**Hospitality and Tourism Career Field**

**Dining Room Service and Operations**

Subject Code: 330110

Outcome & Competency Descriptions

**Course Description:**

Students will apply strategies and techniques to identify and meet dining guest needs. They will provide table and beverage service; maintain eating areas, meeting spaces and serving stations; manage online reservations and orders; and monitor table turns, wait lines and table assignments. Nutritional analysis, types of table service, safety and sanitation, cultural intelligence, employability skills and communications will also be addressed.

**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:**

1.1.6. 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.

1.1.10. 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.

1.1.13. Manages time, priorities, and resources to achieve personal and professional goals.

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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:**

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

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

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

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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).

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

**Competencies:**

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

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

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**Outcome 1.10. Sales and Marketing:** Manage pricing, place, promotion, packaging, positioning and public relations to improve quality customer service.

**Competencies:**

1.10.1. Identify how the roles of sales, advertising and public relations contribute to a company’s brand.

1.10.2. Determine the customer's needs and identify solutions.

1.10.3. Communicate features, benefits and warranties of a product or service to the customer.

1.10.5. Monitor customer expectations and determine product/service satisfaction by using measurement tools.

1.10.10. Demonstrate sales techniques.

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**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.

2.2.2. Explain the unique characteristics of services (i.e., intangibility, inseparability, variability and perishability).

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.

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

2.6.3. Accommodate special needs and specific requests of customers.

2.6.4. 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).

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

2.6.10. Identify and utilize credit card fraud prevention methods, and understand the importance of identity theft controls.

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

**Competencies:**

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:**

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

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

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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:**

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

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

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

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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.

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

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

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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.

3.5.13. Conduct self-inspection audits.

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**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:**

4.1.1. Differentiate among the segments of the culinary and foodservice operations industry, and identify the types of food served by these segments.

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

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**Outcome 4.3. 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:**

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

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

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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:**

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

4.4.8. Prepare salads and salad dressings.

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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.

4.6.2. 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 5.4. Specialized Decorating and Presentation:** Apply specialized decorating techniques to service special events and requests.

**Competencies:**

5.4.8. Maintain freshness and quality of baked goods, pastries and desserts in ready state to be served at a later time.

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**Outcome 6.2. Nutritional Analysis:** Apply concepts of nutrition science to determine the effects of recipes and food combinations on customer health.

**Competencies:**

6.2.2. Analyze the nutritional challenges of meeting special dietary needs, and identify suitable ingredient substitutes.

6.2.3. Determine the nutritional value of foods using ingredient lists and food labels.

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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:**

7.2.4. Select packaging, and prepare food product for distribution.

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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.

7.3.3. Integrate online reservations and orders into culinary and restaurant management systems.

7.3.4. Establish and implement processes to manage table turns, wait lines and table assignments.

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

7.3.6. Identify types of table service.

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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