**Hospitality and Tourism Career Field**

**Catering and Banquet Service Operations**

Subject Code: 330025

Outcome & Competency Descriptions

**Course Description:**

Students will design and manage catering and banquet operations. They will recommend types of food functions and food-and-beverage services to clients, create menus for special occasions and events, and determine financial requirements. Students will hire, train, and supervise staff; manage event logistics, operations and service providers; and oversee dining room operations. Customer service; food, equipment and site safety; and high-volume food production will also be addressed.

**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:**

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

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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:**

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

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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:**

1.8.5. Use inventory and control systems to purchase materials, supplies and equipment (e.g., Last In, First Out [LIFO]; First In, First Out [FIFO]; Just in Time [JIT]; LEAN).

1.8.11. Select and manage suppliers (e.g., qualification, selection, billing, quality control, resolution of issues).

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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 2.3.** Brand Positioning: Determine how the visible and intangible elements of a brand work together to identify and distinguish the brand in the customers’ mind.

**Competencies:**

2.3.5. Coordinate people, processes and technology to deliver the brand promise.

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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.

2.6.2. Determine strategies for responding to potentially sensitive, compromising, fraudulent or dangerous situations.

2.6.3. Accommodate special needs and specific requests of customers.

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).

2.6.9. Leverage customer experiences to build brand preference and loyalty.

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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.

2.7.2. Determine job responsibilities and expectations, and provide detailed job descriptions.

2.7.3. Recruit, screen, and interview job applicants.

2.7.4. Make hiring decisions and job offers.

2.7.5. Orient talent to organizational culture, values, norms, policies and procedures.

2.7.6. Train, cross-train, and coach employees and volunteers using talent-development and motivation theories.

2.7.7. Schedule employees and volunteers across shifts and during peak service times.

2.7.8. Plan, delegate, and direct the work of employees and volunteers.

2.7.9. Identify procedures for employee termination.

2.7.10. Assess and document employee performance.

2.7.11. Communicate outcomes of employee assessment, and take corrective measures.

2.7.12. Supervise union and nonunionized staff and volunteers.

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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 3.3. 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:**

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

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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:**

3.4.2. 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.

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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:**

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

3.5.9. Develop and implement evacuation procedures and protocols in a variety of settings.

3.5.10. Respond to illness outbreaks, medical issues and medical emergencies.

3.5.12. Prepare for internal and external safety checks and inspections.

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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 4.6. 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.

4.6.2. Prepare platter and buffet presentations.

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.

4.7.4. Prepare specialty juices, water and energy drinks.

4.7.5. Prepare carbonated beverages.

4.7.6. Monitor beverage temperatures and holding times.

4.7.7. Determine beverage pairings appropriate for particular menu items.

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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 6. Nutrition Science**

Learners apply food science and nutrition to manage the health and wellness concerns of customers and to research and develop new food products that meet quality assurance standards.

**Outcome 6.4. Menu Development:** Apply principles of food science, nutritional analysis and human behavior to plan and design menus.

**Competencies:**

6.4.1. Analyze sociocultural trends, food habits, preferences and nutritional guidelines to identify menu options.

6.4.2. Select menu items consistent with defined brand and operational capabilities.

6.4.3. Balance the nutritional value of food pairings.

6.4.4. Determine menu price points and menu prices.

6.4.6. Create menus for room service, special occasions and events.

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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:**

7.1.3. 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.

7.1.7. Determine sources of food loss, and select corrective procedures.

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**Outcome 7.2. Kitchen Management and Distribution:** Design, implement, and manage distribution processes to achieve quality standards, expedite workflow and sustain customer satisfaction at a reasonable cost, using continuous-improvement techniques.

**Competencies:**

7.2.1. Develop and communicate quality check processes and procedures (e.g., line checks, par stops, restaurant logs, unit inspections).

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**Outcome 7.3. Dining Room Operations:** Manage dining room staff, operations and systems to achieve organizational objectives.

**Competencies:**

7.3.1. Strategically interacting with customers and staff.

7.3.2. Determine the customer dynamics occurring during different shifts, and assess their impact on operations.

7.3.5. Establish and implement processes to facilitate interaction between the different service teams.

7.3.7. Provide table and beverage service.

7.3.8. Maintain eating areas, meeting spaces and serving stations.

7.3.9. Describe the procedures foodservice establishments use to manage liability risks associated with alcohol consumption.

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**Strand 8. Lodging Operations**

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

**Outcome 8.6. Property Sales:** Support property sales activities to facilitate achievement of financial and operational goals.

**Competencies:**

8.6.1. Describe meeting products and services, and calculate time and usage requirements for function rooms.

8.6.3. Evaluate property sales capacity and opportunities, and research potential clients.

8.6.7. Recommend types of food functions and types of food-and-beverage services.

8.6.10. Coordinate client services.

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**Strand 9. Travel and Tourism Operations**

Learners conduct geopolitical, environmental and ethnographic analyses; and apply principles of sales and marketing, event design and customer service to create unique experiences that attract tourists and visitors.

**Outcome 9.5. Event Planning:** Analyze risks, identify needs, and develop strategies to achieve meeting, exposition, event or convention (MEEC) goals.

**Competencies:**

9.5.4. Develop scope of work and assign responsibilities.

9.5.5. Select strategies to prevent or manage event risks and costs.

9.5.8. Determine budget and timeline specifications.

9.5.10. Develop the major components of an event plan that consider critical elements of a successful event.

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**Outcome 9.6. Event Design:** Devise and organize a meeting, exposition, event or convention (MEEC) that achieves defined goals.

**Competencies:**

9.6.5. Develop facilities plan and functional site specifications.

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**Outcome 9.7. Event Set-up, Execution and Evaluation:** Set up and execute a meeting, event, exposition or convention (MEEC) to meet client expectations, and evaluate event success.

**Competencies:**

9.7.5. Determine conference room and banquet room needs and setup requirements, and complete specification sheets.

9.7.7. Set up and tear down rooms according to requirements, and store materials and equipment.

9.7.8. Manage event logistics, operations, and service providers.

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