



Pathway Assessment Blueprint

Restaurant, Food and Beverage Services



Test Code: 1286 / Version: 01

“Measuring What Matters”

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

Restaurants, Food, and Beverage Services

- 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, etc.

Specific Competencies and Skills continued:

Ethics and Legal Responsibilities

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

Communication

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

Information Technology

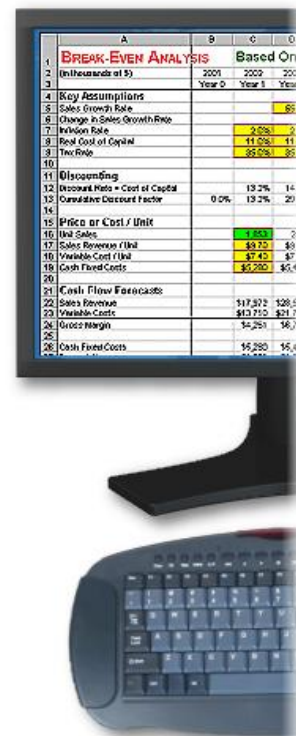
- Use word processing, presentation, and email applications to prepare communications
- Use spreadsheet and database applications to manage and communicate data and information

Problem Solving, Critical Thinking, and Decision making

- Use problem solving and critical thinking to locate information about problems and determine causes
- Use problem solving and 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



Specific Competencies and Skills continued:

Safety, Health, and Environment

- Identify and practice appropriate safety and health procedures for hospitality and tourism occupations
- Demonstrate emergency and 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 careers
- Pursue career development skills to advance in hospitality and tourism careers

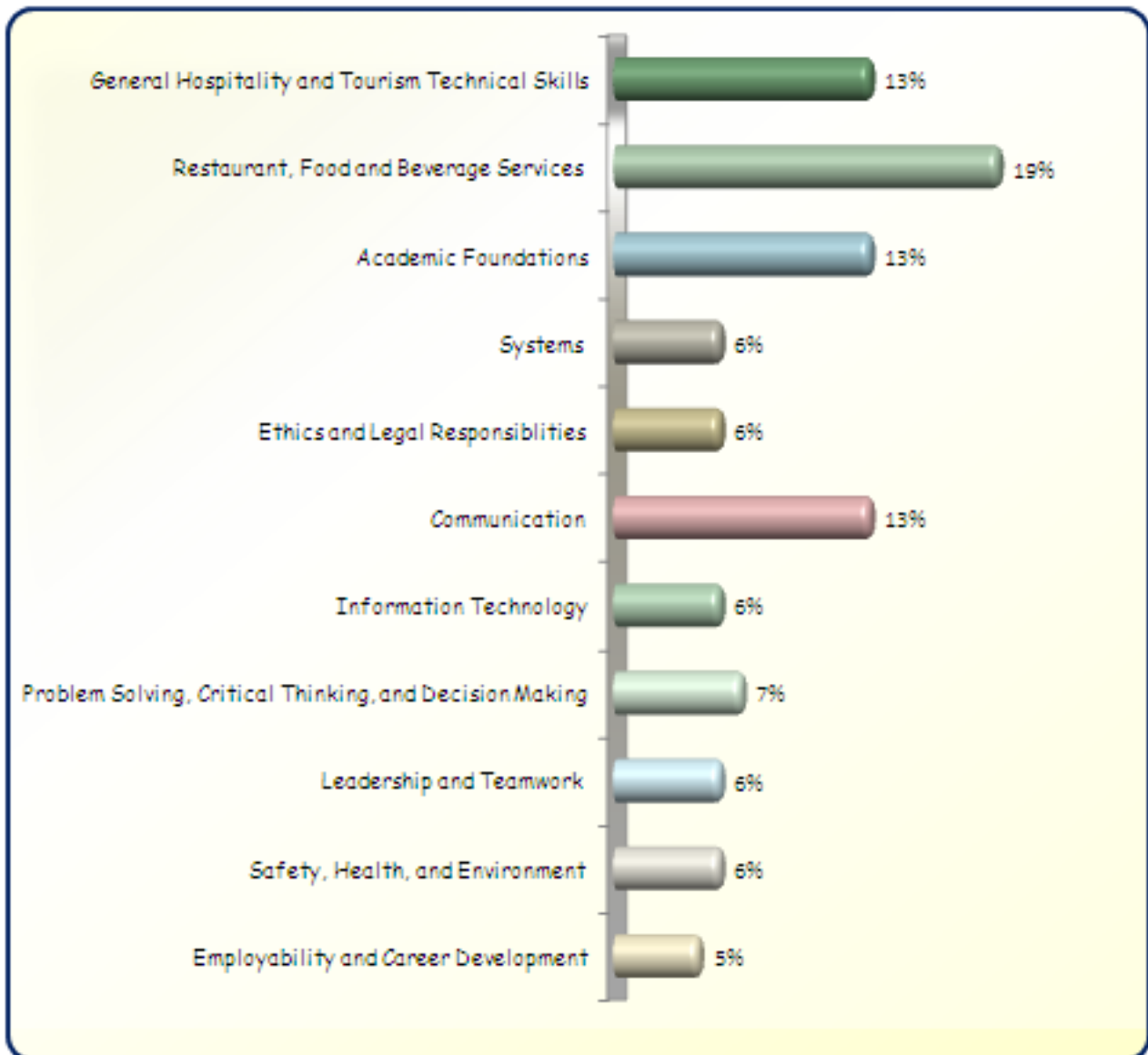


Written Assessment:

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 giving an oral presentation, he/she should speak

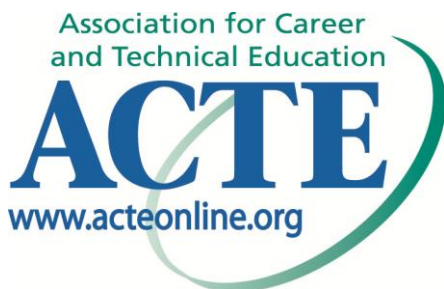
- A. clearly and confidently
- B. in a low voice
- C. quickly and urgently
- D. in a monotone voice

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



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