

MISSION TRAILS REGIONAL OCCUPATIONAL PROGRAM

- 1. COURSE TITLE:** RESTAURANT SALES CO-OP
- 2. CBEDS TITLE:** FOOD AND HOSPITALITY SERVICES
- 3. CBEDS NUMBER:** 4420
- 4. JOB TITLES:** Taken from the Dictionary of Occupational Titles

Host	310.137-010
Fast Foods Worker	311.472-010
Food and Beverage Cashier	211.482-018
Cashier/Checker	211.462-026
Counter Attendant (Coffee Shop)	311.477-014
Waiter/Waitress, Formal (Hotel & Restaurant)	311.477-026
Waiter/Waitress, Informal, Café (H & R)	311.477-030
Waiter/Waitress, Room Service (H & R)	311.477-034
Waiter/Waitress, Take-out	311.477-038
Busperson	311.677-018
Canteen Operator (Deli)	311.674-010
Dining Room Attendant (Bus Person)	311.677-018
Cook Apprentice (Hotels & Restaurant)	313.361-018
Cook (Short Order)	313.361-022
Baker (Hotel & Restaurant)	313.381-010
Cook (Pizza)	313.381-014
Cook, Pastry Apprentice (Hotel & Restaurant)	313.381-018
Cook, Fast Food	313.374-010
Cook, Short Order	313.374-014
Sous Chef	313.131-026
Baker Helper	313.684-010
Cook Helper, Pastry	313.687-010
Sandwich Maker	317.664-010
Salad Maker	317.384-010
Food Order Expediter	319.467-010
Food Service Worker, Hosp.	319.677-014
Coffee Person (Hotel & Restaurant)	317.684-010
Pantry Person (Hotel & Restaurant)	317.684-014
Sandwich Person (Hotel & Restaurant)	317.684-018
Cook's Helper (Hotel & Restaurant)	317.687-010

5. COURSE DESCRIPTION:

This Course is designed to teach student's skills required in the restaurant industry. Course instruction include formal classroom training, Individualized related training regularly scheduled paid on-the-job training and field trips restaurant industries. Training is based upon learning experiences connected with businesses that provide accommodations, hotel/motel/private lodging facilities, food and beverage preparation establishments, entertainment, recreation, cultural and amusement activities, and retail sales boutiques. These learning experiences are conducted on a classroom portion for 1-2 hours/day. Ten field trips are planned to correspond to the units in the course outline.

6. HOURS:

1 hour classroom instruction, plus 2 hours related instruction per week. 2 hours self evaluation and supervisor-student evaluation consultation per semester.

This course will be a maximum of 720 hours.

7. PREREQUISITES:

Students must be concurrently enrolled in related instruction.

8. REVISION DATE:

May 31, 2008

9 COURSE OUTLINE:

- a) **CONTENT AREA SKILLS**
- i) **EXPECTED STUDENT OUTCOMES**
- ii) **HOURS OF INSTRUCTION**

COURSE OUTLINE

CONTENT AREA SKILLS	EXPECTED STUDENT OUTCOMES	HOURS		
		CL	C C	CP
Instruction will include:	Student will be able to:			
1. Understand how personal skill development --including positive attitude, honesty, self- confidence, time management, and other positive traits – affect employability.	#1 1. Demonstrate an understanding of the classroom policies and procedures. 2. Define business ethics and explain the importance of ethical standards and social responsibilities in the business environment. 3. Discuss the laws which apply to sexual harassment and discuss tactics for handling harassment situations. 4. Discuss important of the following personal skills in the business environment: a. Positive attitude b. Self-confidence c. Honesty d. Perseverance e. Self-discipline 5. Define personal hygiene and identify acceptable business attire. 6. Prioritize tasks and meet deadlines. 7. Discuss the importance of lifelong learning.	20		80
2. Understand principles of effective interpersonal skills, including group dynamics, conflict resolution and negotiations.	#2 1. Identify and discuss the key concepts of group dynamics. 2. Discuss and demonstrate the dynamics of conflict resolution and negotiation and their importance within the business environment. 3. Work cooperatively, share responsibilities, accept supervision and assume leadership roles. 4. Demonstrate cooperative working relationships and proper etiquette across gender and cultural groups.	20		85
3. Understand the importance of good academic skills, critical thinking and problem-solving skills in the workplace.	#3 1. Recognize the importance of good reading, writing, math, and keyboarding in the business environment and implement a plan for self-improvement as	20		80

	<p>needed.</p> <ol style="list-style-type: none"> 2. Apply estimation, measurement and calculation skills to business applications, including the following: <ol style="list-style-type: none"> a. Whole number math b. Decimal and fractions c. Counting and monetary functions d. Use of tables 3. Read, write and give directions. 4. Demonstrate skills in technical reading and writing. 5. Exhibit critical and creative thinking skills and logical reasoning skills. 6. Recognize problem situations; identify, locate and organize needed information or data; and propose, evaluate and select from alternative solutions. 			
<p>4. Understand principles of effective communication.</p>	<p>#4</p> <ol style="list-style-type: none"> 1. Read and implements written instructions, technical manuals, written communication and reference books. 2. Present a positive image through verbal and nonverbal communication through use of appropriate methods. 3. Demonstrate active listening through oral and written feedback. 4. Demonstrate proper etiquette in business communications, including an awareness of requisites for international communications (languages, customs, time zone, currency and exchange rates). 5. Demonstrate writing/editing skills as follows: <ol style="list-style-type: none"> a. Write, proofread, and edit business correspondence. b. Use correct grammar, punctuation, capitalization vocabulary and spelling. c. Select and use appropriate forms of technology for communication. 6. Exhibit a proficiency in the use of: <ol style="list-style-type: none"> a. Dictionary b. Thesaurus c. Telephone directory d. World almanac e. Zip code directory f. Handbook for the office 7. Research, compose and orally present information for a variety of business situation utilizing appropriate technology. 8. Demonstrate effective communication techniques using the telephone, fax, and e-mail. 	<p>20</p>		<p>90</p>

5. Understand occupational safety issues, including avoidance of physical hazards.	#5 1. Discuss and implement goods safety practices, including: a. Avoidance and reporting of physical hazards in the work environment. b. Safe operation of equipment. c. Proper handling of hazardous materials 2. Apply sound ergonomic principles in organizing one's workspace.	10		85
6. Understand career paths and strategies for obtaining employment.	#6 1. Explore career opportunities and projected trends; investigate required education, training and experience. 2. Identify steps for setting goals and writing personal goals and objectives. 3. Examine aptitudes related to career options; relate personal characteristics and interests to educational and occupational opportunities. 4. Develop job acquisition documents, including the following: a. Job application b. Resume c. Appropriate cover and follow-up correspondence d. Portfolio 5. Identify and demonstrate effective interviewing techniques.	20		90
7. Understand and adapt to changing technology.	#7 1. Identify and demonstrate use of computer hardware and peripherals. 2. Identify and explain use of computer software. 3. Identify and use of computer software. 4. Demonstrate proficiency in alphanumeric keyboarding. 5. Input and retrieve information. 6. Understand the importance of lifelong learning in adapting to changing technology.	10		90
	Total Hours	120		600
	Grand Total Hours	720		

COURSE OUTLINE:

b) CAREER PERFORMANCE STANDARDS

i) EXPECTED STUDENT OUTCOMES

ii) HOURS OF INSTRUCTION

COURSE OUTLINE

CAREER PERFORMANCE STANDARDS	EXPECTED STUDENT OUTCOMES	HOURS
Instruction will include:	Student will be able to:	
1. Personal Skills <ul style="list-style-type: none"> ▪ Classroom policies & procedures ▪ Ethics <ul style="list-style-type: none"> → Work → Business ▪ Sexual harassment laws ▪ Personal skills, including positive attitude, self-confident, honesty, perseverance & self-discipline ▪ Professional appearance ▪ Time management ▪ Lifelong learning 	1. Understand how personal skill development, including positive attitude, honesty, self-confidence, time management, & other positive traits affect employability. <ul style="list-style-type: none"> ▪ Demonstrate and understand classroom policies & procedures ▪ Define work and business ethics & demonstrate the importance of ethical standards & social responsibilities in the business environment. ▪ Discuss the laws applicable to sexual harassment & discuss tactics for handling harassment situations. ▪ Demonstrate personal skills in class and/or business environment: <ul style="list-style-type: none"> → Positive attitude → Self-confidence → Honesty → Perseverance → Self-discipline ▪ Demonstrate and model personal hygiene and acceptable professional attire ▪ Prioritize tasks and meet deadlines ▪ Explain the importance of lifelong learning 	Integrated in content area skills
2. Interpersonal Skills <ul style="list-style-type: none"> ▪ Group dynamics ▪ Conflict resolution and negotiation ▪ Team work ▪ Etiquette across gender and cultural groups 	2. Understand principles of effective interpersonal skills, including group dynamics, conflict resolution, and negotiation. <ul style="list-style-type: none"> ▪ Identify and explain the key concepts of group dynamics ▪ Discuss and demonstrate the dynamics of conflict resolution and negotiation, and their importance within the business environment 	Integrated in content area skills

	<ul style="list-style-type: none"> ▪ Demonstrate effective teamwork, share responsibilities, accept supervision and assume leadership roles ▪ Demonstrate cooperative working relationships and proper etiquette across gender and cultural groups 	
<p>3. Thinking and Problem-Solving Skills</p> <ul style="list-style-type: none"> ▪ Critical and creative thinking skills ▪ Logical reasoning and problem-solving skills ▪ Numerical estimation, measurement, and calculation ▪ Identify, locate, and organize needed information and propose, evaluate, and select alternative solutions 	<p>3. Understand the importance of critical thinking and problem-solving skills in the workplace.</p> <ul style="list-style-type: none"> ▪ Apply critical and creative thinking skills in a work environment and implement a plan of improvement as needed ▪ Demonstrate logical reasoning and problem solving skills in a work environment ▪ Apply numerical estimation, measurement and calculation skills to business applications including the following: <ul style="list-style-type: none"> → Whole number math → Decimals & fractions → Counting & monetary functions → Use of tables & graphs ▪ Recognize problem situations; identify, locate and organize needed information, and propose, evaluate and select from alternate solutions 	<p>Integrated in content area skills</p>
<p>4. Communication Skills</p> <ul style="list-style-type: none"> ▪ Written communications ▪ Verbal and Nonverbal communications ▪ Active and effective listening ▪ Proper etiquette in business communications ▪ Writing and editing skills ▪ Use of reference material and handbooks ▪ Oral presentations 	<p>4. Understand principles of effective communication.</p> <ul style="list-style-type: none"> ▪ Read and implement written instructions, technical manuals, written communication, and reference books ▪ Present a positive image of verbal and nonverbal communication through use of appropriate methods ▪ Demonstrate active and effective listening skills through verbal, nonverbal and written feedback ▪ Demonstrate proper etiquette in business communications, including an awareness of requisite for international communications (languages, customs, and time zones) ▪ Demonstrate the following writing and editing skills: <ul style="list-style-type: none"> → Use correct grammar, punctuation, capitalization, vocabulary and spelling → Write, proofread and edit → Select and use appropriate forms of communication <p>Exhibit a proficiency in the use of reference materials such as dictionary, thesaurus, telephone directory, almanac, zip code directory, and office handbooks</p>	<p>Integrated in content area skills</p>

<p>5. Occupational Safety</p> <ul style="list-style-type: none"> ▪ Good safety practices 	<p>5. Understand occupational safety issues, including avoidance of physical hazards</p> <ul style="list-style-type: none"> ▪ Model and implement good safety practices including: <ul style="list-style-type: none"> → Avoidance and reporting of physical hazards in the work environment → Safe operation of equipment → Proper handling of hazardous materials 	<p>Integrated in content area skills</p>
<p>6. Employment Literacy</p> <ul style="list-style-type: none"> ▪ Expand awareness of career opportunities ▪ Set employment goals and objectives ▪ Aptitudes, personal characteristics and interests ▪ Develop portfolio to C-TAP standards ▪ Develop interviewing techniques 	<p>6. Understand career paths and strategies for obtaining employment.</p> <ul style="list-style-type: none"> ▪ Explore career opportunities and develop a career plan ▪ Identify steps for setting goals and writing personal goals and objectives ▪ Examine aptitudes related to career options; relate personal characteristics and interests to educational and occupational opportunities ▪ Develop a portfolio to include the following: <ul style="list-style-type: none"> → Letter of Introduction → Cover letter → Resume → Thank you letter → Job application → Licenses, Certificates and Awards → Transcripts → Letters of Recommendation → Work Samples 	<p>Integrated in content area skills</p>
<p>7. Technology Literacy</p> <ul style="list-style-type: none"> ▪ Apply Industry specific technology ▪ Use Industry specific software ▪ Demonstrate Keyboarding ▪ Accessing information ▪ Lifelong enhancement of technology skills 	<p>7. Understand and adapt to changing technology.</p> <ul style="list-style-type: none"> ▪ Identify and demonstrate use of appropriate technology ▪ Identify and use industry specific software ▪ Demonstrate proficiency in alphanumeric keyboarding ▪ Input and retrieve information ▪ Understand the importance of lifelong learning in adapting to changing technology 	<p>Integrated in content area skills</p>

10. ADDITIONAL RECOMMENDED /OPTIONAL ITEMS

a. ARTICULATION:

b. VOCATIONAL CREDIT:

c. ACADEMIC CREDIT:

d. INSTRUCTIONAL STRATEGIES:

e. INSTRUCTIONAL MATERIALS:

f. CERTIFICATES: