

**Hospitality
Management-Food
and Beverage**

General Assessment Information

Blueprint Contents

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Test Type: The Hospitality Management-Food and Beverage industry-based credential is included in NOCTI's Job Ready assessment battery. Job Ready assessments measure technical skills at the occupational level and include items which gauge factual and theoretical knowledge. Job Ready assessments typically offer both a written and performance component and can be used at the secondary and post-secondary levels. Job Ready assessments can be delivered in an online or paper/pencil format.

Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Idaho, Michigan, Missouri, Pennsylvania, and Texas.



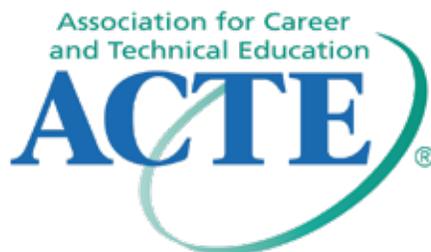
52.0909- Hotel, Motel, and Restaurant Management



Career Cluster 9- Hospitality and Tourism



11-9081.00- Lodging Managers



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!



In the upper division baccalaureate/associate degree category, 6 semester hours in Intermediate Culinary Arts or Hospitality Management

Written Assessment

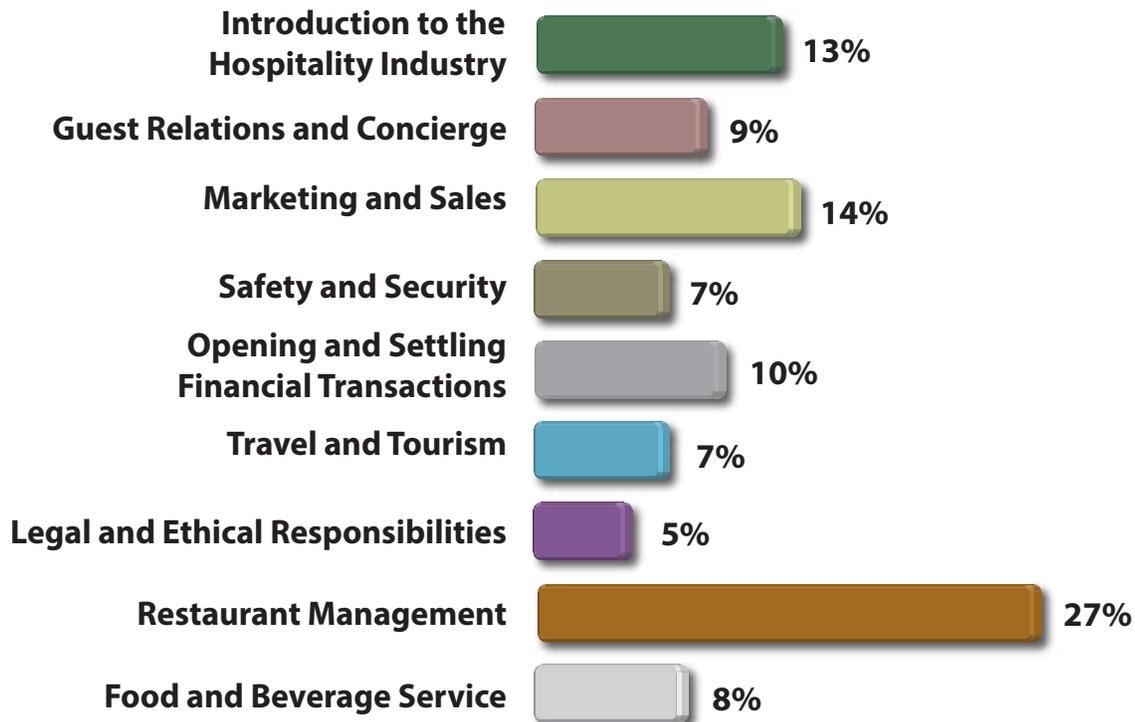
NOCTI written assessments consist of questions to measure an individual’s factual theoretical knowledge.

Administration Time: 3 hours

Number of Questions: 161

Number of Sessions: This assessment may be administered in one, two, or three sessions.

Areas Covered



Specific Standards and Competencies Included 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 hotel/restaurant organization and segmentation
- Identify various career paths and opportunities within the hospitality industry

Guest Relations and Concierge

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

Marketing and Sales

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

Safety and Security

- Demonstrate knowledge of safety regulations required in the hospitality industry, including OSHA regulations
- Demonstrate appropriate personal hygiene
- Maintain guest and employee security procedures

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Specific Standards and Competencies (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 management, staff, and guests
- Describe hospitality industry related legal responsibilities and issues, including ADA

Restaurant Management

- Plan, prepare, and cost menus
- Purchase food and beverage items
- Describe techniques for food preparation
- Select, identify, and describe the correct restaurant equipment for various applications
- Explain procedures for health, safety, and sanitation
- Identify the basic elements of restaurant layout and design
- Calculate payroll and employee schedules
- Identify 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

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Specific Standards and Competencies (continued)

Food and Beverage Service

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



Sample Questions

Market segments focus on

- A. sets of needs and expectations of the customer
- B. regional units of product
- C. the product and match it to a season
- D. the condition of the market

Upgrading is an example of

- A. benefits
- B. high pressure sales
- C. suggestive selling
- D. teamwork

Which guest would most likely use a TDD/TTY?

- A. business traveler
- B. hearing impaired guest
- C. leisure traveler
- D. vision impaired guest

Cleaned and sanitized coffee cups are stored

- A. stacked one inside the other
- B. inverted on a clean surface
- C. side up for easy access
- D. pre-set on tables

One type of commercial eating and drinking establishment is a

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

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Sample Questions (continued)

Good customer relations should include

- A. controlling one's temper and remaining calm in a heated situation
- B. attempting to redirect the customer's attention to another topic
- C. never admitting that there might be a mistake
- D. telling the customer the day-to-day problems encountered at work

If a bomb threat occurs, management should

- A. inform the search team leader of any suspicious-looking objects
- B. use radios to inform the manager when a hallway has been evacuated
- C. use a walkie-talkie to tell supervisors when a bomb search is completed
- D. report to emergency services and follow their directions

When controlling food service costs, portion control is

- A. only important for high-cost entree items
- B. calculated only if food costs go up
- C. unimportant because guests want varied portion sizes
- D. essential to operating an effective food-service operation

An entire meal of several courses offered at a fixed price is known as

- A. table d'hote
- B. à la carte
- C. carte blanche
- D. American Plan

An example of a typical business meeting set up for 12 people is _____ style.

- A. theatre
- B. classroom
- C. boardroom
- D. banquet

Performance Assessment

NOCTI performance assessments allow individuals to demonstrate their acquired skills by completing actual jobs using the tools, materials, machines, and equipment related to the technical area.

Administration Time: 3 hours and 40 minutes
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 head fold.

6% Identify Equipment

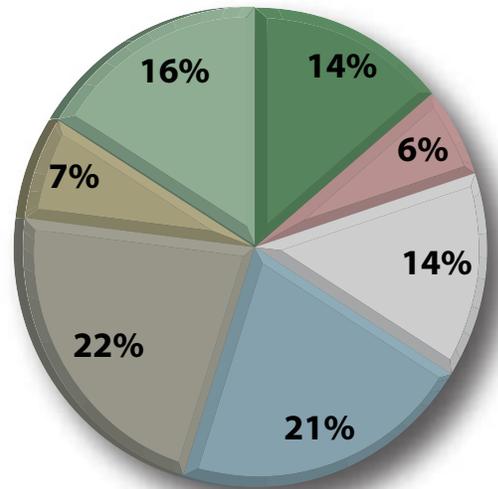
Participants will correctly identify equipment.

14% Perform Table-Side Service

Participants will maintain sanitation techniques, prepare salad and dressing, present service, present plate, and clear the material and return preparation items to the cart.

21% Prepare Chicken Cordon Bleu

Participants will be organized, maintain safe knife skills, correctly use tools and equipment, prepare the chicken, follow safety and sanitation procedures, create a finished product with correct appearance and taste.



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Areas Covered (continued):

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, and cost per serving.

16% Complete a Banquet Event Order Sheet

Participants will complete order with contact information, room set-up and audio-visual, menu items, and financial calculations.

Sample Job

Perform Table-Side Service

Maximum Time: 30 minutes

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

