

Professional Technical Studies

PATHWAY: Restaurant, Food & Beverage

CLUSTER: Hospitality & Tourism

Ethics & Legal Responsibilities

- Integrates guidelines for ethical treatment in the workplace

Safety, Health, & Environment

- Examines overall safety procedures to maintain a safe work area

Systems

- Evaluates prepared foods for quality and presentation

Academics

- Retrieves vital facts and statistics
- Achieves familiarity with marketing techniques

Communication Skills

- Recognizes and responds to guests' needs and nonverbal cues
- Applies proper etiquette in all customer contacts

Leadership & Teamwork

- Formulates staff development plans to create an effective working team
- Uses conflict-management skills to facilitate solutions

Problem Solving & Critical Thinking

- Examines markets and alternative marketing to develop promotional packages
- Applies forecasting skills to determine cost and profit
- Applies budgeting skills to determine staffing levels

Information Technology Applications

- Uses software applications to manage food service operations

Technical Skills

- Implements operating procedures to comply with company requirements

Employability & Career Development

- Summarizes steps needed to obtain a job in the restaurant and food service industry