

CTESTAR™ Course Assignment Cross-Walk by Task

Pathway

Business, Management, Marketing and Technology

Course

Hospitality and Culinary Arts

Instructor

Chef Corbett Day

Number

12

Host School

LISD TECH Center

12.9999 PERSONAL & CULINARY SERVICES

Technical - ProStart

Becoming a Foodservice Professional Year One

02.01 Introduction: Preparing for a Successful Career (Duplicated in Year Two)

02.01.01	State in their own words the importance of service to success in the hospitality industry		
02.01.02	List the elements of excellent service and give examples		
	Summary	Work Habits (x 15)	15.00
02.01.03	State the difference between school and workplace environments		
	HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
	Summary	Work Habits (x 15)	15.00
02.01.04	Develop a list of workplace guidelines		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.05	Identify and give examples of positive work attitudes		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
	Summary	Work Habits (x 15)	15.00
02.01.06	Give examples of career opportunities in the foodservice industry		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.07	Make a list of qualities of successful foodservice employees		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.08	Outline a plan for an effective job search		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.09	Given a list of effective cover letter elements, write a cover letter		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.10	Demonstrate networking skills		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
	Summary	Work Habits (x 15)	15.00
02.01.11	Compile the best examples of their work into a portfolio		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.12	Write a resume that lists their skills and competencies		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.13	Read and complete a college application form		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.14	Read and complete a job application form		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.15	List the steps to an effective job interview		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.16	Explain the follow-up steps for a job interview		

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.17	State their interpretation of a first day on the job	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.01.18	Outline the steps to resigning a job	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.02 Unit One - Chapter 1: Successful Customer Relations		
02.02.01	Recognize and state the importance of customer service to food service	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.02.02	List the reasons and the ways to make a positive first impression in the foodservice industry	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.02.03	Describe a variety of customers that may have special needs	
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.02.04	Distinguish between effective and ineffective communication with customers by giving examples	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.02.05	Explain how customer satisfaction directly affects a restaurant's success	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.02.06	Outline the service planning process	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
02.03 Chapter 2: Preparing and Serving Safe Food		
02.03.01	List reasons why it is important to keep food safe	
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
02.03.02	Describe good personal hygiene and how it affects food safety	
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
02.03.03	List the steps to proper handwashing	
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
02.03.04	Give examples of potentially hazardous foods	
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
02.03.05	Categorize and describe the micro-organisms that cause foodborne illnesses	
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

02.03.06	Identify and list ways chemical and physical hazards can contaminate food		
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00	
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00	
02.03.07	Distinguish between situations in which contamination and cross-contamination occur		
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00	
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00	
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00	
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00	
02.03.08	List the conditions under which bacteria multiply rapidly and use the letters FAT-TOM		
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00	
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00	
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00	
02.03.09	Explain how time and temperature guidelines can reduce growth of micro-organisms		
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00	
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00	
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00	
02.03.10	Define the food temperature danger zone and list temperatures that fall within that zone		
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00	
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00	
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00	
02.03.11	Differentiate among types of thermometers and demonstrate how to use them		
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]	1.00	
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00	
Summary	Work Habits (x 15)	15.00	
02.03.12	List the seven major steps in a Hazard Analysis Critical Control Point (HACCP) food safety system		
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00	
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00	
02.03.13	Outline proper procedures for receiving, storing, preparing, cooking, holding, cooling, reheating, and serving food that includes use of proper tools and equipment		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00	
02.03.14	Compare different types of storage areas found in a foodservice operation		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00	
02.03.15	Define the difference between clean and sanitary		
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00	
Summary	Work Habits (x 15)	15.00	
02.03.16	State procedures for cleaning and sanitizing tools and equipment		

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
02.04 Chapter 3: Preventing Accidents and Injuries		
02.04.01	State who is legally responsible for providing a safe environment and ensuring safe practices	
02.04.02	Define the role of Occupational Safety and Health Administration (OSHA) regulations	
02.04.03	State in their own words the Hazard Communication Standard requirements for employers	
02.04.04	Identify electrical hazards that contribute to accidental fires	
02.04.05	Classify different types of fires and fire extinguishers	
02.04.06	Outline proper actions to take in the event of a fire at a foodservice operation	
02.04.07	Describe the ways to prevent burns	
02.04.08	List hazards that contribute to injury due to slips, trips, or falls	
02.04.09	Outline proper procedures for cleaning up spills on floors	
02.05 Chapter 3: Preventing Accidents and Injuries		
02.05.01	Demonstrate how to safely use ladders	
02.05.02	Demonstrate proper lifting and carrying procedures to avoid injury	
Summary	Work Habits (x 15)	15.00
02.05.03	Locate and list hazards that can cause cuts	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:Knife Cut D	Knife Cutting Assessment - Dimensions-[HOSP2:Knife Cut Dimensions,WA]	1.00
02.05.04	Demonstrate correct and safe use of knives	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:Knife Cut D	Knife Cutting Assessment - Dimensions-[HOSP2:Knife Cut Dimensions,WA]	1.00
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
Summary	Work Habits (x 15)	15.00
02.05.05	List safe driving techniques	
02.05.06	Outline basic first aid concepts and procedures	
02.05.07	Explain the importance of the general safety audit	
02.05.08	Explain the importance of completing standard reports for any accident or illness at the operation	
02.05.09	List ways to use protective clothing and equipment to prevent injuries	
02.06 Unit Two - Chapter 4: Kitchen Basics		
02.06.01	Identify the components and functions of a standardized recipe	
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
02.06.02	Convert recipes to yield smaller and larger quantities	
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
Summary	Work Habits (x 15)	15.00
02.06.03	Describe the use of common liquid and dry measure tools	
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment-[HOSP2:Roux/Mother Sauces,PA]	1.00
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
02.06.04	Explain the difference between customary and metric units of measure	
02.06.05	Apply effective mise en place through practice	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
Summary	Work Habits (x 15)	15.00
02.06.06	Identify different functions of several types of knives and demonstrate their proper uses	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:Knife Cut D	Knife Cutting Assessment - Dimensions-[HOSP2:Knife Cut Dimensions,WA]	1.00
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
02.06.07	List common spices and herbs and describe their uses	
02.06.08	Describe and demonstrate several basic prepreparation techniques, including clarifying butter, separating eggs, whipping egg whites, and making parchment liners	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.06.09	Describe dry-heat cooking methods and list the foods to which they are suited	
02.06.10	Describe moist-heat cooking methods and list the foods to which they are suited	
02.06.11	Describe combination cooking methods and list the foods to which they are suited	
02.07 Chapter 5: Foodservice Equipment		
02.07.01	Demonstrate how to use scales and carts to receive food and supplies	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
Summary	Work Habits (x 15)	15.00
02.07.02	Demonstrate measuring and portioning foods using ladles, measuring cups and spoons, scales, and scoops	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
Summary	Work Habits (x 15)	15.00
02.07.03	Demonstrate how to properly sharpen and use different types of knives	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
Summary	Work Habits (x 15)	15.00
02.07.04	Give examples of preparing foods using pots and pans	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
02.07.05	Explain how to store food and supplies properly on shelves and in refrigerators and freezers	
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
02.07.06	Demonstrate how to cut and mix foods using standard kitchen equipment	
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

02.07.07	Compare and contrast cooking foods using various types of steamers, broilers, griddle, grills, ranges, fryers, and ovens		
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	
02.07.08	Outline how to hold and serve food and beverages using kitchen equipment		
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00	
02.07.09	Compare and contrast the features of dishwashing machines		
02.07.10	Outline the order in which food and supplies flow through a food service		
02.07.11	Demonstrate proper cleaning and sanitizing of foodservice equipment and utensils		
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00	
02.08 Chapter 6: Nutrition			
02.08.01	Characterize the roles of carbohydrates, hormones, fiber, starch, and fats in people's diets and identify foods that contain these nutrients		
02.08.02	Describe cholesterol and list foods in which it is found		
02.08.03	Characterize the roles of proteins, water, vitamins, and minerals in people's diets and identify foods that contain these nutrients		
02.08.04	Differentiate between complete and incomplete proteins		
02.08.05	Use Recommended Dietary Allowances (RDAs) and the Food Guide Pyramid to plan meals		
02.08.06	Describe a healthy diet		
02.08.07	Interpret information on a nutrition label		
02.08.08	Identify recipes that preserve nutrients in quantity cooking		
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00	
02.08.09	Suggest ways to make recipes more healthful		
02.08.10	Suggest healthful substitutes for high-fat ingredients		
02.09 Unit Three - Chapter 7: Breakfast Foods and Sandwiches			
02.09.01	Explain and demonstrate how to keep milk products safe and sanitary		
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00	
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
02.09.02	Differentiate between butter and margarine by listing the characteristics of each		
02.09.03	List the characteristics of ice cream		
02.09.04	Distinguish among several different types of cheeses and give examples of each		
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
02.09.05	List the characteristics of eggs and include size and grade		
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
02.09.06	Prepare and serve eggs using a variety of cooking methods		
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
02.09.07	Describe the ways to keep eggs and egg products safe and sanitary		
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00	
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
02.10 Unit Three - Chapter 7: Breakfast Foods and Sandwiches			
02.10.01	Prepare pancakes, crêpes, waffles, and French toast		
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
02.10.02	Prepare ham, hash, grits, cold cereals, oatmeal, and sausage		
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
02.10.03	Prepare coffee, tea, and cocoa		
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

02.10.04	Give examples of different types of sandwiches, including simple hot, open-faced, hors d'oeuvres, grilled, deep-fried, and simple cold		
02.10.05	Explain the roles of the three components of a sandwich: bread, spread, and filling		
02.10.06	Develop a list of sanitation procedures for preparing sandwiches		
02.10.07	List the necessary tools and equipment to make sandwiches at a sandwich station		
02.10.08	Prepare common sandwich spreads and fillings		
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.10.09	Demonstrate preparation of several types of sandwiches		
02.11 Chapter 8: Working with People			
02.11.01	Explain how stereotypes and prejudices can negatively affect how people work together		
02.11.02	List and demonstrate effective legal interviewing skills		
02.11.03	State the importance of having new-employee orientation		
02.11.04	Describe common elements of orientation programs		
02.11.05	Summarize and discuss effective group and on-the-job training		
02.11.06	List and apply effective techniques used in performance evaluations		
02.12 Chapter 9: Salads and Garnishes			
02.12.01	Identify and describe the various ingredients used to make salads		
02.12.02	Demonstrate designing attractive salads		
02.12.03	Classify and compare types of salads served at different points in the meal		
02.12.04	Demonstrate appropriate methods to clean salad greens		
02.12.05	Design a procedure to prepare and store salads properly		
	HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
02.12.06	Differentiate between various oils and vinegars		
02.12.07	Demonstrate the preparation of a vinaigrette		
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.12.08	List the ingredients of and prepare an emulsified salad dressing		
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
02.12.09	Select ingredients to prepare mayonnaise		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.12.10	Match dressings to salad green and other ingredients		
02.12.11	Give examples of ingredients used to make dips		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
02.12.12	Choose the ingredients and prepare several dips		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.12.13	Give an example of a garnish		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
02.12.14	Describe and prepare ingredients commonly used as garnishes		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
02.12.15	Demonstrate garnishing plates		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
02.12.16	Demonstrate the preparation of toppings for soups		
02.13 Unit Four Chapter - 10: Business Math			
02.13.01	Given a list of numbers, add, subtract, multiply, and divide using basic math operations		

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
02.13.02	Given a list of fractions, decimals, whole numbers, and percents-add, subtract, multiply and divide	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
02.13.03	Convert recipes from original yield to desired yield using conversion factors	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
02.13.04	Given a problem, approximate recipe yields	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
02.13.05	Given a set of numbers, convert between customary and metric units of measure	
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
02.13.06	Given a problem, calculate as purchased (AP) and edible portion (EP) amounts	
02.13.07	Given an example, calculate standard recipe cost and cost per serving	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
02.13.08	Describe and give examples of controllable costs, fixed costs, and variable costs, related to food and labor	
02.13.09	Given a set of numbers, calculate depreciation	
02.13.10	Differentiate between the two categories of food purchase: perishable and nonperishable	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.13.11	Outline and follow basic receiving procedures	
02.13.12	State the appropriate storage guidelines and temperatures for different perishable foods	
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
02.13.13	Outline proper techniques for portion control, including standard portion size, standardized recipe, and standard portion cost	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
02.13.14	Forecast sales by analyzing and evaluating sales histories, popularity indices, and production sheets	
02.13.15	List factors contributing to labor costs, such as employee turnover, business volume, and quality and quantity standards	
02.14 Chapter 11: Fruits and Vegetables		
02.14.01	Identify, describe, and demonstrate the preparation of different types of vegetables	
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
HOSP2:Veg. Iden	Vegetable Identification Midterm - [HOSP2:Veg. Identification,PA]	1.00
02.14.02	Identify, describe, and demonstrate the preparation of different types of fruits	
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
02.14.03	List and explain the USDA quality grades for fresh fruits and vegetables	

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

02.14.04	Demonstrate the procedures for properly storing ripe fruits, vegetables, roots, and tubers		
	HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
	HOSP2:Veg. Iden	Vegetable Identification Midterm - [HOSP2:Veg. Identification,PA]	1.00
02.14.05	Summarize ways to prevent fruits and vegetables from spoiling too quickly		
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
	HOSP2:Veg. Iden	Vegetable Identification Midterm - [HOSP2:Veg. Identification,PA]	1.00
02.14.06	Match and cook vegetables to appropriate methods		
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:Veg. Iden	Vegetable Identification Midterm - [HOSP2:Veg. Identification,PA]	1.00
02.14.07	Match and cook fruits to appropriate methods		
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
02.14.08	Explain how to prevent enzymatic browning of fruits		
02.15 Chapter 12: Controlling Foodservice Costs			
02.15.01	Analyze the relationship between cost and sales to determine food cost percentage		
	HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.15.02	List the four steps in the process to control food costs		
02.15.03	Calculate projected revenue, average cover, and find revenue level		
02.15.04	Perform math computations to define cost/volume/profit relationships		
02.15.05	Calculate the average sales per customer		
02.15.06	Calculate total sales, including tax and tip		
02.15.07	Balance cash register receipts and find actual receipts		
02.15.08	Determine dollar value of inventory		
02.15.09	Analyze five ways to determine closing inventory by performing math calculations		
02.15.10	Determine daily and monthly food cost		
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
02.15.11	Determine standard portion cost		
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
	HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
02.15.12	Determine selling prices using the food cost percentage method		
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
	HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
02.15.13	Determine selling prices using the average check method		
02.15.14	Determine selling prices using the contribution margin method		
02.15.15	Determine selling prices using the straight mark-up pricing method		
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00

Becoming a Foodservice Professional Year Two

03.01 Introduction: Preparing for a Successful Career (Duplicate of Year One)

03.01.01	State in their own words the importance of service to success in the hospitality industry		
03.01.02	List the elements of excellent service and give examples		
03.01.03	State the difference between school and workplace environments		
	HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00
03.01.04	Develop a list of workplace guidelines		
03.01.05	Identify and give examples of positive work attitudes		

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

03.01.06	Give examples of career opportunities in the foodservice industry		
03.01.07	Make a list of qualities of successful foodservice employees		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.01.08	Outline a plan for an effective job search		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.01.09	Given a list of effective cover letter elements, write a cover letter		
03.01.10	Demonstrate networking skills		
	Summary	Work Habits (x 15)	15.00
03.01.11	Compile the best examples of their work into a portfolio		
03.01.12	Write a resume that lists their skills and competencies		
03.01.13	Read and complete a college application form		
03.01.14	Read and complete a job application form		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.01.15	List the steps to an effective job interview		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.01.16	Explain the follow-up steps for a job interview		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.01.17	State their interpretation of a first day on the job		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.01.18	Outline the steps to resigning a job		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.02 Unit One - Chapter 1: The History of Food Service			
03.02.01	Trace the history of the foodservice industry and explain its relationship to world history		
03.02.02	List famous chefs from history and note their major accomplishments		
03.02.03	Identify global cultures and traditions related to food		
03.02.04	Outline the growth of food service throughout the history of the United States		
03.02.05	List historical entrepreneurs who influenced food service in the United States		
03.02.06	List current trends in society and explain how they influence the foodservice industry		
03.02.07	Categorize and differentiate the segments of the foodservice industry		
03.02.08	Categorize and list the many career opportunities available in the foodservice industry		
03.02.09	Investigate and draw conclusions on the impact of future economic, technological, and social changes in the foodservice industry		
03.03 Chapter 2: Potatoes and Grains			
03.03.01	Outline methods to select, receive, and store potatoes and grains		
03.03.02	Distinguish between various forms of wheat		
03.03.03	Identify and describe different types of potato		
03.03.04	Using a variety of recipes and cooking techniques, prepare potatoes		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Dip Prepa	Guacamole Preparation - Dips/Mise En Place - [HOSP2:Dip Preparation. PA]	1.00
03.03.05	Identify and describe different types of grains and legumes		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
03.03.06	Using a variety of recipes and cooking techniques, prepare grains and legumes		
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
03.03.07	Identify and describe different types of pasta		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
03.03.08	Using a variety of recipes and cooking techniques, prepare pasta		

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
HOSP2:Dip Prepa	Guacamole Preparation - Dips/Mise En Place - [HOSP2:Dip Preparation. PA]	1.00
03.04 Chapter 3: The Lodging Industry		
03.04.01	Trace and explain the earliest types of lodging establishments in America	
03.04.02	Give an overview of career opportunities in the lodging industry	
03.04.03	Describe the differences between leisure and business travelers	
03.04.04	List the characteristic types of lodging operations	
03.04.05	List and discuss elements that differentiate one lodging establishment from another	
03.04.06	Identify national organizations that rate commercial lodging establishments, and list factors used in making their rating judgments	
03.04.07	List several different services offered by lodging operators	
03.04.08	Identify career opportunities in the hospitality industry and list the qualifications commonly sought by hospitality employers	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
03.04.09	List and describe activities associated with front office operation	
03.04.10	List and describe tasks performed by the housekeeping department	
03.04.11	List and describe duties performed by the engineering and facilities maintenance department	
03.04.12	Compare and contrast the different property management systems used for front office and reservations	
03.04.13	Describe the use of forecasting and overbooking in reservations management	
03.04.14	Given a set of numbers, calculate room rates using the Hubbart formula	
03.05 Unit Two - Chapter 4: The Art of Service		
03.05.01	Demonstrate the similarities and differences between American, French, English, Russian, and self-service styles	
03.05.02	Describe and demonstrate tableside preparations such as carving meats and slicing desserts	
03.05.03	Describe traditional service staff, and list the duties and responsibilities of each	
03.05.04	Identify the types of dining utensils: knives, forks, spoons, glasses, and china, and explain specific uses for each	
03.05.05	Identify various server tools and the correct way to stock a service station	
03.05.06	Demonstrate setting and clearing items properly	
03.05.07	Dramatize ways of describing and recommending menu items to guests	
03.05.08	Dramatize methods of effectively resolving customer complaints	
03.06 Chapter 5: Desserts and Baked Goods		
03.06.01	Identify and use common ingredients in baking	
03.06.02	Identify and describe types and roles of strengtheners, shortenings, sweeteners, flavorings, leaveners, and thickeners	
03.06.03	Calculate ingredient weights using baker's percentages	
03.06.04	Convert recipes to a new yield	
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
03.06.05	Differentiate between lean doughs, rich doughs, sponge doughs, and sourdoughs, and give examples	
03.06.06	Proof bake shop items	
03.06.07	Mix yeast dough using the straight mix method	
03.06.08	Prepare and compare yeast breads	
03.06.09	Prepare different types of quick breads and cake batters	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
03.06.10	Identify the main functions of icings and determine which are best suited for different baked goods	
03.06.11	Prepare and describe steamed puddings and dessert soufflés	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
03.06.12	Prepare pie dough using the 3-2-1 method	
03.06.13	State in their own words the procedure for baking blind	

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

03.06.14	Describe roll-in dough, phyllo dough, and pâte à choux	
03.07	Chapter 5: Desserts and Baked Goods	
03.07.01	Prepare cookies using various makeup methods	
	HOSP2:Appetizers I Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
	HOSP2:FCCLA Me Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
03.07.02	Explain how chocolate is made, including chocolate liquor, cocoa butter, and cocoa powder	
03.07.03	Demonstrate how to store chocolate properly	
03.07.04	State in their own words how to temper chocolate	
03.07.05	Explain how crème anglaise, pastry creams, and Bavarian creams are made, and how they are used in desserts	
03.07.06	List the steps used to prepare poached fruits and tortes	
03.08	Chapter 6: Marketing and the Menu	
03.08.01	Define à la carte, table d'hôte, California, du jour, and cycle menus	
03.08.02	Organize the information on a menu	
03.08.03	Write and lay out a menu	
03.08.04	Use sales information to analyze how menu items are selling	
03.08.05	Distinguish among and discuss basic marketing concepts such as product-service mix, marketing mix, and market trends	
03.08.06	Outline the components of a marketing plan	
03.08.07	Identify and collect local area or market segment information	
03.08.08	Describe how markets are commonly segmented	
03.08.09	State predictions of market demand by forecasting	
03.08.10	Create and write a restaurant promotion	
03.08.11	Define public relations	
03.09	Unit Three - Chapter 7: Purchasing and Inventory Control	
03.09.01	Explain the relationship between primary and intermediary sources and retailers	
03.09.02	Explain the differences between formal and informal buying and the formal bidding process	
03.09.03	List factors that affect food prices	
03.09.04	Based on inventory information, write an order sheet for items to be purchased	
03.09.05	Write purchase specifications and purchase orders for items to be purchased	
03.09.06	Explain how production records influence purchasing decisions	
03.09.07	List the criteria for selecting appropriate suppliers	
03.09.08	List proper receiving procedures	
03.09.09	State the proper storage procedures for various foods and beverages	
03.09.10	State the difference between the perpetual and physical inventory methods	
03.09.11	List quality standards used in purchasing produce, convenience and processed foods, and dairy products	
03.09.12	List quality standards used in purchasing eggs, poultry, fish, and meat	
03.10	Chapter 8: Meat, Poultry, and Seafood	
03.10.01	Outline the federal grading systems for meat	
03.10.02	Distinguish among and describe the various forms of meat	
03.10.03	Demonstrate proper procedures for purchasing, storing, and fabricating meat HOSP2:Kitchen Ba Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
03.10.04	Match various cooking methods with different forms of meat HOSP2:Dip Prepa Guacamole Preparation - Dips/Mise En Place - [HOSP2:Dip Preparation. PA]	1.00
03.10.05	Identify and describe different types of charcuterie	
03.10.06	Outline the federal grading systems for poultry	
03.10.07	Distinguish among and describe the various forms of poultry	
03.10.08	Demonstrate proper procedures for purchasing, storing, and fabricating poultry	
03.10.09	Match various cooking methods with different forms of poultry	
03.10.10	Outline the federal grading systems for fish and seafood	
03.10.11	Distinguish among and describe the various forms of fish and seafood	
03.10.12	Demonstrate proper procedures for purchasing, storing, and fabricating fish and seafood	
03.10.13	Match various cooking methods with different forms of fish and seafood	
03.11	Chapter 9: Standard Accounting Practices	

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

03.11.01	Given a set of figures, apply basic accounting principles to common foodservice scenarios		
03.11.02	Given a set of figures, practice double-entry accounting		
03.11.03	Read and highlight important concepts on income statements and balance sheets		
03.11.04	Given a set of figures, calculate cost of sales using opening and closing inventory figures		
03.11.05	Figure assets, liabilities, and owners' equity using balance sheet equations		
03.12 Unit Four - Chapter 10: Stocks, Soups, and Sauces			
03.12.01	Identify the four essential parts of stock and the proper ingredients for each		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
03.12.02	List and explain the various types of stock and their ingredients		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
03.12.03	Demonstrate three methods for preparing bones for stock		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
03.13 Unit Four - Chapter 10: Stocks, Soups, and Sauces			
03.13.01	Prepare the ingredients for and cook several kinds of stocks		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
	HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
03.13.02	List the ways to cool stock properly		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
03.13.03	Identify the two basic kinds of soups and give examples of each		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
03.13.04	Explain the preparation of the basic ingredients for broth, consommé, purée, clear, and cream soups		
03.13.05	State in their own words the steps in the preparation of several kinds of soups		
03.13.06	Identify the grand sauces and describe other sauces made from them		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
	HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
	HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
03.13.07	List the proper ingredients for sauces		
	HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
	HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
	HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
	HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
	HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

03.13.08	Prepare several kinds of sauces		
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00	
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00	
HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
03.13.09	Match sauces to appropriate foods		
HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00	
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00	
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00	
HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	
03.14 Chapter 11: Tourism and the Retail Industry			
03.14.01	Explain the role of tourism in the hospitality industry		
03.14.02	Categorize the types of businesses that make up the tourism industry		
03.14.03	List and discuss reasons why people travel		
03.14.04	Identify and list area events and why they have a positive economic impact		
03.14.05	List services of state and national parks		
03.14.06	Describe the differences among primitive, transient, and vacation camping		
03.14.07	List the reasons why theme parks are important to the hospitality and travel industries		
03.14.08	Outline the processes and special circumstances involved in international travel		
03.14.09	List the advantages and disadvantages of travel by airplane, car, train, bus, and cruise ship		
03.14.10	Identify career opportunities offered by travel and tourism		
03.14.11	Compare the roles of a travel agent and a tour guide		
03.14.12	Outline the work done by concierges, state and local tourist offices, corporate travel offices, and convention and meeting planners		
03.14.13	List and describe required customer service skills in the travel industry		
03.14.14	Describe the differences among specialty stores, department stores, and other types of stores		
03.15 Chapter 12: Communicating with Customers			
03.15.01	Give examples of ways to respond to and resolve customer complaints		
03.15.02	List and demonstrate the skills of effective writing		
03.15.03	Model proper and courteous telephone skills through demonstration		
Summary	Work Habits (x 15)	15.00	
03.15.04	State guidelines for communicating effectively during and after a crisis		
03.15.05	List and demonstrate effective listening and speaking skills		
Summary	Work Habits (x 15)	15.00	
03.15.06	List and give examples of innovative ways to attract and keep customers		
03.15.07	Point out menu items and demonstrate suggestive selling techniques		
03.15.08	Technical - ServSafe		

Unit 1 The Sanitation Challenge

04.01 Section 1 Providing Safe Food

04.01.01 The Dangers of Foodborne Illness

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.01.02 Preventing Foodborne Illness		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.01.03 How Food Becomes Unsafe		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.01.04 The Keys to Food Safety		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.02 Section 2 The Microworld		
04.02.01 Microbial Contaminants		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.02.02 Classifying Foodborne Illnesses		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.02.03 Bacteria		
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.02.04 Viruses		
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.02.05 Parasites		
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.02.06 Fungi		
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.03 Section 3 Contamination, Food Allergens, and Foodborne Illness		
04.03.01 Biological Contamination		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:The Micro	Servsafe Chapter 2 - Quiz [HOSP2:The Microworld,WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.03.02 Chemical Contamination		
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.03.03 Physical Contamination		
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.03.04 The Deliberate Contamination of Food		
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.03.05 Food Allergens		
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.04 Section 4 The Safe Food Handler		
04.04.01 How Foodhandlers Can Contaminate Food		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.04.02 Diseases Not Transmitted through Food		
04.04.03 Components of a Good Personal Hygiene Program		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
04.04.04 Management's Role in a Personal Hygiene Program		
HOSP 2:Safe Food	Servsafe Chapter 4 - Quiz[HOSP 2:Safe Foodhandler,WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00

Unit 2 The Flow of Food through the Operation

05.01 Section 5 The Flow of Food: An Introduction

05.01.01 Preventing Cross-Contamination		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]	1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness [HOSP2:Foodborne Illness,WA]	1.00
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]	1.00
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes	Servsafe Chapter 7 & 8 Quizzes	1.00
	[HOSP 2:Flow of Food2,WA]		
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.01.02 Time and Temperature Control			
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]		1.00
HOSP2:Providing S	Servsafe Chapter 1 - Quiz [HOSP2:Providing Safe Food, WA]		1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness		1.00
	[HOSP2:Foodborne Illness,WA]		
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]		1.00
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes	Servsafe Chapter 7 & 8 Quizzes	1.00
	[HOSP 2:Flow of Food2,WA]		
HOSP2:Food Temp	Servsafe Food Temperature Quiz [HOSP2:Food Temperature, WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.01.03 Monitoring Time and Temperature			
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]		1.00
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes	Servsafe Chapter 7 & 8 Quizzes	1.00
	[HOSP 2:Flow of Food2,WA]		
HOSP2:Food Temp	Servsafe Food Temperature Quiz [HOSP2:Food Temperature, WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.02 Section 6 The Flow of Food: Purchasing and Receiving			
05.02.01 General Purchasing and Receiving Principles			
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]		1.00
HOSP2:Foodborne I	Servsafe Chapter 2 - Quiz - Preventing Foodborne Illness		1.00
	[HOSP2:Foodborne Illness,WA]		
HOSP2:SS Unit 1 T	Servsafe Unit 1 Test [HOSP2:SS Unit 1 Test]		1.00
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.02.02 Receiving and Inspecting Food			
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.03 Section 7 The Flow of Food: Storage			
05.03.01 General Storage Guidelines			
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]		1.00
HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]		1.00
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.03.02 Refrigerated Storage			
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.03.03 Frozen Storage			
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.03.04 Dry Storage			
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.03.05 Storing Specific Food			
HOSP 2:Flow of F	Servsafe Chapter 5 & 6 Quiz[HOSP 2:Flow of Food,WA]		1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]		1.00
05.04 Section 8 The Flow of Food: Preparation			
05.04.01 Thawing Food Properly			

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.04.02 Preparing Specific Food		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.04.03 Cooking Food		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Food Temp	Servsafe Food Temperature Quiz [HOSP2:Food Temperature, WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
05.04.04 Storing Cooked Food		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
05.04.05 Reheating Food		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Food Temp	Servsafe Food Temperature Quiz [HOSP2:Food Temperature, WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.05 Section 9 The Flow of Food: Service		
05.05.01 General Rules for Holding Food		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.05.02 Serving Food Safely		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.05.03 Off-Site Service		
HOSP 2:Flow of F	Servsafe Chapter 7 & 8 Quizzes Servsafe Chapter 7 & 8 Quizzes [HOSP 2:Flow of Food2,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.06 Section 10 Food Safety Management Systems		
05.06.01 Prerequisite Food Safety Programs		
HOSP2:Chap 1 SS V	Servsafe Video #1 Quiz [HOSP2:Chap 1 SS Video Quiz 1]	1.00
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
05.06.02 Active Managerial Control		
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.06.03 Hazard Analysis Critical Control Point (HACCP)		
HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
05.06.04	Crisis Management		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00

Unit 3 Sanitary Facilities and Pest Management

06.01 Section 11 Sanitary Facilities and Pest Management

06.01.01	Sanitary Facilities and Equipment		
	HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
06.01.02	Designing a Sanitary Establishment		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.03	Materials for Interior Construction		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.04	Considerations for Specific Areas of the Facility		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.05	Sanitation Standards for Equipment		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
06.01.06	Installing and Maintaining Kitchen Equipment		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
06.01.07	Utilities		
	HOSP2:Manage/Fac	Servsafe Chapter 9 & 10 Quiz Servsafe Chapter 7 & 8 Quizzes [HOSP2:Manage/Facilities,WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.08	Cleaning and Sanitizing		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.09	Cleaning Agents		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.10	Sanitizing		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.11	Machine Dishwashing		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.12	Cleaning and Sanitizing in a Three-Compartment Sink		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

06.01.13	Cleaning and Sanitizing Equipment		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
06.01.14	Cleaning and Sanitizing the Premises		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.15	Tools for Cleaning		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.16	Storing Utensils, Tableware, and Equipment		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
06.01.17	Using Hazardous Materials		
	HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.18	Developing a Cleaning Program		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.19	Integrated Pest Management (IPM)		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.20	The Integrated Pest Mngement (IPM) Program		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.21	Denying Pests Access to the Establishment		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.22	Denying Pests Food and Shelter		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.23	Identifying Pests		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.24	Working with a Pest Control Operator (PCO)		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.01.25	Using and Storing Pesticides		
	HOSP 2:Food All	Servsafe Chapter 3 - Quiz on Food Allergens [HOSP 2:Food Allergens, WA]	1.00
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.02	Section 12 Food Safety Regulation and Standards		
06.02.01	Government Regulatory System for Food		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.02.02	The FDA Food Code		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.02.03	The Inspection Process		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.02.04	Self Inspection		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.03	Section 13 Employee Food Safety Training		
06.03.01	Initial and Ongoing Employee Training		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
06.03.02	Delivering Training		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00
06.03.03	Training Follow Up		
	HOSP2:Clean/Saniti	ServSafe Diagnostic - [HOSP2:Clean/Sanitize, IPM,WA]	1.00

06.03.04 Food Safety Certification

RESTAURANTS & FOOD & BEVERAGE SERVICES Pathway

ETHICS AND LEGAL RESPONSIBILITIES

Examine and review ethical and legal responsibilities as they relate to guests, employees and conduct within the establishment to maintain high industry standards.

07.01 Examine all comments and suggestions from the customer service area to formulate improvements and ensure guests satisfaction.

07.01.01 Detail ways to achieve high rate of positive comments.

07.01.02 Get regular feedback from guests and staff.

07.02 Achieve an awareness of applicable legal policies to comply with laws regarding hiring, harassment and safety issues.

07.02.01 Demonstrate understanding of legal interviewing processes.

07.02.02 Outline how harassment and stereotyping can create an unhealthy work environment.

07.02.03 Define legal and ethical responsibilities for safety procedures.

07.02.04 Interpret workman's compensation requirements and forms.

07.03 Interpret ethical and legal guidelines relating to job performance to solve legal or ethical issues.

07.03.01 Identify ethical and legal situations which occur in the workplace.

07.03.02 Relate appropriate response to legal/ethical infractions in the workplace.

SAFETY, HEALTH, AND ENVIRONMENTAL

Review all safety & sanitation procedures applicable to the work area & supervise staff in proper sanitation behavior.

08.01 Examine sanitation procedures to ensure facility is in compliance with health codes.

08.01.01 Identify electric and mechanical hazards.

08.01.02 Classify different types of fires and how to contain them.

08.01.03 Identify proper fire evacuation procedures.

08.01.04 Explain the safe use of ladders.

08.01.05 Detail proper lifting and carrying procedures.

08.02 Examine sanitation procedures to ensure facility is in compliance with health codes.

08.02.01 Outline compliance requirements of sanitation and health inspections.

08.02.02 Show exemplary appearance and hygiene.xx

08.02.03 Illustrate correct use of knives and kitchen equipment.

HOSP2:FCCLA Me Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA] 1.00

HOSP2:Lg. Equip/ Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA] 1.00

08.02.04 Use protective gloves and clothing.

08.02.05 Illustrate correct food handling and production techniques.

SYSTEMS

Examine the company's standard operating procedures to determine the criteria for food preparation.

09.01 Implement set of Operating Procedures to comply with company requirements.

09.01.01 Detail operating procedures for food quality.

09.01.02 Detail operating procedures for food presentation.

HOSP2:Appetizers I Appetizer Practical and Written Lab Assessment - 15 for 3 1.00
 appetizers - [HOSP2:Appetizers Lab,PA,WA]

09.02 Evaluate prepared foods for quality and presentation to set quality standards in accordance with company requirements.

09.02.01 Show consistent appearance in prepared foods.

HOSP2:Kitchen Ba Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA] 1.00

HOSP2:Appetizers I Appetizer Practical and Written Lab Assessment - 15 for 3 1.00
 appetizers - [HOSP2:Appetizers Lab,PA,WA]

09.02.02 Detail ways to monitor quality of prepared food.

HOSP2:Kitchen Ba Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA] 1.00

09.03 Use basic food knowledge to prepare nutritional, quality foods.

09.03.01 Explain use of variety of sauces.			
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00	
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00	
HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00	
09.03.02 Choose appropriate cooking procedures (saute', broil, bake, etc.)			
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	
09.03.03 Employ knowledge of nutritional values.			
09.03.04 Exhibit high quality food presentation.			
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00	

09.04 Evaluate types of kitchen equipment to match equipment with correct cooking methodology.

09.04.01 Use scales and other food service equipment.			
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00	
09.04.02 Sharpen knives safely.			
HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00	
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00	
09.04.03 Use pots and pans for different food preparations.			
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00	
09.04.04 Explain how to store and retrieve foods in a variety of settings (cold, hot, dry, etc.)			
09.05 Use points and various types of service to provide customer service in accordance with company policy.			
09.05.01 Detail characteristics of French, Russian, Bistro style and other forms of service.			
09.05.02 Identify types of dining utensils and proper uses.			
09.05.03 Show proper set up procedures for dining room/counter.			
09.05.04 Explain menu items.			
09.05.05 Detail the process of "upselling" and other forms of marketing at tableside.			

ACADEMIC FOUNDATIONS

Manage and use basic reading, writing, and mathematical skills for food production and guest services to provide a positive guest experience.

10.01 Apply mathematical, reading, and writing skills to correctly deliver food products and guest service.

10.01.01 Convert recipes.			
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00	
10.01.02 Use proper measurements of ingredients.			
HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00	
HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00	
HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00	

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
10.01.03	Calculate menu and recipe costs.	
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
10.01.04	Read & comprehend recipes, operational manuals, inventory control sheets, menus, correspondence, training manuals, etc.	
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
10.01.05	Use basic writing skills (grammar, punctuation, spelling) to produce inventory control sheets, recipes, menus, correspondence, employee evaluations, etc.	
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
<i>Study and synthesize information from ethnic and geographical studies to apply to customer service.</i>		
10.02	Retrieve vital facts and statistics to correctly utilize information in a service environment.	
10.02.01	Identify ethnicities and their dining habits and rules.	
10.02.02	Identify countries and their native food resources.	

COMMUNICATIONS

Integrate listening, writing, and speaking skills to enhance operations and guest satisfaction.

11.01 Use verbal and nonverbal communications to provide a positive experience for guests and employees.

11.01.01	Read English or required language.	
HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00
11.01.02	Write English or required language.	
HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00
11.01.03	Exhibit pleasing appearance and hygiene.	
11.01.04	Present comfortable tone in speaking with people.	
11.01.05	Exhibit a hospitable personality.	
11.01.06	Listen and understand others.	
11.01.07	Communicate clearly and concisely to co-workers and guests.	

11.02 Recognize and respond to guest's needs and nonverbal cues to provide quality service.

11.02.01	Identify common nonverbal cues exhibited by guests and employees.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
11.02.02	Provide feedback to management in order to enhance operations.	
HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00

LEADERSHIP AND TEAMWORK

Review managerial skills required to make staffing decisions while following industry standards.

12.01 Model leadership and teamwork qualities to aid in employee retention and create a pleasant working atmosphere for staff members.

12.01.01	Detail ways to minimize staff turnover.	
12.01.02	Work well with other staff members.	
12.01.03	Conduct regular staff training.	

12.02 Formulate staff development plans to create an effective working team.

12.02.01	Maintain current job descriptions for all positions under the managerial level.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
12.02.02	Conduct regular reviews of staff.	
12.02.03	Conduct regular training and coaching of staff.	

12.03 Review industry standards in human relations policies and procedures to ensure all necessary information is included in orientation for new employees.

12.03.01	Conduct thorough orientation for new staff.	
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12.03.02 Detail elements involved in new orientation.

PROBLEM SOLVING AND CRITICAL THINKING

Research costs, pricing, and market demands to manage profitability and implement effective marketing strategies.

13.01 Interpret calculations of food, labor, and pricing to ensure profitability.

13.01.01 Calculate food cost and determine ways to meet goals.

HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00

13.01.02 Calculate labor cost and determine ways to meet goals.

13.01.03 Determine the values of inventory or stock.

HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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13.01.04 Determine menu pricing.

HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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13.01.05 Define portion control.

HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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13.02 Examine market and alternative ways of marketing to develop a promotional package.

13.02.01 Develop promotional materials.

13.02.02 Create methods to market materials.

13.03 Anticipate future needs to plan accordingly.

13.03.01 Demonstrate awareness of operational needs.

13.03.02 Demonstrate awareness of capabilities and limitations of the operation.

Manage unexpected situations to ensure continuity of quality service.

13.04 Identify the problem, possible solutions, and decide on a course of action to resolve unexpected situations.

13.04.01 List common unexpected situations.

13.04.02 Outline steps to remedy specific situations.

INFORMATION TECHNOLOGY

Examine types of computerized systems used to manage food service operations and guest service.

14.01 Identify ways computers and software are used to provide guest and food services.

14.01.01 Demonstrate knowledge in point of sale systems.

14.01.02 Demonstrate knowledge in basic computer applications.

Summary	Work Habits (x 15)	15.00
14.01.03 Demonstrate knowledge in computer programs used for food production.		
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
Summary	Work Habits (x 15)	15.00

Research & evaluate technical resources for food services & bar operations to update or enhance industry standards.

14.02 Use software applications to manage different aspects of food service operations.

14.02.01 Demonstrate the use of software programs for human resource management.

14.02.02 Demonstrate the use of software programs for inventory control, point of sale, profit loss, etc.

14.03 Retrieve website information to use in menu planning, recipes, and for product information.

14.03.01 Access relevant websites.

14.03.02 Download recipes.

HOSP2:Recipe Co	Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]	1.00
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14.03.03 Bookmark websites.

TECHNICAL SKILLS

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

Examine the company's standard operating procedures related to food and beverage production & guest service to measure effectiveness.

15.01 Implement set of Operating Procedures to comply with company requirements.

15.01.01 Detail operating procedures for food quality.

15.01.02 Detail operating procedures for food presentation.

HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
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15.02 Evaluate prepared foods for quality and presentation to set quality standards in accordance with company requirements.

15.02.01 Show consistent appearance in prepared foods.

HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
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HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
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15.02.02 Detail ways to monitor quality of prepared food.

HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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15.03 Use basic food knowledge to prepare nutritional, quality foods.

15.03.01 Explain use of a variety of sauces.

HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
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HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
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HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
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15.03.02 Choose appropriate cooking procedures (saute', broil, bake, etc.)

HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
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HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
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15.03.03 Employ knowledge of nutritional values.

15.03.04 Exhibit high quality food presentation.

HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
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HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
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15.04 Evaluate types of kitchen equipment to match equipment with correct cooking methodology.

15.04.01 Use of scales and other food service equipment.

HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
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HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
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HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
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HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
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15.04.02 Sharpen knives safely.

HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
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HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
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15.04.03 Use pots and pans for different food preparations.

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
15.04.04	Explain how to store and retrieve foods in variety of settings (cold hot, dry, etc.)	
HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00

15.05 Use appropriate types of food service to provide customer service according to set standards.

15.05.01	Detail characteristics of French, Russian, Bistro style and other forms of service.	
15.05.02	Identify types of dining utensils and proper uses.	
15.05.03	Show proper set up procedures for dining room/counter.	
15.05.04	Explain menu items.	
15.05.05	Detail the process of "upselling" and other forms of marketing at tableside.	

EMPLOYABILITY AND CAREER DEVELOPMENT

Research and review career options and qualifications in the restaurant and food service industry.

16.01 Summarize steps needed to obtain a job in the restaurant and food service industry.

16.01.01	Outline a plan for effective job search.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
16.01.02	Write a resume that lists skills and competencies.	
16.01.03	List steps for an effective job interview.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
16.01.04	Explain follow up steps for a job interview.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00

16.02 Summarize steps needed to retain a job in the restaurant and food service industry.

16.02.01	Develop a list of workplace rules and regulations.	
16.02.02	Identify and give examples of positive work attitudes.	
16.02.03	Make a list of qualities of successful food service employees.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
16.02.04	Identify hierarchy within the organization.	

16.03 Examine jobs available within the various types of restaurants and food service operations to assess career opportunities.

16.03.01	List the qualifications for various careers in the food service industry.	
16.03.02	Describe the major duties/tasks for each job option.	
HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00

16.04 Examine various industry sectors such as independent vs. chain operations to differentiate careers in each type of operation.

16.04.01	List various types of food service operations.	
16.04.02	List advantages/disadvantages of different sectors.	
16.04.03	TRAVEL & TOURISM Pathway	

ACADEMIC FOUNDATIONS

Understand and apply information about times zones, seasons, domestic and international maps in creating or enhancing travel.

17.01 Demonstrate competence in incorporating or applying multiple time zones, climate and seasons to create travel products.

17.01.01	Identify and explain the differences in time zones.	
17.01.02	Identify and explain site variables that affect the tourism product such as climate, time zones, wind, etc.	
17.01.03	Explain the international date line and interpret the differences in the zones.	
17.01.04	Detail the weather contrast for Sydney, Australia versus that of London, England in the month of June.	

17.02 Gather information from a variety of domestic and international sources such as internet, and maps to disseminate this information for travel destinations.

- 17.02.01 Write detailed directions for travel in a variety of domestic locations.
- 17.02.02 Write detailed directions for travel in a variety of international locations.
- 17.02.03 Explain or identify, when tested, road and travel destinations marked on a map.
- Employ unit and time conversions skills to develop schedules, and compute cost, distance and time(including travel time) factors.***
- 17.03 Utilize unit conversion skills to provide travel distance, and economic information in other countries.**
 - 17.03.01 Compare and contrast metric versus American systems of measure.
 - 17.03.02 Distinguish currency designations.
 - 17.03.03 Compute currency conversions between dollars and other currencies.
 - 17.03.04 Compute currency conversions between currencies of other nations.
- 17.04 Interpret World Time Zones to provide travel information about other countries.**
 - 17.04.01 Compare time in North America to time in Australia.
 - 17.04.02 Compare time in South America to time in Europe.
 - 17.04.03 Explain the 24-hour clock.

CULTURAL DIVERSITY

- Study differences in language, culture and behavior to achieve an awareness of cultural diversity.***
- 18.01 Compare idioms from various areas or regions to appreciate the nuances of language.**
 - 18.01.01 Identify eight unique, regional USA terms or slang related to the travel and tourism product and experience.
 - 18.01.02 Examine 20 words used by other English-speaking countries for difference in pronunciation, spelling and meaning.
- 18.02 Observe different cultural styles to learn the significance of body language and personal space.**
 - 18.02.01 Identify at least three common hand gestures of body language positions unacceptable in another culture.
 - 18.02.02 Show the personal space preferred during conversations by cultures such as Asians, Middle Easterners, Latin Americans
- 18.03 Examine cultural expectations of other areas, regions and countries to help avoid social improprieties.**
 - 18.03.01 Identify cultures where eye contact is not accepted.
 - 18.03.02 Identify cultures where you should not pat a child on the head.
 - 18.03.03 Identify cultures where you cannot offer food with your left hand.
 - 18.03.04 Identify cultures where you should not show the bottom of your feet.
- 18.04 Research behaviors and dress in other areas, regions and countries to appreciate life-style preferences.**
 - 18.04.01 Examine bathing, shaving, and hair grooming habits of six different countries.
 - 18.04.02 Describe the standard menu, time and serving location of the evening meal for six different countries or regions.
 - 18.04.03 Identify and explain five different head coverings worn in the world and one in the USA.
 - 18.04.04 Document research sources.

SAFETY AND SECURITY

- Study potential, real and perceived hazards to recognize and implement appropriate safety and security measures.***
- 19.01 Outline safety & security issues for individuals and groups in multiple environments to minimize risks.**
 - 19.01.01 Check for adequate lighting.
 - 19.01.02 Measure sound levels for security.
 - 19.01.03 Check surface area for safety.
 - 19.01.04 Gauge political and social climate of an area.
 - 19.01.05 Check possible natural environment hazards.
 - 19.01.06 Check for possible health hazards.
- 19.02 Recognize potential, real and perceived natural, social or terrorism emergency situations to respond appropriately.**

19.02.01 Review a film, photo, or recording to identify and describe an emergency situation.

19.02.02 Observe guests and surroundings to identify potentially dangerous situations.

Research and create a resource base using alternative plans, proactive, and reactive solutions to manage any emergency situation.

19.03 Formulate methods of resolution and/or alternatives to eliminate potential safety hazards.

19.03.01 Create a proactive solution to address common safety hazards including, lighting, sound, surface areas, political and social climate.

19.03.02 Create a reactive solution to guests' exposure to a health hazard.

19.03.03 Prepare alternative methods of reaching travel or experience objective(s).

19.03.04 Suggest ways to manage guests and groups facing safety hazards.

19.03.05 Develop and role play mock emergency situations demonstrating caution and good judgment.

19.04 Research sources to utilize in various emergency situations for self, co-workers and customers/guests.

19.04.01 Detail three resources for assistance with communication.

19.04.02 Name the most common source for criminal assistance.

19.04.03 Name a resource for assistance with environmental issues.

19.04.04 List a source for assistance with legal issues.

19.04.05 List two sources for assistance with medical or social services.

19.04.06 Detail two sources for alternative transportation.

Review safety and security issues to establish procedures for customer education.

19.05 Examine & disseminate information to help customers deal with potential safety hazards & security issues.

19.05.01 Collect safety and security information relevant to their segment of travel and tourism.

19.05.02 Display safety and security information and materials.

19.05.03 Distribute safety and security information appropriately to customer/guest.

TECHNICAL SKILLS: PRODUCT KNOWLEDGE

Achieve a familiarity with acronyms, abbreviations, and definitions of terminology to communicate within the tourism industry.

20.01 Define acronyms & abbreviations used in travel & tourism activities to enhance guest/customer services.

20.01.01 List airport, airline and city codes.

20.01.02 Identify names and acronyms for industry associations.

20.01.03 Identify other jargon used in the industry.

20.02 Define and differentiate travel and tourism terms to guide customizing services for guests.

20.02.01 Explain differences between meal plan options.

20.02.02 Distinguish differences between tour guides and escorts and group leaders.

20.02.03 Explain differences between FIT and group travel.

20.02.04 Summarize room night, inside cabin, berth, vacation, itinerary, day trip, etc. in different segments such as: for cruises, tour planning, meeting planner and others.

Attain a familiarity with diverse transportation, lodging, cruise & food services to produce a customized product.

20.03 Compare and contrast diverse transportation options to increase customer choices.

20.03.01 Identify methods of travel.

20.03.02 Interpret the advantages of each type of facility.

20.03.03 Interpret the disadvantages of each type of facility.

20.04 Examine diverse lodging options to increase customer choice.

20.04.01 Identify five types of lodging facilities.

20.04.02 Detail the advantages of each type of facility.

20.04.03 Detail the disadvantages of each type of facility.

20.05 Examine elements of a dining experience expected to satisfy guests at varied facilities such as a boardwalk vendor, cruise ship, chain restaurant and a five-star dining facility.

20.05.01 Detail characteristics of expected food service quality.

20.05.02 Detail characteristics of expected atmosphere.

- 20.05.03 Detail characteristics of expected cuisine.
- 20.05.04 Detail characteristics of expected speed of service.
- 20.06 Integrate the various and diverse element of the industry to create a travel experience for a customer.**
- 20.06.01 Create a suggest itinerary for a customer.
- 20.06.02 Create a travel package including meals for a customer.
- 20.06.03 Plan a group tour including research, itinerary planning, costing, operations, escorting, and satisfaction survey.
- Achieve familiarity with other industries that have products or services relevant to a tourism package to gain awareness of their role and the tourism provider's role in delivering a seamless product to a customer.***
- 20.07 Describe a feasible collaboration with other industries to provide an inclusive product to the customer.**
- 20.07.01 Cite an example of seamless service in cooperation with another industry such as agricultural, religious site, or the transportations industry to create the guest experience.
- 20.07.02 Identify and integrate the different vendors, suppliers and properties to create the guest experience.
- 20.08 Describe the service provider's role to ensure customer satisfaction in delivering a product or service.**
- 20.08.01 Outline the responsibilities for the service provider.
- 20.08.02 Outline the service provider's role in teaming with other vendors or suppliers.
- 20.08.03 Outline methods of trouble-shooting issues for a dissatisfied customer.
- Achieve a knowledge of the community elements essential to maintain cooperative tourism development efforts.***
- 20.09 Identify local and regional tourism activities that involve more than one business or organization to develop a resource base.**
- 20.09.01 Name one historical site whose support and development is dependent on more than one business or organization.
- 20.09.02 Name an area event that depends on.
- 20.10 Identify the primary resources or core competencies of the various tourism related organizations or businesses to best utilize available resources.**
- 20.10.01 Name an organization whose strength is in its manpower.
- 20.10.02 Name an entity whose strongest resource is financial.
- 20.10.03 Name a business whose key competence is knowledge or connections.
- 20.11 Identify local and regional tourism issues that involve more than one business or organization to determine the impact of each issue on several businesses/organizations.**
- 20.11.01 Name one tourism development issue that currently or in the past has experienced political strife.
- 20.11.02 Name a transportation or infrastructure issue related to tourism & list business or organizations that would be affected.

TECHNICAL SKILLS: MARKETING

- Match customer needs, wants & expectations to the travel product to integrate discretionary travel options.***
- 21.01 Research the discretionary factors that influence travel decisions to create customer options.**
- 21.01.01 Identify economic factors influencing travel decisions.
- 21.01.02 Identify social factors influencing travel decisions.
- 21.01.03 Identify health & safety factors influencing travel decisions.
- 21.01.04 Identify physical & mental factors influencing travel decisions.
- 21.02 Learn customer preferences and limitations to create the best package for the vendor and the customer.**
- 21.02.01 Plan effective trip or itinerary meet customer needs.
- 21.02.02 Identify an opportunity to sell up to great experiences for the guest and or revenue for the vendor.

Study the various market sub-sectors and the general interests of each to design tourism promotional packages.

21.03 Create promotional message to target the assets of the elements of a tourism experience to various market sub-sector members.

21.03.01 Name sub-sector determinants related to demographics and psychographics.

21.03.02 Design an experience with one tourism asset for each of the sub-sectors.

21.04 Identify key information elements to aid in targeting or modifying products for your audience.

21.04.01 Create a short guided tour or a tourism site for a set of visitors.

21.04.02 Plan a trip itinerary for at least two days.

Evaluate various communication techniques & media venues & select the effective manner to convey information to a target audience such as the prospective customer, the general public, a disgruntled customer or a special needs population.

21.05 Communicate details and points of attractions with enthusiasm to engage the customer/guests in the tourism experience.

21.05.01 Lead an exciting tour.

21.05.02 Make a motivating presentation.

21.05.03 Host a tourism site to inspire a favorable reaction to the travel and tourism product(s) and service(s).

21.05.04 Write a compelling paragraph promoting a tourism product.

21.06 Utilize alternate media venues to promote the product or service to the customer/guest.

21.06.01 Identify the similar benefits or broadcast, print, electronic and outdoor media to communicate messages to current and prospective customers.

21.06.02 Contrast the advantages of broadcast, print, electronic and outdoor media to communicate messages to current or

21.07 Utilize alternate communication services to assist customers with specialized needs.

21.07.01 Identify a resource to help communicate with disabled travelers.

21.07.02 Identify a resource to help communicate with non-English speaking guests.

21.08 Utilize tactful phraseology and communication to dispel misunderstanding or difficult situations.

21.08.01 Make a request of a guest without confrontation.

21.08.02 Give directions to a frenzied, stressed, upset guest without insult or conflict prospective customers.

SYSTEMS

Explore the types, structure, and career opportunities of the diverse operational units in the pathway.

22.01 Research various operating units in the pathway to distinguish the particular characteristics of each venue.

22.01.01 List recreational venues.

22.01.02 List attraction venues.

22.02 Outline unique organizational structure of various operation units to compare and contrast the venues.

22.02.01 Describe characteristics unique to each venue.

22.02.02 Describe characteristics common to each venue.

22.03 Summarize unique career opportunities for each segment to gather occupational information for each venue.

22.03.01 List recreational careers.

22.03.02 List amusement careers.

22.03.03 List attraction careers.

Study admission procedures and traffic control issues to manage and control people, groups, and vehicles.

22.04 Examine guest and group admission procedures to utilize guidelines for access control.

22.04.01 Identify which venues use ticket admission and how these tickets are collected.

22.04.02 Identify which venues use membership and how the member is identified.

- 22.04.03 Explain how groups are handled differently in each case.
- 22.05 Examine traffic control issues as they apply to people and vehicles to alleviate congestion issues.**
- 22.05.01 Plan for effective directions and parking of vehicles.
- 22.05.02 Identify a situation where the number of guests would need to be controlled and list how this would be accomplished.
- Evaluate the unique operational departments in each segment to gain knowledge of the maintenance technology, merchandizing, program and product potential in each venue.***
- 22.06 Examine maintenance issues requiring special training of personnel to appreciate job demands and opportunities of each venue.**
- 22.06.01 List maintenance issues unique to recreation.
- 22.06.02 List maintenance issues unique to amusements.
- 22.06.03 List maintenance issues unique to attractions.
- 22.07 Summarize merchandising and retail outlet opportunities to predict types of products available.**
- 22.07.01 Describe retail opportunities possible at each venue.
- 22.07.02 List types of merchandise that may be available at each venue.
- 22.08 Research ideas needed to develop programs and/or products unique to each venue.**
- 22.08.01 Explain the role history might play in developing programs/exhibits/events.
- 22.08.02 Explain the role various animals have in exhibit development.
- 22.08.03 Explain how a theme might determine the types of products/services/events available.

SAFETY AND SECURITY

- Achieve an awareness of safety and security issues unique to each segment to provide appropriate safety and security measures.***
- 23.01 Research safety and security issues for guests unique to each venue to create safety guidelines.**
- 23.01.01 List guest safety/security issues at recreation venues.
- 23.01.02 List guest safety/security issues at amusement venues.
- 23.01.03 List guest safety/security issues at attraction venues.
- 23.02 Research safety and security issues for employees unique to each venue to create safety guidelines.**
- 23.02.01 List employee safety/security issues at recreation venues.
- 23.02.02 List employee safety/security issues at amusement venues.
- 23.02.03 List employee safety/security issues at attraction venues.
- Achieve an awareness of safety and security issues unique to hospitality and tourism to provide appropriate safety and security measures.***
- 23.03 Study safety and security issues unique to each venue to create safety guidelines for guests.**
- 23.03.01 Detail guest safety/security issues at recreation facilities.
- 23.03.02 Detail guest safety/security issues in amusement areas.
- 23.03.03 Detail guest safety/security issues at attractions.
- 23.03.04 Detail guest safety/security issues at gaming facilities.
- 23.04 Research safety and security issues unique to each venue to establish employee safety standards.**
- 23.04.01 Specify employee safety/security issues at recreation facilities.
- 23.04.02 Specify employee safety/security issues at amusement areas.
- 23.04.03 Specify employee safety/security issues at attractions.
- 23.04.04 Specify employee safety/security issues at gaming facilities.
- 23.05 Examine equipment safety, functionality, and durability to protect guests and minimize replacement costs.**
- 23.05.01 List factors that affect safe and appropriate functioning of recreational equipment.
- 23.05.02 List factors that affect safe and appropriate functioning of amusement park equipment.
- 23.05.03 List factors that affect safe and appropriate functioning of educational attraction equipment.
- 23.05.04 List factors that affect safe and appropriate functioning of museum exhibits and equipment.
- 23.05.05 List factors that affect safe and appropriate functioning of gaming equipment.

23.06 Evaluate methods for equipment maintenance and repair to avoid downtime.

- 23.06.01 List advantages for repairing on site.
- 23.06.02 List advantages of securing a technician from off-site.
- 23.06.03 List factors to consider in selecting a technician.
- 23.06.04 List the factors involved with preventive maintenance (time, cost).
- 23.06.05 List the factors involved with emergency repair (downtime, cost).

Research and create a resource base using alternative plans, proactive and reactive solutions to manage any emergency situation

23.07 Formulate methods of resolution and/or alternatives to potential safety hazards.

- 23.07.01 Create a proactive solution to address common safety hazards including lighting, sound, surface areas, political and social climate.
- 23.07.02 Create a reactive solution to guests' exposure to a health hazard.
- 23.07.03 Suggest ways to manage guests and groups facing safety hazards.
- 23.07.04 Develop and role play mock emergency situations demonstrating caution and good judgment.

23.08 Research sources to utilize in various emergency situations for self, co-workers and customer/guest.

- 23.08.01 Detail three resources for assistance with communication.
- 23.08.02 Name the most common source for criminal assistance.
- 23.08.03 Name a resource for assistance with environmental issues.
- 23.08.04 List a source for assistance with legal issues.
- 23.08.05 List two sources for assistance with medical or social services.

Review safety and security issues to establish procedures for customer education.

23.09 Examine & disseminate information to help customers deal with potential safety hazards & security issues.

- 23.09.01 Collect safety and security information relevant to the venue.
- 23.09.02 Display safety and security information and materials.
- 23.09.03 Distribute safety and security information appropriately to customer/guest.

ADMISSIONS

Study admission procedures to manage and control individuals and groups.

24.01 Examine guest and group admission mediums to utilize guidelines for access control.

- 24.01.01 Identify which venues use ticket admission and methods of collection.
- 24.01.02 Identify which venues use membership and method of identification.
- 24.01.03 Explain how groups are handled differently in each case.

24.02 Research various methods of ticket allocation to control admission.

- 24.02.01 List methods of allocating tickets by season, month and day.
- 24.02.02 Describe considerations for allocating adult, children and senior tickets.

Explore the different ticket sales options to establish best practices.

24.03 Research various methods of ticket pricing and sales to maximize sales.

- 24.03.01 Identify the factors necessary to consider when setting ticket prices.
- 24.03.02 List the various methods of selling tickets.

24.04 Explore the types and structure of admission ticket channels to distribute tickets.

- 24.04.01 List ways to allocate tickets for sale.
- 24.04.02 List ways to distribute tickets for delivery.

Examine traffic control issues as they apply to people and vehicles to alleviate congestion issues.

24.05 Study traffic control issues to manage vehicles.

- 24.05.01 Plan for effective directions and parking of vehicles.
- 24.05.02 Identify a situation where the number of guests would need to be controlled and list how this would be accomplished.

Evaluate the types of information and directions guest would need at entry to be familiar with their surroundings.

24.06 Gather information about an entire facility to distribute to the guests.

- 24.06.01 List all locations a guest would need to know.
- 24.06.02 Describe the guest use of each area.
- 24.06.03 Identify the schedule opening and closing for each area of the facility (day/seasons).
- 24.06.04 Give a short history or background of the facility if relevant.

24.07 Gather maps and diagrams of a facility to distribute to the guests.

24.07.01 Describe how a guest would travel through the facility.

24.07.02 List critical locations such as restrooms, telephones, ATMs and first aid stations.

24.08 Determine information needed to serve guests from non-public sources and locations.

24.08.01 List information a guest might need that they may not have accessed.

24.08.02 List non-public locations a customer service person would need as a resource.

24.09 Summarize the policies and procedures to provide guest safety.

24.09.01 Describe policies about items such as: backpacks, strollers, wheelchairs, packages, high heels, etc, that would minimize damage and safety in an attraction or amusement setting.

24.09.02 Identify emergency evacuation routes.

MARKETING

Evaluate the unique operational departments in hospitality and tourism to develop marketing strategies in recreation, amusements, and attractions.

25.01 Describe the use of market segmentation to design marketing plans.

25.01.01 List the groups or demographics of the groups to be targeted.

25.01.02 Describe how this factor affects the marketing strategies.

25.02 Describe the impact of seasonality to design marketing plans.

25.02.01 List what seasons are most popular for each venue.

25.02.02 Give a scenario of a "worst" season.

25.03 Describe the ways to incorporate a loyalty program into the marketing plan.

25.03.01 List ways to entice the customer to return.

25.03.02 Give methods to convince customers to refer others to the facility.

25.04 Describe collaboration with other entities to provide an inclusive product or service.

25.04.01 Detail ways to set-up a marketing partnership.

25.04.02 Describe the process to create a tourism experience package with other businesses.

25.05 Examine avenues to expose the public to a new product or service.

25.05.01 List methods to announce a new product to the public.

25.05.02 List ways to communicate a new product or service to current customers.

Study the different venues in hospitality & tourism to gain knowledge of merchandizing, program & product potential

25.06 Summarize merchandizing and retail outlet opportunities to predict types of available products.

25.06.01 Describe retail opportunities possible at each venue.

25.06.02 List types of merchandise that may be available at each venue.

25.07 Research ideas needed to develop programs and/or products unique to each venue.

25.07.01 Explain the role history might play in developing programs/exhibits/events.

25.07.02 Explain the role various animals have in exhibit development.

25.07.03 Explain how a theme might determine the types of products/services/events available.

OPERATIONS

Explore the types, structure, & career opportunities of recreation, amusements, & attractions to gain awareness of the diverse operational units in hospitality & tourism.

26.01 Study various operating methods of a recreational facility to distinguish the particular characteristics of recreation.

26.01.01 List three ways to organize a business to provide recreational options for guests.

26.01.02 Describe the benefits and disadvantages of each method.

26.01.03 Name various types of recreation facilities.

26.02 Outline various operational methods to utilize at a museum.

26.02.01 List three ways to organize a museum.

26.02.02 Detail the benefits and disadvantages of each method.

26.02.03 Name various types of museums.

26.03 Outline various methods to operate an attraction.

26.03.01 Name two business methods for operating a historic attractions.

26.03.02 List three methods for operating an amusement attraction.

26.03.03 List three business methods for operating an educational attraction.

26.03.04 Describe the benefits and disadvantages of each method.

26.04 Explain various methods to operate a casino or gaming facility.

- 26.04.01 Detail characteristics unique to the gaming venue.
- 26.04.02 Describe the organizational requirements for operating a casino.
- 26.04.03 List the benefits and disadvantages such as management would encounter.

26.05 Evaluate the "Design Day Specifications" to best utilize a facility.

- 26.05.01 List the factors that influence the capacity of the facility.
- 26.05.02 Name the factors that influence the attendance of your customers.
- 26.05.03 Cite the methods of adjusting the design of a facility to accommodate the normal day, a slow day, & a super busy day.

26.06 Summarize unique career opportunities in hospitality & tourism to gather occupational information for each venue.

- 26.06.01 List recreation careers.
- 26.06.02 List amusement careers.
- 26.06.03 List attraction careers.
- 26.06.04 List gaming careers.

Hospitality and Tourism Foundations

01 ACADEMIC FOUNDATIONS

Study and use basic academic skills to perform effectively in the workplace.

27.01 Apply mathematical, reading and writing skills necessary to perform job tasks in the hospitality & tourism industry.

- 27.01.01 Read and comprehend work related materials.
- 27.01.02 Read and follow instructions to perform a task.
- 27.01.03 Perform basic mathematical functions including use of decimals, fractions, percentages, formulas and methods of measurements.

HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment- [HOSP2:Roux/Mother Sauces,PA]	1.00
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HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
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HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
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- 27.01.04 Perform basic accounting procedures.
- 27.01.05 Perform written tasks including filling out forms and writing reports.

Study the elements of marketing techniques used in various types of hospitality & tourism establishments to gain familiarity with all venues.

27.02 Achieve a familiarity with marketing techniques used in the hospitality & tourism industry to sell a product or service.

- 27.02.01 Identify the elements of marketing.
- 27.02.02 Compare/contrast different marketing packets.
- 27.02.03 Develop strategies for making a sale.

Study and synthesize information from cultural diversity and geographical studies to appreciate their importance in developing product and services.

27.03 Identify the components of cultural diversity and geographical studies to appreciate their importance in developing product and services.

- 27.03.01 Define culture and cultural diversity.
- 27.03.02 Categorize components of culture including religious customs, dietary habits and traditions.
- 27.03.03 Give examples of how culture is relevant to the hospitality and tourism industry.
- 27.03.04 Design a method of increasing multicultural awareness.

27.04 Identify the elements of geography that affect the hospitality & tourism industry to aid in customer service.

- 27.04.01 Articulate the relevance of geography to hospitality and tourism including natural resources, climate, landforms and time zones.
- 27.04.02 Identify the major countries important to the industry for importing goods.
- 27.04.03 Apply the concepts of weather and climate to hospitality situations.

Study and synthesize the effects of the economy on the hospitality & tourism industry to apply appropriate strategies in developing products or services.

27.05 Summarize how to use the "state of the economy" to plan products and service.

27.05.01 Define currency and the exchange rate.

27.05.02 Define economics as it applies to the hospitality and tourism industry.

27.05.03 Generalize the effects that supply and demand has on the hospitality and tourism industry.

27.05.04 Explain the importance of the hospitality and tourism industry to the U.S. economy.

27.05.05 Explain effects of changes in taxation on hospitality & tourism industry.

Study the elements of management styles used in various types of hospitality & tourism establishments to gain familiarity with all venues.

27.06 Examine management styles of different organizational structures to learn best practices for each style.

27.06.01 Define industry management terms including, yield, yield management, no-show, discount inventory control, overbooking and spoilage.

27.06.02 Compare/contrast management of different organizational structures including independently owned, chain affiliated and corporations in the industry.

COMMUNICATIONS

Use good oral and written communication skills to create, express and interpret information.

28.01 Apply active listening skills in obtaining and clarifying information.

28.01.01 Determine familiarity of discussion.

28.01.02 Differentiate between hearing and listening.

28.01.03 Evaluate different styles of listening.

28.01.04 Identify the effects of physical, social, and psychological factors on ability to listen.

28.01.05 Demonstrate the role of good listening skills in job success.

HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
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Summary	Work Habits (x 15)	15.00
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28.01.06 Explain the message given.

28.02 Respond with restatement and clarification techniques to clarify information.

28.02.01 Ask questions to seek or confirm understanding.

28.02.02 Paraphrase or repeat information.

28.02.03 Record or summarize information in written notes.

28.02.04 Follow directions and/or respond in a positive way with clear, concise comments.

Interpret verbal and nonverbal behaviors to enhance communication with co-workers and customers/guests.

28.03 Interpret verbal and nonverbal behaviors to enhance communication with co-workers and customers/guests.

28.03.01 Speak and understand English or required language.

28.03.02 Present comfortable tone in speaking with people.

28.03.03 Identify verbal cues.

28.03.04 Communicate clearly and concisely to co-workers and others.

28.03.05 Explain messages conveyed by verbal behaviors.

28.04 Interpret nonverbal behaviors to enhance communication.

28.04.01 Identify nonverbal cues.

28.04.02 Observe eye contact, facial expressions, posture, gestures, and other body language.

28.04.03 Explain message conveyed by nonverbal behaviors

Design all communications to exhibit professionalism in attitude, initiative, respect to others, and commitment.

28.05 Apply proper etiquette in all customer contacts.

28.05.01 Use correct phone etiquette.

28.05.02 Diffuse dissatisfaction scenarios professionally.

28.05.03 Provide constructive feedback and reinforcement.

28.05.04 Devise strategies for maximizing customer satisfaction.

28.06 Utilize tactful phraseology and communication to dispel misunderstandings or difficult situations.

28.06.01 Make a request of a guest/customer without confrontation.

- 28.06.02 Give directions to a frenzied, stressed, upset guest/customer without insult or conflict.
Comprehend and use reading strategies to learn meaning, technical concepts, vocabulary, and follow directions.
- 28.07 Use purpose as a context to select reading strategies and read text.**
- 28.07.01 Identify purpose of text.
- 28.07.02 Identify complexity of text.
- 28.07.03 Use at least one reading strategy (skimming, reading for detail, reading for meaning and critical analysis) for selected reading and describe why you selected that strategy.
- 28.08 Analyze information read to learn meaning, technical concepts, vocabulary, and follow directions.**
- 28.08.01 Determine relevance, accuracy and appropriateness to purpose.
- 28.08.02 Integrate information with prior knowledge.
- 28.08.03 Identify complexities and discrepancies in information.
- 28.08.04 Analyze information presented in a variety of formats such as tables, lists, and figures.
- 28.09 Interpret, transcribe and communicate information, data, and observations to apply information learned from reading to actual practice.**
- 28.09.01 Explain meaning of new terms, vocabulary and concepts.
- 28.09.02 Interpret technical materials used.
- 28.09.03 Write specific steps for applying information learned to task or new situation.
- 28.09.04 Write set of directions for others sharing information learned and applying that to task or new situation.
- Locate, organize & reference written information from various sources to communicate with co-workers & clients.***
- 28.10 Locate written information to communicate with co-workers and clients/participants.**
- 28.10.01 Identify topic.
- 28.10.02 Conduct search of information using card catalog, keywords, and/or search engines.
- 28.10.03 Locate variety of resources such as books, journals, and magazines.
- 28.10.04 Locate information from electronic forms including the Internet.
- 28.11 Organize information to use in written and oral communications.**
- 28.11.01 Read and take notes from selected resources.
- 28.11.02 Prepare outline that emphasizes major points with supporting data.
- 28.11.03 Present information in organized, easy-to-follow manner.
- 28.12 Document the source and proper reference to use in written information.**
- 28.12.01 Prepare a bibliography.
- 28.12.02 Footnote excerpts and quotations.
- 28.12.03 Follow rules and regulations relating to plagiarism and copyright.
- Use correct grammar, punctuation and terminology to write and edit documents.***
- 28.13 Compose multi-paragraph writing clearly, succinctly, and accurately to reflect professionalism in written documents.**
- 28.13.01 Organize and arrange information for effective coherence.
- 28.13.02 Report relevant information in order of occurrence.
- 28.13.03 Interpret information, data, and observations correctly.
- 28.13.04 Present main ideas and supporting facts.
- 28.14 Use description of audience and purpose to prepare written documents including forms, reports, and data sheets.**
- 28.14.01 Use technical terms and concepts.
- 28.14.02 Incorporate and use references effectively and accurately.
- 28.14.03 Report objective and/or subjective information.
- 28.15 Use correct grammar, spelling, punctuation and capitalization to prepare written documents.**
- 28.15.01 Use correct grammar and sentence structure.
- 28.15.02 Use correct spelling.
- 28.15.03 Use correct punctuation and capitalization.
- 28.16 Use computer skills to design and develop written materials and supporting visual aids.**
- 28.16.01 Use word processing software to develop text, charts, graphs or figures correctly.
- 28.16.02 Use presentation software to prepare visual support materials.

28.16.03 Format written documents with correct font and layout for easy reading.	
Use appropriate resources and techniques to develop and deliver formal and informal presentations.	
28.17 Use description of audience and purpose to prepare oral presentation.	
28.17.01 Know subject matter.	
28.17.02 Identify characteristics of the audience and adjust to their ability to understand.	
28.17.03 Use technical terms and concepts correctly.	
28.17.04 Use proper organization and structure to achieve coherence of major points.	
28.18 Identify and prepare media and visual aids to complement an oral presentation.	
28.18.01 Identify media and visual aids appropriate to understanding of topic.	
28.18.02 Prepare visual aids and support materials for easy viewing and without error.	
28.18.03 Operate any equipment used with support materials smoothly and efficiently.	
HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA] 1.00
28.19 Deliver presentation to sustain listener's attention and interest.	
28.19.01 Deliver presentation without grammatical error.	
28.19.02 Speak clearly with appropriate volume, rate and gestures.	
28.19.03 Use support materials in the presentation that enhance the understanding of the topic and the interest level of the audience.	
28.19.04 Evaluate listeners' interest and receptiveness.	
28.19.05 Use verbal and nonverbal feedback strategies to engage discussion and adjust message and delivery.	
28.19.06 Respond to questions and comments on presentation.	
28.19.07 Explain message conveyed by nonverbal behaviors.	
Interpret and use tables, charts and figures to support written and oral communication.	
28.20 Develop tables, charts and figures to support written and oral communication.	
28.20.01 Compile facts and arrange in organized manner for a table, chart or figure.	
28.20.02 Document sources of data.	
28.20.03 Determine most appropriate way to display data for effective coherence.	
28.20.04 Prepare table, chart, graph or figure for inclusion in publication or presentation.	
28.21 Interpret tables, charts and figures used to support written and oral communication.	
28.21.01 Evaluate reference or source of data for authenticity and reliability.	
28.21.02 Explain information presented in tables, charts and figures.	
28.21.03 Prepare written summary of findings expressed in tables, charts and figures.	

PROBLEM SOLVING AND CRITICAL THINKING SKILLS

Use the principles of budgeting & forecasting to maximize profit & growth in various sectors of hospitality & tourism.

29.01 Apply forecasting skills to determine cost and profit.	
29.01.01 Identify information needed to forecast bookings/reservations.	
29.01.02 Calculate a no-show percentage.	
29.01.03 Calculate a ten-day forecast.	
29.02 Apply budgeting skills to determine staffing levels.	
29.02.01 Determine labor hours for each level of booking/reservations.	
29.02.02 Determine number of employees to schedule at each level of booking/reservations.	
29.02.03 Set staffing schedules to balance labor costs and level of booking/reservations.	
Examine all comments & suggestions from the customer service area to formulate improvements in service/products & training of staff.	
29.03 Use customer comments to guide customer satisfaction policies.	
29.03.01 Assess the importance of customer satisfaction.	
29.03.02 Devise strategies for maximizing customer satisfaction.	
29.03.03 Role-play customer dissatisfaction scenarios.	
Study potential, real & perceived emergency situations to recognize and implement appropriate safety & security measures.	
29.04 Identify methods to cope with emergency situations.	
29.04.01 Observes guests/customers and surroundings to identify dangerous situations.	
29.04.02 Create a reactive solution to exposure to a terrorist situation.	

29.04.03 Develop and role play mock emergency situations demonstrating caution and good judgment. <i>Identify and use common tasks that require employees to problem-solve on the job.</i>		
29.05 Use critical thinking skills to solve problems.		
29.05.01 Manage time effectively.		
29.05.02 Prioritize tasks.		
29.05.03 Demonstrate flexibility.		
Summary	Work Habits (x 15)	15.00
29.05.04 Handle ambiguous situations.		

INFORMATION TECHNOLOGY APPLICATIONS

Identify and use information technology tools specific to hospitality and tourism to access, manage, and integrate information.

30.01 Use computer-based technology to access information.	
30.01.01 Access a website using the internet.	
30.01.02 Use email to send and receive messages.	
30.01.03 Collect data from the environment, people, or instruments.	
30.01.04 Use website to promote product/services to potential guests/clients.	
30.02 Use database and spreadsheet technology to manage information.	
30.02.01 Locate information on a spreadsheet.	
30.02.02 Classify information using a classification scheme.	
30.02.03 Sort information using an organization system.	
30.03 Use computer-based technology to integrate information.	
30.03.01 Use a database to summarize, compare/contrast information.	
30.03.02 Represent existing client, product, device or topic information in a different form.	
30.03.03 Interpret client or product information to determine appropriate action.	
30.04 Use information technology to evaluate information.	
30.04.01 Use electronic sources to determine quality, relevance or usefulness of a product.	
30.04.02 Use electronic sources to generate and access client/customer information for evaluation.	
<i>Apply computer skills to expedite workflow and enhance customer service.</i>	
30.05 Manage computer operations.	
30.05.01 Use basic industry software programs.	
30.05.02 Employ desktop operating skills.	

SYSTEMS

Understand roles within teams, work units, departments, organizations, interorganizational systems and the larger environment to identify the effect of systems on the quality of the product or service.

31.01 Research appropriate sources to trace the development of the hospitality and tourism industry and	
31.02 learn the overall structure.	
31.02.01 Identify early stages of the hospitality and tourism industry.	
31.02.02 Outline the growth of the hospitality industry.	
31.02.03 Discuss current trends in society and how they affect hospitality and tourism.	
31.02.04 Draw conclusions on the impact of the future economic, technological and social changes in the hospitality and tourism industry.	
31.03 Use organizational charts to analyze the workplace operations.	
31.03.01 Learn the functions of the department or unit within the larger organization.	
31.03.02 Integrate the functions of the other departments or units to serve the guest/customer.	
<i>Manage and improve organizational systems to better serve customers.</i>	
31.04 Develop and manage plans and budgets to accomplish organizational goals and objectives.	
31.04.01 Develop work plans and budgets that utilize people and resources effectively.	
31.04.02 Develop reports on performance and resource utilization.	
31.04.03 Modify plans and budgets to meet goals and objectives.	
31.05 Develop plans to improve organizational performance including customer satisfaction and service/operations performance.	
31.05.01 Identify and describe most critical performance problems.	

31.05.02	Identify opportunities for improvement of the system.	
31.05.03	Use structured problem-solving process to develop systematic improvements.	
	<i>Achieve a familiarity with other industries that have relevant services or products and understand how they impact a seamless product/service to the guest/customer.</i>	
31.06	Describe feasible collaboration with various other industries to provide an inclusive product to the customer.	
31.06.01	Cite an example a seamless service system using cooperative efforts with related industries.	
31.06.02	Identify and integrate the different vendors, suppliers, and properties to create the guest/customer experience.	
31.07	Identify the core competencies of the various hospitality and tourism related organizations or businesses to best utilize available resources.	
31.07.01	Name an organization whose strength is in its manpower.	
31.07.02	Name an organization whose strength is financial.	
31.07.03	Name a business whose key competence is knowledge or connections.	
31.07.04	Develop an example of a collaborative product or service in the hospitality and tourism industry.	

SAFETY, HEALTH AND ENVIRONMENT

Review all safety and sanitation procedures applicable to the work area to ensure a safe and healthy work environment for all individuals.

32.01	Examine overall safety procedures to maintain a safe work area.	
32.01.01	Identify electrical and mechanical hazards.	
32.01.02	Classify different types of fires and how to contain them.	
32.01.03	Identify proper fire evacuation procedures.	
32.01.04	Explain the safe use of ladders.	
32.01.05	Outline proper response to emergency situations.	
32.01.06	Outline basic first aid and CPR procedures.	
32.02	Examine sanitation procedures to ensure facility is in compliance with health codes.	
32.02.01	Outline compliance requirements of sanitation and health inspections.	
32.02.02	Show exemplary appearance and hygiene.	
32.02.03	Use appropriate safety equipment and clothing.	
	HOSP2:FCCLA Me Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/ Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
32.03	Practice personal safety while at the work site & on work related assignments to avoid injuries or accidents.	
32.03.01	Detail proper lifting and carrying procedures.	
32.03.02	Demonstrate handling safety with mechanical, environmental, microwave radiation, vehicle, optical laser, radar, high frequency radio, and fiber optics.	
32.03.03	Demonstrate safe work habits and procedure related to application of electricity and static discharge.	
	Summary Work Habits (x 15)	15.00
32.03.04	Demonstrate the appropriate use of safety equipment & procedures, such as lockout/tag out, as required for work activity.	
32.03.05	Demonstrate safe use of equipment commonly used within the hos	
32.03.06	Adjust working routines to take advantage of ergonomic designs in the workplace.	
	<i>Analyze life choices related to nutrition, stress, and exercise to measure their affect on performance in the career pathways within hospitality and tourism.</i>	
32.04	Examine the pursuit of personal life style choices to prepare for careers in the hospitality and tourism industry.	
32.04.01	List the effects of exercise on job performance.	
32.04.02	Discuss the effects of nutrition and dietary habits on job performance.	
32.04.03	Interpret the effect of stress, fatigue and anxiety on job performance.	
	<i>Analyze work related chemicals and hazardous materials to prevent health related problems that may result from exposure to these elements.</i>	
32.05	Follow industry standards to comply with safety policies and procedures.	
32.05.01	Apply Hazcom and Hazardous Material practices and MSDS procedures for handling and disposing of chemicals.	

32.05.02 Illustrate compliance with OSHA safety regulations and practices.

Study potential, real and perceived hazards to recognize and implement appropriate safety and security measures.

32.06 Outline safety & security issues for individuals & groups in multiple environments to minimize risks.

32.06.01 Create a solution to guests/customer exposure to a health hazard.

32.06.02 Suggest ways to manage guests/customers facing a threat.

32.06.03 Create ways to prevent common safety hazards.

32.06.04 Develop and role play mock emergency situations.

32.07 Outline resources to utilize in various emergency situations for self, co-workers, and customers/guests.

32.07.01 Detail steps to use in medical emergencies.

32.07.02 List resources for assistance with environmental issues.

32.07.03 Name the resources for assistance in crimes or accidents.

32.07.04 Detail how to access help in a terrorist situation.

Research ways to use security measures to protect guests/customers, staff and limit liability.

32.08 Develop various security measures to increase safety.

32.08.01 Outline how locking systems protect guests/customers.

32.08.02 Create a security system using surveillance cameras.

32.08.03 Design a security system using security personnel.

32.08.04 Detail ways to use lighting to increase security.

LEADERSHIP AND TEAMWORK

Employ leadership and teamwork skills to facilitate workflow.

33.01 Develop group-working relationships to improve the work environment.

33.01.01 Encourage positive working relationships.

33.01.02 Participate as a team member.

33.01.03 Adhere to company policies.

33.01.04 Motivate self.

33.02 Observe outstanding leaders to identify effective management styles.

33.02.01 Name several styles of leadership.

33.02.02 Identify organization skills of good leader.

33.02.03 Describe decision-making skills.

33.02.04 Explain how a leader delegates work.

33.02.05 Describe techniques a good leader uses to develop a high performing team.

Lead others in tasks and activities to benefit the organization as a whole.

33.03 Use leadership skills to create motivation for change.

33.03.01 Compliment and encourage others.

33.03.02 Clarify expectations for change.

33.03.03 Indicate the benefits of change.

33.03.04 Exhibit flexibility.

33.04 Model leadership and teamwork qualities to aid in employee morale.

33.04.01 Detail ways to minimize staff turnover.

33.04.02 Create a pleasant working atmosphere.

33.04.03 Coach and mentor new employees.

33.04.04 Involve all individuals in creative problem solving.

Establish and maintain effective working relationships with all levels of personnel and other departments to provide effective services to the guest/customer.

33.05 Use interpersonal skills to build effective working relationships.

33.05.01 Work effectively within the department or unit.

33.05.02 Co-operate with workers from other departments or units.

33.05.03 Practice sensitivity to cultural, religious, disability and gender issues in dealing with others.

Resolve conflicts to satisfy staff, guests/customers and others.

33.06 Use conflict-management skills to facilitate solutions.

33.06.01 Identify sources of conflict.

33.06.02 Include stakeholders in a problem-solving session.

33.06.03 Agree on and implement steps to resolve conflict.

33.06.04 Follow up on results of implementation.

ETHICS AND LEGAL RESPONSIBILITY

Examine and review ethical and legal responsibilities as they relate to guests/customers and employee conduct within the establishment to maintain high industry standards.

34.01 Develop an awareness of applicable legal policies to comply with laws regarding hiring, harassment and safety issues.

34.01.01 Define legal and ethical responsibilities for safety procedures.

34.01.02 Outline how harassment and stereotyping can create an unhealthy work environment.

34.01.03 Demonstrate understanding of legal interviewing processes.

34.01.04 Interpret workman's compensation requirements and forms.

34.01.05 Maintain and understand standard of confidentiality.

34.02 Interpret ethical and legal guidelines relating to job performance to solve legal and ethical issues.

34.02.01 Identify ethical and legal situations which occur in the workplace.

34.02.02 Develop responses to situations based on legal responsibilities and employer policies.

34.02.03 Develop responses to situations based on ethical considerations.

Show regard for ethics, values, and principles to deal fairly with others.

34.03 Respect others at all times to express personal ethical values.

34.03.01 Be respectful and sensitive to other's beliefs.

34.03.02 Demonstrate good life values.

Summary

Work Habits (x 15)

15.00

34.03.03 Demonstrate fairness to others of different cultures, religions, gender, or age.

34.04 Integrate ethical treatment in the workplace to establish codes of conduct.

34.04.01 Perform ethically by all local, state, and national standards.

34.04.02 Apply ethical principles to decision-making related to customers/guests and fellow workers.

34.04.03 Apply ethical standards to the delivery of quality performance, products and work.

Examine professional and workplace ethics and legal responsibilities to provide guidelines for conduct.

34.05 Demonstrate awareness of responsibilities for different positions within the organization.

34.05.01 Explain legal responsibilities of employees to comply with government laws & regulations including responsible liability.

34.05.02 Explain the major laws and regulations that define responsibilities for commercial, consumer, health, safety, environmental, and employment laws and regulations.

Identify what ethical issues and concerns affect a career field to aid in making career choices.

34.06 Observe ethical behavior in the workplace to appreciate the integral role it plays in all business.

34.06.01 Describe situations where ethical concerns can change the workplace.

34.06.02 Identify problems that may arise if the workforce does not conduct itself ethically.

34.06.03 Identify regulations that must be followed on a continuous basis in a given career area.

34.06.04 List ethical liability issues that are specific to hospitality and tourism.

EMPLOYABILITY AND CAREER DEVELOPMENT

Research and review career options and qualifications to explore careers in the hospitality and tourism industry.

35.01 Examine the numerous career paths within hospitality and tourism to discover personal preferences.

35.01.01 Explore restaurants, food & beverage services.

35.01.02 Explore the lodging industry.

35.01.03 Explore travel and tourism.

35.01.04 Explore recreation, amusements, and attractions.

35.01.05 Identify the preferred career opportunities.

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Hospitality and Culinary Arts

12

35.02 Study entry-level, skilled level and supervisory positions to gain an awareness of qualifications and skills needed for different levels of employment.

35.02.01 Detail entry-level job qualifications in the industry.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
35.02.02 Detail skilled level job qualification in the industry.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
35.02.03 Detail supervisory level job qualification in the industry.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00

35.02.04 Match interests, abilities and preferences to career preferences.

Review independently owned and chain-affiliated facilities in hospitality and tourism to compare and illustrate the advantages and disadvantages of working in each venue.

35.03 Examine an independently owned facility to distinguish it from other types.

35.03.01 List advantages and disadvantages of working for an independently owned facility.	
35.03.02 List the advantages and disadvantages of working for a chain-affiliated facility.	
35.03.03 Conclude which type provides the best working environment to suit personal characteristics & values of the employee.	

Learn steps necessary to seek, apply for, attain and retain employment.

35.04 Seek, and apply for employment to begin career objectives.

35.04.01 Outline a plan for effective job search.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
35.04.02 Write a resume that lists skills and competencies.	
35.04.03 Complete job applications forms.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
35.04.04 List steps for an effective job interview.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
35.04.05 Explain follow up steps for a job interview.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00

35.05 Summarize steps necessary to retain a job in the industry.

35.05.01 Develop a list of workplace rules and regulations.	
35.05.02 Identify and give examples of positive work attitudes.	
35.05.03 Make a list of characteristics of a successful employee.	
HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
35.05.04 Identify hierarchy within the organization.	

35.06 Identify positive work behaviors and personal qualities to retain employment.

35.06.01 Demonstrate regular attendance.	
Summary Work Habits (x 15)	15.00
35.06.02 Follow company dress and appearance standards.	
35.06.03 Take responsibility for decisions and actions.	
35.06.04 Demonstrate effort and initiative.	
Summary Work Habits (x 15)	15.00
35.06.05 Demonstrate the willingness to learn.	
Summary Work Habits (x 15)	15.00
35.06.06 Follow directions.	

Understand advancement procedures and the promotional work ladder within the industry to plan career objectives.

35.07 Determine the chain of command for a particular industry to evaluate personal skills and potential.

35.07.01 Comprehend the career ladder for each industry.	
35.07.02 Identify the head of each department and their responsibilities.	

35.08 Explain what projects need to be accomplished or skills required to achieve a promotion.

35.08.01 Gather information on the skills of higher-level positions.	
35.08.02 Identify the process of applying for promotional positions and the person(s) to contact.	

35.08.03 Write a career pathway plan.

TECHNICAL SKILLS

Examine the customer service skills required to be successful in the hospitality and tourism industry.

36.01 Apply customer service skills to ensure guest satisfaction.

36.01.01 Define customer service.

36.01.02 Evaluate customer service scenarios.

36.01.03 Determine appropriate customer service solutions.

36.01.04 Describe how customer service affects a company's Determine appropriate customer service solutions "bottom line".

Utilize different types of payment options to facilitate customer payments for services.

36.02 Handle different types of payments to accommodate the guest/customer.

36.02.01 Accept cash payments.

36.02.02 Make credit card transaction.

36.02.03 Settle a direct bill account.

36.02.04 Combine payment methods to serve guests/customers.

CAREER AND EMPLOYABILITY SKILLS

APPLIED ACADEMIC SKILLS

37.01 Apply basic communication skills, mathematical processes and apply technology in work-related situations

37.02 Reading, English & Language Arts

37.02.01 Read a technical manual and write a clear & logical report explaining the information using standard business English.

37.02.02 Give a verbal report on reading from a technical manual.

37.02.03 Read a case study and identify the details about the situation, define technical terms, jargon, or words with multiple meanings based on context, and summarize the conclusion.

37.03 Relate the results of study to a similar situation in a verbal or written report.

37.03.01 Take a verbal and written position on a topic and use correct grammar to defend it.

37.04 Mathematics

37.04.01 Approach practical and workplace problems using a variety of mathematical techniques.

37.05 Problems include making conversions between the metric system and non-English systems of measurement, mixed units (such as hours and minutes), and can require several steps to finding a solution.

37.05.01 Research how math is used in the workplace and make a presentation detailing the process.

37.06 Listening & Presentation Skills

37.06.01 Use correct grammar to communicate verbally.

37.06.02 Listen to a presentation and record important information. Report back identifying central themes and use key points to explain how the message applies to a similar situation.

37.07 Technology

37.07.01 Apply technology to workplace or career situation. Include research and a written paper.

37.08 CAREER PLANNING

37.08.01 Organize career information and labor market trends from a variety of sources.

37.08.02 Explain the advantages and disadvantages of working for self, others, being an employee of a large or small organization.

HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]

1.00

37.08.03 Analyze information & preferences from work-based opportunity.

37.08.04 Interpret information from a variety of career assessments to identify career interests and abilities.

37.08.05 Apply a decision-making model and use career assessment information to choose a career pathway.

37.08.06 Annually review EDP and include plan for continuing education.

37.09 DEVELOPING AND PRESENTING INFORMATION

37.09.01 Gather, interpret, analyze, and refine data.

37.09.02 Analyze and synthesize information and data from multiple sources.

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

- 37.09.03 Plan and transform ideas and requirements into a concept, service, or product.
- 37.09.04 Assess the quality of the concept, service, or product using a predetermined standard.
- 37.09.05 Develop a plan to market a new product, service, or concept which includes identifying of customers, a graphic presentation, product requirements, and costs.
- 37.09.06 Practice and demonstrate presentation skills using a variety of media and interpretive data.

37.10 PROBLEM SOLVING

- 37.10.01 Apply a problem solving model to a workplace situation that involves setting goals, implementing and evaluating results.
- 37.10.02 Identify typical problems that occur in a workplace and use a problem solving model to devise solutions, compare alternatives to past solutions, and predict their success.

PERSONAL MANAGEMENT

37.11 Responsibility

- 37.11.01 Demonstrate regular attendance, promptness, and staying with a task until satisfactory completion.

Summary	Work Habits (x 15)	15.00
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- 37.11.02 Complete assignments with minimum supervision and meet deadlines.

- 37.11.03 Use mistakes as learning opportunities; demonstrate persistence and adaptability to change.

HOSP2:Knife Cut	Knife Cutting Assessments - Batonnet, Julienne and Fine Julienne[HOSP2:Knife Cut,PA]	1.00
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HOSP2:Kitchen Ba	Chapter 4 - Kitchen Basics Test [HOSP2:Kitchen Basics,WA]	1.00
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HOSP2:Roux/Moth	Roux and Mother Sauces Practical Assessment-[HOSP2:Roux/Mother Sauces,PA]	1.00
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HOSP2:Roux/Moth	Roux and Mother Sauces Written Assessment - [HOSP2:Roux/Mother Sauces,WA]	1.00
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HOSP2:Breakout S	Breakout Sauces Practical Assessment- [HOSP2:Breakout Sauces,PA]	1.00
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HOSP2:Breakout S	Breakout Sauces Written Assessment- [HOSP2:Breakout Sauces,WA]	1.00
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HOSP2:Appetizers I	Appetizer Practical and Written Lab Assessment - 15 for 3 appetizers - [HOSP2:Appetizers Lab,PA,WA]	1.00
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HOSP2:Mise en Pl	Mise En Place for Midterm - [HOSP2:Mise en Place,PA]	1.00
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HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
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Summary	Work Habits (x 15)	15.00
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- 37.11.04 Initiate projects and extra activities for personal satisfaction.

37.12 Self-Management

- 37.12.01 Monitor & evaluate accurately one's progress towards a goal or completion of a project.

- 37.12.02 Demonstrate health and safety practices and drug-free behavior in school & workplace setting.

Summary	Work Habits (x 15)	15.00
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- 37.12.03 Obtain a driver license and demonstrate driving skills and safety and/or use public transportation.

- 37.12.04 Prioritize and accomplish tasks independently.

- 37.12.05 Use appropriate personal expression and relate to school and work settings.

37.13 Ethical Behavior

- 37.13.01 Demonstrate ethical behavior in school, work, and community situations.

- 37.13.02 Describe employer-employee rights and responsibilities.

HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
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- 37.13.03 Demonstrate appropriate behaviors necessary to maintaining employment.

HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
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- 37.13.04 Demonstrate positive personal qualities as a group leader.

Summary	Work Habits (x 15)	15.00
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37.14 Respect for Self and Others

- 37.14.01 View accomplishments or failures of self and others accurately and in a positive manner.

- 37.14.02 Understand how to make improvements and ask for help from adults as needed.

- 37.14.03 Offer encouragement and ideas to others as they work toward attaining their goals.

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

37.14.04	Provide for customer needs and expectations in a helpful and courteous manner.		
37.14.05	Respect other points of view.		
37.14.06	Demonstrate customer service skills in an appropriate setting by listening, suggesting solutions, and communicating the issues at hand.		
ORGANIZING SKILLS			
37.15 Time			
37.15.01	Determine goals and develop an action plan to accomplish them within a given time frame.		
37.15.02	Read time charts and work schedules and perform tasks within time constraints of school or the workplace.		
37.15.03	Prioritize tasks and revise schedules as needed.		
37.16 Money			
37.16.01	Estimate costs and prepare a detailed budget for a school-based or work-based project.		
	HOSP2:Recipe Co Costing Worksheet for Midterm - [HOSP2:Recipe Costing,WA]		1.00
37.16.02	Report the costs of various components of a budget and adjust budget items as needed.		
37.16.03	Understand compensation practices and financial management and explain how financial resources can be used effectively and efficiently.		
37.17 Materials			
37.17.01	Utilize materials, tools, and processes to complete a task related to a career selection.		
37.17.02	Compile a list of materials and supplies needed in advance of an assignment.		
37.17.03	Acquire resources in a timely fashion and take responsibility for their care.		
37.17.04	Identify and prepare tools, equipment, space, and facilities appropriate for a task.		
	HOSP2:FCCLA Me Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]		1.00
	HOSP2:Lg. Equip/ Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]		1.00
37.17.05	Work within constraints of safety precautions and available resources.		
37.18 Human Resources			
37.18.01	Learn cooperation and leadership in a team at school or in a workplace setting.		
37.18.02	Organize and communicate with members of a team using varied methods of communications.		
37.18.03	Recognize the individual roles of team members, delegate tasks, and give feedback on performance.		
37.18.04	Acknowledge and utilize the skills, abilities, and input of all member of a team.		
TEAMWORK			
37.19 Group Participation			
37.19.01	Exhibit teamwork skills including trust and loyalty to group, and demonstrate connectedness to group members, values, and culture.		
37.19.02	Take personal responsibility for influencing and accomplishing group goals.		
37.19.03	Demonstrate understanding of how effective teams operate within organization and diverse settings.		
	Summary Work Habits (x 15)		15.00
37.19.04	Solve a career/work-related problem as a member of a team.		
37.20 Conflict Resolution			
37.20.01	Demonstrate leadership by listening to others and asking appropriate questions to clarify a problem or issue.		
	Summary Work Habits (x 15)		15.00
37.20.02	Summarize a problem clearly and in appropriate detail.		
37.20.03	Suggest constructive alternatives with confidence that will help resolve a conflict.		
37.20.04	Compromise and/or build consensus within a group and summarize the decision of the group while maintaining respect for minority viewpoints.		
37.20.05	Participate in the implementation of a group's decision and evaluate the results.		
37.20.06	Show sensitivity to others' thoughts and opinions and relate them to the resolution process.		
37.21 Diversity			
37.21.01	Understand and respect the concerns of members of cultural, gender, age, and ability groups.		
37.21.02	Be respectful of a variety of differences of people in a work/school setting.		
37.21.03	Demonstrate ability to work with others with different backgrounds, cultures, and abilities.		
	Summary Work Habits (x 15)		15.00
37.22 Leadership			

CTESTAR™ Course Assignment Cross-Walk by Task

Hospitality and Culinary Arts

12

37.22.01	Demonstrate leadership ability in a work or school setting.		
	Summary	Work Habits (x 15)	15.00
37.22.02	Recognize and take advantage of leadership opportunities that give direction to other team members, or that encourage other members to complete tasks.		
37.23	NEGOTIATION SKILLS		
37.23.01	Using correct terminology, clarify the problem or issue to be negotiated.		
37.23.02	Identify, organize, and define ideas from various sources to logically support a position and use these ideas in debate.		
37.23.03	Demonstrate objectivity in assessing other viewpoints by considering all sides of an issue, using past experience, data and logical analysis, and showing respectful behavior towards others.		
	Summary	Work Habits (x 15)	15.00
37.23.04	Responsibly challenge existing policies and procedures and identify new solutions or policy changes.		
37.24	UNDERSTANDING SYSTEMS AND USING TECHNOLOGY		
37.24.01	Identify trends and how they affect changes within a system.		
37.24.02	Demonstrate an understanding of business systems.		
37.24.03	Compare management systems and consider how employees function and adapt to change within them.		
37.24.04	Describe the technical systems related to a career interest area.		
37.24.05	Diagnose and make necessary corrections or improvements to a technical system in a business, industry, or simulated work place setting.		
37.24.06	Describe how changes in technology have impacted business and industry, identify current trends, and recommend how a technical system might be improved.		
37.24.07	Demonstrate the use of equipment and machines to solve practical or work-based problems.		
	HOSP2:FCCLA Me	Culinary Practical Exam - [HOSP2:FCCLA Menu 3,PA]	1.00
	HOSP2:Lg. Equip/	Midterm Identification Test - [HOSP2:Lg. Equip/Fruit/Cuts,WA]	1.00
	Summary	Work Habits (x 15)	15.00
37.24.08	Demonstrate effective use of a variety of on-line technological resources.		
37.24.09	Determine what kind of application is needed for a given task and use effectively.		
37.24.10	Use technologies as tools for communication of technical or work-related information.		
37.24.11	Use technology effectively in solving problems in an area of career interest.		
37.24.12	Understand and demonstrate basic computer hardware and software installation and maintaining efficient machines.		
37.24.13	Demonstrate ability to adapt to different software applications, comparing and contrasting specific functions and applying them to different projects.		
37.25	EMPLOYABILITY SKILLS		
37.25.01	Continue the EDP process which includes an annual review with student and counselor and notification of parents.		
37.25.02	Participate in work-based opportunities such as job-shadowing, mentorships, work experiences, etc.		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
37.25.03	Show ability to market oneself by preparing for and completing an interview process.		
37.25.04	Accurately complete records/documents to support job applications (inquiry letters, resume, references, evaluations, follow-up letters).		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
37.25.05	Use a portfolio, resume, record of attendance, certificates, and/or transcript as self-marketing tools to demonstrate interest and competence.		
	Summary	Work Habits (x 15)	15.00
37.25.06	Apply career and labor market information to seek and obtain employment and/or pursue educational goals.		
	HOSP2:Resume/Co	Employability Skills - [HOSP2:Resume/Cover Letter, WA]	1.00
37.25.07	Research availability of educational programs, financial requirements, and resource and complete an application process as appropriate for career goals.		
37.25.08	Understand the need for lifelong learning in a rapidly changing job market.		

HOSP2:Resume/Co Employability Skills - [HOSP2:Resume/Cover Letter, WA]

1.00

TECHNOLOGY SKILLS

38.01 BASIC OPERATIONS AND CONCEPTS

- 38.01.01 Discuss emerging technology resources (e.g., podcasting, webcasting, compressed video delivery, online file sharing, graphing calculators, and global positioning software)
- 38.01.02 Identify the capabilities and limitations of emerging communication resources.
- 38.01.03 Understand the importance of both the predictable and unpredictable impacts of technology.
- 38.01.04 Identify changes in hardware and software systems over time and discuss how these changes might affect the individual personally in his/her role as a lifelong learner.
- 38.01.05 Understand the purpose, scope, and use of assistive technology.
- 38.01.06 Understand that access to online learning increases educational and workplace opportunities.
- 38.01.07 Be provided with the opportunity to learn in a virtual environment as a strategy to build 21st century learning skills.
- 38.01.08 Understand the relationship between electronic resources, infrastructure, and connectivity.
- 38.01.09 Routinely apply touch-typing techniques with advanced accuracy, speed, and efficiency.
- 38.01.10 Assess and solve hardware and software problems by using online help or other user documentation and support.
- 38.01.11 Identify common graphic, audio, and video file formats (e.g., jpeg, gif, bmp, mpeg, wav)
- 38.01.12 Demonstrate how to import/export text, graphics, or audio files.

Summary Work Habits (x 15)

15.00

- 38.01.13 Proofread and edit a document using an application's spelling and grammar checking functions.

38.02 SOCIAL, ETHICAL, AND HUMAN ISSUES

- 38.02.01 Identify legal and ethical issues related to use of information and communication technology.
- 38.02.02 Analyze current trends in information and communication technology and assess the potential of emerging technologies for ethical and unethical uses.
- 38.02.03 Discuss possible long-range effects of unethical uses of technology (e.g., virus spreading, file pirating, hacking) on cultures and society.
- 38.02.04 Discuss the possible consequences and costs of unethical uses of information and computer technology.
- 38.02.05 Identify ways that individuals can protect their technology systems from unethical or unscrupulous users.
- 38.02.06 Demonstrate the ethical use of technology as a digital citizen and lifelong learner.
- 38.02.07 Explain the differences between freeware, shareware, and commercial software.
- 38.02.08 Adhere to fair use and copyright guidelines.
- 38.02.09 Create appropriate citations for resources when presenting research findings.
- 38.02.10 Adhere to the district acceptable use policy as well as state and federal laws.
- 38.02.11 Explore career opportunities and identify their related technology skill requirements.
- 38.02.12 Design and implement a personal learning plan that includes technology to support his/her lifelong learning goals.

38.03 TECHNOLOGY PRODUCTIVITY TOOLS

- 38.03.01 Complete at least one online credit, or non-credit, course or online learning experience.
- 38.03.02 Use technology tools for managing and communicating personal information (e.g., finances, contact information, schedules, purchases, correspondence)
- 38.03.03 Have access to and utilize assistive technology tools.
- 38.03.04 Apply advanced software features such as an application's built-in thesaurus, templates, and styles to improve the appearance of word processing documents, spreadsheets, and presentations.
- 38.03.05 Identify technology tools (e.g., authoring tools or other hardware and software resources) that could be used to create a group project.
- 38.03.06 Use an online tutorial and discuss the benefits and disadvantages of this method of learning.
- 38.03.07 Develop a document or file for inclusion into a web site or web page.
- 38.03.08 Use a variety of applications to plan, create, and edit a multimedia product (e.g., model, webcast, presentation, publication, or other creative work)

38.03.09 Have the opportunity to participate in real-life experiences associated with technology-related careers.

38.04 TECHNOLOGY COMMUNICATIONS TOOLS

38.04.01 Identify and describe various telecommunications or online technologies (e.g., desktop conferencing, listservs, blogs, virtual reality)

38.04.02 Use available technologies (e.g., desktop conferencing, e-mail, groupware, instant messaging) to communicate with others on a class assignment or project.

38.04.03 Use a variety of media and formats to design, develop, publish, and present products (e.g., presentations, newsletters, web sites) to communicate original ideas to multiple audiences.

38.04.04 Collaborate in content-related projects that integrate a variety of media (e.g., print, audio, video, graphic, simulations, and models) with presentation, word processing, Publishing, database, graphics design, or spreadsheet applications.

38.04.05 Plan and implement a collaborative project using telecommunications tools (e.g., groupware, interactive web sites, videoconferencing)

38.05 TECHNOLOGY RESEARCH TOOLS

38.05.01 Compare, evaluate, and select appropriate internet search engines to locate information.

38.05.02 Formulate and use evaluation criteria (authority, accuracy, relevancy, timeliness) for information located on the internet to present research findings.

38.05.03 Determine if online sources are authoritative, valid, reliable, relevant, and comprehensive.

38.05.04 Distinguish between fact, opinion, point of view, and inference.

38.05.05 Evaluate resources for stereotyping, prejudice, and misrepresentation.

38.05.06 Develop a plan to gather information using various research strategies (e.g., interviews, questionnaires, experiments, online surveys)

38.06 TECHNOLOGY PROBLEM-SOLVING and DECISION-MAKING TOOLS

38.06.01 Use a variety of technology resources (e.g., educational software, simulations, models) for problem solving and independent learning.

38.06.02 Describe the possible integration of two or more information and communication technology tools or resources to collaborate with peers, community members, and field experts.

38.06.03 Formulate a research question or hypothesis, then use appropriate information and communication technology resources to collect relevant information, analyze the findings, and report the results to multiple audiences.