Specific Competencies and Skills Tested in this Assessment:

Introduction to the Hospitality Industry
- Describe standards of service
- Describe the function of human resources in the hospitality industry
- Display an understanding of hospitality terminology
- Define and categorize restaurant organization and hotel segmentation
- Identify various career paths and opportunities within the hospitality industry
- Identify leadership characteristics 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

Guest Relations and Concierge
- Demonstrate effective professional skills (e.g., communication skills)
- Handle guest complaints
- Explain fee and pricing categories
- Provide guest information services (e.g., concierge service)

Marketing and Sales
- Describe functions of the sales and marketing department
- Describe the products and amenities of lodging or food and beverage outlets
- Describe the elements of a marketing strategy
- Determine the target market
- Describe concepts of supply and demand
- Describe promotions and advertising (e.g., suggestive selling)
- Prepare sales, including banquet and group sales (e.g., themed events)

Safety and Security
- Demonstrate knowledge of safety regulations as required in the hospitality industry, including OSHA regulations
- Demonstrate appropriate personal hygiene and appearance
- Maintain guest and employee security and safety procedures (e.g., guest privacy)
- Describe rights of management, staff, and guests
- Describe hospitality industry-related legal responsibilities and issues
Hospitality Management - Food and Beverage - PILOT (continued)

**Opening and Settling Financial Transactions**
Describe and process financial transactions
Describe night audit/closing manager 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

**Restaurant Management**
Plan, prepare, and cost menus
Demonstrate knowledge of Purchase/Inventory controls food and beverage items (e.g., portion control, invoice)
Describe techniques for food preparation
Select, identify, and describe the correct restaurant equipment for various applications
Explain food handling procedures for health, safety, and sanitation
Identify the basic elements of restaurant layout and design
Calculate payroll and employee schedules

**Food and Beverage Service**
Describe different types of service, tableware, and holloware
Describe the positions and responsibilities of restaurant employees
Describe room service procedures
Describe types of restaurants (e.g., themed, casual, bakeries)
Describe and prepare reservations and events, including catering events
Hospitality Management - Food and Beverage - PILOT (continued)

Written Assessment:

Administration Time: 3 hours
Number of Questions: 166

Areas Covered:

13% Introduction to the Hospitality Industry
10% Guest Relations and Concierge
15% Marketing and Sales
10% Safety and Security
8% Opening and Settling Financial Transactions
5% Travel and Tourism
23% Restaurant Management
16% Food and Beverage Service

Sample Questions:

What is the key to effective leadership?
A. using a style that has been used before
B. allowing the employees to choose the style
C. selecting a leadership style that is comfortable
D. adopting the right style for each situation

What information is included when reserving a table?
A. guest name and cellphone number
B. number of children attending
C. items guests expect to order
D. social security number

The primary focus of marketing is
A. managing employee compensation and bonuses
B. monitoring supply and demand
C. communicating about goods and services
D. organizing storage and delivery

A food handler is allowed to wear
A. a bracelet
B. a diamond ring
C. acrylic fingernails
D. a plain band ring

A prepaid card that may be presented for cost-free services is called a
A. guest check
B. purchase order
C. requisition
D. gift certificate
A person can make excursion arrangements with which hotel staff member?
A. bell man  
B. front desk  
C. hotel operator  
D. concierge

Which type of menu item is growing in popularity in restaurants?
A. beef  
B. locally grown  
C. seafood  
D. high-fat

Which of the following is equal to 1/2 cup liquid measure?
A. 4 tablespoons  
B. 4 ounces  
C. 12 tablespoons  
D. 1 quart

Water glasses, champagne flutes, and coffee mugs are examples of
A. stemware  
B. holloware  
C. flatware  
D. drinkware

A bakery menu includes
A. breads, pastries, and hot beverages  
B. ice cream, pastries, and cold beverages  
C. cheeses, crackers, and fruit  
D. cookies, cold beverages, and sandwiches
Hospitality Management - Food and Beverage - PILOT (continued)

Performance Assessment:

Administration Time: 3 hours
Number of Jobs: 7

Areas Covered:

14% **Demonstrate Napkin Folding**
Participants will follow diagrams provided to create a fan fold, tent fold, and bishop’s hat fold.

6% **Identify Equipment**
Participants will correctly identify equipment.

14% **Perform Table-Side Service**
Participants will verbally describe techniques and ingredients while preparing salad, plate and serve, and return cart and materials to kitchen while maintaining safety and sanitation.

21% **Prepare Chicken Cordon Bleu**
Participants will prepare chicken using instructions provided while maintaining safety and sanitation.

22% **Serve Guests**
Participants will demonstrate table set-up, obtain and set cover items, greet and seat guests, take beverage orders, take orders from guests, serve and clear guest meals, and present the guest check.

7% **Pricing Menu Items**
Participants will calculate individual item costs, total recipe cost, cost per serving, and record work.

16% **Complete a Banquet Event Order Form**
Participants will complete order with contact information, room set-up, menu items, and financial calculations.

Sample Job: Perform Table-Side Service

Maximum Job Time: 25 Minutes

Participant Activity: The participant will follow the recipe provided to prepare a side salad, providing table-side service, verbally describe techniques and ingredients while preparing the salad, plate and serve two portions, return serving cart and materials to the kitchen area, and observe safety and sanitation in all activities.