

Restaurant, Food and Beverage Services

General Assessment Information

Blueprint Contents

General Assessment Information
Written Assessment Information

Sample Written Items
Specific Competencies Covered in the Test

Test Type: The Restaurant, Food and Beverage Services industry-based credential is included in NOCTI's Pathway assessment battery. Pathway assessments assess knowledge and skills at a broader level than the Job Ready assessments and focus on the Pathways established as part of the national career cluster model. Pathway assessments are delivered entirely online which allows NOCTI to include engaging interactive items.

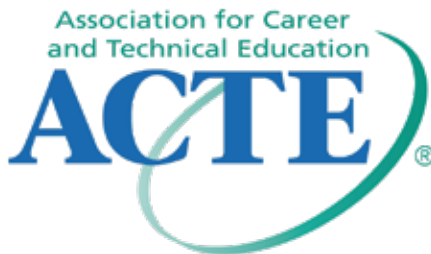
Revision Team: The assessment content is based on input from secondary, post-secondary, and business/industry representatives from the states of Michigan, Pennsylvania, and Tennessee.



52.0905-Restaurant/Food
Services Management



Career Cluster 9-
Hospitality and Tourism



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!



MBAResearch believes that “proof of learning” is the first step toward a future career. Students who successfully complete a research-based assessment put themselves a step ahead of their competitors—for college admission and for beginning substantive careers in business. MBAResearch is proud to be the primary source of industry-validated standards and curriculum for business careers, for many high school and community college business administration curricula, and for many assessments offered here.



NATIONAL COLLEGE CREDIT RECOMMENDATION SERVICE
University of the State of New York - Regents Research Fund

In the lower division
baccalaureate/associate degree
category, 3 semester hours in
Food and Beverage Services

Written Assessment

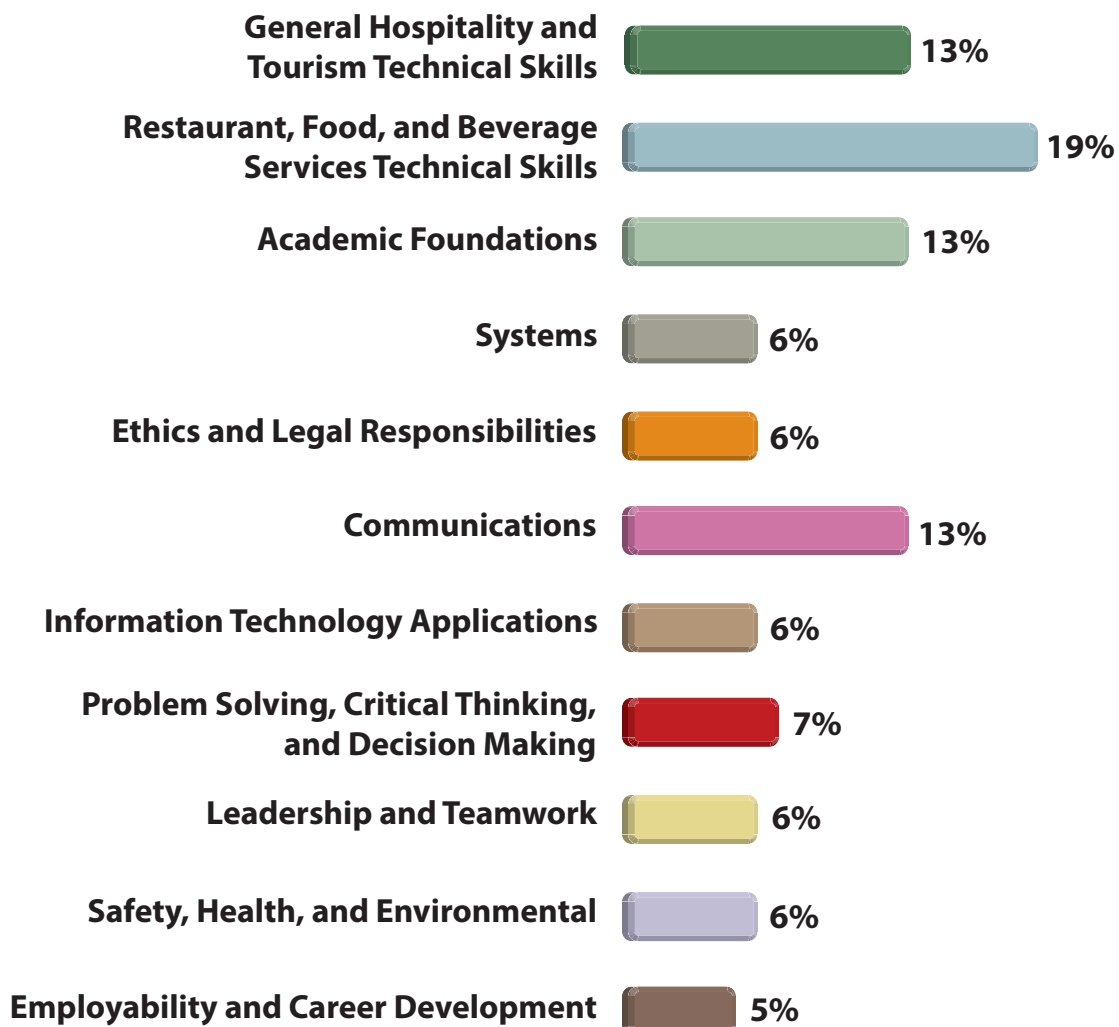
NOCTI written assessments consist of questions to measure an individual's factual theoretical knowledge.

Administration Time: 2 hours

Number of Questions: 103

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

Areas Covered



Specific Standards and Competencies Included 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, etc.

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Specific Standards and Competencies (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

Communications

- 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



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Specific Standards and Competencies (continued)

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 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

Safety, Health, and Environmental

- 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
- Pursue career development skills to advance in hospitality and tourism careers

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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Sample Questions (continued)

Which of the following terms is correctly spelled?

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

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

Notes

