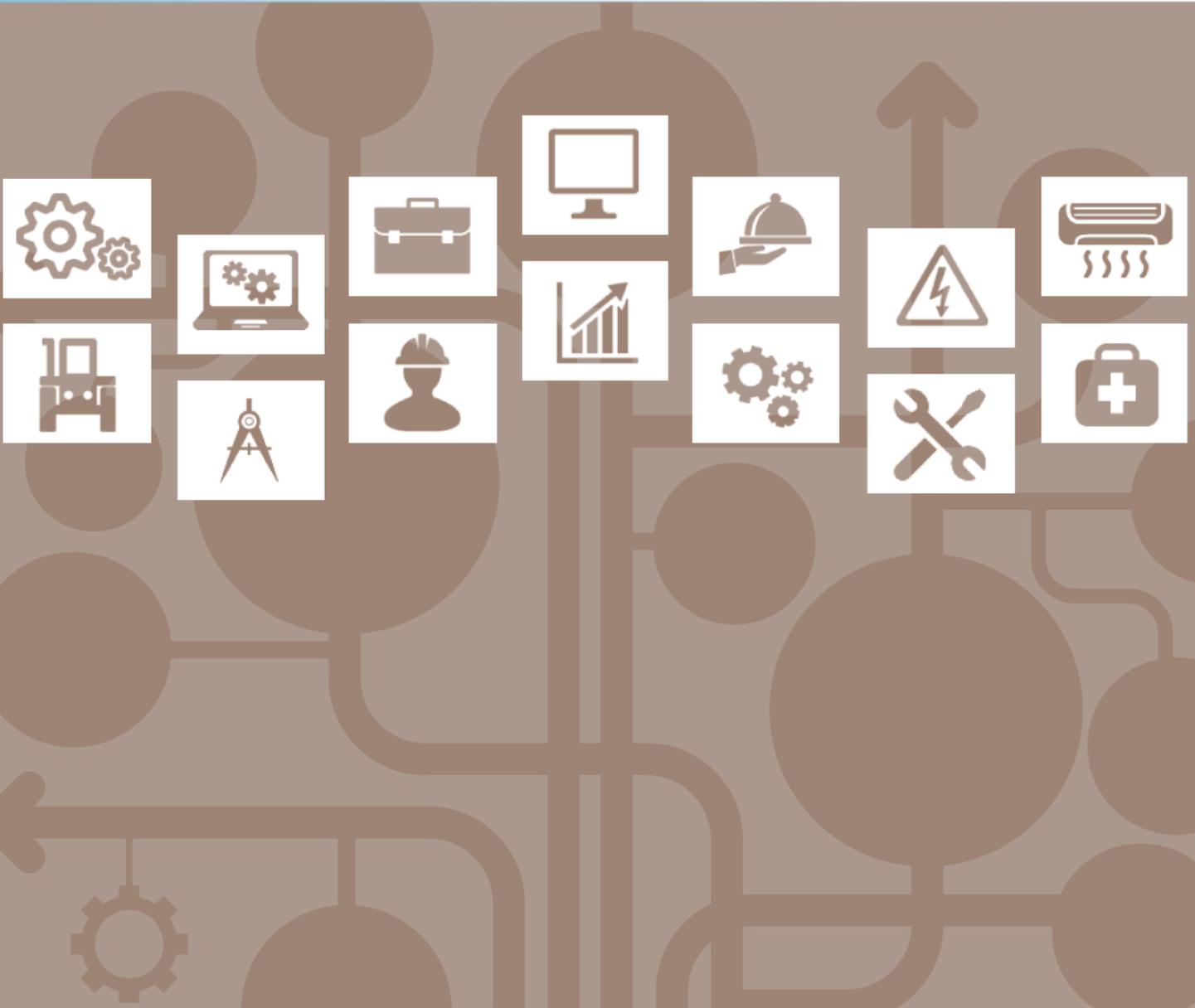


*Pathway Assessment Blueprint*

*Restaurant, Food and Beverage Services*



## Specific Competencies and Skills Tested in this Assessment:

### General Hospitality and Tourism Technical Skills

- Demonstrate knowledge of hospitality and tourism management (e.g., no-shows, overbooking)
- Apply marketing strategies and techniques within a hospitality and tourism context
- Apply customer service techniques in a hospitality and tourism context
- Identify elements of geography and climate that affect the hospitality and tourism industry

### Restaurant, Food and Beverage Services Technical Skills

- Plan, prepare, and cost menus
- Describe techniques for food preparation
- Identify and describe the correct use of restaurant tools and equipment
- Explain procedures for kitchen and restaurant sanitation
- Identify various types of food service operations and career options
- Provide effective customer and table service

### Academic Foundations

- Apply reading skills in a hospitality and tourism career environment
- Apply writing skills in a hospitality and tourism career environment
- Apply mathematical skills in a hospitality and tourism career environment
- Apply knowledge of economics in a hospitality and tourism career environment

### Systems

- Describe the relationship of roles and responsibilities among hospitality and tourism professionals
- Analyze impact on hospitality and tourism systems based on influences such as changes in technology



### Ethics and Legal Responsibilities

- Apply appropriate laws, regulations, industry standards to hospitality/tourism situations
- Identify ethical issues and demonstrate ethical behavior in hospitality and tourism situations

## ***Specific Competencies and Skills continued:***

### **Communications**

- Locate, organize, reference written information to communicate with coworkers/clients
- Develop and deliver formal and informal presentations using media to engage and inform diverse audiences
- Apply listening skills; interpret verbal and nonverbal behaviors to communicate with coworkers and clients
- Interpret and use tables, charts, and figures

### **Information Technology Applications**

- Use word processing, presentation, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information

### **Problem Solving, Critical Thinking, and Decision Making**

- Use problem solving/critical thinking to locate information about problems and determine causes
- Use problem solving/critical thinking; determine root causes of problems; evaluate solutions

### **Leadership and Teamwork**

- Exhibit leadership qualities to improve the quality of work and the work environment
- Work effectively in a team environment to improve the quality of work and the work environment

### **Safety, Health, and Environmental**

- Identify/practice appropriate safety and health procedures for hospitality and tourism occupations
- Demonstrate emergency/first-aid knowledge and procedures for hospitality and tourism occupations

### **Employability and Career Development**

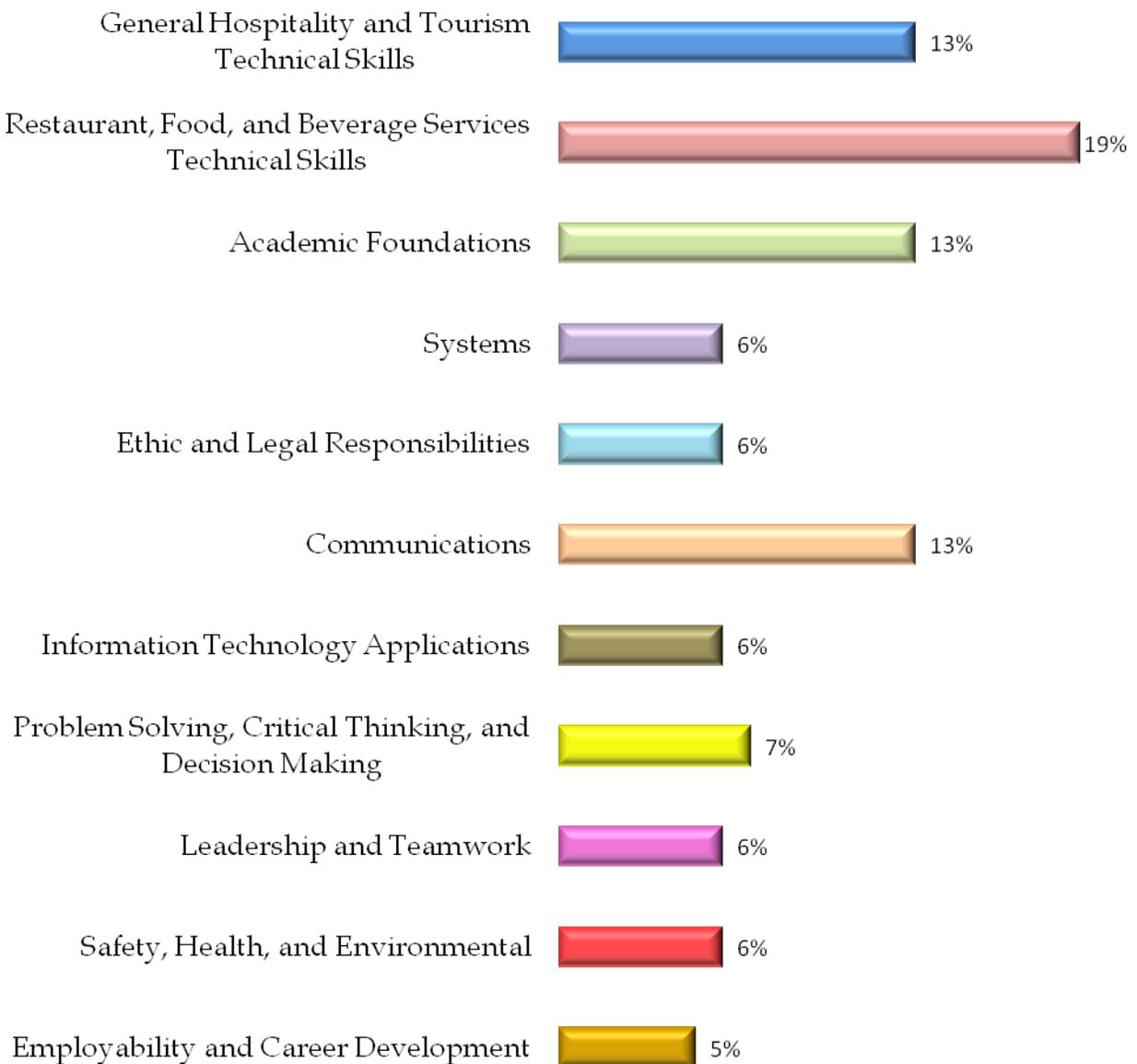
- Demonstrate employability skills related to a career in hospitality and tourism
- Pursue career development skills to advance in hospitality and tourism careers

Written Assessment:

**Administration Time:** 2 hours

**Number of Questions:** 103

**Areas Covered:**



## Sample Questions:

**Dividing the total consumer market into small groups of potential customers is referred to as market**

- A. segmentation
- B. research
- C. integration
- D. development

**Airlines often offer faster boarding services using**

- A. electronic ticketing
- B. ATMs
- C. text messages
- D. passwords

**When an employee is given an oral presentation, he/she should speak**

- A. clearly and confidently
- B. in a low voice
- C. quickly and urgently
- D. in a monotone voice

**Food preparation surfaces should be cleaned and sanitized**

- A. after every shift
- B. twice a day
- C. after every item prepped
- D. at the end of the day

**One entry-level position in the food service industry is a/an**

- A. chef
- B. sous chef
- C. prep cook
- D. assistant buyer

**Which of the following terms is correctly spelled?**

- A. gretuity
- B. cordination
- C. reservations
- D. resturant

## Sample Questions (continued)

**When traveling outside the United States, the traveler is required to obtain a**

- A. driver's license
- B. passport
- C. social security card
- D. birth certificate

**Combining address file data with a form letter is called**

- A. mail merge
- B. a personal letter
- C. a business letter
- D. auto-addressing

**The term used to describe vegetables and pasta that are cooked until they are tender, but firm, is**

- A. à la carte
- B. au gratin
- C. al dente
- D. a l'anglaise

**The "back of the house" refers to**

- A. individuals or departments who have direct contact with the guest
- B. individuals or departments who have indirect contact with the guest
- C. operational functions in the rear of the building
- D. departments in the front of the building