



Job Ready Assessment Blueprint

Hospitality Management – Food And Beverage



Test Code: 2079 / Version: 01

“Measuring What Matters”

Specific Competencies and Skills Tested in this Assessment:

Introduction to the Hospitality Industry

- Display an understanding of hospitality terminology
- Define and categorize hotel organization and hotel segmentation
- Describe standards of service
- Describe the function of human resources in the hospitality industry

Guest Relations and Concierge

- Demonstrate effective communication and telephone techniques
- Handle guest complaints
- Explain fee and pricing categories
- Provide guest information services (concierge service)

Marketing and Sales

- Explain functions of the marketing department
- Describe the hotel as a product
- Describe the elements of a marketing strategy
- Target the market audience
- Explain the concept of supply and demand
- Describe the importance of suggestive selling and upgrading
- Prepare and promote sales
- Describe banquet and group sales

Safety and Security

- Explain safety regulations as required in hospitality industry
- Demonstrate knowledge of OSHA regulations and standards
- Practice personal hygiene
- Maintain guest and employee security procedures in a hotel



Specific Competencies and Skills continued:

Opening and Settling Financial Transactions

- Describe and process financial transactions
- Describe night audit procedures
- Operate POS (point of sale) system and/or cash register

Travel and Tourism

- Demonstrate knowledge of travel/tourism-related geography
- Accommodate different needs of travelers
- Demonstrate the use of technology in the travel industry

Legal and Ethical Responsibilities

- Describe rights of the innkeeper and guests
- Describe hotel legal responsibilities and issues
- Demonstrate knowledge of ADA (Americans with Disabilities Act) requirements

Restaurant Management

- Describe the size and scope of the food service industry
- Plan, prepare, and cost menus
- Purchase food and beverage items
- Describe techniques for food preparation
- Identify and describe the correct use of restaurant equipment
- Explain procedures for health, safety, and sanitation
- Describe the basic elements of restaurant layout and design

Food and Beverage Service

- Describe different types of service
- Describe the positions and responsibilities of restaurant employees
- Describe room service procedures
- Define types of restaurants (themed, casual, fast food, etc.)

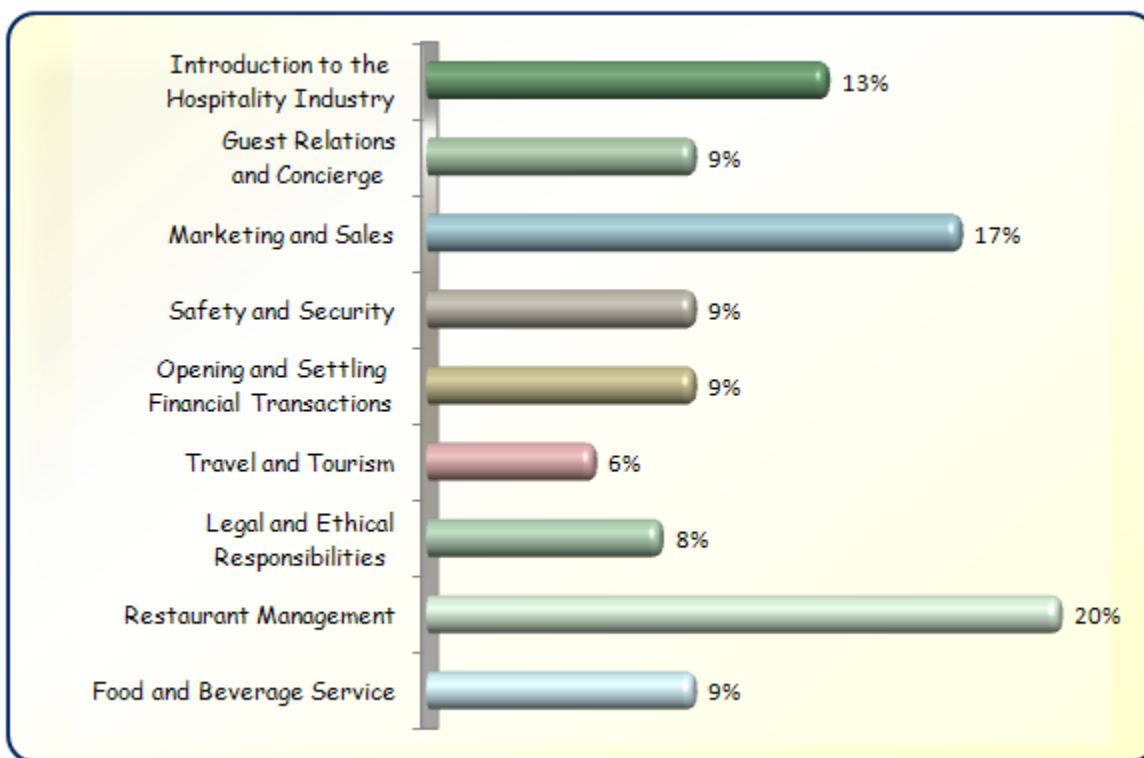


Written Assessment:

Administration Time: 3 hours

Number of Questions: 159

Areas Covered:



Sample Questions:

A gratuity is described as a

- A. loan to a customer
- B. tip to an employee
- C. sale of goods
- D. rental of equipment

An example of protecting against bloodborne pathogens is

- A. following a strict diet
- B. wearing a face mask
- C. identifying blood types
- D. covering open wounds

When using PMS to calculate yield management, the formula is

- A. potential revenue divided by actual revenue
- B. actual revenue divided by potential revenue
- C. potential expenses divided by actual expenses
- D. actual expenses divided by potential expenses

One type of commercial eating and drinking establishment is a

- A. local restaurant
- B. high school cafeteria
- C. nursing home
- D. military mess hall

The primary responsibility of service personnel is to

- A. keep their station clean
- B. stay alert to guests' needs
- C. keep their uniforms clean
- D. suggest appropriate food items



Performance Assessment:

Administration Time: 3 hours and 25 minutes

Number of Jobs: 7

Areas Covered:

14% Demonstrate Napkin Folding

Follow diagram steps for various napkins, appearance of fan fold, tent fold and bishop's head fold, and timeliness of job.

6% Identify Equipment
Equipment identification, and timeliness of job.

14% Perform Tableside Service

Maintained sanitation techniques, preparation of salad and dressing, presentation of service, plate presentation, cart and material clearing, and timeliness of job.

21% Prepare Chicken Cordon Bleu

Organization, knife skills and use of tools equipment, preparation of chicken, safety and sanitation procedures, appearance and taste of finished product, and timeliness of job.

22% Serve Guests

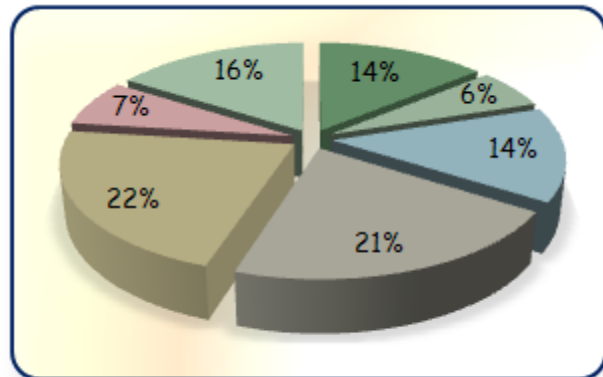
Table set-up, obtain and correctly set cover items, greeting and seating guests, beverage order(s), take order from guest, served and cleared guest meals, presentation of guest check, and timeliness of job.

7% Pricing Menu Items

Calculate individual item costs, calculate total recipe cost and cost per serving, and timeliness of job.

16% Complete a Banquet Event Order Sheet

Contact information on form, room set-up, financial calculations, and timeliness of job.



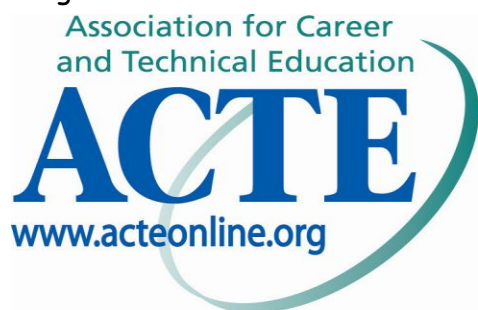
Sample Job: Pricing Menu Items

Maximum Time: 20 minutes

Participant Activity: The participant will determine the food costs, per plate, for chicken cordon bleu. Participants will calculate the recipe costs for individual menu items, the total recipes costs, and costs per serving.



The Association for Career and Technical Education (ACTE), the leading professional organization for career and technical educators, commends all students who participate in



career and technical education programs and choose to validate their educational attainment through rigorous technical assessments. In taking this assessment you demonstrate to your school, your parents and guardians, your future employers and yourself that you understand the concepts and knowledge needed to succeed in the workplace. Good Luck!