



Family and Consumer Sciences Education 2009-2010 Standards



Industry Sector: Hospitality, Human Services and Education

Cluster: Hospitality and Tourism

Pathway: Restaurants and Food/Beverage Services

The Hospitality and Tourism Cluster prepares learners for careers in the management, marketing and operations of restaurants and other food services, lodging, attractions, recreational events and travel-related services. Hospitality operations are located in communities throughout the world.

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Catering

- I. Work Place Skills (*CA)**
 - A. Identify Types of Jobs Available (* CA)
 - 1. Service
 - 2. Production
 - 3. Management
 - 4. Related
 - B. Employment opportunities
 - 1. Restaurants
 - 2. Hotels and Resorts
 - 3. Banquet
 - 4. On-site Catering
 - 5. Off-site Catering
 - 6. Entrepreneurial
 - C. Education and Training (*CA)
 - 1. Preparing for a Career
 - a. Certified Programs
 - b. Apprenticeships
 - c. Associated Degrees
 - d. Bachelor Degrees
 - e. Corporate Training
 - f. On the Job Training
 - D. Employability Skills
 - 1. Basic Skills
 - a. Math
 - b. Listening
 - c. Speaking
 - d. Writing
 - e. Thinking
 - f. Work Ethic
 - g. Leadership
 - E. Customer Service (*CA)
 - 1. Service Basics

As of May 1, 2010

2. Service skills
3. Communication
 - a. Resolving Complaints
 - b. Customer Sensitivity

II. Sanitary Operations and Management (*CA, FSN)

- A. Understand Food-borne Illness
 1. Outbreaks
 2. Contamination
 3. Potentially Hazardous Foods
 4. Ensuring Food Safety
- B. Understand Microorganisms
 1. Pathogens
 2. Viruses
 3. Parasites
 4. Fungi
 5. Molds
 6. Yeasts
- C. Safe Food Handling
 1. Gastrointestinal Illness
 2. Infections
 3. Hair Restraints
 4. Use of Gloves

III. The Flow of Food Through an Operation (*CA)

- A. Purchasing and Receiving Food
 1. Inspection of Deliveries
 2. Thermometers
 3. Packaging Processes
- B. Storage
 1. Refrigeration
 2. Dry Storage
 3. Shelf Life
- C. Protection During Preparation
 1. Internal Cooling Temperatures



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2. Cooling

3. Thawing

D. Protection During Food Service

1. Hot Holding Equipment

2. Cold Holding Equipment

3. Off-Site Service

4. Reserving

E. HACCP System

1. Critical Limits

2. Monitoring

3. Corrective Action

4. Verification

F. Sanitary Facilities

1. Sanitizing

2. Material Safety Data Sheet (MSDS)

G. Sanitation Regulations

1. United States Department of Agriculture (USDA)

2. Food and Drug Administration (FDA)

3. Health Inspectors

IV. Review of Food and Kitchen Basics

A. Equipment Selection (*CA)

1. Small Equipment

a. Knives

b. Hand Tools

c. Cookware

2. Large Equipment

a. Receiving Area

b. Storing Food

c. Preparation Equipment

d. Cooking Equipment

e. Holding Equipment

f. Service Equipment

B. Equipment Use

- C. Equipment Sanitation and Maintenance
- D. Catering Equipment
 - 1. Centerpiece Items
 - 2. Rental Equipment
- V. Menu Planning and Cost Control**
 - A. Principles of Menu Planning (*CA)
 - 1. Variety
 - 2. Nutrition
 - 3. Flexibility
 - 4. Necessary Equipment
 - B. Menu Style and Design
 - C. Catering Based Menus
 - 1. Buffet Service
 - 2. Reception Parties
 - 3. Sit Down Service
 - D. Standardized Recipes
 - 1. Measurements
 - a. Weight
 - b. Volume
 - E. Food Costs (*CA)
 - 1. Portion Control
 - 2. Calculating Costs
 - 3. Costing Recipes
 - 4. Purchasing Food
 - 5. Receiving Goods
 - 6. Inventory Control
 - 7. Storing Goods
 - 8. Minimizing Waste
 - F. Computerized Menu Planning
- VI. Food Variations**
 - A. Commercial Preparation of Food Products
 - 1. The Pantry Station
 - a. Salads



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- b. Sandwiches
- 2. The Hot Station
 - a. Meats
 - b. Vegetables
 - c. Cereals
- 3. The Bake Station
 - a. Breads
 - b. Baked Goods
 - c. Desserts
- 4. Fast Food Techniques
 - a. Frying
 - b. Pizza/Mexican
 - c. Beverage
 - d. Convenience Foods
- 5. Garnishing as an Art

VII. Successful Customer and Employee Relations

- A. Customer Service
 - 1. Communication Skills
 - a. Individual Communication
 - b. Group Communication
 - c. Customer Satisfaction
 - d. Diverse and Individuals with Special Needs
- B. Catering Departments
 - 1. Front of the House
 - a. Catering Set-ups
 - b. Tableside Techniques
 - 2. Back of the House

VIII. Business Basics

- A. Entrepreneurship (*WOW)
 - 1. Characteristics of an Entrepreneur
 - 2. Personality identification
- B. Market Economy
 - 1. Product and Services



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- 2. Market Research
- 3. Risks of Entrepreneurship
- C. Business Plan
 - 1. Formulating a Business Plan
 - 2. Business Decision Making
- D. Marketing Decisions
 - 1. Marketing Plans
 - 2. Competition Assessment
 - 3. Setting Price
 - 4. Advertising
- E. Financing a Business
 - 1. Estimating Expenses and Annual Income
 - 2. Funding Solutions
 - 3. Creating Financial Statements
- F. Organizing for Business
 - 1. Location and Design of Facilities
 - 2. Inventory Control
 - 3. Establishing Accounting Records
 - 4. Business Structure and Legal Environment
- G. Managing Risk
 - 1. Property, Personal and Market Risk
 - 2. Consumer Risk
- H. Managing Human Resources
 - 1. Recruiting
 - 2. Interviewing and Hiring
 - 3. Supervising Employees
 - 4. Evaluating and Rewarding Employees
- I. Managing Communications and Information
 - 1. Customer Relations
 - 2. Persuading, Negotiating and Compromising
 - 3. Computer Software for Information Processing
 - 4. Handling Forms and Records



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- J. Planning for the Future
 - 1. Handling Growth and Change
 - 2. Succeeding in Business

****Information may also be covered in:***

- CA- Culinary Arts
- FSN- Food Science, Nutrition and Dietetics
- WOW- World of Work

Catering

Career Cluster/Cluster Grouping:	Hospitality, Human Services & Education	
Pathway(s):	Restaurants & Food & Beverage Services	
Prepared Completer Competencies:		
<ul style="list-style-type: none"> N8.0 Integrate knowledge, skills, and practices required for careers in food production and services. 		
High School Expectations		
Concepts and skills students know include:		
<ul style="list-style-type: none"> N8.1 Analyze career paths within the food production and food services industries. 		
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies	
<p>N8.1.1 Explain the roles, duties, and functions of individuals engaged in food production and services careers. (PWR2.7.e) (RWC04.10.c)</p> <p>N8.1.2 Analyze opportunities for employment and entrepreneurial endeavors. (PWR2.7.f) (RWC04.10.c) (SST03.04.c)</p> <p>N8.1.3 Summarize education and training requirements and opportunities for career paths in food production and services. (PWR2.7.e) (RWC04.10.c)</p> <p>N8.1.6 Analyze the role of professional organizations in food production and services (PWR2.9.a, PWR2.9.c) (RWC02.02.a) (SST03.01.d)</p>	<p>Academic Content Knowledge Alignment: RWC02.02.a- Reading for All Purposes - Interpreting and evaluating complex informational texts require the understanding of rhetoric, critical reading, and analysis skills - Use reading and note-taking strategies (outlining, mapping systems, skimming, scanning, key word search) to organize information and make connections within and across informational texts.</p> <p>RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning- Implement a purposeful and articulated process to solve a problem.</p> <p>SST03.01.d-Social Studies, Economics, Productive resources (natural, human, capital) are scarce; therefore choices are made about how individuals, businesses, governments, and societies allocate these resources -</p>	

	<p>Identify influential entrepreneurs and describe how they have utilized resources to produce goods and services</p> <p>SST03.04.c-Social Studies, Economics, Design, analyze, and apply a financial plan based on short- and long-term financial goals (PFL) - Describe factors affecting take-home pay</p>
	<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR2.7.e Understand the relevance of learning to postsecondary and workforce readiness</p> <p>PWR2.7.f Demonstrate awareness of and evaluate career options</p> <p>PWR2.9.a Work effectively with others</p> <p>PWR2.9.c Cooperate for a common purpose</p>
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> N8.2 Demonstrate food safety and sanitation procedures. 	
<p>Evidence Outcomes - Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>N8.2.4 Use the Hazard Analysis Critical Control Point (HACCP) and crisis management principles and procedures during food handling processes to minimize the risks of food borne illness.(MAT01.02.a) (PWR2.1.a) (RWC01.02.d, RWC04.10.c)</p> <p>N8.2.5 Practice good personal hygiene/health procedures, including dental health and weight management, and report symptoms of illness. (PWR2.7.d, PWR2.7.g) (RWC04.10.c)</p>	<p>Academic Content Knowledge Alignment:</p> <p>MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation.</p> <p>RWC01.02.d - Oral Expression and Listening - Effective collaborative groups accomplish goals - Participate in the preparations of the group activity or product, defining and</p>

N8.2.6 Demonstrate proper purchasing, receiving, storage, and handling of both raw and prepared foods. (MAT01.02.a) (RWC04.10.c)

N8.2.7 Demonstrate safe food handling and preparation techniques that prevent cross contamination from potentially hazardous foods, between raw and ready-to-eat foods, and between animal and fish sources and other food products. (MAT01.02.a) (PWR2.7.d) (RWC01.02.d, RWC04.10.c)

N8.2.8 Analyze current types of cleaning materials and sanitizers for proper uses and safety hazards. (PWR2.6.d) (SCI 01.03.b)

N8.2.9 Use Occupational Safety and Health Administration's (OSHA) Right to Know Law and Materials Safety Data Sheets (MSDS) and explain their requirements in safe handling and storage of hazardous materials (PWR2.5.b) (RWC04.10.c)

N8.2.11 Demonstrate ability to maintain necessary records to document time and temperature control, HACCP, employee health, maintenance of equipment, and other elements of food preparation, storage, and presentation. (PWR2.7.d) (RWC01.02.d, RWC03.05.b, RWC04.06.d)

assuming individual roles and responsibilities.

RWC03.05.b - Writing and Composition - Elements of informational and persuasive texts can be refined to inform or influence an audience - Locate and select appropriate information that clearly supports a definite purpose, topic, or position

RWC04.06.d - Research and Reasoning - Collect, analyze, and evaluate information obtained from multiple sources to answer a question, propose solutions, or share findings and conclusions - Use a variety of strategies (such as search engines, online databases, interview) to collect and organize relevant and significant information.

RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem.

SCI01.03.b - Physical Science - Matter can change form through chemical or nuclear reactions abiding by the laws of conservation of mass and energy - Predict reactants and products for different types of chemical and nuclear reactions.

Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):

PWR2.1.a Apply logical reasoning and analytical skills

PWR2.5.b Be involved in the community and participate in its political life

	<p>PWR2.6.d Learn from instruction and criticism</p> <p>PWR2.7.d Take responsibility for actions</p> <p>PWR2.7.g Attend to personal health and wellness</p>
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> N8.3 Demonstrate industry standards in selecting, using, and maintaining food production and food service equipment. 	
<p>Evidence Outcomes - Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>N8.3.1 Operate tools and equipment following safety procedures and OSHA requirements. (PWR2.2.a) (RWC04.10.c)</p> <p>N8.3.2 Maintain tools and equipment following safety procedures and OSHA requirements. (PWR2.2.a) (RWC04.10.c)</p> <p>N8.3.3 Demonstrate procedures for cleaning and sanitizing equipment, serving dishes, glassware, and utensils to meet industry standards and OSHA requirements. (PWR2.2.a) (RWC01.02.d, RWC04.10.c)</p> <p>N8.3.6 Identify a variety of types of equipment for food processing, cooking, holding, storing, and serving, including hand tools and small ware (PWR2.3.c) (RWC04.10.c)</p>	<p>Academic Content Knowledge Alignment:</p> <p>RWC01.02.d - Oral Expression and Listening - Effective collaborative groups accomplish goals - Participate in the preparations of the group activity or product, defining and assuming individual roles and responsibilities</p> <p>RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR2.2.a Select, integrate, and apply appropriate technology to access and evaluate new information</p> <p>PWR2.3.c Develop new connections where none previously existed</p>

Concepts and skills students know include:	
<ul style="list-style-type: none"> N8.4 Demonstrate menu planning principles and techniques based on standardized recipes to meet customer needs. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies
<p>N8.4.1 Use computer based menu systems to develop and modify menus. (PWR2.1.b, PWR2.3.b)</p> <p>N8.4.2 Apply menu-planning principles to develop and modify menus. (HPE02.06.b) (MAT01.02.a) (PWR2.1.a, PWR2.1.b, PWR2.3.b)</p> <p>N8.4.3 Analyze food, equipment, and supplies needed for menus. (PWR 2.1.a) (MAT04.01.c)</p> <p>N8.3.4 Develop a variety of menu layouts, themes, and design styles. (PWR2.3.a, PWR2.3.b, PWR2.3.c)</p> <p>N8.4.5 Prepare requisitions for food, equipment, and supplies to meet production requirements.(MAT01.02.a) (PWR2.9.c)</p> <p>N8.4.7 Apply principles of Measurement, Portion Control, Conversions, Food Cost Analysis and Control, Menu Terminology, and Menu Pricing to menu planning. (MAT01.02.a) (PWR2.1.a, PWR2.1.b, PWR2.2.a) (RWC03.03.a,)</p>	<p>Academic Content Knowledge Alignment: HPE02.04.b-Comprehensive Health and Physical Education, Physical and Personal Wellness(Health), Analyze the benefits of a healthy diet and the consequences of an unhealthy diet - Analyze and describe the relationship among healthy eating, physical activity, and chronic diseases such as heart disease, cancer, type-2 diabetes, hypertension, and osteoporosis</p> <p>HPE02.06.b-Comprehensive Health and Physical Education, Physical and Personal Wellness(Health), Demonstrate ways to take responsibility for healthy eating - Use information on food labels to make healthy eating choices NOT TIED TO STANDARD</p> <p>MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation. precision.</p> <p>MAT04.01.c - Shape, Dimension, and Geometric Relationships - Attributes of two- and three-dimensional objects are measurable and can be quantified - Solve for unknown quantities in relationships involving perimeter, area, surface area, and volume.</p>

	<p>RWC03.03.a - Writing and Composition - Standard English conventions effectively communicate to targeted audiences and purposes - Follow the conventions of Standard English to write varied, strong, correct, complete sentences.</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR2.1.a Apply logical reasoning and analytical skills</p> <p>PWR2.1.b Conduct research using acceptable research methods</p> <p>PWR2.2.a Select, integrate, and apply appropriate technology to access and evaluate new Information</p> <p>PWR2.3.a Demonstrate intellectual curiosity</p> <p>PWR2.3.b Generate, evaluate, and implement new ideas and novel approaches</p> <p>PWR2.3.c Develop new connections where none previously existed</p> <p>PWR2.9.c Cooperate for a common purpose</p>
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> N8.5 Demonstrate professional food preparation methods and techniques for all menu categories to produce a variety of food products that meet customer needs. 	
<p>Evidence Outcomes - Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>N8.5.1 Demonstrate professional skills in safe handling of knives, tools, and equipment. (PWR2.7.d) (RWC04.10.c)</p> <p>N8.5.2 Demonstrate professional skill for a variety of cooking</p>	<p>Academic Content Knowledge Alignment:</p> <p>HPE02.05.b-Comprehensive Health and Physical Education, Physical and Personal Wellness(Health), Analyze how family, peers, media, culture, and</p>

methods including roasting, broiling, smoking, grilling, sautéing, pan frying, deep frying, braising, stewing, poaching, steaming, and baking using professional equipment and current technologies. (MAT01.02.a) (PWR2.1.a, PWR2.2.a) (RWC01.02.d, RWC01.06.d) (RWC01.06.e) (SCI01.02.b, SCI01.05.a, SCI01.05.c, SCI01.05.d)

N8.5.3 Utilize weights and measurement tools to demonstrate knowledge of portion control and proper scaling and measurement techniques (MAT01.02.a) (PWR2.1.d) (RWC01.02.d, RWC01.06.d, RWC01.06.e)

N8.5.4 Apply the fundamentals of time, temperature, and cooking methods to cooking, cooling, reheating, and holding of variety of foods. (MAT01.02.a) (PWR2.1.a) (RWC01.02.d, RWC01.06.d, RWC01.06.e)

N8.5.5 Prepare various meats, seafood, and poultry using safe handling and professional preparation techniques. (MAT01.02.a) (PWR2.1.a) (RWC01.02.d, RWC01.06.d, RWC01.06.e, RWC01.10.c) (SCI 01.02.b)

N8.5.7 Prepare various fruits, vegetables, starches, legumes, dairy products, fats, and oils using safe handling and professional preparation techniques. (MAT01.02.a) (PWR2.1.a) (RWC01.02.d, RWC01.02.d, RWC01.02.e, RWC01.10.c) (SCI 01.02.b, Life Science 4 Applying Science)

N8.5.10 Prepare breads, baked goods and desserts using safe handling and professional preparation techniques. (MAT01.02.a) (PWR2.1.a) (RWC01.02.d, RWC01.02.d, RWC01.02.e, RWC01.10.c) (SCI 01.02.b, Life Science 4 Applying Science)

technology influence healthy eating choices - Analyze how family, peers, and the media influence food choices

HPE02.05.c-Comprehensive Health and Physical Education, Physical and Personal Wellness(Health), Analyze how family, peers, media, culture, and technology influence healthy eating choices - Analyze the influence of media on the selection of products and services related to weight management

MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation.

RWC01.02.d - Oral Expression and Listening - Effective collaborative groups accomplish goals - Participate in the preparations of the group activity or product, defining and assuming individual roles and responsibilities.

RWC01.06.d - Oral Expression and Listening - Effectively operating in small and large groups to accomplish a goal requires active listening - Facilitate (or lead) a group by developing an agenda designed to accomplish a specified goal

RWC01.06.e - Oral Expression and Listening - Effectively operating in small and large groups to accomplish a goal requires active listening - Support others in discussions, activities, and presentations through active listening

SCI01.02.b - Physical Science - Matter has definite

N8.5.12 Demonstrate professional plating, garnishing, and food presentation techniques. (PWR2.3.a, PWR2.3.b) (RWC01.02.d, RWC01.02.d, RWC01.02.e, RWC01.10.c) (VIA03.02.a, VIA04.02.a)

N8.5.13 Examine the applicability of convenience food items. (PWR2.1.a) (RWC01.02.d, RWC01.02.e, RWC01.10.c)

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structure that determines characteristic physical and chemical properties - Gather, analyze and interpret data on chemical and physical properties of elements such as density, melting point, boiling point, and conductivity

SCI01.05.a - Physical Science - Energy exists in many forms such as mechanical, chemical, electrical, radiant, thermal, and nuclear, that can be quantified and experimentally determined - Develop, communicate, and justify an evidence-based scientific explanation regarding the potential and kinetic nature of mechanical energy

SCI01.05.c - Physical Science - Energy exists in many forms such as mechanical, chemical, electrical, radiant, thermal, and nuclear, that can be quantified and experimentally determined - Use direct and indirect evidence to develop predictions of the types of energy associated with objects

SCI01.05.d - Physical Science - Energy exists in many forms such as mechanical, chemical, electrical, radiant, thermal, and nuclear, that can be quantified and experimentally determined - Identify different energy forms, and calculate their amounts by measuring their defining characteristics

VIA03.02.a-Visual Arts, Invent and Discover to Create, Assess and produce art with various materials and methods - Skillfully use a variety of techniques and media to create works of art

VIA04.02.a-Visual Arts, Relate and Connect to Transfer, Communication through advanced visual methods is a necessary skill in everyday life - Use

	sketches, plans, and models to create and/or design a functioning work of art
	<p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR2.1.a Apply logical reasoning and analytical skills</p> <p>PWR2.1.d Collect and analyze quantitative and qualitative data and research</p> <p>PWR2.2.a Select, integrate, and apply appropriate technology to access and evaluate new information</p> <p>PWR2.3.a Demonstrate intellectual curiosity</p> <p>PWR2.3.b Generate, evaluate, and implement new ideas and novel approaches</p> <p>PWR2.7.d Take responsibility for actions</p>
<p>Concepts and skills students know include:</p> <ul style="list-style-type: none"> N8.6 Demonstrate implementation of food service management and leadership functions. 	
<p>Evidence Outcomes - Students can:</p>	<p>21st Century Skills and Readiness Competencies</p>
<p>N8.6.8 Implement marketing plan for food service operations. (MAT03.03.a) (PWR2.1.b, PWR2.6.a) (RWC03.02.g, RWC03.03.a) (VIA03.01.a, VIA03.01.b)</p> <p>8.6.10 Apply principles of inventory management , labor cost and control techniques, production planning and control, and facilities management to front and back of house operations. (MAT01.02.a) (PWR2.6.b, PWR2.6.d, PWR2.9.a)</p>	<p>Academic Content Knowledge Alignment:</p> <p>MAT01.02.a - Number Sense, Properties, and Operations - Formulate, represent, and use algorithms with real numbers flexibly, accurately, and efficiently. - Use appropriate computation methods that encompass estimation and calculation.</p> <p>MAT03.03.a - Data Analysis, Statistics, and Probability - Visual displays and summary statistics condense the</p>

(RWC04.10.c) (SST03.01.c, SST03.01.d, SST03.04.a)

information in data sets into usable knowledge - Identify and choose appropriate ways to summarize numerical or categorical data using tables, graphical displays, and numerical summary statistics (describing shape, center and spread) and accounting for outliers when appropriate

RWC03.02.g - Writing and Composition - Ideas, evidence, structure, and style create persuasive, academic, and technical texts for particular audiences and specific purposes - Draw a conclusion by synthesizing information

RWC03.03.a - Writing and Composition - Standard English conventions effectively communicate to targeted audiences and purposes - Follow the conventions of Standard English to write varied, strong, correct, complete sentences.

RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem.

SST03.01.c-Social Studies, Economics, Productive resources (natural, human, capital) are scarce; therefore choices are made about how individuals, businesses, governments, and societies allocate these resources - Understand that effective decision-making requires comparing the additional (marginal) costs of alternatives with the additional (marginal) benefits

SST03.01.d-Social Studies, Economics, Productive resources (natural, human, capital) are scarce; therefore choices are made about how individuals, businesses,

	<p>governments, and societies allocate these resources - Identify influential entrepreneurs and describe how they have utilized resources to produce goods and services</p> <p>SST03.04.a-Social Studies, Economics, Design, analyze, and apply a financial plan based on short- and long-term financial goals (PFL) - Develop a financial plan including a budget based on short- and long- term goals</p> <p>VIA03.01.a-Visual Arts, Invent and Discover to Create, Demonstrate competency in traditional and new art media, and apply appropriate and available technology for the expression of ideas - Articulate ideas that can be expressed in traditional, advanced, and evolving media</p> <p>VIA03.01.b-Visual Arts, Invent and Discover to Create, Demonstrate competency in traditional and new art media, and apply appropriate and available technology for the expression of ideas -Investigate and document a wide range of traditional, advanced, and evolving media used in creating images that communicate ideas</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR2.1.b Conduct research using acceptable research methods</p> <p>PWR2.6.a Plan and prioritize goals</p> <p>PWR2.6.b Manage time effectively</p> <p>PWR2.6.d Learn from instruction and criticism</p>
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	PWR2.9.a Work effectively with others
Concepts and skills students know include: <ul style="list-style-type: none"> N8.7 Demonstrate the concept of internal and external customer service. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies
<p>N8.7.1 Analyze the role of quality service as a strategic component of exceptional performance. (PWR2.6.c) (RWC04.10.c)</p> <p>N8.7.2 Demonstrate quality services that meet industry standards in the food service industry (PWR2.6.f) (RWC01.01.d, RWC01.01.e, RWC01.03.a, RWC04.10.c)</p> <p>N8.7.3 Analyze the relationship between employees and customer satisfaction. (PWR2.9.c, PWR2.9.d)</p> <p>N8.7.4 Apply strategies for addressing and resolving complaints. (PWR2.8.a) (RWC01.01.e, RWC)</p> <p>N8.7.5 Demonstrate sensitivity to diversity and individuals with special needs. (PWR2.4.b) (RWC01.01.f, RWC04.10.c)</p>	<p>Academic Content Knowledge Alignment:</p> <p>RWC01.01.d - Oral Expression and Listening - Effective speaking in formal and informal settings requires appropriate use of methods and audience awareness - Use grammar and vocabulary appropriate for the situation, audience, topic, and purpose</p> <p>RWC01.01.e - Oral Expression and Listening - Effective speaking in formal and informal settings requires appropriate use of methods and audience awareness - Choose specific words and word order for intended effect and meaning</p> <p>RWC01.01.f - Oral Expression and Listening - Effective speaking in formal and informal settings requires appropriate use of methods and audience awareness - Select appropriate technical or specialized language</p> <p>RWC01.03.a - Oral Expression and Listening - Verbal and nonverbal cues impact the intent of communication - Give informal talks using an appropriate level of formality of verbal language and nonverbal interaction with audience</p>



Family and Consumer Sciences Education

2009-2010 Standards



	<p>RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem.</p> <p>Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):</p> <p>PWR2.4.b Interact effectively with and respect the diversity of different individuals, groups, and cultures</p> <p>PWR2.6.c Take initiative, and follow through</p> <p>PWR2.6.f Act with maturity, civility, and politeness</p> <p>PWR2.8.a Read, write, listen and speak effectively</p> <p>PWR2.9.c Cooperate for a common purpose</p> <p>PWR2.9.d Use teamwork and leadership skills effectively</p>
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Career Cluster/Cluster Grouping:	Hospitality, Human Services & Education	
Pathway(s):	Restaurants & Food & Beverage Services	
Prepared Completer Competencies:		
<ul style="list-style-type: none"> • Family & Consumer Sciences National Reasoning for Action Standards 		
High School Expectations		
Concepts and skills students know include:		
<ul style="list-style-type: none"> • NRFA1.0 Evaluate reasoning for self and others. 		
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies	

NRFA1.1 Analyze different types of reasoning (e.g., scientific, practical, interpersonal). (RWC04.04.a, RWC04.04.b) (VIA02.01.a, VIA02.03.b)

Academic Content Knowledge Alignment:

RWC04.04.a - Research and Reasoning - Complex situations require critical thinking across multiple disciplines - Analyze the logic of complex situations by questioning the purpose, question at issue, information, points of view, implications and consequences inferences, assumptions and concepts

RWC04.04.b - Research and Reasoning - Complex situations require critical thinking across multiple disciplines - Evaluate strengths and weaknesses of their logic and logic of others by using criteria including relevance, clarity, accuracy, fairness, significance, depth, breadth, logic and precision

VIA02.01.a-Visual Arts, Envision and Critique to Reflect, Reflective strategies are used to understand the creative process - Explain the process of critique using the progression of description, analysis, interpretation, and evaluation

VIA02.03.b-Visual Arts, Envision and Critique to Reflect, Interpretation is a means for understanding and evaluating works of art - Demonstrate fluency in using critique vocabulary to assess personal works of art and the others' works of art

Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):

High School Expectations	
Concepts and skills students know include:	
<ul style="list-style-type: none"> NRFA2.0 Analyze recurring and evolving family, workplace, and community standards. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies
NRFA2.1 Classify different types of concerns (e.g., theoretic, technical, practical) and possible methods for addressing them. (RWC04.10.c)	Academic Content Knowledge Alignment: RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):
NRFA2.2 Describe recurring and evolving concerns facing individuals, families, workplaces and communities. (RWC04.10.c)	
NRFA2.3 Describe conditions and circumstances that create or sustain recurring and evolving concerns. (RWC04.10.c)	

High School Expectations	
Concepts and skills students know include:	
<ul style="list-style-type: none"> NRFA3.0 Analyze practical reasoning components. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies
NRFA3.1 Differentiate types of knowledge needed for reasoned action: value-ends, goals, contextual factors, possible actions and consequences. (HPE03.05.b, HPE03.05.c) (RWC04.04.a)	Academic Content Knowledge Alignment: HPE03.05.b-Comprehensive Health and Physical Education, Emotional and Social Wellness (Health), Set goals, and monitor progress on attaining goals for future success - Define a clear, attainable personal goal HPE03.05.c-Comprehensive Health and Physical Education, Emotional and Social Wellness (Health), Set goals, and monitor progress on attaining goals for future
NRFA3.2 Analyze short-term and long-term consequences on self, family, culture/society, and global environment. (RWC04.10.a) (SST02.02.f)	

NRFA3.3 Analyze assumptions that underly beliefs and actions. (RWC04.08.b)

success - Describe steps needed to reach personal goals

RWC04.04.a - Research and Reasoning - Complex situations require critical thinking across multiple disciplines - Analyze the logic of complex situations by questioning the purpose, question at issue, information, points of view, implications and consequences inferences, assumptions and concepts

RWC04.08.b - Research and Reasoning - Informational materials, including electronic sources, need to be collected, evaluated, and analyzed for accuracy, relevance, and effectiveness for answering research questions - Integrate information from different sources to form conclusions about an author's assumptions, biases, credibility, cultural and social perspectives, or world views

RWC04.10.a - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Analyze the purpose, question at issue, information, points of view, implications and consequences, inferences, assumptions and concepts inherent in thinking

SST02.02.f-Social Studies, Geography, Explain and interpret geographic variables that influence the interaction of people, places, and environments - Define sustainability and explain how an individual's actions may influence sustainability

	Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):
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High School Expectations	
Concepts and skills students know include:	
<ul style="list-style-type: none"> NRFA4.0 Implement practical reasoning for responsible action in families, workplaces and communities. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies
<p>NRFA 4.1 Synthesize information from a variety of sources that are judged to be reliable.</p> <p>NRFA 4.2 Describe a particular recurring and evolving individual, family, workplace, or community concern. (RWC04.10.a)</p> <p>NRFA 4.6 Generate reasonable actions for reaching goals/valued ends for a particular concern. (RWC04.10.c)</p> <p>NRFA 4.9 Justify possible reasons and actions based on valued ends and information that is judged to be adequate and reliable. (RWC04.10.b)</p> <p>NRFA 9.10 Select an action supported by justified reasons, valued ends, contextual conditions, and positive consequences of actions. (RWC04.10.c)</p> <p>NRFA 4.13 Evaluate actions and results including consequences on self, others, culture/society, and global</p>	<p>Academic Content Knowledge Alignment:</p> <p>RWC04.10.a - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Analyze the purpose, question at issue, information, points of view, implications and consequences, inferences, assumptions and concepts inherent in thinking</p> <p>RWC04.10.b - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Assess strengths and weaknesses of their thinking and thinking of others by using criteria including relevance, clarity, accuracy, fairness, significance, depth, breadth, logic and precision</p> <p>RWC04.10.c - Research and Reasoning - Effective problem-solving strategies require high-quality reasoning - Implement a purposeful and articulated process to solve a problem</p> <p>SST02.02.f-Social Studies, Geography, Explain and</p>

environment. (RWC04.10.b) (SST02.02.f) NRFA 4.14 Evaluate practical reasoning processes. (RWC04.10.a, RWC04.10.b, RWC04.10.c)	interpret geographic variables that influence the interaction of people, places, and environments - Define sustainability and explain how an individual's actions may influence sustainability
	Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):

High School Expectations	
Concepts and skills students know include: <ul style="list-style-type: none"> NRFA 5.0 Demonstrate scientific inquiry and reasoning to gain factual knowledge and test theories on which to base judgments for action. 	
Evidence Outcomes - Students can:	21st Century Skills and Readiness Competencies
NRFA 5.5 Draw conclusions based on data and information that are judged to be reliable. (HPE02.06.b)	Academic Content Knowledge Alignment: HPE02.06.b-Comprehensive Health and Physical Education, Physical and Personal Wellness(Health), Demonstrate ways to take responsibility for healthy eating - Use information on food labels to make healthy eating choices
	Learning & Behavioral Skills (Inquiry, Application in Society & Technology & Nature of...):



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