredders, choppers and other cutting tools.		1	3	157
22.6 Apply basic kitchen cooking techniques.		P	Yr	Ch	Pg
22.6.1	Identify the components and functions of a standardized recipe.		1	4	180
22.6.2	Describe the uses for common liquid and dry measure tools.		1	5	224
22.6.3	Explain the difference between customary and metric units of measurement.		1	4	182
22.6.4	Apply effective misé en place through practice.		1	4	190
22.6.5	List common spices and herbs and describe their uses.		1	4	195
22.6.6	Describe and demonstrate several basic preparation techniques, including clarifying butter, separating eggs, whipping egg whites and making parchment liners		1	4	198

Hospitality and Tourism Competency Chart

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22.6.7	Describe dry-heat cooking methods and list the foods for which they are suited.		1	4	201	
22.6.8	Describe moist-heat cooking methods and list the foods for which they are suited.		1	4	208	
22.6.9	Describe combination cooking methods and list the foods for which they are suited.		1	4	210	
Unit 23: Garde Manger/Pantry Chef						
23.1 Prepare salads and dressings.		P	Yr	Ch	Pg	
23.1.1	Identify and describe the various ingredients used to make salads.		1	9	346	
23.1.2	Demonstrate the ability to design attractive salads.		1	9	346	
23.1.3	Classify and compare types of salads served at different points in the meal.		1	9	346	
23.1.4	Demonstrate appropriate methods to clean salad greens.		1	9	350	
23.1.5	Follow procedures to prepare and store salads properly.		1	9	352	
23.1.6	Differentiate between various oils and vinegars.		1	9	359	
23.1.7	Demonstrate the preparation of vinaigrette.		1	9	359	
23.1.8	List the ingredients for and prepare an emulsified salad dressing.		1	9	359	
23.1.9	Match the dressing to the salad greens and other ingredients.		1	9	359	
23.1.10	Choose the ingredients and prepare several dips.		1	9	359	
23.2 Prepare hors oeuvres.		P	Yr	Ch	Pg	
23.2.1	Prepare hot and cold hors d'oeuvres and appetizers.		1	7	307	
23.2.2	Provide for nutritional balance and aesthetic appeal in assembling hors d'oeuvre and appetizer platters.		1	9	365	
23.2.3	Devise an efficient system for producing hors d'oeuvres and appetizers in quantity.		1	7	310	



Hospitality and Tourism Competency Chart

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23.3 Prepare sandwiches and trays of sandwich ingredients.		P	Yr	Ch	Pg
23.3.1	Identify the various types of sandwiches.		1	7	306
23.3.2	Select and prepare breads for sandwich making.		1	7	306
23.3.3	Prepare fillings for sandwiches (e.g., meat, cheese, poultry, seafood).		1	7	307
23.3.4	Prepare accompaniments appropriate for each sandwich type.		1	7	306
23.3.5	Prepare food items for hot sandwiches (e.g., grill, broil, sauté, deep-fry).		1	7	307
23.3.6	Assemble and garnish sandwiches.		1	7	310
23.3.7	Prepare meat and/or cheese trays.		1	7	288
23.3.8	Store sandwiches, meat and/or cheese trays.		1	7	306
23.3.9	Devise an efficient system for producing sandwiches in quantity.		1	7	312
23.3.10	Utilize a list of sanitation procedures for preparing sandwiches.		1	7	309
23.3.11	List the necessary tools and equipment for making several types of sandwiches.		1	7	310
Unit 24: Main Entrees					
24.1 Prepare egg dishes.		P	Yr	Ch	Pg
24.1.1	Identify the composition of eggs.		1	7	292
24.1.2	Distinguish between the various sizes and grades of eggs.		1	7	292
24.1.3	Store eggs according to their form (e.g., fresh, frozen, dried, liquid pasteurized).		1	7	294
24.1.4	Bind, thicken, emulsify, clarify and leaven foods using eggs.		1	7	298

Hospitality and Tourism Competency Chart

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24.1.5	Bake, boil, fry, scramble, shirr and poach eggs.		1	7	298	
24.1.6	Prepare deviled eggs, omelets, egg custards, soufflés and quiches.		1	7	294	
24.1.7	Present eggs and egg dishes for serving.		1	7	294	
24.1.8	Store prepared egg dishes.		1	7	294	
24.2 Utilize milk products.		P	Yr	Ch	Pg	
24.2.1	Select dairy products (e.g., milk, cream, butter).		1	7	286	
24.2.2	Store dairy products according to their form (e.g., fresh, frozen, dried, cooked)		1	7	286	
24.2.3	Follow established procedures in using dairy products in food preparation.		1	7	286	
24.2.4	Present dairy products for serving.		1	7	286	
24.3 Prepare cheese dishes.		P	Yr	Ch	Pg	
24.3.1	Identify the various types of cheeses (current, aged, processed).		1	7	288	
24.3.2	Select cheeses and cheese foods according to their intended uses.		1	7	288	
24.3.3	Identify alternative low-fat and low-sodium cheeses.		1	7	288	
24.3.4	Store cheeses according to their form (e.g., soft, semi-hard, hard, processed).		1	7	288	
24.3.6	Present cheeses, cheese dishes and sauces for serving.		1	7	288	
24.3.7	Store prepared cheese dishes and sauces.		1	7	288	



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24.4 Prepare fruit dishes.		P	Yr	Ch	Pg
24.4.1	Identify the various types of fruits, fruit dishes and juices.		1	11	424
24.4.2	Select fresh or processed fruits and juices (e.g., frozen, canned, dried) according to their intended uses.		1	11	424
24.4.3	Store fruits according to their form (e.g., fresh, frozen, canned, dried).		1	11	424
24.4.4	Prepare fresh fruits for processing or use (e.g., wash, peel).		1	11	450
24.4.5	Zest citrus fruits.		1	5	227
24.4.6	Glaze, garnish, section, puree, simmer, stew, cream, broil, deep-fry, bake, braise and marinate fruit.		1	11	448
24.4.7	Extract juice.		1	11	451
24.4.8	Prepare processed fruits for processing or use (e.g., rinse, reconstitute, thaw).		1	11	445
24.4.9	Present fruits and fruit dishes for serving.		1	11	424
24.4.10	Store prepared fruits, fruit dishes and juices.		1	11	444
24.4.11	Explain the USDA quality grades for fresh fruits.		1	11	444
24.5 Prepare vegetable dishes.		P	Yr	Ch	Pg
24.5.1	Identify the various types of vegetables and vegetable dishes.		1	11	433
24.5.2	Select fresh or processed vegetables (e.g., frozen, canned, dried) according to their intended uses.		1	11	444
24.5.3	Store vegetables according to their form (e.g., fresh, frozen, canned, dried).		1	11	444
24.5.4	Prepare fresh vegetables for processing or use (e.g., wash, peel).		1	11	453



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24.5.5	Identify vegetable cookery methods designed to maintain nutritional value, color and texture.		1	11	454	
24.5.6	Follow established procedures in food preparation.		1	11	453	
24.5.7	Prepare vegetable casseroles.		1	11	458	
24.5.8	Deep-fry, grill, poach, puree, simmer, steam, stew, cream, broil, bake, braise, marinate and glaze vegetables.		1	11	453	
24.5.9	Extract juice.		1	11	451	
24.5.10	Prepare vegetables for processing or use (e.g., drain, chill, marinate, thaw).		1	11	453	
24.5.11	Present vegetables and vegetable dishes for serving.		1	11	453	
24.5.12	Store prepared vegetables and vegetable dishes.		1	11	453	
24.5.13	Explain the USDA quality grades for fresh vegetables.		1	11	444	
24.9 Prepare legume dishes.		P	Yr	Ch	Pg	
24.9.1	Identify types of legumes (e.g., peas, beans, lentils).		1	6	272	
24.9.6	Store prepared legume dishes.		1	2	110	
24.10 Prepare vegetarian dishes.		P	Yr	Ch	Pg	
24.10.1	Identify the types of vegetarianism.		1	6	71	<i>Student activity book</i>
24.10.2	Describe common ingredients used in vegetarian dishes.		1	6	273	
24.10.3	Describe common substitutes for meats, dairy and egg products.		1	6	275	
24.10.4	Follow established procedures for using vegetarian ingredients in food preparation.		1	6		
24.10.5	Present vegetarian dishes for serving.					<i>Not specified</i>
24.10.6	Store prepared vegetarian dishes.					<i>Not specified</i>