

## ProStart – Year Two

**Rationale statement:** The restaurant and food service industry is constantly growing. It is estimated that from 2004 to 2012 the number of jobs in the restaurant and foodservice industry will increase by 1.5 million – of which approximately 70,000 will be management positions. As the nation’s largest private sector employer, the restaurant and foodservice industry is the cornerstone of the American economy, of career-and-employment opportunities, and of local communities. The ProStart program prepares students who are looking to enter the job market or making plans for post secondary education. In addition to learning about the restaurant and foodservice industry in the classroom, students have the opportunity to participate in internships with qualified foodservice operations, receiving firsthand training from mentors.

**Grade Level: 9-12**

**Course description:**

This course helps students make real world connections through lessons and activities. Practical learning takes place both in the classroom and on the job. Students learn culinary essentials and basic foodservice management skills. With the ProStart Program, students get the chance to see just how bright their futures in the restaurant and foodservice industry can be. Some of the management and culinary skills developed include:

- History of Foodservice
- Potatoes and Grains
- The Lodging Industry
- The Art of Service
- Desserts and Baked Goods
- Marketing and the Menu
- Purchasing and Inventory Control
- Meat, Poultry and Seafood
- Standard Accounting Practices
- Stocks, Soups and Sauces
- Tourism and the Retail Industry
- Communicating with Customers

Bloom’s Taxonomy	Standards and Examples
Indicator #1	Explore career paths within the foodservice industry.
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Application	2PS 1.1 Define characteristic needed for success in food service careers. <i>For example:</i> <ul style="list-style-type: none"> <li>• Research foodservice careers.</li> <li>• Identify and give examples of positive work attitudes.</li> <li>• Make a list of qualities of successful foodservice employees.</li> </ul>
Application	2PS 1.2 Apply job acquisition skills for successful employment. <i>For example:</i> <ul style="list-style-type: none"> <li>• Compile the best examples of their work into a portfolio</li> <li>• Compile documents necessary to applying for a job, including a resume, cover letter, and job application</li> <li>• Demonstrate the steps to an effective job interview and the follow-up to</li> </ul>

	the interview
Indicator #2	Appraise the societal influences on food service.
Evaluation	<p>2PS 2.1 Determine how the history of food service has affected today's practices.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• List famous chefs from history and note their major accomplishments.</li> <li>• Identify global cultures and traditions related to food.</li> <li>• Outline the growth of food service throughout the history of the United States.</li> </ul>
Analysis	<p>2PS 2.2 Explain how current trends influence the food the food service industry.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Categorize and differentiate the segments of the foodservice industry.</li> <li>• Categorize and list the many career opportunities available in the foodservice industry.</li> <li>• Investigate and draw conclusions on the impact of future economic, technological, and social changes in the foodservice industry.</li> </ul>
Indicator #3	Demonstrate food selection and preparation techniques.
Application	<p>2PS 3.1 Demonstrate the ability to select, store, prepare and serve aesthetically pleasing potatoes and grains.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Employ proper storage techniques to guarantee food quality.</li> <li>• Use proper methods to prepare foods to be nutritious and aesthetically pleasing.</li> </ul>
Application	<p>2PS 3.2 Demonstrate the ability to select, store, prepare and serve aesthetically pleasing desserts and baked products.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Employ proper storage techniques to guarantee food quality.</li> <li>• Use proper methods to prepare foods to be nutritious and aesthetically pleasing.</li> <li>• Demonstrate garnishing plates</li> </ul>
Application	<p>2PS 3.3 Demonstrate the ability to select, store, prepare and serve aesthetically pleasing meats, poultry, and seafood.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Employ proper storage techniques to guarantee food quality.</li> <li>• Use proper methods to prepare foods to be nutritious and aesthetically pleasing.</li> <li>• Demonstrate garnishing plates</li> </ul>
Application	<p>2PS 3.4 Demonstrate the ability to select, store, prepare and serve aesthetically pleasing soups and sauces.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Employ proper storage techniques to guarantee food quality.</li> <li>• Use proper methods to prepare foods to be nutritious and aesthetically pleasing.</li> </ul>

	<ul style="list-style-type: none"> <li>• Demonstrate garnishing plates</li> </ul>
Indicator #4	Explore the lodging and hospitality industries.
Comprehension	<p>2PS 4.1 Identify careers in the lodging and hospitality industries for employment and entrepreneurial endeavors.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Give examples of career opportunities in the lodging and hospitality.</li> <li>• List several different services offered by lodging operators.</li> <li>• List and describe activities associated with the different departments within lodging and hospitality.</li> </ul>
	<p>2PS 4.2 Determine how the history of lodging has affected today's lodging industry.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Trace and explain the earliest types of lodging establishments in America.</li> <li>• List and discuss elements that differentiate one lodging establishment from another.</li> <li>• Identify national organizations that rate commercial lodging establishments, and list factors used in making their rating judgments.</li> </ul>
Indicator #5	Examine the art of service in the foodservice industry.
Application	<p>2PS 5.1 Demonstrate the different types of service to utilize in the food service industry.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Demonstrate the similarities and differences between American, French, English, Russian, and self-service styles.</li> <li>• Describe and demonstrate tableside preparations such as carving meats and slicing desserts.</li> <li>• Describe traditional service staff, and list the duties and responsibilities of each.</li> </ul>
Application	<p>2PS 5.2 Demonstrate use of tools and techniques in serving customers.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Identify various server tools and the correct way to stock a service station.</li> <li>• Demonstrate setting and clearing items properly.</li> <li>• Dramatize methods of effectively resolving customer complaints.</li> </ul>
Indicator #6	Explore the relationship between marketing and the menu.
Application	<p>2PS 6.1 Compose menus to use in a food service operation.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Define a la carte, table d'hote, California, du jour, and cycle menus.</li> <li>• Organize the information on a menu.</li> <li>• Write and lay out a menu.</li> </ul>
Analysis	<p>2PS 6.2 Describe marketing techniques in managing a foodservice operation.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Use sales information to analyze how menu items are selling.</li> <li>• Distinguish among and discuss basic marketing concepts such as product-service mix, marketing mix, and market trends.</li> <li>• Outline the components of a marketing plan.</li> </ul>

	<ul style="list-style-type: none"> <li>• Create, write, and analyze a restaurant promotion.</li> </ul>
Indicator #7	Describe purchasing and inventory control.
Knowledge	<p>2PS 7.1 Identify aspects of purchasing and inventory management to control food service costs.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• List factors that affect food prices.</li> <li>• Based on inventory information, write an order sheet for items to be purchased.</li> <li>• Explain how production records influence purchasing decisions.</li> </ul>
Indicator #8	Apply standard accounting practices.
Application	<p>2PS 8.1 Use basic accounting principles to apply in common foodservice scenarios.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Given a set of figures, practice double-entry accounting.</li> <li>• Given a set of figures, calculate cost sales using opening and closing inventory figures.</li> <li>• Figure assets, liabilities, and owners' equity using balance sheet equations.</li> </ul>
Indicator #9	Explore tourism and the retail industry.
Analysis	<p>2PS 9.1 Analyze the role of tourism in the hospitality industry to identify opportunities for employment.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Categorize the types of businesses that make up the tourism industry.</li> <li>• Identify career opportunities offered by travel and tourism.</li> <li>• Outline the work done by concierges, state and local tourist offices, corporate travel offices, and convention and meeting planners.</li> <li>• List and describe required customer service skills in the travel industry.</li> </ul>
Indicator #10	Communicate positively with customers.
Application	<p>2PS 10.1 Use positive communication skills to ensure customer relation success.</p> <p><i>For example:</i></p> <ul style="list-style-type: none"> <li>• Give examples of ways to respond to and resolve customer complaints.</li> <li>• State guidelines for communicating effectively during and after a crisis.</li> <li>• List and demonstrate effective listening and speaking skills.</li> <li>• List and give examples of innovative ways to attract and keep customers.</li> </ul>