Florida Department of Education

CTE Curriculum Frameworks

Hospitality & Tourism

Rule 6A-6.0571, F.A.C.
Effective May 2025

Florida Department of Education
Curriculum Framework

Program Title: **Nutrition and Wellness**
Program Type: **Non-Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Secondary – Non-Career Preparatory	
Program Number	8500355
CIP Number	09200117PA
Grade Level	9-12
Program Length	.5 credit
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to selection, preparation, service and storage of foods. It allows students to use technology to practice meal management techniques directed toward nutritional food choices based on the life cycle. This course will provide an awareness of consumer issues relating to health and wellness.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one, half-credit course.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8500355	Nutrition and Wellness	FAM CON SCI CULINARY 7 G	.5 credit	2	CT

(Graduation Requirement Codes: CT=Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA=Mathematics, PL=Personal Financial Literacy)

National Standards (NS)

This program has been aligned to the National Standards for Family and Consumer Sciences Education developed by the National Association of State Administrators of Family and Consumer Science (NASAFACS). The NASAFACS is an affiliate of the Family and Consumer Science division of the Association for Career and Technical Education (ACTE). The NASAFACS and ACTE are members of the American Association of Family & Consumer Science's (AAFCS) FCS Alliance.

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate teamwork and leadership skills in the family workplace and community.
02.0 Determine the relationship of nutrition to wellness.
03.0 Analyze the effects of consumer issues on food selection.
04.0 Specify the nutritional needs of the young adult.
05.0 Assess the effects of food choices for people with special needs, including eating disorders and medical conditions, on wellness.
06.0 Apply the principles of meal planning and management to families and cultures.
07.0 Apply basic food skills.
08.0 Practice appropriate food storage methods.

Florida Department of Education
Student Performance Standards

Course Title: **Nutrition and Wellness**
Course Number: **8500355**
Course Credit: **.5**

CTE Standards and Benchmarks		National Standards
01.0	Demonstrate teamwork and leadership skills in the family, workplace and community. The student will be able to:	
01.01	Identify roles and responsibilities of members of professional and community service organizations, including career and technical student organizations	
01.02	Work cooperatively as a group member to achieve organizational goals.	
01.03	Demonstrate leadership roles and organizational responsibilities.	
01.04	Identify and utilize the FCCLA planning process.	
01.05	Discuss the establishment and history of the FCCLA organization.	
02.0	Evaluate the relationship of nutrition to wellness. The student will be able to:	
02.01	Apply guidelines for using current USDA guidelines to plan daily food choices and maintain wellness.	8.4.7; 9.4.1; 14.3.1
02.02	Analyze and explain the functions and sources of nutrients.	14.2.1
02.03	Distinguish the effects of nutrient deficiencies and excesses.	
02.04	Interpret the nutrition information found on food labels.	9.3.2; 9.4.2; 14.2.4
03.0	Analyze the effects of consumer issues on food selection. The student will be able to:	
03.01	Use comparative shopping techniques to determine the best value for the food dollar.	
03.02	Evaluate advertisements, news reports and other resources related to nutrition and wellness.	2.1.3; 2.4.2
03.03	Discuss causes of food shortages and possible solutions to global food problems.	
03.04	Analyze the scientific and technical advances that influence the nutrient content, availability and safety of food.	

CTE Standards and Benchmarks		National Standards
04.0	Specify the nutritional needs of the individual across the lifespan and lifestyle. The student will be able to:	
04.01	Distinguish between the differences and similarities of the nutritional needs based on lifestyles.	8.2.5 9.3.6 9.4.1 9.4.4
04.02	Describe methods to determine whether a person's weight is at a healthy level.	8.2.5
04.03	Design a nutrition and exercise program to meet individual needs.	8.2.5 9.3.1 9.3.6 9.4.1 9.4.4
04.04	Establish guidelines for weight management.	8.2.5 9.4.1
04.05	Explain how to encourage healthful eating habits for people in every stage of the life cycle.	4.4.4 14.1.2; 14.2.2 14.2.3
05.0	Assess the effects of food choices for individuals, including eating disorders and medical conditions. The student will be able to:	
05.01	Analyze the causes of weight problems and eating disorders.	2.1.3 9.4.5 14.1.1 14.1.2
05.02	Determine the effects of eating disorders on self, family and others.	14.1.2
05.03	Develop a plan by which persons with medical conditions or physical impairments can meet their nutritional needs.	2.1.3 9.4.4 9.4.5 14.3.2
05.04	Analyze the effects of stress, food and fad diets on wellness.	
06.0	Apply the principles of meal planning and management to families and cultures. The student will be able to:	
06.01	Coordinate a work plan and schedule in preparing a meal.	
06.02	Plan menus considering nutritional needs, schedules, and budget, aesthetics and food preferences.	4.4.4
06.03	Identify roles and responsibilities of family members in planning, preparing and serving foods.	8.4.2

CTE Standards and Benchmarks		National Standards
	06.04 Identify meal-planning strategies for families with busy schedules.	8.5.13
	06.05 Identify ways to establish or maintain family cultural meal traditions.	9.4.3
	06.06 Plan appropriate table settings and service.	9.5.3
	06.07 Demonstrate socially acceptable table manners and etiquette.	
07.0	Apply basic food skills. The student will be able to:	
	07.01 Use recipes to prepare a variety of foods.	9.3.5
	07.02 Practice ways to preserve foods while retaining quality and nutrients.	
	07.03 Demonstrate proper procedures for measuring various types of ingredients.	
	07.04 Practice safety and sanitation procedures in food preparation.	8.2.8
	07.05 Clean, sanitize, and maintain food preparation areas.	8.2.8 9.2.6 9.2.7
08.0	Practice appropriate food storage methods. The student will be able to:	
	08.01 Explain how proper food-handling practices can prevent food-borne illnesses, including cleaning, sanitization and maintenance of food preparation areas.	8.2.1 9.2.1 9.2.2
	08.02 Discuss causes, signs and preventions of food contamination.	8.2.2 8.2.3 8.2.4 8.2.7 9.2.3 9.2.4

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Career and Technical Student Organization (CTSO)

Family, Career and Community Leaders of America (FCCLA) is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Principles of Food**
Program Type: **Non-Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Secondary – Non-Career Preparatory	
Program Number	8500390
CIP Number	09200112PA
Grade Level	9-12
Program Length	.5 credit
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to preparing students to understand the principles of food, selection and storage, basic food preparation, and selection of food services.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one, half-credit course.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8500390	Principles of Food	FAM CON SCI CULINARY 7 G	.5 credit	2	CT

(Graduation Requirement Codes: CT=Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA=Mathematics, PL=Personal Financial Literacy)

National Standards (NS)

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Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate leadership skills in the family, workplace, and community.
02.0 Demonstrate food preparation skills.
03.0 Explain principles of food selection and storage.
04.0 Explain principles of food preparation.
05.0 Choose appropriate food service for various occasions.

Florida Department of Education
Student Performance Standards

Course Title: **Principles of Food**
Course Number: **8500390**
Course Credit: **.5**

CTE Standards and Benchmarks		National Standards
01.0	Demonstrate leadership skills in the family, workplace, and community. The student will be able to:	8.1.2
01.01	Identify purposes, roles and responsibilities of members of professional and youth organizations including Career and Technical student organizations.	8.1.5
01.02	Work cooperatively as a group member to demonstrate leadership in achieving organizational goals.	8.1.5
01.03	Demonstrate leadership roles and organizational responsibilities.	8.1.5
01.04	Identify and utilize the FCCLA planning process.	
01.05	Discuss the establishment and history of the FCCLA organization.	
02.0	Demonstrate food preparation skills. The student will be able to:	8.5.3 9.6.5
02.01	Interpret and use recipes, to include increasing and decreasing ingredients and using substitutions.	8.5.1 8.5.2
02.02	Demonstrate basic food preparation and cooking skills such as techniques of cutting, mixing, cooking and measuring.	8.2.6 8.3.5 8.3.6
02.03	Select, use, care for and store food preparation equipment.	8.2.1 8.2.3 8.2.4 8.2.7 9.2.1 9.2.2 9.2.3 9.2.4 9.2.5 9.2.6
02.04	Explain the relationship between food-borne illnesses and practices of food safety and sanitation.	
02.05	Clean, sanitize and maintain food preparation areas.	

CTE Standards and Benchmarks		National Standards
	02.06 Assess the quality of the prepared food.	
03.0	Explain principles of food selection and storage. The student will be able to:	8.5.3
	03.01 Identify quality characteristics, such as grades, size, freshness, and dating, used to select foods.	8.4.7
	03.02 Compare costs, nutritional value, and characteristics of fresh, frozen, dehydrated, and canned foods.	8.2.6 8.2.9
	03.03 Choose appropriate storage methods for foods.	
	03.04 Design a crisis management plan, disaster plan and response procedures for food preparation and storage.	
04.0	Explain principles of food preparation. The student will be able to:	8.5.5 8.5.6 8.5.7 8.5.8 8.5.9 8.5.10 8.5.11
	04.01 Analyze the scientific basis for changes in food during preparation and cooking to include protein, starch, fiber, sugars, fats, vitamins and minerals.	8.2.11 8.5.4
	04.02 Identify the techniques for retaining nutrients during food preparation, cooking and storage.	9.3.3 9.3.5
	04.03 Analyze how ingredients affect food preparation, cooking, and product outcome.	
05.0	Choose appropriate food service for various occasions. The student will be able to:	
	05.01 Analyze the importance of etiquette and manners.	
	05.02 Demonstrate etiquette and manners related to food service for various occasions.	
	05.03 Plan appropriate table settings and service.	9.4.3 9.6.1 14.1.2
	05.04 Plan, prepare, and serve creative cuisine such as ethnic, regional, and foods for special occasions.	8.4.1 8.4.2 8.4.3
	05.05 Assess the implementation of a meal management plan for meal preparation and service.	9.3.1 9.3.6 9.6.3 14.2.4 14.3.3

Additional Information

Laboratory Activities

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Hospitality and Tourism Management**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Secondary – Career Preparatory	
Program Number	8703100
CIP Number	0252090101
Grade Level	9-12
Program Length	5 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	DECA, FBLA, FCCLA
SOC Codes (all applicable)	43-4081 – Hotel, Motel, and Resort Desk Clerks 43-4051 -- Customer Service Representative 13-1121 – Meeting Convention and Event Planners 11-9081 – Lodging Managers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that prepares students for employment in the hospitality & tourism industry as reservation and transportation agents, travel destination specialists, tour operators, transportation attendants, cruise ship consultants, or to provide supplemental training for those persons previously or currently employed in these occupations. This program includes components on planning, management, finance, technical and production skills, underlying principles of technology, labor issues, community issues, and health, safety, and environmental issues.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 5 credits.

To teach the course(s) listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8850110	Introduction to Hospitality & Tourism	FAM CON SCI HOTEL TRNG 7 G MKTG MGMT @7 7 G TRANSPORT @7 7 G TC COOP ED @7 BUS ED 1 @2 MKTG 1 @2	1 credit	43-4081	2	CT
8703110	Technology for Hospitality & Tourism		1 credit	43-4051	2	CT
8703120	Hospitality & Tourism Marketing Management		1 credit	13-1121	3	CT
8845130 **OR** 8800420	Hospitality & Tourism Internship **OR** Hospitality & Tourism Cooperative Education - OJT	ANY CTE FIELD OR COVERAGE	1 credit	43-4081	2	CT
8703130	Hospitality & Tourism Entrepreneurship	FAM CON SCI HOTEL TRNG 7 G MKTG MGMT @7 7 G TRANSPORT @7 7 G TC COOP ED @7 BUS ED 1 @2 MKTG 1 @2	1 credit	11-9081	3	CT

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1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify careers in the hospitality and tourism industry.
02.0 Research the various aspects of the hospitality and tourism industry.
03.0 Demonstrate employability skills necessary for success in hospitality and tourism occupations.
04.0 Examine communication and technology skills in the hospitality and tourism industry.
05.0 Examine the guest cycle process.
06.0 Examine economic principles relative to the hospitality and tourism industry.
07.0 Examine marketing and business fundamentals as they relate to the hospitality and tourism industry.
08.0 Recognize mathematical operations related to hospitality and tourism operations.
09.0 Identify and describe the organizational structures and operations within various industry properties.
10.0 Research conservation and sustainable initiatives in the hospitality industry.
11.0 Identify functions of computer reservations systems utilized in the hospitality & tourism industry.
12.0 Assess the impact of technology and automation on the travel reservation industry.
13.0 Investigate current technology security methods in the hospitality & tourism industry.
14.0 Operate computer systems and the internet.
15.0 Demonstrate an understanding of the guest cycle as it relates to technology.
16.0 Apply employability skills necessary for success in the hospitality & tourism industry.
17.0 Identify sales techniques and procedures appropriate for use in the hospitality and tourism industry.
18.0 Demonstrate sales and customer service skills and techniques in the selling of hospitality & tourism products.
19.0 Identify and demonstrate personal and business ethics related to management and marketing.
20.0 Apply higher level mathematical skills unique to hospitality & tourism marketing and management plans.
21.0 Summarize the value and uses of the internet for hospitality & tourism marketing, including communication and evolving technology.
22.0 Compare and contrast the needs of a business vs. leisure traveler.
23.0 Demonstrate knowledge and organizational skills related to meetings, conventions, conference travel, and event planning.
24.0 Identify and analyze marketing and business fundamentals related to the different industries within the hospitality & tourism industry (i.e., cruise/air travel/ ground travel/lodging industry/leisure travel/tour packages).
25.0 Explain strategies for selling hospitality & tourism products.
26.0 Develop a marketing plan and sales promotion tool for hospitality & tourism.
27.0 Identify and demonstrate management skills needed to succeed in hospitality & tourism.
28.0 Demonstrate effective Guest Services Management (GSM) skills.
29.0 Identify the financial goal of a hotel or lodging property.
30.0 Examine facts and principles related to the branding process.
31.0 Explain the value and importance of marketing research.
32.0 Compare and contrast franchise vs. corporate owned vs. private market segments.
33.0 Compare and contrast marketing concepts, advertising and public relations.
34.0 Discuss the value, importance and trends related to internet marketing and social media.
35.0 Illustrate effects of climate and geographic locations that affect the marketplace.

36.0 Demonstrate communication and human relations skills necessary for success in hospitality and tourism occupations.
37.0 Identify federal laws, legislation and regulations related to the hospitality industry.
38.0 Demonstrate an understanding of current conservation and sustainable practices in the hospitality industry.
39.0 Exhibit the ability to follow state mandated guidelines for food service.
40.0 Apply safety and sanitation procedures in the handling, processing and storing of food products.
41.0 Demonstrate worker safety procedures with food product and processing equipment and facilities.
42.0 Summarize the procedures for food service operations.
43.0 Explain the daily sanitation operations of a food service facility.
44.0 Perform critical job skills.
45.0 Display professional work habits.
46.0 Demonstrate ethical behavior.
47.0 Perform designated job skills.
48.0 Demonstrate work ethics.
49.0 Apply entrepreneurship skills.
50.0 Demonstrate management skills.
51.0 Analyze federal, state and local tax regulations and laws in relation to hospitality and tourism entities.
52.0 Apply effective verbal and non-verbal communication skills (i.e., written, electronic, conflict resolution).
53.0 Demonstrate proficiency with technology and equipment use.
54.0 Demonstrate employability skills necessary for success.
55.0 Apply customer service skills.
56.0 Display ethical behavior in the workplace.
57.0 Describe and demonstrate personnel supervision techniques.

Florida Department of Education
Student Performance Standards

Course Title: **Introduction to Hospitality and Tourism**
Course Number: **8850110**
Course Credit: **1**

Course Description:

The purpose of this course is to introduce students to the skills necessary for success in the hospitality and tourism industry. Students will also have the opportunity to learn hospitality and tourism terminology and the mathematical, economic, marketing, and sales fundamentals of the industry.

CTE Standards and Benchmarks		National Standards
01.0	Identify careers in the hospitality and tourism industry. The student will be able to:	
01.01	List career positions in a variety of hospitality and tourism-related industry components (i.e., ground transportation, cruise, air travel, accommodations, food service, share economy marketing, retail, corporate travel, leisure and recreation travel, conventions and special events, destination marketing organizations, emerging fields and sports venues, etc.).	10.1.2
01.02	Explain duties and responsibilities for the identified hospitality and tourism positions.	10.1.1 10.1.3
01.03	Identify skills and knowledge needed by hospitality and tourism professionals.	10.1.1 10.1.3
01.04	Identify requirements for entry and career advancement by industry component in the hospitality and tourism industry.	10.1.2 10.1.3
01.05	Identify advantages and disadvantages by industry components working in the hospitality and tourism industry.	10.1.2 10.1.5
01.06	Complete a self-assessment and analysis of lifestyle goals and aspirations to evaluate for employment suitability in the hospitality and tourism industry.	10.1.2 10.1.5
01.07	Develop an individualized education and career plan related to the hospitality and tourism industry.	10.1.3 10.1.5
01.08	Develop an understanding of terminology and acronyms used the hospitality & tourism industry.	
01.09	Understand the differences between international, domestic and local hospitality and tourism.	
01.10	Identify business, professional, student industry associations and available industry certifications.	
01.11	Represent a career in the hospitality & tourism industry by performance or art.	

CTE Standards and Benchmarks		National Standards
	01.12 Using media techniques, tools and process communicate trends and aspects in hospitality & tourism industry.	
02.0	Research the various aspects of the hospitality and tourism industry. The student will be able to:	
	02.01 Summarize the history and development of the hospitality and tourism industry (i.e., airline deregulation, highway system, and globalization) as well as the changes and growth the tourism industry has experienced.	10.1.4
	02.02 Identify the travel documents and security mandates required by travelers for both international/domestic travel and recognize the impact of improper documentation (i.e., TSA compliance).	
	02.03 Identify factors that influence a traveler to select a travel destination (e.g., weather, culture, climate, cost, natural resources, travel alerts, and medical factors).	
	02.04 Distinguish features of different travel and social media websites.	
	02.05 Identify current and emerging trends in the hospitality and tourism industry (e.g., staycations, daycations, ecotourism, share economy vendors, medical tourism).	
	02.06 Identify modes and uses of transportation and discuss advantages/disadvantages of each (i.e., ground, air and sea transportation, Uber/Rideshare.).	
	02.07 Identify types of lodging properties and ownership structures (e.g., Air BnB, VRBO, etc.).	
	02.08 Explain factors that affect room rates and package plans (such as seasonality, property management, revenue management, booking engines, events, occupancy percentage, etc.).	
	02.09 Discuss and identify aspects of the cruise industry and types of cruise ships (luxury, mega, adventure, and river).	
	02.10 Identify types of food service operations, emerging trends (i.e., home delivery services, Uber Eats, etc.), segments, franchises and ownership structures.	
	02.11 Identify components of leisure and business travel in the hospitality and tourism industry, including the role of conventions, sporting events and special events.	
	02.12 Explain economic factors that affect the hospitality and tourism industry (i.e., fuel costs, airline industry consolidations, politics, exchange rates, availability of consumer's discretionary money, state tax).	
	02.13 Research the official Florida tourism website and local visitor websites; compare them to other state and local visitor sites.	
	02.14 Use technology applications, tools and artistic skills to promote social and cultural awareness related to industry concerns.	
03.0	Demonstrate employability skills necessary for success in hospitality and tourism occupations. The student will be able to:	
	03.01 Identify and utilize resources used in a job search for a hospitality and tourism related career (e.g., networking with professional organizations, social media, Internet).	
	03.02 Participate in a discussion on ways social media may negatively impact job search and career.	

CTE Standards and Benchmarks		National Standards
03.03	Identify steps in the application process and documents required when applying for employment (e.g., application, references, W-4, I-9).	10.1.5
03.04	Create a customized resume, cover letter, follow-up, and thank you letters.	
03.05	Use technology to create and organize a digital professional portfolio (i.e., personal statement, student work and presentations).	
03.06	Identify and demonstrate appropriate dress and grooming for employment.	
03.07	Identify and demonstrate effective interviewing skills to include appropriate responses to common interview questions.	
03.08	Identify strategies for handling inappropriate interview and application questions.	
03.09	Discuss importance of drug tests and criminal background checks in the application process and how they impact employment.	
03.10	Demonstrate the use of software products as they pertain to the industry (i.e., templates, spreadsheets, customer and vendor databases and industry-related products).	
03.11	Demonstrate time management skills with on-task behavior and self-pacing in accomplishing work assignments.	
03.12	Identify qualities typically required for career advancement (e.g., productivity, dependability, responsibility).	
03.13	Identify qualities necessary to be an effective team player.	
03.14	Demonstrate ability to work cooperatively with team members, supervisors, and guests from diverse cultural and socio-economic backgrounds.	
03.15	Identify sensitive workplace issues and laws that regulate them (e.g., gender equity, cultural diversity, professional ethics, sexual harassment, disability, age discrimination).	
03.16	Identify, define, and demonstrate professional interpersonal skills and personality traits.	10.3.2
03.17	Demonstrate ability to use creative problem-solving, decision-making, and critical-thinking strategies and accept feedback/constructive criticism.	10.3.5
03.18	Compare and contrast appropriate/inappropriate workplace social behavior and work ethics.	
03.19	Explain importance of maintaining confidentiality of business matters.	
03.20	Express importance of supporting and following company policies and procedures (e.g., attendance, tardiness, email policy, social media, dress code) and how their actions effect clients.	10.1.1
04.0	Examine communication and technology skills in the hospitality and tourism industry. The student will be able to:	
04.01	Describe effective staff communication and its uses (i.e., interpersonal, departmental, interdepartmental, company).	

CTE Standards and Benchmarks		National Standards
04.02	Use technology to compose a business letter, memorandums, e-mail, and company social media communications (i.e., press release).	
04.03	Research social and professional networking websites (Twitter, Facebook, LinkedIn, etc.), and explain how these sites affect the hospitality industry and its employees.	
04.04	Describe positive guest/client relations and identify circumstances that lead to negative customer experiences.	
04.05	Use novel/original approach in creating problem-solving techniques to resolve customer-service conflicts (i.e., complaints, disputes, negotiations, etc.).	
04.06	Identify techniques of appropriate phone etiquette (i.e., answering, placing on hold, recording messages, transferring and complaint telephone calls).	
04.07	Demonstrate effective etiquette/netiquette in a business situation.	
04.08	Discuss importance of developing networking skills to expand contacts within the industry.	
04.09	Discuss importance of providing clear directions, interpretations, descriptions, and explanations and active listening skills.	
04.10	Use digital equipment to create artistic images and deliver an oral presentation.	
04.11	Locate and explain information found in trade journals, manuals, graphs, schedules, charts, diagrams, maps, and Internet to prepare an itinerary.	
05.0	Examine the guest cycle process. The student will be able to:	
05.01	Identify the stages of the guest experience cycle and the activities associated with each stage.	
05.02	Recognize the impact social media has on the guest cycle process.	
05.03	Discuss the value of customer feedback and follow-up surveys on the guest cycle process.	
05.04	Explain the importance and impact of sensitivity to diversities (i.e., cultural, religious, socio-economic, etc.) in relation to the guest cycle process.	
05.05	Recognize the effect communication (body language, foreign phrases, acronyms/jargon, etc.) has on the guest cycle process.	
05.06	Explain the objective of providing seamless guest experiences.	
05.07	Identify the role of guest recovery during the handling of guest complaints, issues, or problems.	
05.08	Explain how and why guest satisfaction measurements help a business run smoothly and profitably.	
05.09	Create an artistic presentation to innovatively address a guest problem.	

CTE Standards and Benchmarks		National Standards
06.0	Examine economic principles relative to the hospitality and tourism industry. The student will be able to:	
06.01	Identify economic opportunities in the industry from both entrepreneurship and employment perspectives.	
06.02	Explain the impact of tourism on local, state, national, and international economies.	10.1.4
06.03	Identify advantages and disadvantages of primary forms of business ownership.	
06.04	Discuss role of employee productivity in contributing to profit margin (bottom line).	
07.0	Examine marketing and business fundamentals as they relate to the hospitality and tourism industry. The student will be able to:	
07.01	Explain marketing and its role in the industry and the free enterprise system.	10.6.5
07.02	Identify elements in the marketing mix (price, product, promotion, place, and people).	10.6.5
07.03	Identify functions of the business and marketing plan.	10.6.5
07.04	Distinguish between concepts of service vs. product marketing strategies.	10.6.5
07.05	Recognize concept of target markets and market identification (e.g., market segmentation).	10.6.5
07.06	Recognize various marketing channels used to promote destinations and products.	10.6.5
07.07	Identify niche markets (customer segmentation) and specialty markets (product segmentation, sports, shopping, religion, etc.).	10.6.5
07.08	Recognize cultural customs and taboos.	10.6.5
07.09	Discuss the role of federal, state and local regulatory agencies related to the hospitality and tourism industry.	10.6.5
07.10	Identify methods of gathering customer feedback.	
07.11	Recognize purpose, principles, and importance of selling.	
07.12	Discuss the importance of meeting specialized sales needs (e.g., business travel, conventions and meetings, conferences).	
07.13	Identify effective sales techniques (e.g., steps in sales process, cross-selling, upselling and alternative options).	
07.14	Explain motivation, needs, and expectations of the hospitality and tourism consumer and how it affects their lodging selection.	
08.0	Recognize mathematical operations related to hospitality and tourism occupations. The student will be able to:	

CTE Standards and Benchmarks		National Standards
	08.01 Identify universal terminology used in hospitality and tourism sales-related transactions (e.g., cash, emerging technology, digital payment alternatives, checks, debit cards, credit cards, discounts, etc.).	
	08.02 Identify different payment options (e.g., cash, checks, credit/debit cards, emerging technology, alternative digital payment options, and incentive program points).	
	08.03 Understand the value and impact of calculation of hotel occupancy, average daily rate (ADR) and revenue available room (RevPAR).	
09.0	Identify and describe the organizational structures and operations within various industry properties. The student will be able to:	
	09.01 Identify the organizational structure of various departments including: facilities and engineering, food and beverage, human resources, controller/finance, sales and marketing, security and rooms/housekeeping.	
	09.02 Describe the importance of a safety plans for various emergency situations (e.g., hurricane, evacuation, tornado, homeland security threat, and fire) relative to all types of tourism (hotel, cruise, attractions, etc.).	
	09.03 Describe front desk functions of various industry properties distinguishing between property types (i.e., cruise ship vs. resort vs. hotel vs. restaurant).	
	09.04 Create a safety plan.	
10.0	Research conservation and sustainable initiatives in the hospitality industry. The student will be able to:	10.2
	10.01 Identify common sustainable practices of various departments within hospitality & tourism industry.	10.2.5
	10.02 Identify common sustainable practices used to reduce a property's carbon footprint and reduce operating costs.	10.2.4
	10.03 Explore the State of Florida "palm tree" initiative for hotels and their level of sustainability.	

Florida Department of Education
Student Performance Standards

Course Title: **Technology for Hospitality & Tourism**
Course Number: **8703110**
Course Credit: **1**

Course Description:

This course is designed to provide an introduction to computer technology and to develop entry-level skills for computer-related careers in the hospitality & tourism industry.

CTE Standards and Benchmarks		National Standards
11.0	Identify functions of computer reservation systems utilized in the hospitality & tourism industry. The student will be able to:	10.5
11.01	Identify major travel computerized reservation systems.	
11.02	Demonstrate an awareness of emerging technologies and how they relate to the hospitality and tourism industry (online booking engines, VRBO, etc.).	
11.03	Identify ethical issues resulting from technological advances (e.g., computer snooping, hacking), cybersecurity, room-block piracy) and how they relate to the hospitality and tourism industry.	
11.04	Identify and perform routine tasks of computer reservations agents (e.g., creating Passenger Name Records [PNRs], retrieving/maintaining/modifying PNRs, airspace, quoting airfares, pricing itineraries, rental cars, hotel accommodations).	10.5.6
11.05	Use technological tools to create aesthetic itineraries (e.g., brochures, promotional material, etc.).	10.5.4
11.06	Identify and demonstrate personal responsibility, ethics and integrity when citing sources of required travel documents.	10.5.5
11.07	Describe components of each of the different industry areas within the hospitality & tourism industry: ground transportation, cruise, shared economy, emerging fields, air, lodging, food & beverage, retail and corporate travel, leisure and recreation, conventions, special events, sports venues.	
11.08	Identify the tasks performed by computer reservations agents.	
11.09	Explain the ticketing process.	
12.0	Assess the impact of technology and automation on the travel reservation industry. The student will be able to:	
12.01	Research current trends in the use of technological devices in the hospitality & tourism industry.	
12.02	Analyze major uses and effects of the technological devices related to the hospitality & tourism industry.	

	12.03 Contrast the value-added services offered by a travel consultant vs. online/cloud services.	
13.0	Investigate current technology security methods in the hospitality & tourism industry. Student will be able to:	10.6
	13.01 Identify technology resources to deal with security issues (cameras, fingerprinting, facial recognition, etc.)	
	13.02 Define the role of artificial intelligence in the hospitality & tourism industry.	
	13.03 Identify technological solutions to minimize security issues in the hospitality & tourism industry (i.e., cyber security, hacking, room access, etc.).	
	13.04 Identify security procedures that protect consumers (room security, seat selection, table reservations, etc.).	
14.0	Operate computer systems and the internet. The student will be able to:	
	14.01 Use information technology tools specific to hospitality service careers to access, manage and create information (indeed, Monster, etc.).	
	14.02 Understand the role of the “cloud” as it relates to the hospitality & tourism industry.	
	14.03 Describe types of technology used to manage hospitality service operations.	
	14.04 Explain how availability, room status, and other standard operating guidelines are used to manage inventory.	
	14.05 Explain how methods of payment are established with arriving guests to clarify payment procedures.	
	14.06 Explain how personal information management systems are used manage guest data.	
	14.07 Utilize Internet/”cloud” fundamentals (i.e., email, portals/search engines, etc.).	
	14.08 Identify and describe the function of office technology equipment (i.e., scan, fax, etc.).	
	14.09 Utilize software to generate promotional materials (i.e., webpage, infographics, etc.) for the Hospitality & Tourism industry.	
	14.10 Compare the uses of various customer relation managements used to communicate quickly.	
	14.11 Utilize technology as a research tool to answer client questions.	
	14.12 Analyze the evolution of technology on the hospitality & tourism industry (i.e., liquor portion control system, hospitality information systems, food and beverage information systems, club management software).	
	14.13 Use personal technological devices appropriately (e.g., cell phones, mobile devices, and computers).	
	14.14 Demonstrate telephone etiquette for placing, answering, placing on hold, transferring telephone calls and recording and relaying accurate messages.	
	14.15 Utilize common office production software to create presentations (such as spreadsheet, database, presentation and word-processing).	

15.0	Demonstrate an understanding of the guest cycle as it relates to technology. The student will be able to:	
15.01	Explain how social media and electronic feedback/reviews impact guest relations.	10.3
15.02	Explain procedures to meet guest wants and needs.	10.3
15.03	Evaluate current and emerging technologies to improve guest services.	10.3
15.04	Summarize the importance of check-out procedures to ensure guest satisfaction.	10.3
15.05	Describe the necessary information collected during the reservation process.	10.3
16.0	Apply employability skills necessary for success in the hospitality & tourism industry. The student will be able to:	
16.01	Use technology to investigate key career skills necessary to be successful in the hospitality & tourism industry (e.g., geography, sales, customer service, telephone, computer, foreign language, and math, written and oral communication).	10.1.3
16.02	Research currently available job opportunities and/or post-secondary programs.	10.1.2
16.03	Understand required elements of and create/update a resume and cover letter.	10.1.5
16.04	Evaluate and update career portfolio.	10.1.5
16.05	Assess skills needed for a successful interview.	10.1.6
16.06	Participate in community leadership and teamwork opportunities to enhance professional skills.	
16.07	Demonstrate a proactive understanding of self-responsibility and self-management.	
16.08	Identify and demonstrate appropriate attire for interviews and workplace.	
16.09	Understand the importance of personal hygiene.	
16.10	Identify and demonstrate positive work behaviors and personal qualities for employability.	
16.11	Identify the rules of written and electronic communication (i.e., positive first impressions, recording accurate message, etc.).	

Florida Department of Education
Student Performance Standards

Course Title: **Hospitality & Tourism Marketing Management**
Course Number: **8703120**
Course Credit: **1**

Course Description:

The purpose of this course is to provide students necessary career specific instruction in hospitality and tourism marketing management. Students will learn sales and management techniques, marketing principles, and entrepreneurship skills necessary to succeed in the hospitality and tourism industry. This course incorporates marketing and management principles and procedures of the hospitality and tourism industry as well as employment qualifications and opportunities.

CTE Standards and Benchmarks	
17.0	Identify sales techniques and procedures appropriate for use in the hospitality and tourism industry. The student will be able to:
17.01	Explain purpose, principles, and the components of Supply and Demand, the importance of selling and how it relates to the hospitality and tourism industry.
17.02	Describe the differences between a product-based business and a service-based business and how it relates to the hospitality and tourism industry.
17.03	Identify effective sales techniques (e.g., steps in sales process, cross-selling, upselling and alternative options).
17.04	Explain motivation, needs, and expectations of the hospitality and tourism and how it affects consumer choice.
17.05	Discuss importance of the five (5) P's of the marketing mix: product, place, price, promotion, and people and how it impacts the hospitality and tourism industry.
17.06	Outline an effective sales presentation (e.g., feature-benefit analysis) including the importance of promoting products and services (e.g., publicity, public relations, press release, community events, advertising, Internet).
17.07	Discuss the importance of meeting specialized sales needs (e.g., business travel, conventions and meetings, conferences, special needs populations).
17.08	Explain the pros and cons of using the Internet as a sales tool.
18.0	Demonstrate sales and customer service skills and techniques in the selling of hospitality & tourism products. The student will be able to:
18.01	Discuss profit motive and its impact on business.
18.02	Define different types of guest communication (e.g., surveys, Yelp, email, social media, apps, etc.).
18.03	Develop a customer survey.

CTE Standards and Benchmarks	
18.04	Identify the different techniques for dealing with competition and explain its impact on business (e.g., direct, indirect, price, non-price, competitive position) within the hospitality and tourism industry.
18.05	Describe how managers can lead employees to meet the needs of global guest audiences.
18.06	Analyze the challenges and opportunities in welcoming diverse cultures.
18.07	Describe how employee empowerment contributes to effective guest recovery.
18.08	Demonstrate proper workplace etiquette for listening, speaking, and writing.
18.09	Develop a marketing plan in response to customer survey results.
18.10	Recognize importance of sequence and language in developing customer survey questions without leading or influencing customer responses (e.g., code-switching).
19.0	Identify and demonstrate personal and business ethics related to management and marketing. The student will be able to:
19.01	Explain the need for respect and value for diversity in the hospitality and tourism industry.
19.02	List characteristics related to personal and business ethics (e.g., preventing theft, pilfering, and unauthorized discounting).
19.03	Model inclusive behavior is an important skill for hospitality and tourism managers.
19.04	Explain the concept of corporate social responsibility and describe examples of how hospitality and tourism companies are including CSR initiatives in their organization.
20.0	Apply higher level mathematical skills unique to hospitality & tourism marketing and management plans. The student will be able to:
20.01	Create a business plan based on survey results that identify limitations/challenges in current plan or standard operating procedures.
20.02	Analyze/evaluate survey results, produce a plan and provide both an executive summary and detailed report.
20.03	Research industry sales trends and benchmarks and predict future growth/decline based on sales momentum and trend.
20.04	Determine year over year change in revenue/profit/Earnings before interest taxes depreciation and amortization (EBITDA).
20.05	Determine statistical significance of data results.
20.06	Gather and present data from overall business segments and determine percentage of business from specific segment; use infographics to enhance data analytics.
20.07	Apply problem-solving techniques to hospitality and tourism sales-related transactions (i.e., cash, checks, debit cards, credit cards, discounts, digital payment trends (PayPal, SamsungPay, etc.).
20.08	Explain quantitative information from tables, charts, and graphs relating to the hospitality & tourism related workplace.

CTE Standards and Benchmarks	
	20.09 Using standard industry formulas relative to discount date and due date, compute amount of payment on an invoice.
	20.10 Calculate commissions, gratuities, taxes, and miscellaneous charges.
	20.11 Calculate refunds and exchange transactions for hospitality and tourism related services.
21.0	Summarize the value and uses of the internet for hospitality & tourism marketing, including communication and evolving technology. The student will be able to:
	21.01 Identify viable, credible and applicable Internet sources that offer solutions to specific business questions.
	21.02 Describe cloud-based data storage, the threats and how to protect data.
	21.03 Identify laws pertaining to data collection, email marketing and personal information usage.
	21.04 Be able to identify productive uses of Customer relationship management (CRM) systems; understand the basic framework of use; and make connections between CRM and the sales process.
	21.05 Compare and contrast marketing activities that engage customers (e.g., blogs and giveaways).
	21.06 Define the use of current social media channels, comparing and contrasting each venue, as to culture, purpose, and target audience.
	21.07 Write posts for current social media channels (i.e., Twitter, Facebook, Instagram, Snapchat).
	21.08 Summarize effective use of live streaming on current social media (i.e., Snapchat, Periscope and Facebook Mentions).
22.0	Compare and contrast the needs of a business vs. leisure traveler. The student will be able to:
	22.01 Define business travelers and identify their needs.
	22.02 Define leisure travelers and identify the recreational wants.
	22.03 Identify features vs. benefits of hotel and airline offerings for each market.
	22.04 Develop a ROI analysis for travel on a business trip; including all travel expenses and potential business opportunity gains.
	22.05 Understand and explain the different planning processes and timeframes that lead up to travel for business vs leisure.
23.0	Demonstrate knowledge and organizational skills related to meetings, conventions, conference travel and event planning. The student will be able to:
	23.01 Explain positions available to event planners.
	23.02 Describe the benefits of meetings and conventions and explain how they are planned and booked.

CTE Standards and Benchmarks	
	23.03 Identify challenges that managers and staff members face during meetings and conventions and create example list of protocol issues.
	23.04 Create a budget including all elements of event (e.g., catering, décor, supplies, entertainment, and admission).
24.0	Identify and analyze marketing and business fundamentals related to the different industries within hospitality & tourism (i.e., cruise/air travel/ ground travel/lodging industry/leisure travel/tour packages). The student will be able to:
	24.01 Explain the benefits of packaging for travelers, venders, hotels, travel planners, tour operators and airlines.
	24.02 Communicate related financial benefits to travelers of selling packages from a travel planner salesperson perspective.
	24.03 Analyze the savings and profit increases related to packaging for travelers, planners and destinations.
	24.04 Compare and contrast the experience and finances of separate vendors in various locations as a component of a package (hotel in one area, activities on a different property, and restaurants at a different location) vs. an all-inclusive resort.
	24.05 Effectively communicate the benefits of packaging a travel experience to consumers.
25.0	Explain strategies for selling hospitality & tourism products. The student will be able to:
	25.01 Describe training techniques managers can use to build an effective sales team.
	25.02 Identify methods used to motivate an effective sales team.
	25.03 List tools and processes used to sell to global audiences.
	25.04 Outline the needs of special market segments and the sales strategies used to reach those segments.
	25.05 Summarize strategies for selling to the digital traveler.
26.0	Develop a marketing plan and sales promotion tool for hospitality & tourism. The student will be able to:
	26.01 Describe the organization of the marketing department and explain management's role in marketing.
	26.02 Summarize the marketing mix: the five P's (Price, Promotion, Product, Place, People); and the four C's (Client, Cost, Communication, Convenience).
	26.03 Identify the steps of a marketing plan.
	26.04 Describe the channels of distribution within the hospitality and tourism industry.
	26.05 Explain how to prepare a marketing budget.
	26.06 Maintain brand consistency throughout your marketing plan.

CTE Standards and Benchmarks	
27.0	Identify and demonstrate management skills needed to succeed in hospitality & tourism. The student will be able to:
27.01	Identify the types of leadership positions available in the hospitality and tourism industry.
27.02	Identify career pathways to leadership positions in the hospitality and tourism industry.
27.03	Compare and contrast styles of leadership and management.
27.04	Identify why leaders must create leadership development goals and a path for meeting those goals.
27.05	Define power and empowerment and summarize how these concepts transpire in centralized and decentralized organizations.
27.06	Identify the leadership skills and processes that lead to a seamless guest cycle.
27.07	Create an IDP (Individual Development Plan) based on your strengths and opportunities for improvement.
27.08	Honestly and objectively conduct a self-evaluation of strengths and weaknesses.
27.09	Define traditional management styles.
27.10	Explain the importance of varying your leadership style in response to organization and employee styles and needs.
27.11	Identify and apply appropriate 21st century leadership style.
27.12	Explain how problem solving contributes to leadership processes in hospitality and tourism.
28.0	Demonstrate effective Guest Services Management (GSM) skills. The student will be able to:
28.01	Identify how managers apply property standards to the guest experience.
28.02	Identify the role of Guest Service Measurement (GSM) in managing the guest experience.
28.03	Develop a process for resolving guest service issues.
29.0	Identify the financial goal of a hotel or lodging property. The student will be able to:
29.01	Discuss how revenue centers and cost centers are managed to ensure a property's profitability.
29.02	Identify the components of income statements and balance sheets.
29.03	Explain the purpose and evolving role of revenue management in the hospitality and tourism industry.
29.04	Identify the tax responsibilities a hospitality and tourism leader must manage.

CTE Standards and Benchmarks	
30.0	Examine facts and principles related to the branding process. The student will be able to:
30.01	Tell the story of their product/destination in a way that effectively speaks to the target market.
30.02	Summarize the effect colors, sounds, music and visual cues have on developing a brand.
30.03	Explain and cite examples of consistency in communication to market; both visually and in language.
30.04	Develop a brand (i.e., logo, tag line, blog, email marketing templates, sample images, videos, music, etc.).
30.05	Communicate a brand promise to the target market through the proper communication channels of the target market.
30.06	Define the importance of generating brand awareness and brand loyalty.
31.0	Explain the value and importance of marketing research. The student will be able to:
31.01	Identify trends that affect marketing in the hospitality and tourism industry.
31.02	Cite marketing challenges (shifts or changes in travel trends) and respond to their potential occurrence.
31.03	Determine the difference between a credible source and non-credible source of data or information.
31.04	Set a knowledge-based goal; present research applicable to that goal.
32.0	Compare and contrast franchise vs. corporate owned vs. private market segments. The student will be able to:
32.01	Recognize the obligations of a franchise to the corporation.
32.02	Communicate the financial (ROI or annual profits) differences among the organization types and to whom the rewards go (individual, corporation, franchise owner, etc.).
33.0	Compare and contrast marketing concepts, advertising and public relations. The student will be able to:
33.01	Author a press release in the proper format including all applicable elements.
33.02	Differentiate between editorial and advertorial content and writing techniques.
34.0	Discuss the value, importance and trends related to internet marketing and social media. The student will be able to:
34.01	Identify like-minded groups that fit in the target audience and/or market of their brand or business.
34.02	Demonstrate ethical behavior in personal and work-related social media communications.
34.03	Differentiate between business and personal postings which comprise your digital footprint.

CTE Standards and Benchmarks	
35.0	Illustrate effects of climate and geographic locations that affect the marketplace. The student will be able to:
35.01	Explain how season change affects peak times and consistency in business and planning for related business shifts.
35.02	Summarize effects of population migration as it relates to business location selection and general business operations.
36.0	Demonstrate communication and human relations skills necessary for success in hospitality and tourism occupations. The student will be able to:
36.01	Demonstrate the ability to use problem-solving, decision-making and critical thinking strategies.
36.02	Demonstrate the ability to offer and accept constructive feedback.
36.03	Explain importance of maintaining confidentiality relating to business matters.
36.04	Demonstrate legal and ethical behavior within the scope of job responsibilities.
36.05	Demonstrate effective etiquette/netiquette in business and interpersonal situations (i.e., phone and internet use, general courtesy, manners, etc.).
36.06	Demonstrate appropriate and effective oral presentation skills.
36.07	Identify and demonstrate conflict resolution strategies related to customer service, co-workers and vendors (i.e., resolving complaints, disputes, and negotiations).
36.08	Plan and participate in a meeting/conference.
36.09	Apply leadership skills through involvement in community and/or school activities.
36.10	Demonstrate techniques for making and maintaining a positive first impression.
36.11	Explain business policies to customers and vendors.
36.12	Demonstrate an understanding of conflict resolution skills and how to resolve complaints while maintaining a focus on achievement of goals.
36.13	Apply networking skills.
36.14	Assess team performance.
36.15	Differentiate between appropriate and inappropriate business attire and grooming.
36.16	Debate current issues impacting the industry.
36.17	Explain verbal and nonverbal communication.

CTE Standards and Benchmarks	
	36.18 Recognize and respond to guest needs
37.0	Identify federal laws, legislation and regulations related to the hospitality & tourism industry. The student will be able to:
	37.01 Identify the employment laws that impact the hospitality and tourism industry and the role of human resources managers in applying these laws.
	37.02 Identify the laws, legislation, and regulations that affect the hospitality & tourism industry.
	37.03 Discuss state and federal labor laws regulating the workplace (e.g., Child Labor Law, Sexual Harassment, EEOC, ADA, FMLA, and OSHA).
	37.04 Discuss the role of federal, state and local regulatory agencies as it relates to hospitality and tourism.
	37.05 Identify ways to follow OSHA requirements.
38.0	Demonstrate an understanding of current conservation and sustainable practices in the hospitality industry. The student will be able to:
	38.01 Describe the benefits of sustainable practices and the role hospitality and tourism managers play implementing them.
	38.02 Identify green practices that can be initiated and implemented by the front office.
	38.03 Discuss housekeeping management's role in promoting sustainable practices.
	38.04 Explain the benefits of using sustainable building materials.
	38.05 Identify ways the facilities management team can reduce a property's carbon footprint.
	38.06 Explain how food and beverage operations address guest requests (i.e., healthier food options, sustainable foods, and food allergy issues).
39.0	Exhibit the ability to follow state mandated guidelines for food service. The student will be able to:
	39.01 Demonstrate and utilize proper techniques for transporting, cooking and holding food (proper ways to cool/reheat food; holding temperatures).
	39.02 Demonstrate and utilize proper cleaning, sanitizing, and disinfecting techniques (cleaning vs. sanitizing; storing cleaning supplies; proper procedures for cleaning equipment).
	39.03 Describe symptoms of food borne illness and prevention of.
	39.04 Describe cross contamination and incorporate strategies to prevent this from occurring.
	39.05 Demonstrate and utilize proper pest control procedures.
	39.06 Demonstrate the knowledge necessary to obtain certification for a food handler or food safety protection manager.

CTE Standards and Benchmarks	
	39.07 Demonstrate proper knowledge and technique to sanitarily set and clear a table in a dining room.
40.0	Apply safety and sanitation procedures in the handling, processing and storing of food products. The student will be able to:
	40.01 Explain techniques and procedures for the safe handling of food products.
	40.02 Evaluate food product handling procedures.
	40.03 Demonstrate approved food product handling techniques.
	40.04 Describe the importance of performing quality-assurance tests on food products.
	40.05 Perform quality-assurance tests on food products.
	40.06 Describe the effects food-borne pathogens have on food products and humans.
	40.07 Explain the importance of microbiological tests in food product preparation, listing common spoilage and pathogenic microorganisms.
	40.08 Conduct and interpret microbiological tests for food-borne pathogens and implement corrective procedures.
	40.09 Explain the importance of record keeping in a food products and processing system.
	40.10 Discuss documentation procedures in a food products and processing system.
	40.11 Demonstrate proper record keeping in a food products and processing system.
41.0	Demonstrate worker safety procedures with food product and processing equipment and facilities. The student will be able to:
	41.01 Explain safety standards that must be observed in facility design and equipment use.
	41.02 Outline guidelines for personnel safety in the food products and processing industry.
	41.03 Evaluate a facility to determine the implementation of safety procedures.
42.0	Summarize the procedures for food service operations. The student will be able to:
	42.01 Facilitate proper use of current general inspection guidelines.
	42.02 Explain general storage guidelines.
	42.03 Compare storage guidelines for specific types of food.
	42.04 Explain proper procedures for cook food. (See current Food Code for temperature information).

CTE Standards and Benchmarks	
	42.05 Recommend proper cooling and reheating procedures for various food items. (See current Food Code for temperatures).
	42.06 Explain procedures for holding food for service.
	42.07 Demonstrate proper techniques in serving food.
	42.08 Develop a plan for offsite service handling of food.
43.0	Explain the daily sanitation operations of a food service facility. The student will be able to:
	43.01 Develop a cleaning program that includes proper procedures for cleaning, sanitizing, dish washing and facility.
	43.02 Explain the importance of (IPM) Integrated Pest Management programs.

Florida Department of Education
Student Performance Standards

Course Title: **Hospitality and Tourism Operations Internship**
Course Number: **8845130**
Course Credit: **1**

Course Description:

The Hospitality and Tourism Internship course provides students the opportunity to demonstrate human relations, communications, and employability skills necessary for entry-level employment in the hospitality & tourism industry. Additionally, it will enhance the instruction and competencies developed through classroom instruction.

CTE Standards and Benchmarks	
44.0	Perform critical job skills. The student will be able to:
44.01	Apply literacy skills in technical reading, computing and calculating.
44.02	Perform tasks as outlined in the individualized job performance skills plan.
44.03	Maintain relevant employment documents.
44.04	Sustain mentoring relationships in the workplace.
44.05	Communicate in business settings by listening, writing, speaking and presenting with professional demeanor.
44.06	Collaborate, communicate and interact utilizing technology.
44.07	Offer alternative suggestions or solutions rather than simply rejecting others ideas.
44.08	Contribute to team efforts by fulfilling responsibilities and valuing diversity.
44.09	Explore networking opportunities through professional associations.
44.10	Exercise proper judgment in decision making.
44.11	Adapt to changing organizational environments with flexibility.
44.12	Build a portfolio reflecting experiences and skills gained during the internship (i.e., research paper, etc.)
45.0	Display professional work habits. The student will be able to:

	45.01 Report as expected, on time, appropriately dressed and groomed and ready to work.
	45.02 Create a positive professional image through proper introductions, eye contact, and a firm handshake.
	45.03 Model acceptable work habits and conduct in the workplace as defined by company policy.
	45.04 Complete and follow through on tasks and take initiative as warranted.
	45.05 Respond to internal and external customers' needs and concerns.
	45.06 Practice business etiquette and social sensitivity in face to face interaction, on the telephone and the Internet.
	45.07 Build bridges between conflicting attitudes and ways of thinking.
46.0	Demonstrate ethical behavior. The student will be able to:
	46.01 Compare business activities to professional standards.
	46.02 Demonstrate the ability to show empathy, respect and support for others.
	46.03 Recognize the importance of confidentiality and privacy.
	46.04 Recognize gender, religious and culturally appropriate behaviors.
	46.05 Recognize protocol for giving and receiving gifts.

Florida Department of Education
Student Performance Standards

Course Title: **Hospitality and Tourism Cooperative Education - OJT**
Course Number: **8800420**
Course Credit: **1**

CTE Standards and Benchmarks	
47.0	Perform designated job skills. The student will be able to:
47.01	Perform tasks as outlined in the training plan.
47.02	Demonstrate job performance skills.
47.03	Demonstrate safety procedures on the job.
47.04	Maintain appropriate records.
47.05	Attain an acceptable level of productivity.
47.06	Demonstrate appropriate dress and grooming habits.
48.0	Demonstrate work ethics. The student will be able to:
48.01	Follow directions.
48.02	Demonstrate good human relations skills on the job.
48.03	Demonstrate good work habits.
48.04	Demonstrate acceptable business ethics.

Florida Department of Education
Student Performance Standards

Course Title: **Hospitality & Tourism Entrepreneurship**
Course Number: **8703130**
Course Credit: **1**

Course Description:

The purpose of this course is to provide with the academic and technical preparation to pursue high-demand and high-skill careers in hospitality related industries. In addition, this course is designed so that performance standards meet employer expectations, enhancing the employability of students.

CTE Standards and Benchmarks	
49.0	Apply entrepreneurship skills. The student will be able to:
49.01	Analyze industry trends in the food service and hospitality industry.
49.02	Identify the elements of a business plan to include vision, mission, goals, SWOT analysis (strength, weakness, opportunities and threats) strategies, and action plans.
49.03	Display an understanding of the marketing channels used in promoting destinations and products.
49.04	Identify “niche market” marketing strategies.
49.05	Identify and summarize common lodging industry references (e.g., Official Hotel Guide, Hotel and Travel Index, OAG Business Travel Planner, CRS display).
49.06	Compare and contrast benefits of joining or starting a new business.
49.07	Summarize profit and loss statements.
49.08	Examine loss prevention factors (such as safety, sanitation, food handling, ware handling, maintenance, insurance, and environmental effects).
49.09	Explain the Florida Green Lodging program and the requirements to receive the Green Certification. (http://www.dep.state.fl.us/greenlodging).
49.10	Explain LEED (Leadership in Energy and Environmental Design) and how it affects the hospitality & tourism industry.
49.11	Participate in a competitive event or project related to the hospitality & tourism industry (e.g., FCCLA, FBLA, DECA).
49.12	Plan and execute themed special event (such as a student showcase or party) including event production costs.
49.13	Understand the difference between having franchised property vs. starting a business from scratch.

CTE Standards and Benchmarks	
50.0	Demonstrate management skills. The student will be able to:
50.01	Identify characteristics of an effective manager.
50.02	Identify the roles and responsibilities of the general manager and assistant manager(s).and recognize the effectiveness of delegation techniques.
50.03	Recognize the needs of diverse populations.
50.04	Identify, demonstrate, and utilize fundamentals of customer service and addressing difficult customers.
50.05	Develop employee guidelines and standard operating procedures (such as job descriptions, training, and scheduling).
50.06	Identify and explain techniques of front-of-the-house and back-of-the-house responsibilities (including dining room setup, greeting, order-taking, serving, clearing, check presentation, bussing, and cashiering) resulting in the performance of duties to meet customer needs.
50.07	Summarize characteristics of successful teams (i.e., mission statement, code of conduct, effective leadership).
50.08	Identify and discuss stages of team development (i.e., forming, storming, norming, performing, transforming).
50.09	Compare and contrast positive and negative roles individuals play in a team situation, including team building strategies.
50.10	Apply dispute resolution skills to staff grievances, conflicts, disputes, and/or complaint and recognize employee incentive programs.
50.11	Describe corporate hospitality roles within lodging operations, housekeeping, engineering, food & beverage, and culinary departments.
50.12	Understand what defines excellent service and attributes of exceptional guest service.
50.13	Define “critical moment” as it relates to customer service.
51.0	Analyze federal, state and local tax regulations and laws in relation to hospitality and tourism entities. The student will be able to:
51.01	Follow federal, state, and local sanitation and safety codes.
51.02	Analyze laws, legislation, and regulations that affect the lodging industry.
51.03	Discuss state and federal labor laws regulating the workplace (e.g., Child Labor Law, sexual harassment, EEOC, ADA, FMLA, and OSHA).
51.04	Discuss the role of federal, state and local regulatory agencies as it relates to hospitality and tourism.
52.0	Apply effective verbal and non-verbal communication skills (i.e., written, electronic, conflict resolution). The student will be able to:
52.01	Demonstrate making eye contact with every guest and smile in face to face conversations (i.e., 5 and 10 foot rule).

CTE Standards and Benchmarks	
	52.02 Demonstrate proper telephone etiquette techniques (i.e., answering a telephone call, enunciating, call holds, and transfers).
	52.03 Demonstrate an understanding of acceptable personal email addresses and acceptable personal references on social media.
	52.04 Demonstrate an understanding of acceptable personal cell phone etiquette (i.e., appropriate voice mail messages on their cell phone and proper answering techniques).
	52.05 Demonstrate effective listening skills and awareness of “service failures”, timely “service recovery” and personal responsibility.
	52.06 Respond effectively with appropriate form of communication (i.e., when to use email vs. text message vs. phone call).
	52.07 Delegate/assign tasks to employee and/or leave information for next shift or manager when appropriate.
	52.08 Respond appropriately to social media comments about venue or property on travel sites (i.e., Trip Advisor and/or other media outlet).
53.0	Demonstrate proficiency with technology and equipment use. The student will be able to:
	53.01 Identify computer software available for food service and hospitality management.
	53.02 Use appropriate software to develop an accounting and record-keeping system that includes purchasing, receiving, storing and inventory.
	53.03 Describe various media and marketing tools utilized to promote lodging establishments.
	53.04 Create and deliver an oral presentation using technology.
	53.05 Locate and explain information found in trade journals, manuals, graphs, schedules, charts, diagrams, maps, and Internet resources.
	53.06 Identify technology used in social media marketing and software used to communicate between guest and the venue.
	53.07 Demonstrate the ability to understand types of AV equipment needed in events and lodging to support operations.
	53.08 Demonstrate the ability to understand and know what CRM is and what tools are used to communicate within the property and/or venue.
54.0	Demonstrate employability skills necessary for success. The student will be able to:
	54.01 Identify and demonstrate appropriate dress and grooming for employment.
	54.02 Identify and demonstrate effective interviewing skills (e.g., behavioral), including effective responses to common interview questions.
	54.03 Maintain hygiene, professional appearance, and a positive attitude.
	54.04 Identify and demonstrate how to request and fill out an application using appropriate professional language.

CTE Standards and Benchmarks	
	54.05 Demonstrate the ability to understand phone etiquette when receiving a call back for an interview and how to leave voicemails.
	54.06 Understand the importance of the first 90 days of being new on the job.
	54.07 Understand the importance of networking to create an awareness of job opportunities.
	54.08 Demonstrate the ability to complete an employment application.
	54.09 Understand the importance of community service and how to turn that into a job opportunity.
55.0	Apply customer service skills. The student will be able to:
	55.01 Demonstrate accurately taking a guest's hotel reservation via the phone.
	55.02 Demonstrate proper communication skills and questioning techniques in order to identify the needs of customers and guest services.
	55.03 Analyze and apply the steps to conflict resolution using assertiveness and stress management techniques during customer interactions.
	55.04 Analyze individual traits related to teamwork, self-improvement, and professional growth within hospitality careers.
	55.05 Analyze guest services by focusing on the guest's perspective, and common tools used to provide exceptional service.
	55.06 Role play effective mirroring techniques to handle guest service complaints and/or employee disagreements.
	55.07 Apply appropriate customer service techniques for various guest interactions, including verbal and non-verbal communication (i.e., telephone etiquette, written correspondence, etc.).
56.0	Display ethical behavior in the workplace. The student will be able to:
	56.01 Demonstrate acceptable work habits and conduct in the workplace as defined by company policy.
	56.02 Demonstrate legal and ethical behavior within the scope of job responsibilities, including acceptable use of social media within and outside of work setting.
57.0	Describe and demonstrate personnel supervision techniques. The student will be able to:
	57.01 Identify delegation skills for use with subordinates with clear, understandable objectives, including time management and performance expectations.
	57.02 Identify professional management techniques (i.e., "Management by Walking Around", employee empowerment, etc.) while setting positive examples of professional behavior.
	57.03 Demonstrate the art of "catching employees doing things correctly" and positively reinforce when appropriate.
	57.04 Understand the concept of thorough training on specific job duties; documentation; group training and personal training files.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Special Notes

Students who choose the internship option must work a minimum of 150 hours to earn one credit. Introduction to Hospitality & Tourism, Technology for Hospitality & Tourism and Hospitality & Tourism Marketing Management should be completed prior to enrollment in Hospitality and Tourism Internship. Each student intern is required to have a job performance skills plan, signed by the student/intern, teacher, and employer. This plan should include competencies developed through classroom experiences, a list of on-the-job duties and tasks to be performed, and identification of student performance standards. The Hospitality & Tourism Internship may provide paid or non-paid work experience based on the needs of the student and availability of positions.

Career and Technical Student Organization (CTSO)

Family, Career and Community Leaders of America (FCCLA); Future Business Leaders of America (FBLA) and DECA are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Hospitality and Tourism Cooperative Education - OJT**
Course Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Secondary – Cooperative Education - OJT	
Course Number	8800420
CIP Number	02529999CP
Grade Level	9-12
Course Length	Multiple credits
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism cluster.

Each student job placement must be related to the job preparatory program in which the student is enrolled or has completed.

The purpose of this course is to provide the on-the-job training component when the **cooperative method of instruction** is appropriate. Whenever the cooperative method is offered, the following is required for each student: a training agreement; a training plan signed by the student, teacher and employer, including instructional objectives; a list of on-the-job and in-school learning experiences; a workstation which reflects equipment, skills and tasks which are relevant to the occupation which the student has chosen as a career goal; and a site supervisor with a working knowledge of the selected occupation. The workstation may be in an industry setting or in a virtual learning environment. The student **must be compensated** for work performed.

The teacher/coordinator must meet with the site supervisor a minimum of once during each grading period for the purpose of evaluating the student's progress in attaining the competencies listed in the training plan.

Hospitality and Tourism Cooperative Education - OJT may be taken by a student for one or more semesters. A student may earn multiple credits in this course. The specific student performance standards which the student must achieve to earn credit are specified in the Cooperative Education - OJT Training Plan.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8800420	Hospitality and Tourism Cooperative Education - OJT	Any CTE field or coverage	Multiple Credits	2	CT

(Graduation Requirement Codes: CT=Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA=Mathematics, PL=Personal Financial Literacy)

Note: *CHI – Certified Hospitality Instructor
Teachers certified in Business Education must obtain this training from the American Hotel and Lodging Educational Institute to teach this program.
For information - https://www.ahlei.org/CHI/

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Perform designated job skills.
02.0 Demonstrate work ethics.

Florida Department of Education
Student Performance Standards

Program Title: **Hospitality and Tourism Cooperative Education - OJT**
Secondary Number: **8800420**

Standards and Benchmarks	
01.0	Perform designated job skills. The student will be able to:
01.01	Perform tasks as outlined in the training plan.
01.02	Demonstrate job performance skills.
01.03	Demonstrate safety procedures on the job.
01.04	Maintain appropriate records.
01.05	Attain an acceptable level of productivity.
01.06	Demonstrate appropriate dress and grooming habits.
02.0	Demonstrate work ethics. The student will be able to:
02.01	Follow directions.
02.02	Demonstrate good human relations skills on the job.
02.03	Demonstrate good work habits.
02.04	Demonstrate acceptable business ethics.

Additional Information

Special Notes

The **Cooperative Education Manual** is available on-line and has guidelines for students, teachers, employers, parents and other administrators and sample training agreements. It can be accessed on the DOE Website at http://fldoe.org/academics/career-adult-edu/career-tech-edu/additional-cte-programs-courses/diversified-edu.stml

Career and Technical Student Organization (CTSO)

Family, Career and Community Leadership of America (FCCLA) is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Program Title: **Culinary Arts**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Secondary – Career Preparatory	
Program Number	8800500
CIP Number	0420040210
Grade Level	9-12
Program Length	4 credits
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FCCLA, Skills USA
SOC Codes (all applicable)	35-2021 – Food Preparation Workers 35-3021 – Combined Food Preparation and Serving Workers, Including Fast Food 35-2014 – Cooks, Restaurant 11-9051 – Food Service Managers
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four credits. The fourth course in the program is comprised of three (3) tracks and is intended to provide flexibility for students in the last year of the Culinary Arts program.
Track 1 is comprised of Standards 20 - 27 and is a one credit course focused on Culinary and Hospitality Management Skills.
Track 2 is comprised of Standards 28 - 38 and is a one credit course focused on Advanced Baking Techniques.

Track 3 is comprised of Standards 39 - 45 and is a one credit course focused on Gastronomy and Garde Manger Skills.
To complete the program, students must complete either Track 1 or Track 2 or Track 3.

To teach the course(s) listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary program structure:

Course Number	Course Title	Teacher Certification	Length	SOC Code	Level	Graduation Requirement
8800510	Culinary Arts 1	FAM CON SCI CULINARY 7 G	1 credit	35-2021	2	CT
8800520	Culinary Arts 2		1 credit	35-3021	2	CT
8800530	Culinary Arts 3		1 credit	35-2014	3	CT
8800540 **OR** 8800550 **OR** 8800560	Culinary Arts 4 (Track 1) **OR** Culinary Arts 4 (Track 2) **OR** Culinary Arts 4 (Track 3)		1 credit	11-9051	3	CT

See program structure section above for optional tracks for Culinary Arts 4.
(Graduation Requirement Codes: CT=Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA=Mathematics, PL=Personal Financial Literacy)

Regulated Programs

This program is regulated by the Florida Department of Business & Professional Regulation, Division of Hotels and Restaurants.

It is strongly recommended that teachers obtain employee food handler training certification, as well as food safety manager training/certification. More information available at the Florida Department of Business & Professional Regulation (http://www.myfloridalicense.com/DBPR/hotels-restaurants/food-lodging/).

Information on Department of Health rules that affect culinary programs is available at https://www.flrules.org/gateway/chapterhome.asp?chapter=64E-11.

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

Culinary Arts 1

01.0 Recognize and identify career and employment opportunities.
02.0 Demonstrate and incorporate workplace safety procedures.
03.0 Demonstrate workplace communication skills.
04.0 Use and care for commercial tools and equipment.
05.0 Demonstrate basic kitchen essentials.
06.0 Identify soups, stocks and sauces.
07.0 Understand principles of food science in cooking and baking techniques.

Culinary Arts 2

08.0 Exhibit the ability to follow state mandated guidelines for food safety and service.
09.0 Identify and explain front-of-the-house and back-of-the-house duties.
10.0 Apply principles of food science in cooking techniques.
11.0 Present food and beverage items to meet creativity aspects as well as quality standards.
12.0 Describe and apply the basic principles of nutrition.
13.0 Identify and summarize the various cuisines of the world.

Culinary Arts 3

14.0 Research college and career advancement opportunities in professional cooking and baking.
15.0 Follow food identification, selection, purchasing, receiving, storing and inventory guidelines.
16.0 Practice professional cooking and baking techniques.
17.0 Apply scientific principles in cooking and baking.
18.0 Identify and exhibit management skills.
19.0 Comply with laws and regulations specific to the food service and hospitality industry.

Culinary Arts 4 (Track 1)
Culinary and Hospitality Management

20.0 Analyze history and trends in the culinary and hospitality industry.
21.0 Demonstrate management skills.
22.0 Identify the elements of successful customer service and the role management plays.
23.0 Compare and contrast the different types of operations in the culinary and hospitality industry.
24.0 Demonstrate the skills necessary for planning and catering an event.
25.0 Utilize cost control.
26.0 Utilize human resource management guidelines.
27.0 Explore trends in marketing.
28.0 Describe the requirements to be a successful entrepreneur and small business owner in the hospitality industry.

Culinary Arts 4 (Track 2)
Advanced Baking Techniques

29.0 Describe the history and culture of baking.
30.0 Identify careers in Baking and Pastry Arts.
31.0 Demonstrate an understanding of common Baking and Pastry Arts vocabulary.
32.0 Identify tools and equipment used in Baking and Pastry Arts.
33.0 Demonstrate baking mathematics knowledge and skills.
34.0 Show proficiency in imperial measurements and metric units.
35.0 Prepare nutritious food for individuals with special dietary needs.
36.0 Demonstrate standard preparation skills for baked goods.
37.0 Explain the connections and interdependency of food and science.
38.0 Demonstrate advanced preparation skills for baking and pastry products.
39.0 Apply the knowledge and skills necessary to successfully cater an event.
40.0 Demonstrate creativity in presenting baked products.

Culinary Arts 4 (Track 3)
Gastronomy and Garde Manger

41.0 Exhibit the ability to follow state mandated guidelines for food service.
42.0 Utilize industry technology to enhance methodology and efficiency of preparation.
43.0 Examine the interconnections and interdependency of ecological, social, and economic systems.
44.0 Demonstrate advanced preparation skills for various proteins.
45.0 Demonstrate buffet food preparation skills.
46.0 Apply the knowledge and skills necessary to successfully cater an event.
47.0 Develop and implement a capstone project.

Florida Department of Education
Student Performance Standards

Course Title: **Culinary Arts 1**
Course Number: **8800510**
Course Credit: **1**

Course Description:

This course covers the history of the food service industry and careers in that industry. Also covered are safety in the workplace; employability skills; leadership/teamwork skills; care and use of commercial culinary equipment; basic food science; basic nutrition; and following recipes in food preparation labs.

CTE Standards and Benchmarks	
01.0	Recognize and identify career and employment opportunities. The student will be able to:
01.01	Discuss history and trends of the food service industry.
01.02	Identify occupations in the food service and hospitality industry and their impact on the economy.
01.03	Identify levels of training required for food service and hospitality occupations.
01.04	Identify professional organizations related to hospitality/food service.
01.05	Explain the importance of a portfolio and resume'.
01.06	Identify procedures and documents required when applying for employment.
02.0	Demonstrate and incorporate workplace safety procedures. The student will be able to:
02.01	Follow standard procedures for physical, chemical and biological hazard control.
02.02	Identify and utilize first-aid procedures for accidents and injuries common to the food service industry.
02.03	Follow the standards for infectious disease control.
02.04	Identify and apply sanitary procedures in maintaining the facility including proper waste disposal methods and recycling.
02.05	Maintain a SDS (Safety Data Sheet) for each product.
02.06	Explain the Federal Hazardous Communication Regulation Law as recorded in (29 CFR-1910.1200) – OSHA Law.
02.07	Demonstrate and utilize safety procedures related to prevention of slips, falls, burns, and fire; proper lifting and chemical use.

CTE Standards and Benchmarks	
	02.08 Demonstrate and utilize proper personal hygiene and personal health precautions (hand washing; use of gloves; grooming; proper hair restraints, closed-toe shoes, aprons, uniforms).
	02.09 Demonstrate proper food handling techniques (thermometer use; thawing methods; internal cooking temperatures) utilizing current industry safety and sanitation procedures for the agency having jurisdiction.
	02.10 Identify the HACCP (Hazard Analysis Critical Control Point) procedure during all food handling processes.
	02.11 Identify State of Florida Food Handler Training Certificate requirements.
03.0	Demonstrate workplace communication skills. The student will be able to:
	03.01 Identify and exhibit employability skills (punctuality, dependability, appropriate appearance).
	03.02 Identify and exhibit work ethics and integrity (employee theft and consequences).
	03.03 Maintain positive personal relationships including acceptance of constructive criticism.
	03.04 Develop and demonstrate personal and professional etiquette.
	03.05 Demonstrate the ability to function as a team member in a diverse environment.
04.0	Use and care for commercial tools and equipment. The student will be able to:
	04.01 Identify commercial tools and equipment.
	04.02 Demonstrate mastery of standard weights and measures used in the food service industry.
	04.03 Use and maintain commercial tools.
05.0	Demonstrate basic kitchen essentials. The student will be able to:
	05.01 Define mise en place and the relationship of organizational skills to productivity in the workplace.
	05.02 Identify, explain and illustrate basic knife cuts and skills.
	05.03 Demonstrate an understanding of the purpose of standardized recipes.
	05.04 Use, follow, prepare and plate standardized recipes creatively.
06.0	Identify soups, stocks and sauces. The student will be able to:
	06.01 Identify the four essential components of stock.
	06.02 Identify the types of stock.

CTE Standards and Benchmarks	
	06.03 Define characteristics of the grand/mother/leading sauces.
	06.04 Identify and describe the two classifications of soups.
	06.05 Demonstrate the methods of preparation of soups, stocks and sauce.
	06.06 Identify the differences between a permanent and temporary emulsion.
	06.07 Identify and explain the principles of thickening agents used in food preparation.
	06.08 Distinguish between and demonstrate the physical properties of thickening agents.
07.0	Understand principles of food science in cooking and baking techniques. The student will be able to:
	07.01 Identify food products that are a result of fermentation.
	07.02 Identify and explain the various leavening agents used in baking.
	07.03 Explain the leavening process in baking.
	07.04 Demonstrate and analyze the different functions of sugar and fats in baked goods.

Florida Department of Education
Student Performance Standards-

Course Title: **Culinary Arts 2**
Course Number: **8800520**
Course Credit: **1**

Course Description:

In this course students will learn state mandated guidelines for food service; how to attain food handler training certification; and perform front-of-the-house and back-of-the-house duties. Students will prepare quality food products and present them creatively; demonstrate safe, sanitary work procedures; understand food science principles related to cooking and baking; and utilize nutrition concepts when planning meals/menus.

CTE Standards and Benchmarks	
08.0	Exhibit the ability to follow state mandated guidelines for food safety and service. The student will be able to:
08.01	Demonstrate and utilize proper techniques for lifting, receiving, and storing food supplies.
08.02	Demonstrate and utilize proper techniques for transporting, cooking and holding food (proper ways to cool/reheat food; holding temperatures).
08.03	Demonstrate and utilize proper cleaning, sanitizing, and disinfecting techniques (cleaning vs. sanitizing; storing cleaning supplies; proper procedures for cleaning equipment).
08.04	Demonstrate and utilize proper pest control procedures.
08.05	Classify all causes of foodborne illnesses (e.g., biological, physical and chemical).
08.06	Describe symptoms of foodborne illness and how it can be prevented.
08.07	Describe cross contamination and incorporate strategies to prevent this from occurring.
08.08	Research top allergens and how to control allergy cross-contamination.
09.0	Identify and explain front-of-the house and back-of-the-house duties. The student will be able to:
09.01	Identify, demonstrate, and utilize fundamentals of customer service and addressing difficult customers and handle customer complaints.
09.02	Identify and explain techniques of front-of-the-house and back-of-the-house responsibilities including but not limited to dining room setup, greeting, order-taking, serving, clearing, check presentation, bussing, and cashiering.
09.03	Identify and describe types of meal services.
09.04	Describe the types of work stations in the commercial kitchen.

CTE Standards and Benchmarks	
09.05	Perform duties to meet the needs of the customer (greeting guests, escorting to tables and presenting menus, handling guests with special needs, transporting and serving meals, loading and carrying trays, etc.).
09.06	Receive, store and issue supplies.
09.07	Practice environmentally sound procedures.
09.08	Demonstrate and follow operational procedures between the front-of-the-house and back-of-the-house.
09.09	Demonstrate efficient time and motion techniques.
09.10	Coordinate responsibilities with those of other workstations.
10.0	Apply principles of food science in cooking techniques. The student will be able to:
10.01	Explain common cooking methods (roasting, baking, broiling, sautéing, frying, deep-frying, braising and steaming).
10.02	Explain how taste and aroma combine to give foods their flavors.
10.03	List physical, psychological, cultural and environmental influences on food likes and dislikes.
10.04	Compare and analyze reasons for evaluating food products subjectively and objectively.
10.05	Identify herbs, spices, oils and vinegars and their appropriate use in preparing food products that exhibit and enhance creativity, taste and appearance.
10.06	Explain the role of the five senses in cooking, presenting and eating food.
10.07	Describe how the five basic tastes (salty, sweet, sour, bitter and savory/Umami) can affect the appeal of food.
10.08	Demonstrate and analyze the difference between moist, dry and combination cooking methods.
10.09	Apply basic principles of the chemistry of protein to cooking eggs, dairy and meat products.
10.10	Apply basic principles of the chemistry of food preparation to fruits and vegetables.
10.11	Demonstrate protein fabrication.
11.0	Present food and beverage items to meet creativity aspects as well as quality standards. The student will be able to:
11.01	Explain how color, texture, temperature, and balance affect the visual appeal of plated food.
11.02	Demonstrate platter presentation principles, effective platter layout, and techniques for enhancing food presentation.
11.03	Recognize standards of quality as well as prepare and creatively present: bake station items; pantry station items; fry station items; cold station items; hot station items; beverage items.

CTE Standards and Benchmarks	
	11.04 Distinguish between the characteristics of acids and bases.
12.0	Describe and apply the basic principles of nutrition. The student will be able to:
	12.01 List the essential nutrients and their functions.
	12.02 Interpret food labels.
	12.03 Identify different dietary needs.
	12.04 List categories of lips (fats and oils) in food preparation.
	12.05 Examine the functions of lipids (fats and oils) in food preparation.
	12.06 Analyze the nutritional impact of lipids (fats and oils) in the diet.
	12.07 Apply the current USDA guidelines to analyze diets to include special needs.
13.0	Identify and summarize the various cuisines of the world. The student will be able to:
	13.01 Identify and distinguish ingredients of the five regions of the United States.
	13.02 Identify flavor profiles from different cuisines of the world.
	13.03 Compare and contrast the relationship of history and culture in regional cooking.
	13.04 Prepare and creatively present menus that reflect different cultures.
	13.05 Examine competitive events and opportunities related to the culinary students (e.g., FCCLA, SkillsUSA).

Florida Department of Education
Student Performance Standards

Course Title: **Culinary Arts 3**
Course Number: **8800530**
Course Credit: **1**

Course Description:

In this course the student will research career opportunities in professional cooking/baking; follow guidelines on food selection, purchasing, and storage; and use communication skills. Students will prepare and present a variety of advanced food products; create centerpieces; and research laws specific to the hospitality industry. Also covered are management skills; how to develop a business plan; and utilization of technology in the workplace. Students will be knowledgeable about food safety manager training/certification training programs that are acceptable in Florida.

CTE Standards and Benchmarks	
14.0	Research college and career advancement opportunities in professional cooking and baking. The student will be able to:
14.01	Describe the elements of a job search as it relates to advancement opportunities.
14.02	Discuss and identify program pathway options in year 4.
14.03	Develop a personal career plan.
14.04	Demonstrate an understanding of entrepreneurship and the economic impact of food and hospitality enterprises on the industry.
14.05	Explain the benefits of membership in professional associations, including student organizations.
14.06	Explore competitions and scholarship opportunities available to the culinary student.
15.0	Follow food identification, selection, purchasing, receiving, storing, and inventory guidelines. The student will be able to:
15.01	Demonstrate ordering, receiving, monitoring, storage and inventory of par stock.
15.02	Identify and select basic food items according to quality standards.
15.03	Select basic food items according to standard qualities.
15.04	Practice portion control and utilize costing procedures.
15.05	Monitor inventory and par stock.
16.0	Practice professional cooking and baking techniques. The student will be able to:

CTE Standards and Benchmarks	
	16.01 Recognize standards of quality as well as prepare and creatively present: professional bake station items; professional pantry station items; professional fry station items; and professional hot station items.
	16.02 Prepare and creatively present: appetizers; salads; vegetables; fruits; pasta/rice/cereals; soups/stocks/sauces/gravies; meats; poultry; fish/shellfish; breakfast foods; sandwiches; hors d'oeuvres; garnishes; edible centerpieces.
17.0	Apply scientific principles in cooking and baking. The student will be able to:
	17.01 Identify the physical and chemical changes in foods that result from the application of heat or cold.
	17.02 Identify the effect of various levels of moisture on food.
	17.03 Develop artistic talents in the creation of centerpieces from a variety of mediums (cooked sugar, chocolate, marzipan).
	17.04 Prepare and creatively present: salads, soups/stocks/sauces, yeast breads, pies and pastries, cakes and icing, specialty desserts, breakfast foods, quick breads, sandwiches, garnishes, edible centerpieces.
18.0	Identify and exhibit management skills. The student will be able to:
	18.01 Identify characteristics of an effective manager.
	18.02 Examine management skills.
	18.03 Demonstrate effective communication skills.
	18.04 Use positive reinforcement techniques to increase productivity.
19.0	Comply with laws and regulations specific to the food service and hospitality industry. The student will be able to:
	19.01 Identify food service and hospitality laws and regulations to include OSHA and the Americans with Disabilities Act (ADA).
	19.02 Demonstrate knowledge of food safety manager training/certification programs that are accredited in Florida.

Florida Department of Education
Student Performance Standards

Course Title: **Culinary Arts 4 (Track 1-Culinary and Hospitality Management)**
Course Number: **8800540**
Course Credit: **1**

Course Description:

This course provides opportunities for students to apply their acquired knowledge and skills in culinary related scenarios. Track 1 is comprised of Standards 20 - 27 and is a one credit course focused on Culinary and Hospitality Management. This is a culminating course to develop advanced culinary techniques and skills. Students will learn using modern technology and culinary trends. To complete the program, students must complete either Track 1 or Track 2 or Track 3. Students may complete more than one track in this course.

CTE Standards and Benchmarks	
20.0	Analyze history and trends in the culinary and hospitality industry. The student will be able to:
20.01	Discuss history and trends of the culinary and hospitality industry.
20.02	Identify management level careers in the culinary and hospitality industry.
20.03	Identify levels of training required for management careers in culinary and hospitality.
20.04	Construct an organizational chart for lodging or restaurant operations.
20.05	Investigate the impact of the hospitality industry on the global market.
20.06	Explore greening, recycling and sustainability trends in the hospitality industry.
21.0	Demonstrate management skills. The student will be able to:
21.01	Identify characteristics of an effective manager.
21.02	Examine management skills.
21.03	Demonstrate effective communication skills.
21.04	Use positive reinforcement techniques to increase productivity.
21.05	Demonstrate the ability to lead a team in a diverse environment.
22.0	Identify the elements of successful customer service and the role management plays. The student will be able to:

CTE Standards and Benchmarks	
	22.01 Anticipate guest needs.
	22.02 Evaluate and solve customer complaints.
	22.03 Understand how management can empower their employees to handle customer needs.
	22.04 Demonstrate problem solving skills.
23.0	Compare and contrast the different types of operations in the culinary and hospitality industry. The student will be able to:
	23.01 Compare and contrast commercial and non-commercial segments in food service.
	23.02 Explore the role and management pathway of a restaurant manager.
	23.03 Explore the role and management pathway of a hotel manager.
	23.04 Identify and differentiate the different types of lodging.
	23.05 Identify and differentiate the different types of restaurants.
	23.06 Examine the different segments in the travel and tourism industry.
24.0	Demonstrate the skills necessary for planning and catering an event. The student will be able to:
	24.01 Define catering and describe the type of events that are usually catered.
	24.02 Describe and illustrate how common themes are found across catering operations.
	24.03 Differentiate between low cost and elaborate events.
	24.04 Describe the regulatory restrictions for an approved kitchen and state mandated Food Safety Training requirements for a catering job.
	24.05 Research the rule language in Florida Administrative Code (F.A.C.) related to catering.
	24.06 Develop a menu for various events and determine food preparation steps based on the venue.
	24.07 Plan and prepare a variety of hors d'oeuvres.
	24.08 Demonstrate beverage preparation skills.
	24.09 Plan and prepare dishes that lend themselves to various types of events.
	24.10 Plan and organize an actual event using acquired skills.

CTE Standards and Benchmarks	
25.0	Utilize cost control. The student will be able to:
25.01	Develop an accounting and record-keeping system using selected software.
25.02	Develop a purchasing, receiving, storing, and inventory system.
25.03	Examine loss prevention factors such as safety, sanitation, food handling, ware handling, maintenance, insurance, and environmental effects.
25.04	Interpret profit and loss statements.
25.05	Identify the responsibility of each individual to be held accountable for profitability.
25.06	Identify elements of a successful organized food service operation in relation to time, energy, money, and space and customer service (role of management; importance of labor costs/food costs; use of computers).
26.0	Utilize human resource management guidelines. The student will be able to:
26.01	Understand and define the roles human resources plays in the food service and hospitality industry.
26.02	Explain the selection and employment process.
26.03	Recognize the importance and financial implications surrounding employee retention.
26.04	Identify and follow local and state rules, regulations, and laws relative to area of operation.
27.0	Explore trends in marketing. The students will be able to:
27.01	Identify major social networks (i.e., Facebook, Twitter) and the networks specific to the industry (yelp*, Foursquare, Urbanspoon, etc.) and explain how they can be applied to a marketing strategy.
27.02	Use technology to become aware of the academic and professional networking opportunities sites provide.
27.03	Identify and explain the four elements of the marketing mix.
27.04	Identify and describe social media marketing practices such as phishing and explain how these practices are used in the culinary/hospitality fields.
28.0	Describe the requirements to be a successful entrepreneur and small business owner in the hospitality industry. The student will be able to:
28.01	Describe the importance of entrepreneurship to the American Economy.
28.02	Distinguish between the advantages and disadvantages of business ownership.
28.03	Evaluate the risks involved in ownership of a business.

CTE Standards and Benchmarks	
28.04	Identify the business skills needed to operate a small business efficiently and effectively.
28.05	Research the start-up process for a small business (including regulatory issues, corporate structure, financing and insurance needs).
28.06	Create a business model for a food service or hospitality operation.

Florida Department of Education
Student Performance Standards

Course Title: **Culinary Arts 4 (Track 2-Advanced Baking Techniques)**
Course Number: **8800550**
Course Credit: **1**

Course Description:

This course provides opportunities for students to apply their acquired knowledge and skills in culinary related scenarios. This feature enables instruction in three key culinary disciplines. Track 2 is comprised of Standards 28 - 38 and is a one credit course focused on Advanced Baking Techniques. This is a culminating course to develop advanced culinary techniques and skills. Students will learn using modern technology and culinary trends. To complete the program, students must complete either Track 1 or Track 2 or Track 3. Students may complete more than one track in this course.

CTE Standards and Benchmarks	
29.0	Describe the history and culture of baking. The student will be able to:
29.01	Trace inception and development of Baking and Pastry Arts industry.
29.02	Identify trends in the Baking and Pastry Arts industry.
29.03	Identify significant historical and cultural events and milestones in the Baking and Pastry Arts industry.
30.0	Identify careers in Baking and Pastry Arts. The student will be able to:
30.01	Explore internships and entrepreneurship opportunities in Baking and Pastry Arts.
30.02	Research and present information on a career in Baking and Pastry Arts to include roles, responsibilities, education and training pathways and requirements.
30.03	Summarize career progression in Baking and Pastry Arts industry.
31.0	Demonstrate an understanding of common Baking and Pastry Arts vocabulary. The students will be able to:
31.01	Define and recall common terms used in Baking and Pastry Arts.
31.02	Apply common abbreviations and equivalents used in baking.
31.03	Understand the difference and relationship of American and Classical cuisine.
32.0	Identify tools and equipment used in Baking and Pastry Arts. The student will be able to:

CTE Standards and Benchmarks	
	32.01 Identify and demonstrate use and care of commonly used measuring utensils.
	32.02 Identify and demonstrate use and care of commonly used tools and equipment.
	32.03 Maintain maintenance logs.
	32.04 Apply proper knife skills.
	32.05 Recognize styles and various forms of Baking and Pastry Arts technology.
33.0	Demonstrate baking mathematics knowledge and skills. The student will be able to:
	33.01 Show proficiency in using Bakers Percentage in standardized baking recipes.
34.0	Shows proficiency in imperial measurements and metric units. The student will be able to:
	34.01 Understand the difference between recipes and formulas.
	34.02 Proficient in converting recipes and formulas.
35.0	Prepare nutritious food for individuals with special dietary needs. The student will be able to:
	35.01 Develop baking products for populations with special dietary needs and allergens.
	35.02 Develop baking products with alternative sweeteners, flours and fat alternatives.
36.0	Demonstrate standard preparation skills for baked goods. The student will be able to:
	36.01 Identify and select baking ingredients.
	36.02 Store and handle baking products.
	36.03 Prepare baked products using mixes.
	36.04 Prepare sweet and savory pies.
	36.05 Prepare and bake quick breads.
	36.06 Prepare and bake yeast breads.
	36.07 Prepare, bake and present assorted cakes.
	36.08 Prepare syrups, sweet sauces, jams, jellies, preserves and gelatins.

CTE Standards and Benchmarks	
	36.09 Prepare and apply butter creams and icings.
	36.10 Prepare baked products that are “healthy” through the use of alternative ingredients.
	36.11 Define gluten sensitivity and the resulting physical conditions.
	36.12 Identify foods that contain gluten and foods that are gluten-free.
	36.13 Identify and select basic ingredients used for gluten-free baking (including organic ingredients and non-gluten flours).
	36.14 Prepare and present individual production plated desserts.
	36.15 Prepare a variety of ice cream, sorbet and frozen desserts.
	36.16 Prepare a variety of chocolates and candies.
37.0	Explain the connections and interdependency of food and science. The student will be able to:
	37.01 Compare and contrast the reactions of different chemicals on foods.
	37.02 Evaluate how the eventual flavor and texture of food ingredients is affected by the cooking method used.
	37.03 Create a chart to do a food sensory analysis.
	37.04 Define molecular gastronomy and research the origin of the term.
	37.05 Distinguish between culinary definitions and culinary precisions.
	37.06 Create, prepare, and present an original recipe using the concepts of molecular gastronomy.
	37.07 Research top allergens, analyze their effect on persons with food allergies, and how to control allergy contamination in the kitchen.
38.0	Demonstrate advanced preparation skills for baking and pastry products. The student will be able to:
	38.01 Identify and select advanced baking and dessert ingredients.
	38.02 Store and handle advanced baking and dessert products.
	38.03 Prepare advanced baked products (pies, breads, pastries, etc.)
	38.04 Prepare, bake and present specialty cakes.
	38.05 Demonstrate advanced decorating techniques using various frostings/icings.

CTE Standards and Benchmarks	
	38.06 Prepare gluten-free products using appropriate blending and mixing techniques to achieve high-quality taste, texture, and appearance.
	38.07 Demonstrate strategies used in communicating with customers who have allergies.
39.0	Apply the knowledge and skills necessary to successfully cater an event. The student will be able to:
	39.01 Recognize an RFP (Request for Proposal) and how to send one out.
	39.02 Develop a proposal fitting the consumer's needs and desires to a budget, site selection, permits, transportation, parking, theme development, audio/visual needs, security, banquet planning (food or menu development), seating, rental equipment, emergency plans, health care and cleanup.
	39.03 Use acquired knowledge to obtain Food Safety Manager Certificate that is valid in Florida.
	39.04 Assess the impact on food preparation and organization for on premise vs. off-premise events.
	39.05 Develop a menu and pricing, cost controls and consumer advisories applicable to a catering job.
	39.06 Plan and prepare dishes used in different catering styles demonstrating ease in transportation and service.
	39.07 Describe how to staff an event.
	39.08 Illustrate various room set-ups for different catering functions, including proper tools, motion techniques, and staff needed.
	39.09 Create a plan for floral arrangements, rental equipment requirements, what to do with leftovers, and target marketing for a catering job.
40.0	Demonstrate creativity in presenting baked products. The student will be able to:
	40.01 Identify criterial for achieving an aesthetically pleasing plate.
	40.02 Conduct sensory evaluations of plated presentations.
	40.03 Practice various garnishing tools.
	40.04 Create an edible centerpiece for presentation and assessment.

Florida Department of Education
Student Performance Standards

Course Title: **Culinary Arts 4 (Track 3-Gastronomy and Garde Manger Skills)**
Course Number: **8800560**
Course Credit: **1**

Course Description:

This course provides opportunities for students to apply their acquired knowledge and skills in culinary related scenarios. This feature enables instruction in three key culinary disciplines. Track 3 is comprised of Standards 39 – 45 and is a one credit course focused on Gastronomy and Garde Manger Skills. This is a culminating course to develop advanced culinary techniques and skills. Students will learn using modern technology and culinary trends. To complete the program, students must complete either Track 1 or Track 2 or Track 3. Students may complete more than one track in this course.

CTE Standards and Benchmarks	
41.0	Exhibit the ability to follow state mandated guidelines for food service. The student will be able to:
41.01	Demonstrate proper personal hygiene (hand washing; use of gloves; grooming; proper hair restraints, closed-toe shoes, aprons, uniforms).
41.02	Demonstrate proper food handling techniques (thermometer use; thawing and freezing methods; internal cooking temperatures) utilizing HACCP industry safety and sanitation procedures.
41.03	Describe symptoms of food borne illness and how food borne illness can be prevented.
41.04	Use previous knowledge from acquiring the food safety manager certification that is accredited in Florida.
41.05	Identify and utilize first-aid procedures for accidents and injuries.
42.0	Utilize industry related technology to enhance methodology and efficiency of preparation. The student will be able to:
42.01	Create and present a selection of designs for development of a hospitality business using appropriate software applications.
42.02	Recognize the resources available to the public and private sector regarding the science behind menu development analyzing demographics for targeted advertising and the value of ‘key word’ identifiers for search engines.
42.03	Develop various restaurant menus using appropriate software applications.
42.04	Design advertisements for hospitality services for different media using a variety of software applications.
42.05	Use technology to operate a restaurant including inventory, costing, budgeting, and tracking number of guests and profit.
43.0	Examine the interconnections and interdependency of ecological, social, and economic systems. The student will be able to:

CTE Standards and Benchmarks	
	43.01 Explain sustainability as it relates to food production and consumption.
	43.02 Develop and apply the knowledge, perspective, vision, skills, and habits necessary to make decisions and take actions to promote sustainability in the kitchen.
	43.03 Explain how foods are cultivated by various natural processes.
	43.04 Describe reasonable stewardship regarding best practices for Green programs including energy efficiency through energy-saving equipment, wastewater controls, product purchasing and recycling.
	43.05 Explain how energy saving measures increase profitability of a food service establishment.
	43.06 Describe reasonable stewardship regarding best practices for Sustainability programs including seafood sustainability (aquaculture, fishery management – recreational and commercial); product purchasing awareness; and used cooking oil (grease management, biodiesel initiatives).
	43.07 Describe current trends related to sustainability (local, slow food movement, etc.).
	43.08 Prepare seasonal, locally sourced farm to table foods.
	43.09 Define the characteristics of the basic composition of a plated meal.
	43.10 Explain and analyze the FDA Organic guidelines.
	43.11 Differentiate and explain commercially processed food from organic, heirloom or artisanal products.
	43.12 Describe the short term and long term benefits of clean eating on the body and society.
	43.13 Demonstrate strategies used in communicating with customers who have allergies.
44.0	Demonstrate advanced preparation skills for various proteins. The student will be able to:
	44.01 Research and report on the quality grading process for meats.
	44.02 Identify and prepare cuts of meat that would be suitable for moist/dry/combination cooking techniques.
	44.03 Describe the characteristics of organic meats.
	44.04 Identify Game/Exotic meats.
	44.05 Describe the process of aging meats.
	44.06 Prepare steaks, chops, and roasts.
	44.07 Prepare proteins using FDA Food Code: https://www.fda.gov/food/retail-food-protection/fda-food-code.

CTE Standards and Benchmarks	
45.0	Demonstrate buffet food preparation skills. The student will be able to:
45.01	Prepare hot and cold beverages.
45.02	Prepare a variety of condiments, accompaniments, salad dressings, cold sauces and garnishes.
45.03	Prepare cold sandwiches.
45.04	Prepare sliced meats for a cold buffet.
45.05	Prepare bound salads.
45.06	Prepare cheese boards, canapés, and cold hors d'oeuvres
45.07	Plan, set up, and serve buffets.
45.08	Select, use and maintain buffet equipment and utensils.
45.09	Identify terrines, galantines, ballotine, charcuterie and forcemeats.
45.10	Demonstrate pickling, canning, curing and fermentation techniques.
46.0	Apply the knowledge and skills necessary to successfully cater an event. The student will be able to:
46.01	Recognize an RFP (Request for Proposal) and how to send one out.
46.02	Develop a proposal fitting the consumer's needs and desires to a budget, site selection, permits, transportation, parking, theme development, audio/visual needs, security, banquet planning (food or menu development), seating, rental equipment, emergency plans, health care and cleanup.
46.03	Use acquired knowledge to obtain Food Safety Manager Certification that is valid in Florida.
46.04	Assess the impact on food preparation and organization for on premise vs. off-premise events.
46.05	Develop a menu and pricing, cost controls and consumer advisories applicable to a catering job.
46.06	Plan and prepare dishes used in different catering styles demonstrating ease in transportation and service.
46.07	Describe how to staff an event.
46.08	Illustrate various room set-ups for different catering functions, including proper tools, motion techniques, and staff needed.
46.09	Create a plan for floral arrangements, rental equipment requirements, what to do with leftovers, and target marketing for a catering job.

CTE Standards and Benchmarks	
	46.10 Plan, organize, and cater an actual event using acquired skills.
47.0	Develop and implement a capstone project. The student will be able to:
	47.01 Create a menu (may be gourmet or thematic) using original recipes or references must be cited. Manual must be printed and presented professionally.
	47.02 Plan for use of appropriate tableware, linens and decorations.
	47.03 Develop purchase orders for all food items, supplies, tools and equipment including vendors and prices.
	47.04 Create a timeline allowing sufficient time for preparation, service, clean up and include notated HACCP control points.
	47.05 Prepare a cost analysis for the event – cost per person and per menu item.
	47.06 Create a meal and present it to a panel.
	47.07 Deliver a 5-10 minute oral presentation on this project utilizing at least one form of multi-media technology.
	47.08 Photograph or videotape all skills being demonstrated.

Additional Information

Laboratory Activities

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Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org .

Special Notes

In order to complete the program and sit for the industry certification test, National ProStart Certificate of Achievement, a student must complete Culinary Arts 1, Culinary Arts 2, and Culinary Arts 3.

Career and Technical Student Organization (CTSO)

Family, Career and Community Leaders of America (FCCLA) and SkillsUSA are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Hospitality and Tourism Directed Study**
Career Cluster: **Hospitality & Tourism**

Secondary – Career Preparatory	
Course Number	8801000
CIP Number	0252999901
Grade Level	11-12
Course Length	Multiple credits
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to provide students with learning opportunities in a prescribed program of study within the Hospitality & Tourism cluster that will enhance opportunities for employment in the career field chosen by the student.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The content is prescribed by the instructor based upon the individual student's assessed needs for directed study.

This course may be taken only by a student who has completed or is currently completing a specific secondary job preparatory program for additional study in this career cluster. A student may earn multiple credits in this course.

The selected standards and benchmarks, which the student must master to earn credit, must be outlined in an instructional plan developed by the instructor.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8801000	Hospitality and Tourism Directed Study	ANY HOME ECONOMICS ED G FAM CON SCI CULINARY 7 G SC FOOD SV 7 G HOTEL TRNG 7 G PK PRIMARY H PRIMARY ED @B MKTG 1 @2 MKTG MGMT 7 G TC COOP ED @7	1 credit – Multiple credits	2	CT

(Graduation Requirement Codes: CT=Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA=Mathematics, PL=Personal Financial Literacy)

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate expertise in a specific occupation contained within the career cluster.
02.0 Conduct investigative research on a selected topic related to the career cluster using approved research methodology, interpret findings, and prepare presentation to defend results.
03.0 Apply enhanced leadership and professional career skills.
04.0 Demonstrate higher order critical thinking and reasoning skills appropriate for the selected program of study.

Florida Department of Education
Student Performance Standards

Course Title: **Hospitality and Tourism Directed Study**
Course Number: **8801000**
Course Credit: **1**

CTE Standards and Benchmarks	
01.0	Demonstrate expertise in a specific occupation within the career cluster. The student will be able to:
01.01	The benchmarks will be selected from the appropriate curriculum frameworks and determined by the instructor based upon the individual students assessed needs.
02.0	Conduct investigative research on a selected topic related to the career cluster using approved research methodology, interpret findings, and prepare presentation to defend results. The student will be able to:
02.01	Select investigative study referencing prior research and knowledge.
02.02	Collect, organize and analyze data accurately and precisely.
02.03	Design procedures to test the research.
02.04	Report, display and defend the results of investigations to audiences that may include professionals and technical experts.
03.0	Apply enhanced leadership and professional career skills. The student will be able to:
03.01	Develop and present a professional presentation offering potential solutions to a current issue.
03.02	Enhance leadership and career skills through work-based learning including job placement, job shadowing, entrepreneurship, internship, or a virtual experience.
03.03	Participate in leadership development opportunities available through the appropriate student organization and/or other professional organizations.
03.04	Enhance written and oral communications through the development of presentations, public speaking, and live and/or virtual interviews.
04.0	Demonstrate higher order critical thinking and reasoning skills appropriate for the selected program of study. The student will be able to:
04.01	Use mathematical and/or scientific skills to solve problems encountered in the chosen occupation.
04.02	Read and interpret information relative to the chosen occupation.
04.03	Locate and evaluate key elements of oral and written information.
04.04	Analyze and apply data and/or measurements to solve problems and interpret documents.

04.05 Construct charts/tables/graphs using functions and data.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Family, Career and Community Leadership of America (FCCLA) is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Some secondary students with disabilities (ESE) may need additional time (i.e., longer than the regular school year), to master the student performance standards associated with a regular course or a modified course. If needed, a student may enroll in the same career and technical course more than once. Documentation should be included in the IEP that clearly indicates that it is anticipated that the student may need an additional year to complete a Career and Technical Education (CTE) course. The student should work on different competencies and new applications of competencies each year toward completion of the CTE course. After achieving the competencies identified for the year, the student earns credit for the course. It is important to ensure that credits earned by students are reported accurately. The district's information system must be designed to accept multiple credits for the same course number for eligible students with disabilities.

Florida Department of Education
Curriculum Framework

Course Title: **Nutrition and Food Science**
Course Type: **Non-Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Secondary – Non-Career Preparatory	
Program Number	8801100
CIP Number	0402030101
Grade Level	9-12
Course Length	1 credit
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This course provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content should include but is not limited to biological and chemical makeup of food and the safety and sanitary handling of food as it passes through the flow of food, including preparation of food using various catalysts such as heating, cooling, as well as storage, human physiology, and identification of the structures and functions of nutrients.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the secondary course structure:

Course Number	Course Title	Teacher Certification	Length	Level	Graduation Requirement
8801101	Nutrition and Food Science	FAM CON SCI CULINARY 7G HEALTH OCCUP 7G	1 credit	2	CT

(Graduation Requirement Codes: CT=Career & Technical Education, EQ= Equally Rigorous Science, EC= Economics, MA=Mathematics, PL=Personal Financial Literacy)

National Standards (NS)

Some or all of this course has been aligned with Industry or National Standards. If so, the standards have been identified and cross walked with the corresponding CTE standard and/or benchmark. National Standards can be found by accessing the following link: National Standards For Family and Consumer Sciences Education.

Regulated Programs

This program is regulated by the Florida Department of Business & Professional Regulation, Division of Hotels and Restaurants.

It is strongly recommended that teachers obtain employee food handler training certification, as well as food safety manager training/certification. More information available at the Florida Department of Business & Professional Regulation (http://www.myfloridalicense.com/DBPR/hotels-restaurants/food-lodging/).

Information on Department of Health rules that affect food science programs is available at https://www.flrules.org/gateway/chapterhome.asp?chapter=64E-11.

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this course, the student will be able to perform the following:

01.0 Use scientific methods to solve problems, employ metric measurements, and demonstrate safe and effective use of laboratory instruments write detailed lab reports that record, interpret and evaluate data.
02.0 Identify basic scientific information on elements, compounds and mixtures; recognize and apply symbols, formulas, and equations that chemists use and describe changes that occur during chemical reactions in food.
03.0 Contrast the effects of acids and bases on foods during preparation.
04.0 Explain the science and math process skills to qualify and analyze information gained from sensory evaluations.
05.0 Apply safety and sanitation procedures in the handling, processing and storing of food products.
06.0 Identify and explain the effects of microorganisms on food.
07.0 Compare and contrast the different methods of food preservation.
08.0 Describe the molecular structure and functions of the six basic nutrients.
09.0 Analyze the change in nutrients during food preparation and processing.
10.0 Describe relationships between diet and healthy body.
11.0 Investigate food science topics and develop experiments; analyze findings and use knowledge previously gained in this course to record, interpret, and evaluate data.
12.0 Recognize how food science interacts with technology and society.
13.0 Demonstrate leadership and organizational skills.

Florida Department of Education
Student Performance Standards

Course Title: **Nutrition and Food Science**
Course Number: **8801101**
Course Credit: **1 credit**

Course Description:

This course is designed for students to understand Nutrition and Food Science concepts, including biological and chemical makeup of food, safety and sanitary handling of food, preparation of food using various catalysts, and the identification of the structures and functions of nutrients.

CTE Standards and Benchmarks	
01.0	Use scientific methods to solve problems, employ metric measurements, and demonstrate safe and effective use of laboratory instruments write detailed lab reports that record, interpret and evaluate data. The student will be able to:
01.01	Describe the importance of scientific exploration of food.
01.02	Identify and use the basic units of the metric system of measurement.
01.03	Demonstrate effective manipulation of scientific materials and equipment in the food science laboratory.
01.04	Practice the expected safety procedures and care while working in the Food Science laboratory.
01.05	Describe and discuss the steps of the scientific method using math applications.
01.06	Design and write accurate and complete reports of Food Science laboratory experiments including the mathematical and statistical examples for the evaluation of collected data.
02.0	Identify basic scientific information of elements, compounds and mixtures and describe changes that occur during chemical reactions in food. The student will be able to:
02.01	Identify chemical symbols for common elements found in food.
02.02	Use scientific information to identify, classify and compare elements, compounds and mixtures.
02.03	Define and differentiate between chemical and physical changes in food.
02.04	Identify and categorize the forms of energy as it relates to food.
02.05	Describe and demonstrate methods of energy transfer used in food preparation (i.e., boiling, freezing, sous vide and microwaving).
02.06	Describe the chemical reactions responsible for some of the changes observed in foods.
03.0	Contrast the effects of acids and bases on foods during presentation. The student will be able to:

CTE Standards and Benchmarks	
	03.01 Differentiate between the properties of acids and bases.
	03.02 Calculate the concentration of an acid or base from titration data.
	03.03 Identify the importance of acids and bases in food preparation and provide examples of each.
	03.04 Explain the role acids and bases play in the digestive process.
04.0	Explain the science and mathematical process to qualify and analyze information gained from sensory evaluations in food science. The student will be able to:
	04.01 Outline characteristics of and design a successful sensory evaluation process.
	04.02 Describe the components for sensory evaluation experimentation.
	04.03 Quantify and analyze the information to determine which foods appeal to people.
05.0	Apply safety and sanitation procedures in the handling, processing and storing of food products. The student will be able to:
	05.01 Explain techniques and procedures for the safe handling of food products.
	05.02 Evaluate food product handling procedures.
	05.03 Demonstrate approved food product handling techniques.
	05.04 Conduct and record a Hazard Analysis Critical Control Point (HACCP) procedure of food products.
	05.05 Describe the effects foodborne pathogens have on food products and humans.
	05.06 Describe personal grooming and safety measures and how handling food can contaminate food.
06.0	Identify and explain the effects of microorganisms on food. The student will be able to:
	06.01 Compare the beneficial and detrimental effects of microorganisms on food.
	06.02 Identify the characteristics of microorganisms and related foodborne illnesses.
	06.03 Describe the environmental conditions necessary for the growth of microorganisms.
	06.04 Demonstrate an understanding of the cause and effect relationship between using accepted food handling procedures and preventing foodborne illnesses.
07.0	Compare and contrast the different methods of food preservation. The student will be able to:

CTE Standards and Benchmarks	
	07.01 Describe and give examples of how fermentation is useful in preserving foods.
	07.02 Describe and give examples of how chemicals are useful in preserving foods.
	07.03 Describe and give examples of temperature-related methods used in preservation of foods.
	07.04 Discuss the time-temperature abuse.
	07.05 Conduct an experiment in fermentation, chemical, or temperature-related method of food preservation.
08.0	Describe the molecular structure and functions of the six basic nutrients. The student will be able to:
	08.01 Explain the functions of the six basic nutrients effects on the body.
	08.02 Compare and contrast the properties and functions of the six basic nutrients.
	08.03 Use molecular formulas for reactions that occur involving the six basic nutrients.
	08.04 Describe the role of enzymes as catalyst in chemical reactions.
	08.05 Draw the molecular structures for the six basic nutrients.
09.0	Analyze the change in nutrients during food preparation and processing. The student will be able to:
	09.01 Describe the effects of food preparation processing methods on the structure of protein.
	09.02 Demonstrate the effect of heat, light and pH on vitamins and mineral stability.
	09.03 Demonstrate the effect of light, air, temperature, water and storage on the quality and stability of fats.
	09.04 Explain the effects of temperature, molecular, agitation, preparation methods and storage on carbohydrates.
	09.05 Write chemical equations to illustrate enzymatic reactions in food preparation.
	09.06 Describe the methods used to control enzymatic reactions during food preparation and processing.
	09.07 Compare and contrast the interrelationships among the six basic nutrients during food preparation.
10.0	Design a nutrition plan based on the relationship between diet and healthy body. The student will be able to:
	10.01 Describe the process used by the body in utilization of the six basic nutrients.
	10.02 Define anabolism and catabolism as two opposing processes of metabolism.

CTE Standards and Benchmarks	
	10.03 Analyze the relationship between food intake, energy use, and body weight.
	10.04 Explain the interrelationship between diet and individual medical conditions.
	10.05 Describe the characteristics of a healthy det.
11.0	Investigate food science topics and develop experiments using knowledge previously gained record, interpret and evaluate data. The student will be able to:
	11.01 Demonstrate the methodology associated with acquiring data on a food science topic.
	11.02 Formulate the hypothesis in the area of Food Science that can be tested by experimentation.
	11.03 Design procedures for food science experiment.
12.0	Recognize how food science interacts with technology and society. The student will be able to:
	12.01 Describe how various technological advances in Nutrition and Food Science could affect society.
	12.02 Analyze information from public media that demonstrate problem solving skills in making wise consumer choices.
	12.03 Describe career opportunities resulting from science, nutrition and related technology.
13.0	Demonstrate leadership and organizational skills. The student will be able to:
	13.01 Identify professional and youth organizations.
	13.02 Identify purposes and functions of professional and youth organizations.
	13.03 Identify roles and responsibilities of members of professional and youth organizations.
	13.04 Work cooperatively as a group member to achieve organizational responsibilities.
	13.05 Demonstrate confidence in leadership roles and organizational responsibilities.

Additional Information

Laboratory Activities

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English Language Development (ELD) Standards Special Notes:
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Accommodations

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Florida Department of Education
Curriculum Framework

Course Title: **Fundamentals of Culinary Careers**
Course Type: **Orientation/Exploratory**
Career Cluster: **Hospitality & Tourism**

Secondary – Middle School	
Program Number	8809200
CIP Number	0420040106
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Hospitality & Tourism career cluster. The content includes but is not limited to the development of leadership skills, communication skills, and employability skills; resource management; exploration of careers in the culinary field; the importance of health and safety in the culinary environment; and the use of technology in culinary-related careers.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course(s) listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8809200	Fundamentals of Culinary Careers	FAM CON SCI CULINARY 7G	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate leadership skills.
02.0 Demonstrate employability skills as they relate to the culinary industry.
03.0 Demonstrate effective communication skills.
04.0 Analyze careers in the culinary industry.
05.0 Practice safety, sanitation, and storage procedures in food preparation.
06.0 Identify and demonstrate proper use of culinary equipment and tools.
07.0 Read and interpret a recipe accurately.
08.0 Relate the principles of nutrition to menu development.
09.0 Analyze factors that affect menu development.
10.0 Demonstrate basic food preparation skills.
11.0 Exhibit efficient operation of the back-of-the-house.
12.0 Exhibit efficient operation of the front-of-the-house.
13.0 Demonstrate creative food presentation techniques.
14.0 Demonstrate the skills involved in self-sustainability as it relates to food.

Florida Department of Education
Student Performance Standards

Course Title: **Fundamentals of Culinary Careers**
Course Number: **8809200**
Course Credit: **Semester**

Course Description:

This course includes but is not limited to the development of leadership skills, communication skills, and employability skills; resource management; exploration of careers in the culinary; food safety and sanitation; safe, proper use of culinary tools/equipment; interpreting recipes and developing menus; basic food preparation skills; front-of-the-house and back-of-the-house responsibilities; artistic presentation of food; and the use of technology in the culinary field.

CTE Standards and Benchmarks	
01.0	Demonstrate leadership skills. The student will be able to:
01.01	Identify roles and responsibilities of members of professional and community service organizations, including career and technical student organizations.
01.02	Work cooperatively as a group member to achieve organizational goals.
01.03	Demonstrate leadership roles and organizational responsibilities.
01.04	Identify and utilize the FCCLA planning process.
01.05	Develop a personal portfolio project.
02.0	Demonstrate employability skills as they relate to the culinary industry. The student will be able to:
02.01	Practice teamwork skills.
02.02	Practice employability skills.
02.03	Demonstrate positive work ethics and identify negative work ethics that can contribute to success in the workplace.
02.04	Exhibit work expectations of the food service employer.
02.05	Apply math, reading, science, and critical thinking skills as they relate to the culinary industry.
03.0	Demonstrate effective communication skills. The student will be able to:
03.01	Describe why communication is the basis for all relationships.

CTE Standards and Benchmarks	
	03.02 Demonstrate the ability to function as a team member in a diverse environment.
	03.03 Develop and demonstrate personal and professional etiquette.
04.0	Analyze careers in the culinary industry. The student will be able to:
	04.01 Describe careers in the culinary and hospitality industry.
	04.02 Classify careers from entry level to professional level.
	04.03 Explore entrepreneurship opportunities in the culinary industry.
	04.04 Research and present information on a culinary career to include roles and responsibilities, opportunities for employment, and the requirements for education and training. (i.e., FCCLA STAR event "Life Event Planning")
05.0	Practice safety, sanitation, and storage procedures in food preparation. The student will be able to:
	05.01 Demonstrate practices and procedures that assure personal hygiene.
	05.02 Identify common food borne illnesses, their causes and symptoms.
	05.03 Demonstrate ways to prevent food borne illnesses.
	05.04 Identify and practice food service safety, storage and sanitation procedures.
06.0	Identify and demonstrate proper use of culinary equipment and tools. The student will be able to:
	06.01 Identify and demonstrate measuring utensils for the appropriate ingredient.
	06.02 Identify and demonstrate the proper and safe use and care of culinary tools.
	06.03 Identify and demonstrate the proper and safe use and care of culinary equipment.
07.0	Read and interpret a recipe accurately. The student will be able to:
	07.01 Demonstrate an understanding of the purpose and preparation of standardized recipes.
	07.02 Define mise en place and the relationship of organizational skills to productivity.
	07.03 Define and demonstrate common culinary terms used in recipes.
	07.04 Apply common abbreviations and equivalents used in recipes.
	07.05 Demonstrate recipe conversions.

CTE Standards and Benchmarks	
08.0	Relate the principles of nutrition to menu development. The student will be able to:
08.01	Describe the purpose of the essential nutrients and list foods providing them.
08.02	Describe the food groups on the USDA Dietary Guideline and the nutrients contained within each group.
08.03	Explain your District's Wellness Policy.
08.04	Interpret the components of food labels and relationship to wellness.
08.05	Identify fad diets and how they affect overall nutrition.
08.06	Develop menus using various dietary guidelines.
08.07	Develop menus that meet the special dietary needs of culinary customers.
09.0	Analyze factors that affect menu development. The student will be able to:
09.01	Identify factors that affect menu planning, i.e., season, cultural influences, trends, and technology.
09.02	Analyze food costs and the impact on menu development. i.e. unit pricing
09.03	Create a variety of menus for various types of culinary establishments.
09.04	Practice time management in the production of meal menus.
10.0	Demonstrate basic food preparation skills. The student will be able to:
10.01	Demonstrate the appropriate techniques for measuring and weighing.
10.02	Practice knife skills.
10.03	Demonstrate various cooking techniques.
10.04	Demonstrate ability to select, store, prepare, and serve nutritious and aesthetically pleasing food.
11.0	Exhibit efficient operation of the back-of-the-house. The student will be able to:
11.01	Define back-of-the-house.
11.02	Identify the back-of-the-house preparation stations.
11.03	Demonstrate the culinary duties and responsibilities of the back-of-the-house staff.

CTE Standards and Benchmarks	
	11.04 Follow industry guidelines for appropriate dress for back of the house staff.
	11.05 Identify technology utilized in the back of house culinary industry. (i.e., thermocirculator, point-of-sale, etc.).
12.0	Exhibit efficient operation of the front-of-the-house. The student will be able to:
	12.01 Define front-of-the-house.
	12.02 Identify and demonstrate the culinary duties and responsibilities of the front-of-the-house staff, i.e., table set up, accurately recording customer requests, practice appropriate serving techniques and collecting money.
	12.03 Follow industry guidelines for appropriate dress for front of the house staff.
	12.04 Analyze the impact of the employee's attitude, appearance, and actions on customer satisfaction.
	12.05 Apply concepts of quality service to ensure customer satisfaction.
	12.06 Identify technology utilized in the culinary industry. (i.e., point of sale, inventory controls, etc.).
13.0	Demonstrate creative food presentation techniques. The student will be able to:
	13.01 Identify the criteria for achieving an aesthetically pleasing plate.
	13.02 Conduct sensory evaluations of plated presentations.
	13.03 Demonstrated plated presentations.
	13.04 Practice various garnishing techniques utilizing a variety of garnishing tools to achieve an edible centerpiece
14.0	Demonstrate the skills involved in self-sustainability as it relates to food. The student will be able to:
	14.01 Identify the importance of seasonality of foods.
	14.02 Distinguish seasonal food pricing in relation to menu planning.
	14.03 Identify ways to preserve food (i.e., canning, frozen, dehydrated, etc.).
	14.04 Develop a food budget, distinguishing between processed and scratch-made foods.
	14.05 Establish and care for a seasonal garden.
	14.06 Analyze the relationship between resources and attainment of lifestyle.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Family, Career and Community Leaders of America (FCCLA) is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Fundamentals of Culinary Careers and Career Planning**
Course Type: **Orientation/Exploratory and Career Planning**
Career Cluster: **Hospitality & Tourism**

Secondary – Middle School	
Program Number	8809300
CIP Number	0420040107
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Hospitality & Tourism career cluster. The content includes but is not limited to the development of leadership skills, communication skills, and employability skills; resource management; exploration of careers in the culinary field; the importance of health and safety in the culinary environment; and the use of technology in culinary-related careers.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.
To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8809300	Fundamentals of Culinary Careers and Career Planning	FAM CON SCI CULINARY 7G	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate leadership skills.
02.0 Demonstrate employability skills as they relate to the culinary industry.
03.0 Demonstrate effective communication skills.
04.0 Analyze careers in the culinary industry.
05.0 Practice safety, sanitation, and storage procedures in food preparation.
06.0 Identify and demonstrate proper use of culinary equipment and tools.
07.0 Read and interpret a recipe accurately.
08.0 Relate the principles of nutrition to menu development.
09.0 Analyze factors that affect menu development.
10.0 Demonstrate basic food preparation skills.
11.0 Exhibit efficient operation of the back-of-the-house.
12.0 Exhibit efficient operation of the front-of-the-house.
13.0 Demonstrate creative food presentation techniques.
14.0 Demonstrate the skills involved in self-sustainability as it relates to food.

Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes.

15.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
16.0 Develop skills to locate, evaluate, and interpret career information.
17.0 Identify and demonstrate processes for making short and long term goals.
18.0 Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
19.0 Understand the relationship between educational achievement and career choices/postsecondary options.
20.0 Identify a career cluster and related pathways through an interest assessment that match career and education goals.
21.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
22.0 Demonstrate knowledge of technology and its application in career fields/clusters.

Florida Department of Education
Student Performance Standards

Course Title: **Fundamentals of Culinary Careers and Career Planning**
Course Number: **8809300**
Course Credit: **Semester**

Course Description:

This course includes but is not limited to the development of leadership skills, communication skills, and employability skills; resource management; exploration of careers in the culinary; food safety and sanitation; safe, proper use of culinary tools/equipment; interpreting recipes and developing menus; basic food preparation skills; front-of-the-house and back-of-the-house responsibilities; artistic presentation of food; and the use of technology in the culinary field.

CTE Standards and Benchmarks	
01.0	Demonstrate leadership skills. The student will be able to:
01.01	Identify roles and responsibilities of members of professional and community service organizations, including career and technical student organizations.
01.02	Work cooperatively as a group member to achieve organizational goals.
01.03	Demonstrate leadership roles and organizational responsibilities.
01.04	Identify and utilize the FCCLA planning process.
01.05	Develop a personal portfolio project.
02.0	Demonstrate employability skills as they relate to the culinary industry. The student will be able to:
02.01	Identify personal talents and abilities that can contribute to positive self-esteem and success in the work place.
02.02	Practice teamwork skills.
02.03	Practice employability skills.
02.04	Demonstrate positive work ethics and identify negative work ethics that can contribute to success in the workplace.
02.05	Exhibit work expectations of the food service employer.
02.06	Apply math, reading, science, and critical thinking skills as they relate to the culinary industry.
03.0	Demonstrate effective communication skills. The student will be able to:

CTE Standards and Benchmarks	
	03.01 Develop and demonstrate personal and professional etiquette.
	03.02 Describe why communication is the basis for all relationships.
	03.03 Demonstrate the ability to function as a team member in a diverse environment.
04.0	Analyze careers in the culinary industry. The student will be able to:
	04.01 Describe careers in the culinary and hospitality industry.
	04.02 Classify careers from entry level to professional level.
	04.03 Explore entrepreneurship opportunities in the culinary industry.
	04.04 Research and present information on a culinary career to include roles and responsibilities, opportunities for employment, and the requirements for education and training. (i.e., FCCLA STAR event “Life Event Planning”).
05.0	Practice safety, sanitation, and storage procedures in food preparation. The student will be able to:
	05.01 Demonstrate practices and procedures that assure personal hygiene.
	05.02 Identify common food borne illnesses, their causes and symptoms.
	05.03 Demonstrate ways to prevent food borne illnesses.
	05.04 Identify and practice food service safety, storage and sanitation procedures.
06.0	Identify and demonstrate proper use of culinary equipment and tools. The student will be able to:
	06.01 Identify and demonstrate measuring utensils for the appropriate ingredient.
	06.02 Identify and demonstrate the proper and safe use and care of culinary tools.
	06.03 Identify and demonstrate the proper and safe use and care of culinary equipment.
07.0	Read and interpret a recipe accurately. The student will be able to:
	07.01 Demonstrate an understanding of the purpose and preparation of standardized recipes.
	07.02 Define mise en place and the relationship of organizational skills to productivity.
	07.03 Define and demonstrate common culinary terms used in recipes.
	07.04 Apply common abbreviations and equivalents used in recipes.

CTE Standards and Benchmarks	
	07.05 Demonstrate recipe conversions.
08.0	Relate the principles of nutrition to menu development. The student will be able to:
	08.01 Describe the purpose of the essential nutrients and list foods providing them.
	08.02 Describe the food groups on the USDA Dietary Guideline and the nutrients contained within each group.
	08.03 Explain your District's Wellness Policy.
	08.04 Interpret the components of food labels and relationship to wellness.
	08.05 Identify fad diets and how they affect overall nutrition.
	08.06 Develop menus using various dietary guidelines.
	08.07 Develop menus that meet the special dietary needs of culinary customers.
09.0	Analyze factors that affect menu development. The student will be able to:
	09.01 Identify factors that affect menu planning, i.e., season, cultural influences, trends, and technology.
	09.02 Analyze food costs and the impact on menu development. i.e. unit pricing
	09.03 Create a variety of menus for various types of culinary establishments.
	09.04 Practice time management in the production of meal menus.
10.0	Demonstrate basic food preparation skills. The student will be able to:
	10.01 Demonstrate the appropriate techniques for measuring and weighing.
	10.02 Practice knife skills.
	10.03 Demonstrate various cooking techniques.
	10.04 Demonstrate ability to select, store, prepare, and serve nutritious and aesthetically pleasing food.
11.0	Exhibit efficient operation of the back-of-the-house. The student will be able to:
	11.01 Define back-of-the-house.
	11.02 Identify the back-of-the-house preparation stations.

CTE Standards and Benchmarks	
	11.03 Demonstrate the culinary duties and responsibilities of the back-of-the-house staff.
	11.04 Follow industry guidelines for appropriate dress for back of the house staff.
	11.05 Identify technology utilized in the back of house culinary industry. (i.e., thermocirculator, point-of-sale, etc.).
12.0	Exhibit efficient operation of the front-of-the-house. The student will be able to:
	12.01 Define front-of-the-house.
	12.02 Identify and demonstrate the culinary duties and responsibilities of the front-of-the-house staff, i.e., table set up, accurately recording customer requests, practice appropriate serving techniques and collecting money.
	12.03 Follow industry guidelines for appropriate dress for front of the house staff.
	12.04 Analyze the impact of the employee's attitude, appearance, and actions on customer satisfaction.
	12.05 Apply concepts of quality service to ensure customer satisfaction.
	12.06 Identify technology utilized in the culinary industry. (i.e., point of sale, inventory controls, etc.).
13.0	Demonstrate creative food presentation techniques. The student will be able to:
	13.01 Identify the criteria for achieving an aesthetically pleasing plate.
	13.02 Conduct sensory evaluations of plated presentations.
	13.03 Demonstrated plated presentations.
	13.04 Practice various garnishing techniques utilizing a variety of garnishing tools to achieve an edible centerpiece
14.0	Demonstrate the skills involved in self-sustainability as it relates to food. The student will be able to:
	14.01 Identify the importance of seasonality of foods.
	14.02 Distinguish seasonal food pricing in relation to menu planning.
	14.03 Identify ways to preserve food (i.e., canning, frozen, dehydrated, etc.).
	14.04 Develop a food budget, distinguishing between processed and scratch-made foods.
	14.05 Establish and care for a seasonal garden.
	14.06 Analyze the relationship between resources and attainment of lifestyle.

Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes. The student will be able to:	
15.0	Describe the influences that societal, economic, and technological changes have on employment trends and future training.
16.0	Develop skills to locate, evaluate, and interpret career information.
17.0	Identify and demonstrate processes for making short and long term goals.
18.0	Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
19.0	Understand the relationship between educational achievement and career choices/postsecondary options.
20.0	Identify a career cluster and related pathways through an interest assessment that match career and education goals.
21.0	Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
22.0	Demonstrate knowledge of technology and its application in career fields/clusters.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career Planning

Effective July 1, 2019, per Section 1003.4156, Florida Statutes (F.S.), for students to meet middle grades promotion requirements, a Career and Education Planning course must be completed in either sixth, seventh, or eighth grade. These courses should be taught integrating the eight career and education planning course standards.

Career and Technical Student Organization (CTSO)

Family, Career and Community Leaders of America (FCCLA) is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Exploring Hospitality and Tourism Careers**
Course Type: **Orientation/Exploratory**
Career Cluster: **Hospitality & Tourism**

Secondary – Middle School	
Program Number	8850350
CIP Number	148850350M
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Hospitality & Tourism career cluster. The content includes but is not limited to the management, marketing and operations of restaurants and other food services, lodging, attractions, recreation events and travel related services. Reinforcement of academic skills occurs through classroom instruction and applied laboratory procedures. Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course(s) listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8850350	Exploring Hospitality and Tourism Careers	FAM CON SCI HOTEL TRNG 7 G	Semester

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Practice safety, sanitation and storage procedures in food preparation.
02.0 Demonstrate an understanding of the Restaurant and Food/Beverage Services career pathway.
03.0 Demonstrate an understanding of the Lodging career pathway.
04.0 Demonstrate an understanding of the Travel and Tourism career pathway.
05.0 Demonstrate an understanding of the Recreation, Amusements and Attractions career pathway.
06.0 Demonstrate an understanding of the cruise line industry career pathway.
07.0 Demonstrate an understanding of other countries' culture as related to the Travel/Tourism industry.
08.0 Apply leadership and communication skills.
09.0 Describe how information technology is used in the Hospitality and Tourism career cluster.
10.0 Use information technology tools.

Florida Department of Education
Student Performance Standards

Course Title: **Exploring Hospitality and Tourism Careers**
Course Number: **8850350**
Course Credit: **Semester**

Course Description:

Beginning with a broad overview of the Hospitality and Tourism career cluster, students are introduced to the terminology, careers, history, required skills, and technologies associated with each pathway in the Hospitality and Tourism career cluster. Additionally, they will be provided with opportunities to acquire and demonstrate beginning leadership skills.

01.0	Practice safety, sanitation, and storage procedures in food preparation. The student will be able to:
01.01	Demonstrate practices and procedures that assure personal and workplace health and hygiene.
01.02	List common food borne illnesses and their causes.
01.03	Demonstrate ways to prevent food borne illnesses.
01.04	Identify and practice food service safety and sanitation procedures.
02.0	Demonstrate an understanding of the Restaurant and Food/Beverage Services career pathway. The student will be able to:
02.01	Define and use proper terminology associated with the Restaurant and Food/Beverage Services career pathway.
02.02	Describe some of the careers available in the Restaurant and Food/Beverage Services career pathway.
02.03	Identify common characteristics of the careers in the Restaurant and Food/Beverage Services career pathway.
02.04	Research the history of the Restaurant and Food/Beverage Services career pathway and describe how the associated careers have evolved and impacted society.
02.05	Identify skills required to successfully enter any career in the Restaurant and Food/Beverage Services career pathway.
02.06	Describe technologies associated in careers within the Restaurant and Food/Beverage Services career pathway.
03.0	Demonstrate an understanding of the Lodging career pathway. The student will be able to:
03.01	Define and use proper terminology associated with the Lodging career pathway.
03.02	Describe some of the careers available in the Lodging career pathway.

	03.03 Identify common characteristics of the careers in the Lodging career pathway.
	03.04 Research the history of the Lodging career pathway and describe how the careers have evolved and impacted society.
	03.05 Identify skills required to successfully enter any career in the Lodging career pathway.
	03.06 Describe technologies associated in careers within the Lodging career pathway.
04.0	Demonstrate an understanding of the Travel and Tourism career pathway. The student will be able to:
	04.01 Define and use proper terminology associated with the Travel and Tourism career pathway.
	04.02 Describe some of the careers available in the Travel and Tourism career pathway.
	04.03 Identify common characteristics of the careers in the Travel and Tourism career pathway.
	04.04 Research the history of the Travel and Tourism career pathway and describe how the careers have evolved and impacted society.
	04.05 Identify skills required to successfully enter any career in the Travel and Tourism career pathway.
	04.06 Describe technologies associated in careers within the Travel and Tourism career pathway.
	04.07 Define the different types of tourism within the industry.
05.0	Demonstrate an understanding of the Recreation, Amusements and Attractions career pathway. The student will be able to:
	05.01 Define and use proper terminology associated with the Recreation, Amusements and Attractions career pathway.
	05.02 Describe some of the careers available in the Recreation, Amusements and Attractions career pathway.
	05.03 Identify common characteristics of the careers in the Recreation, Amusements and Attractions career pathway.
	05.04 Research the history of the Recreation, Amusements and Attractions career pathway and describe how the careers have evolved and impacted society.
	05.05 Identify skills required to successfully enter any career in the Recreation, Amusements and Attractions career pathway.
	05.06 Describe technologies associated in careers within the Recreation, Amusements and Attractions career pathway.
06.0	Demonstrate an understanding of the cruise line industry career pathway. The student will be able to:
	06.01 Discuss the establishment and history of the Cruise Industry.
	06.02 Describe some of the careers available in the Cruise Industry career pathway.

	06.03 Identify skills required to successfully enter any career in the Cruise Industry career pathway.
	06.04 Describe technologies associated in careers within the Cruise Industry career pathway.
	06.05 Identify terminology used in the Cruise Industry
07.0	Demonstrate an understanding of other country's culture as related to the Travel/Tourism Industry. The student will be able to:
	07.01 Identify major characteristics of a country's culture.
	07.02 Demonstrate knowledge of the Food/Beverage service industry in other countries.
	07.03 Demonstrate knowledge of the Lodging service industry in other countries.
	07.04 Demonstrate knowledge of the Recreation, Amusements and Attractions industry in other countries.
	07.05 Demonstrate knowledge of the Travel/Tourism industry in other countries.
08.0	Apply leadership and communication skills. The student will be able to:
	08.01 Discuss the establishment and history of the FCCLA organization.
	08.02 Identify the characteristics and responsibilities of organizational leaders.
	08.03 Demonstrate parliamentary procedure skills during a meeting.
	08.04 Participate on a committee which has an assigned task and report to the class.
	08.05 Demonstrate effective communication skills through delivery of a speech, a slide presentation, or conducting a demonstration.
	08.06 Use a computer to assist in the completion of a project related to the Hospitality and Tourism career cluster.
09.0	Describe how information technology is used in the Hospitality and Tourism career cluster. The student will be able to:
	09.01 Identify information technology (IT) careers in the Hospitality and Tourism career cluster, including the responsibilities, tasks and skills they require.
	09.02 Relate information technology project management concepts and terms to careers in the Hospitality and Tourism career cluster.
	09.03 Manage information technology components typically used in professions of the Hospitality and Tourism career cluster.
	09.04 Identify security-related ethical and legal IT issues faced by professionals in the Hospitality and Tourism career cluster.
10.0	Use information technology tools. The student will be able to:
	10.01 Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically

	used in the Hospitality and Tourism career cluster.
10.02	Use e-mail clients to send simple messages and files to other Internet users.
10.03	Demonstrate ways to communicate effectively using Internet technology.
10.04	Use different types of web search engines effectively to locate information relevant to the Hospitality and Tourism career cluster.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Florida Standards for English Language Development (ELD)

English language learners communicate for social and instructional purposes within the school setting. ELD.K12.ELL.SI.1

English Language Development (ELD) Standards Special Notes:
Teachers are required to provide listening, speaking, reading and writing instruction that allows English language learners (ELL) to communicate for social and instructional purposes within the school setting. For the given level of English language proficiency and with visual, graphic, or interactive support, students will interact with grade level words, expressions, sentences and discourse to process or produce language necessary for academic success. The ELD standard should specify a relevant content area concept or topic of study chosen by curriculum developers and teachers which maximizes an ELL's need for communication and social skills. For additional information on the development and implementation of the ELD standards, please contact the Bureau of Student Achievement through Language Acquisition at sala@fldoe.org.

Career and Technical Student Organization (CTSO)

Family, Career & Community Leaders of America, Inc. (FCCLA) is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Course Title: **Exploring Hospitality and Tourism Careers and Career Planning**
Course Type: **Orientation/Exploratory**
Career Cluster: **Hospitality & Tourism**

Secondary – Middle School	
Program Number	8850360
CIP Number	148850360M
Grade Level	6-8
Course Length	Semester
Teacher Certification	Refer to the **Course Structure** section.
CTSO	FCCLA
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

The purpose of this course is to assist students in making informed decisions regarding their future academic and occupational goals and to provide information regarding careers in the Hospitality & Tourism career cluster. The content includes but is not limited to the management, marketing and operations of restaurants and other food services, lodging, attractions, recreation events and travel related services. Reinforcement of academic skills occurs through classroom instruction and applied laboratory procedures.

Instruction and learning activities are provided in a laboratory setting using hands-on experiences with the equipment, materials and technology appropriate to the course content and in accordance with current practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Course Structure

The length of this course is one semester. It may be offered for two semesters when appropriate. When offered for one semester, it is recommended that it be at the exploratory level and more in-depth when offered for two semesters.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the course structure:

Course Number	Course Title	Teacher Certification	Length
8850360	Exploring Hospitality and Tourism Careers and Career Planning	FAM CON SCI HOTEL TRNG 7 G	Semester

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Practice safety, sanitation and storage procedures in food preparation.
02.0 Demonstrate an understanding of the Restaurant and Food/Beverage Services career pathway.
03.0 Demonstrate an understanding of the Lodging career pathway.
04.0 Demonstrate an understanding of the Travel and Tourism career pathway.
05.0 Demonstrate an understanding of the Recreation, Amusements and Attractions career pathway.
06.0 Demonstrate an understanding of the Cruise Line Industry career pathway.
07.0 Demonstrate an understanding of other countries' culture as related to the Travel/Tourism industry.
08.0 Apply leadership and communication skills.
09.0 Describe how information technology is used in the Hospitality and Tourism career cluster.
10.0 Use information technology tools.

Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes:

11.0 Describe the influences that societal, economic, and technological changes have on employment trends and future training.
12.0 Develop skills to locate, evaluate, and interpret career information.
13.0 Identify and demonstrate processes for making short and long term goals.
14.0 Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
15.0 Understand the relationship between educational achievement and career choices/postsecondary options.
16.0 Identify a career cluster and related pathways through an interest assessment that match career and education goals.
17.0 Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
18.0 Demonstrate knowledge of technology and its application in career fields/clusters.

Florida Department of Education
Student Performance Standards

Course Title: **Exploring Hospitality and Tourism Careers and Career Planning**
Course Number: **8850360**
Course Credit: **Semester**

Course Description:

Beginning with a broad overview of the Hospitality and Tourism career cluster, students are introduced to the terminology, careers, history, required skills, and technologies associated with each pathway in the Hospitality and Tourism career cluster. Additionally, they will be provided with opportunities to acquire and demonstrate beginning leadership skills.

CTE Standards and Benchmarks	
01.0	Practice safety, sanitation, and storage procedures in food preparation. The student will be able to:
01.01	Demonstrate practices and procedures that assure personal and workplace health and hygiene.
01.02	List common food borne illnesses and their causes.
01.03	Demonstrate ways to prevent food borne illnesses.
01.04	Identify and practice food service safety and sanitation procedures.
02.0	Demonstrate an understanding of the Restaurant and Food/Beverage Services career pathway. The student will be able to:
02.01	Define and use proper terminology associated with the Restaurant and Food/Beverage Services career pathway.
02.02	Describe some of the careers available in the Restaurant and Food/Beverage Services career pathway.
02.03	Identify common characteristics of the careers in the Restaurant and Food/Beverage Services career pathway.
02.04	Research the history of the Restaurant and Food/Beverage Services career pathway and describe how the associated careers have evolved and impacted society.
02.05	Identify skills required to successfully enter any career in the Restaurant and Food/Beverage Services career pathway.
02.06	Describe technologies associated in careers within the Restaurant and Food/Beverage Services career pathway.
03.0	Demonstrate an understanding of the Lodging career pathway. The student will be able to:
03.01	Define and use proper terminology associated with the Lodging career pathway.

CTE Standards and Benchmarks	
	03.02 Describe some of the careers available in the Lodging career pathway.
	03.03 Identify common characteristics of the careers in the Lodging career pathway.
	03.04 Research the history of the Lodging career pathway and describe how the careers have evolved and impacted society.
	03.05 Identify skills required to successfully enter any career in the Lodging career pathway.
	03.06 Describe technologies associated in careers within the Lodging career pathway.
04.0	Demonstrate an understanding of the Travel and Tourism career pathway. The student will be able to:
	04.01 Define and use proper terminology associated with the Travel and Tourism career pathway.
	04.02 Describe some of the careers available in the Travel and Tourism career pathway.
	04.03 Identify common characteristics of the careers in the Travel and Tourism career pathway.
	04.04 Research the history of the Travel and Tourism career pathway and describe how the careers have evolved and impacted society.
	04.05 Identify skills required to successfully enter any career in the Travel and Tourism career pathway.
	04.06 Describe technologies associated in careers within the Travel and Tourism career pathway.
	04.07 Define the different types of tourism within the industry.
05.0	Demonstrate an understanding of the Recreation, Amusements and Attractions career pathway. The student will be able to:
	05.01 Define and use proper terminology associated with the Recreation, Amusements and Attractions career pathway.
	05.02 Describe some of the careers available in the Recreation, Amusements and Attractions career pathway.
	05.03 Identify common characteristics of the careers in the Recreation, Amusements and Attractions career pathway.
	05.04 Research the history of the Recreation, Amusements and Attractions career pathway and describe how the careers have evolved and impacted society.
	05.05 Identify skills required to successfully enter any career in the Recreation, Amusements and Attractions career pathway.
	05.06 Describe technologies associated in careers within the Recreation, Amusements and Attractions career pathway.
06.0	Demonstrate an understanding of the Cruise Line Industry career pathway. The student will be able to:
	06.01 Discuss the establishment and history of the Cruise Industry.

CTE Standards and Benchmarks	
	06.02 Describe some of the careers available in the Cruise Industry career pathway.
	06.03 Identify skills required to successfully enter any career in the Cruise Industry career pathway.
	06.04 Describe technologies associated in careers within the Cruise Industry career pathway.
	06.05 Identify terminology used in the Cruise Industry
07.0	Demonstrate an understanding of other country's culture as related to the Travel/Tourism Industry. The student will be able to:
	07.01 Identify major characteristics of a country's culture.
	07.02 Demonstrate knowledge of the Food/Beverage service industry in other countries.
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	08.01 Discuss the establishment and history of the FCCLA organization.
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	08.03 Demonstrate parliamentary procedure skills during a meeting.
	08.04 Participate on a committee which has an assigned task and report to the class.
	08.05 Demonstrate effective communication skills through delivery of a speech, a slide presentation, or conducting a demonstration.
	08.06 Use a computer to assist in the completion of a project related to the Hospitality and Tourism career cluster.
09.0	Describe how information technology is used in the Hospitality and Tourism career cluster. The student will be able to:
	09.01 Identify information technology (IT) careers in the Hospitality and Tourism career cluster, including the responsibilities, tasks and skills they require.
	09.02 Relate information technology project management concepts and terms to careers in the Hospitality and Tourism career cluster.
	09.03 Manage information technology components typically used in professions of the Hospitality and Tourism career cluster.
	09.04 Identify security-related ethical and legal IT issues faced by professionals in the Hospitality and Tourism career cluster.

CTE Standards and Benchmarks	
10.0	Use information technology tools. The student will be able to:
10.01	Identify the functions of web browsers, and use them to access the World Wide Web and other computer resources typically used in the Hospitality and Tourism career cluster.
10.02	Use e-mail clients to send simple messages and files to other Internet users.
10.03	Demonstrate ways to communicate effectively using Internet technology.
10.04	Use different types of web search engines effectively to locate information relevant to the Hospitality and Tourism career cluster.
Listed below are the standards that must be met to satisfy the requirements of Section 1003.4156, Florida Statutes.	
The student will be able to:	
11.0	Describe the influences that societal, economic, and technological changes have on employment trends and future training.
12.0	Develop skills to locate, evaluate, and interpret career information.
13.0	Identify and demonstrate processes for making short and long term goals.
14.0	Demonstrate employability skills such as working in a group, problem-solving and organizational skills, and the importance of entrepreneurship.
15.0	Understand the relationship between educational achievement and career choices/postsecondary options.
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17.0	Develop a career and education plan that includes short and long-term goals, high school program of study, and postsecondary/career goals.
18.0	Demonstrate knowledge of technology and its application in career fields/clusters.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

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Career Planning

Effective July 1, 2019, per Section 1003.4156, Florida Statutes (F.S.), for students to meet middle grades promotion requirements, a Career and Education Planning course must be completed in either sixth, seventh, or eighth grade. These courses should be taught integrating the eight career and education planning course standards.

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Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities as identified on the secondary student's Individual Educational Plan (IEP) or 504 plan or postsecondary student's accommodations' plan to meet individual needs and ensure equal access. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

In addition to accommodations, some secondary students with disabilities (students with an IEP served in Exceptional Student Education (ESE)) will need modifications to meet their needs. Modifications change the outcomes or what the student is expected to learn, e.g., modifying the curriculum of a secondary career and technical education course. Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Baking & Pastry Management**
Career Cluster: **Hospitality & Tourism**

AS	
CIP Number	1612050102
Program Type	College Credit
Program Length	60 credit hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Cooking; Perform Different Types of Food Services; Nutrition; Organization and Fundamentals of Baking; Communication Skills; Math Skills; Computer Applications; Supervision Management; Professionalism; Culinary Organization; Food and Beverage Purchasing; Food and Beverage Management; The course content also includes training in communications, leadership, human relations, employability skills and safe, efficient work practices. **Sample of reported job titles:** Banquet Manager, Catering Manager, Director of Food and Beverage, Food and Beverage Manager, Food Service Director, Food Service Manager, Food Service Supervisor, Kitchen Manager, Restaurant General Manager, Restaurant Manager. The course content also includes training and directly supervising and coordinating activities of workers engaged in preparing and serving food. **Sample of reported job titles:** Assistant Manager, Cafeteria Manager, Dietary Manager, Dietary Supervisor, Executive Chef, Food Service Director, Food Service Manager, Food Service Supervisor, Kitchen Manager, Executive Pastry Chef, Restaurant Manager.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate proficiency in employability skills.
02.0 Demonstrate proficiency in applying communication and human relations skills.
03.0 Demonstrate the application of mathematics and accounting skills commonly used in the culinary, bakery, and pastry industry.
04.0 Identify economic and marketing principles.
05.0 Identify marketing and business fundamentals.
06.0 Identify the organization and functions of the culinary, bakery, and pastry industry.
07.0 Develop and implement sales and marketing strategies.
08.0 Maintain accounting and information system.
09.0 Demonstrate equipment operation and maintenance skills.
10.0 Analyze laws that affect the culinary, baking and pastry industry.
11.0 Operate liability and risk identification program.
12.0 Demonstrate skills in food service and beverage sanitation and safety.
13.0 Plan and maintain purchasing and receiving procedures.
14.0 Demonstrate skills in food service and beverage management services.
15.0 Describe all aspects of entrepreneurship.
16.0 Solve problems and make informed decisions.
17.0 Recognize, identify and demonstrate usage, method or function of ingredients and equipment.
18.0 Demonstrate skill in various food preparation methods.
19.0 Demonstrate methods of cooking and baking styles.
20.0 Perform various types of food services.
21.0 Apply principles of nutrition to food preparation.
22.0 Demonstrate skill using computers and software used in marketing.
23.0 Identify the roles of management and supervisory personnel.
24.0 Conduct emergency procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Baking & Pastry Management**
CIP Number: **1612050102**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Demonstrate proficiency in employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Identify documents that may be required when applying for a job.
01.04	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.05	Complete a job application form correctly.
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate responses to criticism from employer, supervisor, and customers.
01.08	Identify acceptable work habits.
01.09	Discuss how to make job changes appropriately.
01.10	Demonstrate acceptable employee health and grooming habits daily.
01.11	Describe and apply the importance of producing quality work and meeting performance standards under time and budget constraints.
01.12	Understand and discuss state and federal labor laws regulating the workplace.
01.13	Identify proper personal and business ethics.
01.14	Plan for future or career growth.
02.0	Demonstrate proficiency in applying communication and human relations skills. The student will be able to:
02.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and traits important to business.
02.02	Demonstrate personal skills with respect for the opinions, customs and individual differences of others, as well as the ability to work cooperatively with team members and supervisors from diverse cultural backgrounds.

02.03	Maintain appropriate personal appearance, sanitation skills and attitude.
02.04	Demonstrate problem solving and decision making strategies.
02.05	Demonstrate interest, enthusiasm, integrity as well as orderly and systematic behavior.
02.06	Explain concepts of self-understanding, self-esteem, and self-image in addition to the ability to set personal goals and develop a plan of action to achieve those goals.
02.07	Demonstrate ability to assume responsibility for decisions and actions and practice stress management techniques and recognize stress of work.
02.08	Utilize time efficiently (Time Management).
02.09	Show support of organization's chain of command.
02.10	Participate in professional associations affiliated with the culinary and pastry industry.
02.11	Explain nature of staff communication and use of inter-departmental/company communication.
02.12	Explain nature of positive customer/client relations.
02.13	Demonstrate effective communications skills (ability to speak effectively to customers, co-workers, supervisors, and vendors, using proper grammar and terminology).
02.14	Demonstrate effective telephone, email, and social media etiquette techniques in a business situation.
02.15	Follow directions and communicate effectively to facilitate understanding and performance on the job.
02.16	Compose unified and coherent correspondence, directions, descriptions, explanations, and reports, business letters, memos, and e-mails.
02.17	Interpret business policies to customers/clients.
02.18	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
02.19	Train employees to communicate effectively.
02.20	Utilize (read, write, and speak) culinary and baking terminology, abbreviations, and acronyms.
02.21	Demonstrate ability to deal with difficult customers and employees.
03.0	Demonstrate the application of mathematics and accounting skills commonly used in the culinary, bakery, and pastry industry. The student will be able to:
03.01	Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.
03.02	Apply problem-solving techniques to sales related transactions including cash, checks, debit cards, credit cards, and discounts.

	03.03 Interpret quantitative information from tables, charts, profit and loss reports and graphs as related to the workplace.
	03.04 Calculate change, tax, gratuity, commission, and miscellaneous charges.
	03.05 Explain measures and conversions.
	03.06 Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	03.07 Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
	03.08 Operate a calculator.
	03.09 Understand how to convert recipes, calculate portion sizes and estimate cost effectively.
	03.10 Identify the break-even point.
04.0	Identify economic and marketing principles. The student will be able to:
	04.01 Explain concept "supply and demand."
	04.02 Explain concept of price.
	04.03 Explain relationship between government and business.
	04.04 Explain concept of private enterprise and business ownership.
	04.05 Explain concept of profit.
	04.06 Explain concept of risk.
	04.07 Explain concept of competition.
	04.08 Explain concept of productivity.
05.0	Identify marketing and business fundamentals. The student will be able to:
	05.01 Explain marketing and its role, including social media.
	05.02 Explain functions of marketing and related activities.
	05.03 Explain relationship of marketing to business and the economy.
	05.04 Explain types of business ownership.
	05.05 Compare and contrast the different forms of business ownership.

	05.06 Explain concept of marketing strategies.
06.0	Identify the organization and functions of the culinary, bakery, and pastry industry. The student will be able to:
	06.01 Trace inception and development of culinary industry.
	06.02 Identify distinctions between the culinary, bakery and pasty industries.
	06.03 Analyze functions of baking industry.
	06.04 Identify staff according to functions.
	06.05 Identify the “Pastry Shop Brigade”.
	06.06 Identify “classic repertoire”.
	06.07 Identify modern kitchen organization, job station and work sites.
	06.08 Identify career progression in culinary, bakery, and pastry arts.
	06.09 Discuss history and composition of foods and beverages.
	06.10 Identify critical trends in food and beverage industry.
07.0	Develop and implement sales and marketing strategy. The student will be able to:
	07.01 Explain the benefits of publicity and public relations.
	07.02 Explain purpose and importance of selling.
	07.03 Identify sales and advertising techniques used in the culinary, baking and pastry industry, including word of mouth.
	07.04 Plan and design menus with regard to dietary restrictions.
	07.05 Identify an effective sales presentation, including steps of a sale; consumer buying motives; approaches through greeting, merchandise, and service; proper time to approach a customer to open sale; feature-benefit analysis; closing the sale; and suggestion and substitution selling.
	07.06 Prepare publicity including advertisements and press releases.
08.0	Maintain accounting and information system. The student will be able to:
	08.01 Maintain accounts payable.
	08.02 Check, record and pay invoices.

	08.03 Maintain accounts receivable.
	08.04 Calculate, analyze, and review labor costs.
	08.05 Review and analyze balance sheet.
	08.06 Monitor the accounting, cashiering, and billing of all guest services.
	08.07 Record and maintain daily departmental records.
	08.08 Compute average amount spent by guests.
	08.09 Operate adding, bookkeeping, telephone, and calculating machines as well as computer terminal inputs and readouts.
	08.10 Prepare and maintain payroll.
09.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
	09.01 Identify equipment and its intended uses.
	09.02 Maintain maintenance logs.
	09.03 Use equipment and tools for tasks for which it were designed.
	09.04 Perform preventative maintenance on kitchen equipment and utensils per manufacturing specifications.
	09.05 Assemble equipment according to manufacturer's safety guidelines.
	09.06 Disassemble equipment following proper safety guidelines.
	09.07 Apply knife skills.
	09.08 Interpret and apply procedures from equipment manuals.
	09.09 Demonstrate a general understanding of the systems equipment in a typical establishment including electrical, plumbing, air conditioning.
10.0	Analyze laws that affect the culinary, bakery, and pastry industry. The student will be able to:
	10.01 Interpret and apply labor regulations/laws as well as civil rights acts.
	10.02 Interpret and apply fire regulations.
	10.03 Interpret and apply liquor laws.
	10.04 Interpret and apply workers' compensation laws.

	10.05 Interpret and apply the Americans with Disabilities Act.
	10.06 Interpret and apply company and/or franchise regulations.
	10.07 Interpret taxes affecting the culinary, bakery and pastry industry.
	10.08 Interpret key elements of group, convention, and banquet contracts.
	10.09 Understand customers' rights
	10.10 Understand warranties and product liabilities
	10.11 Understand sanitation regulations, licenses and permits.
11.0	Operate liability and risk identification program. The student will be able to:
	11.01 Train employees in liability and risk identification procedures.
	11.02 Identify liability and risk situations and take remedial action using approved procedures.
	11.03 Enforce liability and risk identification procedures with all employees.
12.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	12.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	12.02 Maintain operation in compliance with health codes and regulations.
	12.03 Implement all federal, state and local regulations impacting sanitation and safety i.e., OSHA, FDA.
	12.04 Prepare sanitizing solutions in correct dilution.
	12.05 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	12.06 Wash hands in accordance with health department guidelines (i.e., chemical compass, etc.).
	12.07 Receive food, supplies and beverages properly.
	12.08 Rotate perishable foods to minimize spoilage.
	12.09 Store all inventory items in accordance with safety standards.
	• Label and date all products.
	• Store flours in accordance with safety standards.

	• Store seasonings, spices, and flavorings in accordance with safety standards
	• Store eggs and egg products in accordance with safety standards.
	• Store milk and milk products in accordance with safety standards.
	• Store cheese in moisture controlled environment in accordance with safety standards.
	• Store farinaceous in accordance with safety standards.
	• Store fruits in accordance with safety standards.
	• Store starches in accordance with safety standards.
	• Store alcohol in accordance with safety standards.
	• Store grains in accordance with safety standards.
	• Store all baked good “products” in accordance with safety standards.
	12.10 Identify appropriate reporting procedures of any potential hazards and violations.
	12.11 Dispose of waste, garbage and recycling in accordance with health codes.
	12.12 Maintain material safety and data sheets (M.S.D.S.).
	12.13 Maintain floor care (sweep and mop).
	12.14 Calibrate food thermometers.
13.0	Plan and maintain purchasing and receiving procedures. The student will be able to:
	13.01 Identify sources of supply.
	13.02 Evaluate products.
	13.03 Establish and apply purchasing specification.
	13.04 Prepare requisitions and transfers.
	13.05 Check invoices against received goods.
	13.06 Establish and apply stock rotation system.
	13.07 Establish and apply stock inventory levels.

	13.08 Record and price inventories.
	13.09 Organize and maintain dry storage.
	13.10 Organize and maintain cold storage.
	13.11 Prepare tenders and contracts.
	13.12 Negotiate service and maintenance contracts.
	13.13 Obtain credits on invoices.
14.0	Demonstrate skills in food service and beverage management services. The student will be able to:
	14.01 Identify basic management functions.
	14.02 Discuss goods, services, beverage facilities and equipment.
	14.03 Identify purchase, storage, and inventory controls.
	14.04 Utilize food and beverage operating budget.
	14.05 Identify food and beverage operations.
	14.06 Compare food and beverage costs to maintain budget.
	14.07 Discuss labor cost control.
15.0	Describe all aspects of entrepreneurship. The student will be able to:
	15.01 Define entrepreneurship in relation to running a business in pastry or culinary.
	15.02 Describe importance of entrepreneurship to the American economy.
	15.03 List the advantages and disadvantages of business ownership.
	15.04 Identify the risks involved in ownership of a business.
	15.05 Identify the business skills needed to operate a small business efficiently and effectively.
	15.06 Identify your entrepreneurial aptitudes and skills.
	15.07 Develop a plan for opening a business.
16.0	Solve problems and make informed decisions. The student will be able to:

	16.01 Solve problems in accordance with management policy and mission statement.
	16.02 Make informed decisions in accordance with management policy and mission statement.
	16.03 Modify policy and/or mission statement to meet new conditions using approved procedures.
	16.04 Inform management personnel of policy and/or mission statement changes.
17.0	Recognize, identify and demonstrate usage, method or function of ingredients and equipment. The student will be able to:
	17.01 Recognize and identify standard herbs, spices, seasonings and their uses.
	17.02 Recognize and identify cheese and their uses.
	17.03 Recognize and identify flavorings and their uses.
	17.04 Recognize and identify vegetables and their uses.
	17.05 Recognize and identify eggs and egg products and their uses.
	17.06 Recognize and identify fruit and their uses.
	17.07 Recognize and identify hand tools used in baking and pastry.
	17.08 Recognize and identify all types of pans and molds used in baking and pastry.
	17.09 Recognize and identify stationary equipment for baking and pastry.
	17.10 Recognize and identify dairy products and their uses.
	17.11 Recognize and identify starches and their uses.
	17.12 Recognize and identify bakery and pastry goods and their uses.
	17.13 Recognize and identify fruit products and their uses.
	17.14 Recognize and identify chocolate products and their uses.
18.0	Demonstrate skill in various food preparation methods. The student will be able to:
	18.01 Prepare icing.
	18.02 Prepare cakes and cookies.
	18.03 Prepare pies, pudding and sauces.

	18.04 Prepare puff pastries.
	18.05 Prepare cream puffs and éclair pastry variations.
	18.06 Prepare and garnish petites fours and friandises.
	18.07 Prepare parfaits and spoons.
	18.08 Prepare charlottes and mousses.
	18.09 Prepare ice cream and frozen desserts
	18.10 Prepare thickening agents.
	18.11 Prepare egg and fruit based dessert sauces.
	18.12 Prepare tempered chocolates.
	18.13 Prepare meringues and pastillage.
	18.14 Prepare sugar for pulling and blowing.
	18.15 Prepare nougat and marzipan candy.
	18.16 Prepare confectionery chocolate and candies.
	18.17 Prepare chocolate, sugar, pastillage, croquant, marzipan, and bread sculptures.
	18.18 Prepare yeast made products.
	18.19 Prepare rolls
	18.20 Prepare coffee cakes and Danish pastries.
	18.21 Prepare doughnuts and fritters (yeast-raised doughnuts and cake doughnuts).
	18.22 Prepare sauces.
19.0	Demonstrate methods of cooking and baking styles. The student will be able to:
	19.01 Prepare and bake yeast, non-yeast and chemically leavened dough breads and pastry products.
	19.02 Prepare baked foods.
	• Follow basic baking principles (mixing, proofing, forming, and baking).

• Follow recipes specifically.
• Decorate bakery products.
• Prepare plated desserts.
19.03 Prepare pie dough, pastry dough, choux dough.
19.04 Prepare puff pastry dough and variations.
19.05 Prepare crepes.
19.06 Prepare pies and tartes.
19.07 Prepare cakes and tourtes.
19.08 Prepare poached fruits, fruit cobblers, and crisps.
19.09 Prepare cream, custards, and puddings.
19.10 Prepare fillings and toppings.
19.11 Prepare frosting and icing.
19.12 Prepare petites fours and friandises.
19.13 Demonstrate cake decorating and finishing techniques.
19.14 Demonstrate plate decorating and finishing techniques.
19.15 Prepare confectionery chocolate and candies.
19.16 Demonstrate showpiece making abilities.
19.17 Prepare mousses of various types and methods.
19.18 Prepare curds, chiboust, pate, bombe fruit, Italian meringue and chocolates.
19.19 Prepare crusty yeast dough breads and soft yeast dough breads.
19.20 Prepare specialty yeast dough breads.
19.21 Recognize future science of pastry techniques, terms and equipment.
19.22 Prepare doughnuts and fritters (yeast-raised doughnuts and cake doughnuts).

	19.23 Prepare dessert sauces.
20.0	Perform various types of food services. The student will be able to:
	20.01 Prepare regional pastries.
	20.02 Prepare international pastries.
	20.03 Prepare classical pastries.
21.0	Apply principles of nutrition to food preparation. The student will be able to:
	21.01 Use the current USDA food guidelines (https://www.dietaryguidelines.gov/).
	21.02 Identify food groups.
	21.03 Recognize nutritional context of food groups
	21.04 Prepare balanced meals
	21.05 Control portions to achieve nutritional balance
	21.06 Define dietary allowances of: proteins, fats, carbohydrates, and vitamins/minerals.
	21.07 Prepare food for special dietary needs
	21.08 Recognize dietary requirements for special population groups
	21.09 Demonstrate awareness of religious dietary requirements
22.0	Demonstrate skill using computers and software in marketing. The student will be able to:
	22.01 Demonstrate the importance of data entry procedures, i.e., payroll, inventory control, etc.
	22.02 Demonstrate the importance of merchandising math data entry procedures such as stock turnover, mark-up, markdown, open-to-buy, pricing, invoicing, etc.
	22.03 Demonstrate the importance of marketing spreadsheet data entry and output procedures.
	22.04 Demonstrate the importance of marketing spreadsheet data decision making skills.
	22.05 Utilize word processing and graphics programs to solve marketing problems and for marketing reports and activities.
	22.06 Demonstrate technology appropriate for marketing functions and practices related to the baking career field.
	22.07 Utilize the Internet for baking/pastry information.

23.0	Identify the roles of management and supervisory personnel. The student will be able to:
	23.01 Establish recruiting and selection procedures in accordance with policy.
	23.02 Develop procedures for staff orientation and training.
	23.03 Conduct new employee orientation to facility and to company policies.
	23.04 Develop procedures for employee performance evaluation.
	23.05 Establish compensation system.
	23.06 Identify labor control systems and their functions.
	23.07 Understand and establish internal communication processes.
	23.08 Identify motivational techniques.
	23.09 Develop disciplinary process.
	23.10 Demonstrate conflict resolution.
	23.11 Identify employee groups.
	23.12 Identify the functions and purposes of employee unions.
	23.13 Identify procedures in management development.
	23.14 Understand and prepare job descriptions.
	23.15 Conduct job application interviews.
	23.16 Conduct staff development training.
	23.17 Delegate responsibility and authority.
	23.18 Prepare employee work schedules.
	23.19 Reconcile staff grievances.
	23.20 Reconcile employee disputes/complaints.
	23.21 Lead management-employee group discussions.
	23.22 Communicate policy concerning sexual harassment.

	23.23 Communicate policy concerning substance abuse.
	23.24 Demonstrate the principles of managing training programs.
	23.25 Perform a task analysis.
	23.26 Develop training objectives and plans for a training program.
	23.27 Demonstrate procedures for evaluating training programs.
	23.28 Identify communications concepts in training programs.
	23.29 Identify team-building strategies.
	23.30 Identify effective coaching and counseling techniques.
	23.31 Identify management and supervisory functions.
	23.32 Identify leadership styles.
	23.33 Identify work improvement concepts.
	23.34 Describe the supervisor's role as a change agent.
24.0	Conduct emergency procedures. The student will be able to:
	24.01 Call fire, police, and emergency medical services as needed.
	24.02 Provide and maintain Fire Extinguishers and hood systems.
	24.03 Provide and maintain emergency first aid equipment and/or supplies.
	24.04 Seek out contractors to teach you and/or employees on CPR certification.
	24.05 Document details of any emergency.
	24.06 Follow company emergency procedures.
	24.07 Identify and establish fire drill and emergency procedures.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates:

Baking and Pastry Arts (0612050102) – 35 credit hours
Baking and Pastry Specialist (0612050105) – 18 credit hours
Pastry Chef Assistant (0612050104) – 12 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Theme Park and Attractions Management**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0231030106
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality & Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

This program prepares students for employment in supervisory and leadership positions with a pathway into management roles in the hospitality industry and/or to provide supplemental training for persons previously or currently employed in these occupations. The hospitality industry as addressed in this program includes hotels, motels, resorts and other lodging organizations, restaurants, clubs, convention centers, theme parks and other major attractions.

The content includes but is not limited to customer service, management and supervisory development and human resources management, management theory, hospitality attitude, guest experience, decision making, organization, communications, human relations, leadership training, personnel training, security, energy management, maintenance and engineering, marketing, property, resort, and convention management, applicable local, state, and federal laws and asset management.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate proficiency in communication skills.
05.0 Demonstrate proficiency in applying mathematics skills.
06.0 Identify effective selling techniques and procedures.
07.0 Identify the organization and function of the hospitality industry.
08.0 Demonstrate leadership and supervisory skills.
09.0 Apply and maintain security and safety procedures.
10.0 Demonstrate hotel staffing operations.
11.0 Analyze laws that affect the hospitality industry.
12.0 Operate liability and risk identification program.
13.0 Demonstrate effective use of computers.
14.0 Exhibit skills for resort/club/marina/hotel/theme park and attractions management.

Florida Department of Education
Student Performance Standards

Program Title: **Theme Park and Attractions Management**
CIP Number: **0231030106**
Program Length: **18 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Demonstrate competence in job interview techniques.
01.02	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing emotional intelligence, cultural intelligence, and perceptions checking.
01.03	Identify acceptable work habits.
01.04	Identify acceptable employee health and grooming habits.
01.05	Describe and apply the importance of producing quality work and meeting performance standards.
01.06	Discuss state and federal labor laws regulating the workplace.
01.07	Identify proper personal and business ethics.
01.08	Identify current trends that have developed in the hospitality industry
01.09	Explain concepts of self-understanding, self-esteem, and self-image.
02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate guest oriented attitude and ability to anticipate guest needs.
02.02	Demonstrate a hospitality attitude.
02.03	Identify and apply different levels of service recovery by utilizing customer service and cultural intelligence strategies.
03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
03.03	Exhibits responsible behavior through honesty, respect, fairness and accountability.
03.04	Demonstrate problem-solving and decision-making strategies.
03.05	Demonstrate problem-solving initiative.

	03.06 Exhibit interest and enthusiasm.
	03.07 Demonstrate responsible behavior.
	03.08 Explain the importance of honesty and integrity when dealing with others.
	03.09 Demonstrate self-management.
	03.10 Set personal goals and develop a plan of action to achieve those goals.
	03.11 Demonstrate the ability to offer and accept criticism.
	03.12 Demonstrate respect for the opinions, customs, and individual differences of others.
	03.13 Identify and practice stress management techniques.
	03.14 Identify motivational techniques.
	03.15 Identify team-building strategies.
	03.16 Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:
	04.01 Demonstrate effective communication: verbal, nonverbal, written, and electronic.
	04.02 Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	04.03 Explain nature of positive customer/client relations.
	04.04 Demonstrate listening strategies that improve understanding and performance on the job.
	04.05 Interpret business policies to customers/clients.
	04.06 Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	04.07 Train employees to communicate effectively.
	04.08 Develop a dynamic telephone personality
	04.09 Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as billing problems with accounting or front desk; maintenance problems, etc.).
	04.10 Communicate establishment's mission statement concerning guest services.
05.0	Demonstrate proficiency in applying mathematics skills. The student will be able to:
	05.01 Interpret quantitative information from tables, charts, and graphs as related to the workplace.
06.0	Identify effective selling techniques and procedures. The student will be able to:
	06.01 Explain the purpose and importance of selling.

	06.02	Identify sales techniques used by the hospitality industry including social media.
	06.03	Develop and implement a publicity and public relations plan.
	06.04	Prepare and analyze questionnaire for guests.
	06.05	Describe the sales process and various sales techniques used to sell to multiple markets (i.e., MICE, SMERF, Corp, etc.)
	06.06	Discuss customer services.
	06.07	Identify servicing requirements of various industries/groups.
	06.08	Identify an establishment or destination's target markets and prepare customized offers (i.e., leisure vs. corporate, corporate, convention groups, etc.).
07.0	Identify the organization and function of the hospitality industry. The student will be able to:	
	07.01	Trace evolution of the hospitality industry.
	07.02	Describe various organizational structures within the hospitality industry.
	07.03	Analyze functions of the hospitality industry.
	07.04	Identify staff according to function.
	07.05	Describe management functions applied to hospitality services.
	07.06	Identify mission of various departments within the industry.
	07.07	Use common hotel terminology.
	07.08	Identify future trends in hospitality industry.
08.0	Demonstrate leadership and supervisory skills. The student will be able to:	
	08.01	Utilize problem-solving skills in accordance with management policy and mission statement.
	08.02	Establish/modify policies and procedures that align with the mission statement, SOPs, and operational needs.
	08.03	Inform personnel of policy and/or mission statement changes.
	08.04	Identify management functions.
	08.05	Identify supervisory functions.
	08.06	Identify leadership styles.
	08.07	Identify work improvement strategies such as motivation and productivity.
	08.08	Describe the supervisor's role as a change agent.
09.0	Apply and maintain security and safety procedures. The student will be able to:	
	09.01	Demonstrate general safety and security practices.

	09.02	Set up and maintain system for storage and protection of valuables.
	09.03	Set up and maintain security procedures for guests, facilities, equipment and supplies.
	09.04	Identify components of training and supervision.
	09.05	Maintain key controls.
	09.06	Develop and maintain a program for staff security and apply appropriate procedures for handling emergency situations.
	09.07	Understand general policies and procedures for dealing with emergency/crisis situations.
	09.08	Understand the various fire-fighting methods utilized in the hospitality industry.
	09.09	Provide and maintain emergency first aid equipment and/or supplies.
	09.10	Discuss importance of and protocol used in Cardiopulmonary Resuscitation (CPR) and use of Automated External Defibrillator (AED).
	09.11	Follow company emergency procedures.
10.0	Demonstrate hotel staffing operations. The student will be able to:	
	10.01	Establish recruiting and selection procedures in accordance with company policy.
	10.02	Develop and evaluate procedures for staff orientation and training programs.
	10.03	Develop new employee orientation to facility and to company policies.
	10.04	Develop procedures for employee performance evaluation.
	10.05	Establish wage and salary control system.
	10.06	Identify labor control systems and their functions.
	10.07	Develop and apply disciplinary process related to coaching and progressive discipline.
	10.08	Demonstrate conflict resolution skills (i.e., employee disputes/complaints, etc.).
	10.09	Identify employee groups.
	10.10	Identify the functions and purposes of employee unions.
	10.11	Identify procedures in management development.
	10.12	Prepare job descriptions.
	10.13	Conduct job application interviews.
	10.14	Delegate responsibility and authority.
	10.15	Prepare employee work schedules.
	10.16	Lead management-employee group discussions.

	10.17 Communicate policy concerning sexual harassment.
	10.18 Communicate policy concerning substance abuse.
	10.19 Perform a task analysis.
11.0	Analyze laws that affect the hospitality industry. The student will be able to:
	11.01 Interpret and apply labor regulations/laws.
	11.02 Interpret and apply fire regulations.
	11.03 Interpret and apply workers' compensation laws.
	11.04 Interpret and apply civil rights acts.
	11.05 Interpret and apply the Americans with Disabilities Act.
	11.06 Interpret and apply company and/or franchise regulations.
12.0	Operate liability and risk identification program. The student will be able to:
	12.01 Train employees in liability and risk identification procedures.
	12.02 Identify liability and risk situations and take remedial action using approved procedures.
	12.03 Enforce liability and risk identification procedures with all employees.
13.0	Demonstrate effective use of computers. The student will be able to:
	13.01 Demonstrate skill in use of software standard to the hospitality industry.
	13.02 Demonstrate skills in the use of email, electronic spreadsheets, presentation and word processing tools.
14.0	Exhibit skills for resort/club/marina/hotel/theme park and attractions management. The student will be able to:
	14.01 Discuss the resort/club/marina/hotel/theme park and attractions concept.
	14.02 Identify special considerations in planning and development.
	14.03 Analyze requirements for recreational activities.
	14.04 Identify personnel department functions.
	14.05 Identify front of house functions.
	14.06 Identify heart of house functions.
	14.07 Identify security functions.
	14.08 Discuss marketing of resort/club/marina/hotel/theme park and attractions.
	14.09 Discuss future trends in the resort/club/marina/hotel/theme park and attractions industry.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

This certificate program includes a statewide A.S. to B.S. degree pathway.

Career and Technical Student Organization (CTSO)

Florida SkillsUSA and Florida Collegiate DECA are the co-curricular career and technical student organization(s) providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Diving Business and Technology**
Career Cluster: **Hospitality & Tourism**

AAS	
CIP Number	0249030400
Program Type	College Credit
Program Length	62 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to develop, operate and manage recreational diving businesses such as those which proliferate Florida and other resort areas, and to perform underwater work in a safe and effective manner. Diving technology career opportunities include research diving, public safety diving, underwater survey and inspection, underwater repair, maintenance and light construction, underwater photography and videography, dive locker management, dive equipment maintenance and sales, training and education, and other jobs. In addition to direct vocational qualification, students will be prepared to pursue upper-level college education and commercial diver training. This program includes courses encompassing progressive certification through recreational diving supervisor and instructor, as well as certifications in diver rescue, diving emergency medicine, dive equipment maintenance and repair, and underwater computer technology. Additional course work encompasses work diving technology, including surface-air-supplied (SAS) diving and hyperbaric chamber operation.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 62 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

Diving Business and Technology Core

01.0 Demonstrate scuba diving skills at a proficient level.
02.0 Demonstrate the skills required for scuba rescue and emergency medicine.
03.0 Identify the business aspects of recreational diving.
04.0 Demonstrate the skills required for underwater photography.
05.0 Demonstrate the skills required for scuba equipment maintenance and repair.
06.0 Demonstrate the skills required for diving using nitrox as a breathing gas mixture.
07.0 Demonstrate the skills required for computer based diving.
08.0 Demonstrate the skills required for recompression chamber operations.

Professional Research Diving Specialization

09.0 Demonstrate the skills required for effective research diving.
10.0 Demonstrate proficiency in underwater scientific research and marine data collection methods.

Professional Dive Instructor Specialization

11.0 Demonstrate the ability to effectively teach recreational scuba diving.
12.0 Demonstrate the skills required to supervise recreational divers.

Introduction to Commercial / Work Diver Specialization

13.0 Demonstrate the skills required to supervise working divers.
14.0 Demonstrate the skills required to perform underwater work using both scuba and surface air supplied (SAS) diving equipment.

Diving Medical Technician Specialization

15.0 Identify blood borne diseases.
16.0 Recognize and practice infection control procedures.
17.0 Recognize and respond to emergency situations.
18.0 Recognize and practice safety and security procedures.
19.0 Demonstrate an understanding of and apply wellness and disease concepts.
20.0 Demonstrate legal and ethical responsibilities.

Florida Department of Education
Student Performance Standards

Program Title: **Diving Business and Technology**
CIP Number: **0249030400**
Program Length: **62 credit hours**

At the completion of this program, the student will be able to:	
Diving Business and Technology Core	
01.0	Demonstrate scuba diving skills at a proficient level. The student will be able to:
01.01	Define Archimedes' Principle and its relationship to buoyancy.
01.02	Identify the gas composition of typical breathing air.
01.03	Define and explain the gas laws as they relate to diver buoyancy, air consumption and their physiological effects upon the diver.
01.04	Explain pressure changes in the air vs. water and their physiological effects upon the diver.
01.05	Explain how divers respond to the effects of water regarding temperature and light.
01.06	Explain cardiopulmonary anatomy and physiology as they relate to the physiological responses of diving.
01.07	Demonstrate the proper selection, care and use of basic scuba equipment including mask, fins, snorkel, buoyancy compensator, cylinder, regulator, instrumentation, exposure protection and weighting system; as well as auxiliary equipment such as knife, light and compass.
01.08	Demonstrate effective pressure equalization techniques during ascent and descent.
01.09	Demonstrate effective methods for entry and exit from the water.
01.10	Demonstrate effective underwater buoyancy control.
01.11	Demonstrate effective surface procedures.
01.12	Demonstrate effective underwater propulsion.
01.13	Demonstrate effective underwater navigation.
01.14	Demonstrate effective surface and underwater communication.
01.15	Demonstrate understanding of decompression theory and planning with both dive tables and planning software.

	01.16 Demonstrate effective use of the diver buddy system.
	01.17 Demonstrate ability to effectively respond to out-of-air emergencies as both the donor and receiver.
	01.18 Identify and describe how to prevent and manage diving medical emergencies.
	01.19 Define and explain various diving environments as they relate to both diver safety and environmental preservation.
02.0	Demonstrate the skills required for scuba rescue procedures and emergency first aid. The student will be able to:
	02.01 Identify the cause, signs, symptoms, treatment and prevention related to the psychological stress of scuba diving and rescue diving.
	02.02 Demonstrate the physical stamina necessary for sustained rescue swimming.
	02.03 Demonstrate the ability to recognize potential distressed divers prior to the full expression of an emergency situation.
	02.04 Demonstrate the ability to successfully rescue a responsive and unresponsive scuba diver from the surface and underwater.
	02.05 Demonstrate the ability to perform rescue breathing on the surface in water too deep to stand in.
	02.06 Demonstrate several techniques used to successfully extricate an injured diver from the water.
	02.07 Demonstrate the ability to conduct an effective search for a missing diver.
	02.08 Demonstrate the effective use of repetitive dive tables in conducting a deep dive rescue.
	02.09 Demonstrate the ability to conduct rapid neurological field examinations.
	02.10 Demonstrate the ability to choose appropriate oxygen delivery method for an injured diver.
	02.11 Demonstrate the skills required for effective field emergency first aid of diving injuries including decompression illness, drowning, temperature related, marine life injuries and conventional trauma.
	02.12 Demonstrate the ability to effectively hand off a diving accident victim to the EMS.
	02.13 Maintain training and currency in first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) and emergency oxygen administration.
03.0	Identify the business aspects of recreational diving. The student will be able to:
	03.01 Outline the components of a good business plan.
	03.02 State the characteristics for an appropriate dive facility location.
	03.03 Compare rent vs. purchase benefits when considering facility location.

03.04	Describe the optimum layout for various types of dive facilities.
03.05	Estimate the standard recurring overhead costs for various types of dive facilities.
03.06	Determine the legal and insurance requirements for various types of dive operations.
03.07	Identify the components for an employee policy and procedure manual.
03.08	State the requirements of local, state and federal laws as they apply to the employees of the dive facility.
03.09	Describe the job description, salary range and benefits for each position of various dive facilities.
03.10	Determine the product composition for the retail portion of the dive facility in a given geographic location.
03.11	Describe the training requirements for a good sales force.
03.12	Utilize the DEMA directory to identify dive store suppliers.
03.13	List the techniques that may be used to merchandise the retail stock in the dive shop.
03.14	State the methods of inventory control and their application in the dive store.
03.15	Define margin, profit and cost per square foot as it applies to retail sales.
03.16	Establish a price strategy after considering total fixed and variable costs.
03.17	Describe the legal compliance requirements for a charter dive boat for hire.
03.18	Select the optimum dive boat for various types of diving by comparing hull types, propulsion, capacity, operating costs and special features.
03.19	State the common items that are required or considered industry standard for all boats that charter dive trips.
03.20	Determine fixed and variable costs associated with a boat.
03.21	Compare lease/independent contractor vs. purchase when considering a dive boat.
03.22	Identify equipment repair facility requirements for tools, workspace, repair costs and technician qualifications.
03.23	List all costs and operating requirements for a clean air fill station.
03.24	Describe considerations for rental equipment in a dive facility.
03.25	Estimate the depreciation costs for the service operation of the dive facility.
03.26	Create a dive instruction program based on various customer categories.

	03.27 Compare and contrast the different training agencies.
	03.28 For a given location, establish a competitive pricing program for dive instruction based on total facility costs and profit expectations.
	03.29 Develop an advertising and marketing plan for a hypothetical dive facility.
	03.30 Demonstrate how PC based automation can improve the efficiency of a dive facility.
	03.31 Estimate the standard and recurring overhead costs to conduct a dive class.
	03.32 Compare and contrast the differences between “dive stores” and “dive resorts.
04.0	Demonstrate the skills required for underwater photography. The student will be able to:
	04.01 Identify the components of an underwater camera system.
	04.02 Define shutter speed, aperture, depth of field, subject reflectivity, bracketing and available light exposure.
	04.03 Describe how the properties of light underwater impact underwater photography.
	04.04 Demonstrate an understanding of interaction between camera, lens, shutter, ISO, light and focus.
	04.05 Identify the parts of an underwater strobe.
	04.06 Describe the application of artificial light to underwater photography.
	04.07 Describe composition as it applies to underwater photography.
	04.08 Demonstrate proper maintenance of underwater photography equipment.
	04.09 Identify the uses of different focal length lens.
	04.10 Take a series of photographs underwater then create and present a portfolio.
	04.11 Demonstrate the ability to use a photo editing software to edit underwater photographs.
05.0	Demonstrate the skills required for scuba equipment maintenance and repair. The student will be able to:
	05.01 Identify the materials used in the construction of buoyancy compensator devices (BCD).
	05.02 Identify the cleaning procedures for a BCD.
	05.03 Describe and demonstrate common repairs on a BCD.
	05.04 Identify the materials used in the construction of a wetsuit.

05.05 Describe the appropriate cleaning and stowing procedures for a wetsuit.
05.06 Describe and demonstrate common repairs on a wetsuit.
05.07 Identify the materials used to construct a regulator first stage.
05.08 Identify the different types of regulator first stage.
05.09 Describe the mechanics of various regulator first stage.
05.10 Identify the common parts of various regulator first stage.
05.11 Explain the process of problem solving different first stage regulator maladies.
05.12 Identify appropriate tools used for common first stage regulator repairs.
05.13 Identify the correct pressure testing devices for regulator first stage.
05.14 Complete a pressure test on a various regulator first stage.
05.15 Perform first stage regulator repairs.
05.16 Identify the different types of ancillary equipment attached to regulator first stage.
05.17 Identify the different types of regulator second stage.
05.18 Identify the materials used to construct various regulator second stage.
05.19 Explain the functional theory of the different types of regulator second stage.
05.20 Identify the parts of various regulator second stage.
05.21 Explain the process of problem solving different maladies in regulator second stage.
05.22 Identify appropriate tools used for common second stage regulator repairs.
05.23 Identify the correct testing devices for regulator second stage.
05.24 Perform a pressure test on various regulator second stage.
05.25 Perform common repairs on regulator second stage.
05.26 Identify the materials used in the construction of different types of scuba cylinders.
05.27 Identify the DOT, OSHA, CGA, and scuba industry standards for visual cylinder inspection.

	05.28 Identify the DOT standards for hydro testing scuba cylinders.
	05.29 Perform a visual inspection on a scuba cylinder.
06.0	Demonstrate the skills required for diving using nitrox as a breathing gas mixture. The student will be able to:
	06.01 Define enriched air nitrox (EANx).
	06.02 List nitrox advantages and limitations.
	06.03 Explain nitrox history and current trends.
	06.04 Define central nervous system (CNS) and pulmonary oxygen toxicity.
	06.05 Determine the percent of Calculate oxygen exposure.
	06.06 Utilize Dalton's Law to determine partial pressure and maximum operating depth.
	06.07 Utilize the best mix equation.
	06.08 Demonstrate the ability to use nitrox tables to plan a dive within recreational limits.
	06.09 Explain the equivalent air depth concept for recompression therapy and operation.
	06.10 Demonstrate how to use a nitrox computer.
	06.11 Describe the equipment requirements for nitrox diving.
	06.12 Conduct repetitive dives using nitrox mixtures.
	06.13 Calculate the partial pressure limit of oxygen for both the Maximum Operating Depth (MOD) and the Contingency Operating Depth (COD) for recreational diving.
	06.14 Compare and contrast the systems available for gas blending, their advantages and equipment requirements.
	06.15 Blend and analyze an appropriate nitrox mix for a dive within recreational limits.
	06.16 List special equipment considerations for deep diving.
07.0	Demonstrate the skills required for computer-based diving. The student will be able to:
	07.01 Define tissue compartment, half life, M value, nitrogen absorption, controlling compartment, and no decompression limits.
	07.02 Describe situations when slow compartments will determine the no decompression limit.

	07.03 Describe situations when fast compartments will determine the no decompression limit.
	07.04 Describe the limits of decompression theory and current experiments in no-decompression, repetitive, and multi-level diving.
	07.05 Describe the differences in the common dive computer algorithm models and state how they affect single and repetitive dive no-decompression limits.
	07.06 Demonstrate how to plan a dive using a variety of dive tables.
	07.07 Define the purpose of a dive computer and list the data displays shared by all computers.
	07.08 Explain why more no-decompression time may become available when ascending to a shallower depth after reaching the no-decompression limit at a deeper depth.
	07.09 Compare the performance of different dive computers algorithm models in multi-level diving.
	07.10 Explain the recommended procedures for ascent with any dive computer or table.
	07.11 Explain why recreational dive computers should be relied upon for limited decompression only.
	07.12 Identify the various features to consider when selecting a dive computer for specific dive activities.
	07.13 State the safety rules that apply to diving with a dive computer.
	07.14 Demonstrate how to operate a dive computer during pre-dive, dive and post-dive modes.
	07.15 Describe how to download information from a dive computer to a PC.
	07.16 List the considerations for multilevel diving with a dive computer.
	07.17 Identify the equipment needed for a multilevel dive and plan a multilevel dive with emergency procedures for computer failure.
08.0	Demonstrate the skills required for recompression chamber operations. The student will be able to:
	08.01 Identify the functions of a recompression chamber.
	08.02 Identify the different types of recompression chambers.
	08.03 Identify the materials that recompression chambers are constructed from.
	08.04 Identify the US Coast Guard, ASME PVHO-1 and ADCI, standards required for a recompression chamber.
	08.05 Identify the DOT requirements for a recompression chamber.
	08.06 Identify the ASME standards for a recompression chamber.

08.07	Identify the NFPA requirements for a recompression chamber.
08.08	Describe the maintenance requirements for a recompression chamber.
08.09	Explain the physiological aspects of running a treatment in a recompression chamber.
08.10	Explain the treatment tables for operating a recompression chamber.
08.11	Calculate the air requirements for running different treatment tables.
08.12	Calculate the oxygen requirement for running different treatment tables.
08.13	Research the medical requirements for running a treatment table.
08.14	Conduct a simulated medical treatment in a recompression chamber.
Professional Research Diving Specialization	
09.0	Demonstrate the skills required for effective research diving. The student will be able to:
09.01	List the criteria required for a dive to qualify as a scientific dive under the applicable OSHA exemption.
09.02	Demonstrate scuba diving skills including buoyancy control and navigation at a level that permits safe and effective underwater survey and data collection.
09.03	Explain basic research methodology, including experimental design.
09.04	Describe marine archeological studies as they apply to preserving the fragile cultural artifacts of the Florida Keys.
09.05	Relate marine environmental studies to the preservation of the fragile marine ecosystems and maritime heritage sites of the Florida Keys.
09.06	Demonstrate commonly accepted methods of underwater data collection, recording and preservation procedures for scientific study.
09.07	Demonstrate a basic understanding of the dynamics of natural ecological systems and submerged cultural resources within different depositional environments.
09.08	Explain the importance of research and non-formal educational organizations in resolving conflicts relative to preserving the natural and cultural resources of the Florida Keys.
10.0	Demonstrate proficiency in underwater scientific research and marine data collection methods. The student will be able to:
10.01	Demonstrate competency in research diving techniques and procedures to support scientific research projects.
10.02	Demonstrate the use of transects and quadrats to quantify the distribution and abundance of sessile marine organisms within a defined research area.
10.03	Demonstrate methodology for basic coral reef health survey protocols.

10.04	Demonstrate commonly accepted methods of underwater data collection, recording and preservation procedures for the scientific study.
10.05	Demonstrate a basic understanding of the statistical principles associated with the experimental design.
10.06	Synthesize what was learned about research diving and other data collection techniques through a presentation, project or case study.
Professional Dive Instructor Specialization	
11.0	Demonstrate the ability to effectively teach recreational scuba diving. The student will be able to:
11.01	Identify instructional techniques and learning styles.
11.02	Identify the domains of Bloom's taxonomy.
11.03	Define learning.
11.04	Define teaching.
11.05	Identify the laws of learning.
11.06	Identify factors that enhance learning.
11.07	Identify the elements of oral communication.
11.08	Describe the application of training aids.
11.09	Describe how empathy, motivation, reinforcement, anxiety and fear apply to teaching and learning.
11.10	Identify the components of a classroom presentation.
11.11	Identify the components of a confined water presentation plan.
11.12	Identify the components of an open water presentation plan.
11.13	Prepare and conduct a classroom presentation.
11.14	Prepare and conduct a confined water presentation.
11.15	Prepare and conduct an open water presentation.
11.16	Describe the differences between academic presentations using an instructor-led format and using student-centered active learning and state the advantages and disadvantages of each.
11.17	List 5 types of student-centered active learning exercises and describe an example of each.

	11.18 Prepare and conduct a classroom presentation using active learning.
12.0	Demonstrate the skills required to supervise recreational divers. The student will be able to:
	12.01 Demonstrate the ability to safely and effectively work with students in training at various levels as an instructional assistant.
	12.02 Demonstrate the ability to prepare a group dive plan for recreational divers, including a briefing, dive profiles, safety considerations, contingency and emergency plans.
	12.03 Demonstrate the ability to effectively manage a dive from the surface in the local environment which includes boat diving.
	12.04 Demonstrate the ability to effectively manage a dive using in-water supervisions.
	12.05 Identify the various programs a divemaster may typically conduct in the recreational industry and demonstrate the ability to conduct selected programs.
	12.06 Supervise a recreational dive.
	12.07 Identify the various elements of management and control of a recreational dive and demonstrate effective utilizations of these elements.
	12.08 Identify the correct emergency procedures for a recreational dive.
Introduction to Commercial/Work Diver Specialization	
13.0	Demonstrate the skills required to supervise working divers. The student will be able to:
	13.01 Identify the various elements of management and control of a working dive and demonstrate effective utilization of these elements.
	13.02 Demonstrate the ability to prepare a group dive plan, to include briefing, dive profiles, safety considerations, contingency and emergency plans for a work dive.
	13.03 Demonstrate the ability to effectively manage a working dive from the surface in the local environment, which includes boat diving.
	13.04 Demonstrate the ability to effectively manage a working dive using both in-water and out of water supervision.
	13.05 Identify the ADCI Standards and OSHA requirements for conducting a working dive.
	13.06 Identify and utilize appropriate equipment for a working dive.
	13.07 Describe and utilize an appropriate work dive station setup.
	13.08 Identify the correct emergency procedures for a working dive.
	13.09 Identify the operational procedures for conducting a working dive.
	13.10 Identify the required documentation for a working dive.

	13.11 Supervise a working dive.
14.0	Demonstrate the skills required to perform underwater work using both scuba and surface air supplied (SAS) diving equipment. The student will be able to:
	14.01 Identify the industry standards that apply to work diving.
	14.02 Distinguish between work diving and recreational scuba diving.
	14.03 Identify the appropriate equipment for scuba work diving.
	14.04 Identify the correct procedures for scuba work diving.
	14.05 Identify the training requirements for scuba work diving.
	14.06 Identify environmental concerns for scuba work diving.
	14.07 Identify the safety concerns and hazards in the commercial diving industry utilizing scuba.
	14.08 Participate in a work dive as both surface support and diver.
	14.09 Perform a scuba work dive.
	14.10 Identify the industry standards that apply to SAS work diving equipment.
	14.11 Distinguish between scuba work diving and SAS work diving.
	14.12 Identify the correct equipment for SAS diving.
	14.13 Identify the required maintenance for SAS equipment.
	14.14 Identify the correct air sources for SAS work diving.
	14.15 Identify the correct procedures for SAS diving.
	14.16 Identify the training requirements for SAS diving.
	14.17 Identify the environmental concerns for SAS diving.
	14.18 Identify the required documentation for a SAS work dive.
	14.19 Identify the required skills for a SAS work dive.
	14.20 Perform a SAS work dive.
	14.21 Describe the hazard of Delta P in the commercial diving industry and how to avoid it.

Diving Medical Technician Specialization	
15.0	Identify blood borne diseases. The student will be able to:
15.01	Recognize emergency diseases and disorders.
15.02	Distinguish between fact and fallacy about the transmission and treatment of diseases caused by blood borne pathogens including HIV, AIDS and Hepatitis B.
15.03	Identify community resources and services available to the individuals with diseases caused by blood borne pathogens.
15.04	Identify “at risk” behaviors which promote the spread of diseases caused by blood borne pathogens and the public education necessary to combat the spread of these diseases.
15.05	Apply infection control techniques designed to prevent the spread of diseases caused by blood borne pathogens to the care of all patients following Centers for Disease Control (CDC) guidelines.
15.06	Identify the legal aspects of HIV/AIDs, including testing.
16.0	Recognize and practice infection control procedures. The student will be able to:
16.01	Define principles of infection control including standard and transmission based precautions.
16.02	Describe medical and surgical asepsis and practice procedures such as hand-washing and isolation.
16.03	Describe how to dispose correctly of biohazardous materials according to appropriate government guidelines such as OSHA.
17.0	Recognize and respond to emergency situations. The student will be able to:
17.01	Record and monitor vital signs.
17.02	Describe legal parameters relating to the administration of emergency care.
17.03	Obtain and maintain training or certification on cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), emergency oxygen administration and first aid.
17.04	Recognize adverse drug related emergencies and take appropriate first aid action.
18.0	Recognize and practice safety and security procedures. The student will be able to:
18.01	Recognize safe and unsafe working conditions and report safety hazards.
18.02	Demonstrate the safe use of medical equipment.
18.03	Explain and apply the theory of root- cause analysis.
18.04	Identify and describe methods in medical error reduction and prevention in the various healthcare settings.

	18.05	Identify and practice security procedures for medical supplies and equipment.
	18.06	Demonstrate personal safety procedures based on Occupations Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations including standard precautions.
	18.07	Recognize Materials Data Safety Sheets (MSDS) and comply with safety signs, symbols and labels.
	18.08	Demonstrate proper lifting techniques through the use of proper body mechanics and ergonomics.
	18.09	Demonstrate the procedure for properly identifying patients.
	18.10	Demonstrate procedures for the safe transport and transfer of patients.
	18.11	Describe fire, safety, disaster and evacuations procedures.
	18.12	Discuss The Joint commission patient safety goals (www.jointcommission.org) and any other applicable accrediting/regulatory agency guidelines.
19.0	Demonstrate an understanding of and apply wellness and disease concepts. The student will be able to:	
	19.01	Describe strategies for prevention of diseases including health screenings and examinations.
	19.02	Identify personal health practices and environmental factors which affect optimal function of each of the major body systems
	19.03	Identify psychological reactions to illness including defense mechanisms.
	19.04	Identify complementary and alternative health practices.
	19.05	Discuss the adverse effects of the use of alcohol, tobacco, and both legal and illegal drugs on the human body and apply safety practices related to these and other high risk behaviors.
	19.06	Explain the basic concepts of positive self-image, wellness and stress.
	19.07	Develop a wellness and stress control plan that can be used in personal and professional life.
	19.08	Explore and utilize the U.S. Department of Agriculture's current food guidelines (https://www.dietaryguidelines.gov/).
	19.09	Recognize the steps in the grief process.
20.0	Demonstrate legal and ethical responsibilities. The student will be able to:	
	20.01	Discuss the legal framework of the healthcare occupations including scope of practice legislation.
	20.02	Explain practices that could result in malpractice, liability, negligence, abandonment, false imprisonment and fraud.
	20.03	Demonstrate procedures for accurate documentation and record keeping.

20.04	Interpret healthcare facility policy and procedures.
20.05	Explain the “Patient’s Bill of Rights”.
20.06	Identify standards of the Health Insurance Portability and Accountability Act (HIPAA).
20.07	Describe advance directives.
20.08	Describe informed consent.
20.09	Explain the laws governing harassment, labor and employment.
20.10	Differentiate between legal and ethical issues in healthcare.
20.11	Describe a code of ethics consistent with the healthcare occupation.
20.12	Identify and compare personal, professional, and organizational ethics.
20.13	Recognize the limits of authority and responsibility of health care workers including legislated scope of practice
20.14	Recognize and report illegal and/or unethical practices of healthcare workers.
20.15	Recognize and report abuse including domestic violence and neglect.
20.16	Distinguish among the five schedules of controlled substances.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Laboratory activities for this program encompass a wide variety of both physical and natural environments including classrooms, a pool and an open water facility for student teaching; computer stations; equipment repair, storage and distribution areas (dive locker); actual and simulated underwater work stations in open water both inland and offshore; and diver delivery stations on docks, beaches and boats. Cooperative arrangements with local businesses allow advanced students to interact with real customers in the actual working environment. Laboratory activities range from basic motor skill development through the performance of complex underwater tasks, as well as diving supervision and teaching. Students participate in actual underwater work projects and serve as teaching assistants in actual courses. Equipment employed in laboratory activities includes both scuba and SAS diving equipment including helmets, umbilicals and compressors; wet and dry exposure suits; wireless and hard–wire underwater communications equipment; harnesses and tethers; and underwater computers, hand tools, cameras and other research instruments. The primary laboratory, an on-campus, open water, all weather underwater training area (UTA), contains abundant marine life, archeological artifacts (timbers from an actual treasure galleon) a sunken boat, submerged vehicles including a school bus, a large aeration system, and several work diving simulators. The UTA is served by a hard-wire underwater communications system that enables surface personnel to interact directly with those underwater.

Special Notes

The State of Florida is the world's leading employer in the business of recreational diving. Many of these businesses, along with other employers of underwater workers, are represented on the AAS Degree Advisory Committee for Diving Business and Technology. Classes involving diving are sometimes conducted at the site of these businesses, which represent a regular source of employment of students, often even before completion of their degree. Interaction with special classes conducted regularly for diving employees of such agencies as the Florida Department of Transportation, South Florida Water Management District, public safety agencies, and Federal agencies such as the U.S. Army Corps of Engineers provide degree-seeking students with an opportunity for first-hand experience with careers in diving technology.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.

- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AAS degree program includes the following College Credit Certificates:

Diving Medical Technician (0249030402) – 14 credit hours
Fundamentals of Professional Diving (0249030404) – 17 credit hours
Introduction to Commercial/Work Diving (0249030405) – 10 credit hours
Professional Dive Instructor (0249030403) – 15 credit hours
Professional Research Diving (0249030401) – 14 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Professional Research Diving**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0249030401
Program Type	College Credit Certificate (CCC)
Program Length	14 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that will prepare students for career in research diving. In addition to direct vocational qualification, courses taken in this certificate are applicable to an AAS in Diving Business and Technology.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate scuba diving skills at a proficient level.
02.0 Demonstrate the skills required for effective research diving.
03.0 Demonstrate proficiency in underwater scientific research and marine data collection methods.

Florida Department of Education
Student Performance Standards

Program Title: **Professional Research Diving**
CIP Number: **0249030401**
Program Length **14 credit hours**

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400). At the completion of this program, the student will be able to:	
01.0	Demonstrate scuba diving skills at a proficient level. The student will be able to:
01.01	Demonstrate the proper selection, care and use of basic scuba equipment including mask, fins, snorkel, buoyancy compensator, cylinder, regulator, instrumentation, exposure protection and weighting system; as well as auxiliary equipment such as knife, light and compass.
01.02	Demonstrate effective pressure equalization techniques during ascent and descent.
01.03	Demonstrate effective methods for entry and exit from the water.
01.04	Demonstrate effective underwater buoyancy control.
01.05	Demonstrate effective surface procedures.
01.06	Demonstrate effective underwater propulsion.
01.07	Demonstrate effective underwater navigation.
01.08	Demonstrate effective surface and underwater communication.
01.09	Demonstrate understanding of decompression theory and planning with both dive tables and planning software.
01.10	Demonstrate effective use of the diver buddy system.
01.11	Demonstrate ability to effectively respond to out-of-air emergencies as both the donor and receiver.
02.0	Demonstrate the skills required for effective research diving. The student will be able to:
02.01	Demonstrate scuba diving skills including buoyancy control and navigation at a level that permits safe and effective underwater survey and data collection.
02.02	Explain basic research methodology, including experimental design.
02.03	Describe marine archeological studies as they apply to preserving the fragile cultural artifacts and maritime heritage sites of the Florida Keys.
02.04	Relate marine environmental studies to the preservation of the fragile marine ecosystems of the Florida Keys.

	02.05 Demonstrate commonly accepted methods of underwater data collection, recording and preservation procedures for scientific study.
	02.06 Demonstrate a basic understanding of the dynamics of natural ecological systems and submerged cultural resources within different depositional environments.
	02.07 Explain the importance of research and non-formal educational organizations in resolving conflicts relative to preserving the natural and cultural resources of the Florida Keys.
03.0	Demonstrate proficiency in underwater scientific research and marine data collection methods. The student will be able to:
	03.01 Demonstrate competency in research diving techniques and procedures to support scientific research projects.
	03.02 Demonstrate the use of transects and quadrats to quantify the distribution and abundance of sessile marine organisms within a defined research area.
	03.03 Demonstrate methodology for basic coral reef health survey protocols.
	03.04 Demonstrate commonly accepted methods of underwater data collection, recording and preservation procedures for the scientific study.
	03.05 Demonstrate a basic understanding of the statistical principles associated with the experimental design.
	03.06 Synthesize what was learned about research diving and other data collection techniques through a presentation, project or case study.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Laboratory activities for this program encompass a wide variety of both physical and natural environments including classrooms, a pool and an open water facility for student teaching; computer stations; equipment repair, storage and distribution areas (dive locker); actual and simulated underwater work stations in open water both inland and offshore; and diver delivery stations on docks, beaches and boats. Cooperative arrangements with local businesses allow advanced students to interact with real customers in the actual working environment. Laboratory activities range from basic motor skill development through the performance of complex underwater tasks, as well as diving supervision and teaching. Students participate in actual underwater work projects and serve as teaching assistants in actual courses. The primary diving laboratory, an on-campus, open water, all weather underwater training area (UTA), contains abundant marine life, archeological artifacts (timbers from an actual treasure galleon) a sunken boat, submerged vehicles including a school bus, a large aeration system, and several work diving simulators.

Special Notes

The State of Florida is the world's leading employer in the business of recreational diving. Many of these businesses, along with other employers of underwater workers, are represented on the AAS Degree Advisory Committee for Diving Business and Technology. Classes involving diving sometimes are conducted at the site of these businesses, which represent a regular source of employment of students, often even before completion of their degree. Interaction with special classes conducted regularly for diving employees of such agencies as the Florida Department of Transportation, South Florida Water Management District, public safety agencies, and Federal agencies such as the U.S. Army Corps of Engineers provide degree-seeking students with an opportunity for first-hand experience with careers in diving technology.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Diving Medical Technician**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0249030402
Program Type	College Credit Certificate (CCC)
Program Length	14 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that will prepare students for career as a diving medical technician.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate scuba diving skills at a proficient level.
02.0 Demonstrate the skills required for scuba rescue procedures and emergency first aid.
03.0 Demonstrate the skills required for recompression chamber operations.
04.0 Identify blood borne diseases.
05.0 Recognize and practice infection control procedures.
06.0 Recognize and respond to emergency situations.
07.0 Recognize and practice safety and security procedures.
08.0 Demonstrate an understanding of and apply wellness and disease concepts.
09.0 Demonstrate legal and ethical responsibilities.

Florida Department of Education
Student Performance Standards

Program Title: **Diving Medical Technician**
CIP Number: **0249030402**
Program Length: **14 credit hours**

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400). At the completion of this program, the student will be able to:	
01.0	Demonstrate scuba diving skills at a proficient level. The student will be able to:
01.01	Identify the gas composition of typical breathing air.
01.02	Define and explain the gas laws as they relate to diver buoyancy, air consumption and their physiological effects upon the diver.
01.03	Explain pressure changes in the air vs. water and their physiological effects upon the diver.
01.04	Explain cardiopulmonary anatomy and physiology as they relate to the physiological responses of diving.
02.0	Demonstrate the skills required for scuba rescue procedures and emergency first aid. The student will be able to:
02.01	Demonstrate the skills required for effective field emergency first aid of diving injuries including decompression illness, drowning, temperature related, marine life injuries and conventional trauma.
02.02	Demonstrate the ability to choose appropriate oxygen delivery method for an injured diver.
02.03	Demonstrate the ability to successfully rescue a responsive and unresponsive scuba diver from the surface and underwater.
02.04	Demonstrate the ability to conduct rapid neurological field examinations.
03.0	Demonstrate the skills required for recompression chamber operations. The student will be able to:
03.01	Identify the functions of a recompression chamber.
03.02	Identify the different types of recompression chambers.
03.03	Identify the materials that recompression chambers are constructed from.
03.04	Explain the physiological aspects of running a treatment in a recompression chamber.
03.05	Explain the treatment tables for operating a recompression chamber.
03.06	Calculate the air requirements for running a treatment in a recompression chamber.

	03.07 Calculate the oxygen requirement for running different treatment tables.
	03.08 Research the medical requirements for running a treatment table.
	03.09 Conduct a simulated medical treatment in a recompression chamber.
04.0	Identify blood borne diseases. The student will be able to:
	04.01 Recognize emergency diseases and disorders.
	04.02 Distinguish between fact and fallacy about the transmission and treatment of diseases caused by blood borne pathogens including HIV, AIDS and Hepatitis B.
	04.03 Identify community resources and services available to the individuals with diseases caused by blood borne pathogens.
	04.04 Identify “at risk” behaviors which promote the spread of diseases caused by blood borne pathogens and the public education necessary to combat the spread of these diseases.
	04.05 Apply infection control techniques designed to prevent the spread of diseases caused by blood borne pathogens to the care of all patients following Centers for Disease Control (CDC) guidelines.
	04.06 Identify the legal aspects of HIV/AIDs, including testing.
05.0	Recognize and practice infection control procedures. The student will be able to:
	05.01 Define principles of infection control including standard and transmission-based precautions.
	05.02 Describe medical and surgical asepsis and practice procedures such as hand-washing and isolation.
	05.03 Describe how to dispose correctly of biohazardous materials according to appropriate government guidelines such as OSHA.
06.0	Recognize and respond to emergency situations. The student will be able to:
	06.01 Record and monitor vital signs.
	06.02 Describe legal parameters relating to the administration of emergency care.
	06.03 Obtain and maintain training or certification on cardiopulmonary resuscitation (CPR), automated external defibrillator (AED), emergency oxygen administration and first aid.
	06.04 Recognize adverse drug related emergencies and take appropriate first aid action.
07.0	Recognize and practice safety and security procedures. The student will be able to:
	07.01 Recognize safe and unsafe working conditions and report safety hazards.
	07.02 Demonstrate the safe use of medical equipment.

	07.03	Explain and apply the theory of root- cause analysis.
	07.04	Identify and describe methods in medical error reduction and prevention in the various healthcare settings.
	07.05	Identify and practice security procedures for medical supplies and equipment.
	07.06	Demonstrate personal safety procedures based on Occupations Safety and Health Administration (OSHA) and Centers for Disease Control (CDC) regulations including standard precautions.
	07.07	Recognize Materials Data Safety Sheets (MSDS) and comply with safety signs, symbols and labels.
	07.08	Demonstrate proper lifting techniques through the use of proper body mechanics and ergonomics.
	07.09	Demonstrate the procedure for properly identifying patients.
	07.10	Demonstrate procedures for the safe transport and transfer of patients.
	07.11	Describe fire, safety, disaster and evacuations procedures.
	07.12	Discuss the Joint Commission patient safety goals (www.jointcommission.org) and any other applicable accrediting/regulatory agency guidelines.
08.0	Demonstrate an understanding of and apply wellness and disease concepts. The student will be able to:	
	08.01	Describe strategies for prevention of diseases including health screenings and examinations.
	08.02	Identify personal health practices and environmental factors which affect optimal function of each of the major body systems
	08.03	Identify psychological reactions to illness including defense mechanisms.
	08.04	Identify complementary and alternative health practices.
	08.05	Discuss the adverse effects of the use of alcohol, tobacco, and both legal and illegal drugs on the human body and apply safety practices related to these and other high risk behaviors.
	08.06	Explain the basic concepts of positive self-image, wellness and stress.
	08.07	Develop a wellness and stress control plan that can be used in personal and professional life.
	08.08	Explore and utilize the U.S. Department of Agriculture's current food guidelines (https://www.dietaryguidelines.gov/).
	08.09	Recognize the steps in the grief process.
09.0	Demonstrate legal and ethical responsibilities. The student will be able to:	
	09.01	Discuss the legal framework of the healthcare occupations including scope of practice legislation.

09.02	Explain practices that could result in malpractice, liability, negligence, abandonment, false imprisonment and fraud.
09.03	Demonstrate procedures for accurate documentation and record keeping.
09.04	Interpret healthcare facility policy and procedures.
09.05	Explain the “Patient’s Bill of Rights”.
09.06	Identify standards of the Health Insurance Portability and Accountability Act (HIPAA).
09.07	Describe advance directives.
09.08	Describe informed consent.
09.09	Explain the laws governing harassment, labor and employment.
09.10	Differentiate between legal and ethical issues in healthcare.
09.11	Describe a code of ethics consistent with the healthcare occupation.
09.12	Identify and compare personal, professional, and organizational ethics.
09.13	Recognize the limits of authority and responsibility of health care workers including legislated scope of practice
09.14	Recognize and report illegal and/or unethical practices of healthcare workers.
09.15	Recognize and report abuse including domestic violence and neglect.
09.16	Distinguish among the five schedules of controlled substances.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Laboratory activities for this program encompass a wide variety of both physical and natural environments. In addition to regular classroom lecture and lab practical time, the student will be assigned to contract agencies for experience in riding with the rescue and ambulance units under supervision of State of Florida EMT's or Paramedics.

Special Notes

The State of Florida is the world's leading employer in the business of recreational diving. Many of these businesses, along with other employers of underwater workers, are represented on the AAS Degree Advisory Committee for Diving Business and Technology. Classes involving diving sometimes are conducted at the site of these businesses, which represent a regular source of employment of students, often even before completion of their degree. Interaction with special classes conducted regularly for diving employees of such agencies as the Florida Department of Transportation, South Florida Water Management District, public safety agencies, and Federal agencies such as the U.S. Army Corps of Engineers provide degree-seeking students with an opportunity for first-hand experience with careers in diving technology.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Professional Dive Instructor**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0249030403
Program Type	College Credit Certificate (CCC)
Program Length	15 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that will prepare students for career employment in the business of recreational scuba diving and instruction. Students will be qualified to develop, operate and manage recreational diving businesses such as those which proliferate Florida and other resort areas. In addition to direct vocational qualification, courses taken in this certificate are applicable to an AAS degree in Diving Business and Technology.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate scuba diving skills at a proficient level.
02.0 Demonstrate the skills required for scuba rescue and emergency medicine.
03.0 Demonstrate the ability to effectively teach recreational scuba diving.
04.0 Identify the business aspects of recreational diving.
05.0 Demonstrate the skills required for computer based diving.
06.0 Demonstrate the skills required to supervise recreational divers.

Florida Department of Education
Student Performance Standards

Program Title: **Professional Dive Instructor**
CIP Number: **0249030403**
Program Length: **15 credit hours**

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400). At the completion of this program, the student will be able to:	
01.0	Demonstrate scuba diving skills at a proficient level. The student will be able to:
01.01	Define Archimedes' Principle and its relationship to buoyancy.
01.02	Identify the gas composition of typical breathing air.
01.03	Define and explain the gas laws as they relate to diver buoyancy, air consumption and their physiological effects upon the diver.
01.04	Explain pressure changes in the air vs. water and their physiological effects upon the diver.
01.05	Explain how divers respond to the effects of water regarding temperature and light.
01.06	Explain cardiopulmonary anatomy and physiology as they relate to the physiological responses of diving.
01.07	Demonstrate the proper selection, care and use of basic scuba equipment including mask, fins, snorkel, buoyancy compensator, cylinder, regulator, instrumentation, exposure protection and weighting system; as well as auxiliary equipment such as knife, light and compass.
01.08	Demonstrate effective pressure equalization techniques during ascent and descent.
01.09	Demonstrate effective methods for entry and exit from the water.
01.10	Demonstrate effective underwater buoyancy control.
01.11	Demonstrate effective surface procedures.
01.12	Demonstrate effective underwater propulsion.
01.13	Demonstrate effective underwater navigation.
01.14	Demonstrate effective surface and underwater communication.
01.15	Demonstrate understanding of decompression theory and planning with both dive tables and planning software.
01.16	Demonstrate effective use of the diver buddy system.

	01.17 Demonstrate ability to effectively respond to out-of-air emergencies as both the donor and receiver.
	01.18 Identify and describe how to prevent and manage diving medical emergencies.
	01.19 Define and explain various diving environments as they relate to both diver safety and environmental preservation.
02.0	Demonstrate the skills required for scuba rescue and emergency medicine. The student will be able to:
	02.01 Identify the cause, signs, symptoms, treatment and prevention related to the psychological stress of scuba diving and rescue diving.
	02.02 Demonstrate the physical stamina necessary for sustained rescue swimming.
	02.03 Demonstrate the ability to recognize potential distressed divers prior to the full expression of an emergency situation.
	02.04 Demonstrate the ability to successfully rescue a responsive and unresponsive scuba diver from the surface and underwater.
	02.05 Demonstrate the ability to perform rescue breathing on the surface in water too deep to stand in.
	02.06 Demonstrate several techniques used to successfully extricate an injured diver from the water.
	02.07 Demonstrate the ability to conduct an effective search for a missing diver.
	02.08 Demonstrate the effective use of repetitive dive tables in conducting a deep dive rescue.
	02.09 Demonstrate the ability to conduct rapid neurological field examinations.
	02.10 Demonstrate the ability to choose appropriate oxygen delivery method for an injured diver.
	02.11 Demonstrate the skills required for effective field emergency first aid of diving injuries including decompression illness, drowning, temperature related, marine life injuries and conventional trauma.
	02.12 Demonstrate the ability to effectively hand off a diving accident victim to the EMS.
	02.13 Maintain training and currency in first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) and emergency oxygen administration.
03.0	Demonstrate the ability to effectively teach recreational scuba diving. The student will be able to:
	03.01 Identify instructional techniques and learning styles.
	03.02 Identify the domains of Bloom’s taxonomy.
	03.03 Define learning.
	03.04 Define teaching.

	03.05 Identify the laws of learning.
	03.06 Identify factors that enhance learning.
	03.07 Identify the elements of oral communication.
	03.08 Describe the application of training aids.
	03.09 Describe how empathy, motivation, reinforcement, anxiety and fear apply to teaching and learning.
	03.10 Identify the components of a classroom presentation.
	03.11 Identify the components of a confined water presentation plan.
	03.12 Identify the components of an open water presentation plan.
	03.13 Prepare and conduct a classroom presentation.
	03.14 Prepare and conduct a confined water presentation.
	03.15 Prepare and conduct an open water presentation.
04.0	Identify the business aspects of recreational diving. The student will be able to:
	04.01 Identify instructional techniques and learning styles.
	04.02 Identify the domains of Bloom's taxonomy.
	04.03 Define learning.
	04.04 Define teaching.
	04.05 Identify the laws of learning.
	04.06 Identify factors that enhance learning.
	04.07 Identify the elements of oral communication.
	04.08 Describe the application of training aids.
	04.09 Describe how empathy, motivation, reinforcement, anxiety and fear apply to teaching and learning.
	04.10 Identify the components of a classroom presentation.
	04.11 Identify the components of a confined water presentation plan.

	04.12 Identify the components of an open water presentation plan.
	04.13 Prepare and conduct a classroom presentation.
	04.14 Prepare and conduct a confined water presentation.
	04.15 Prepare and conduct an open water presentation.
	04.16 Describe the differences between academic presentations using an instructor-led format and using student-centered active learning and state the advantages and disadvantages of each.
	04.17 List 5 types of student-centered active learning exercises and describe an example of each.
	04.18 Prepare and conduct a classroom presentation using active learning.
05.0	Demonstrate the skills required for computer-based diving. The student will be able to:
	05.01 Define tissue compartment, half life, M value, nitrogen absorption, controlling compartment, and no decompression limits.
	05.02 Describe situations when slow compartments will determine the no decompression limit.
	05.03 Describe situations when fast compartments will determine the no decompression limit.
	05.04 Describe the limits of decompression theory and current experiments in no-decompression, repetitive, and multi-level diving
	05.05 Define multilevel diving.
	05.06 Explain why more decompression time may become available when ascending to a shallower depth after reaching the no-decompression limit at a deeper depth.
	05.07 Explain the recommended procedures for ascent with any dive computer or table.
06.0	Demonstrate the skills required to supervise recreational divers. The student will be able to:
	06.01 Demonstrate the ability to safely and effectively work with students in training at various levels as an instructional assistant.
	06.02 Demonstrate the ability to prepare a group dive plan for recreational divers, including a briefing, dive profiles, safety considerations, contingency and emergency plans.
	06.03 Demonstrate the ability to effectively manage a dive from the surface in the local environment which includes boat diving.
	06.04 Demonstrate the ability to effectively manage a dive using in-water supervisions.
	06.05 Identify the various programs a divemaster may typically conduct in the recreational industry and demonstrate the ability to conduct selected programs.
	06.06 Supervise a recreational dive.

06.07	Identify the various elements of management and control of a recreational dive and demonstrate effective utilizations of these elements.
06.08	Identify the correct emergency procedures for a recreational dive.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Laboratory activities for this program encompass a wide variety of both physical and natural environments including classrooms, a pool and an open water facility for student teaching; computer stations; equipment repair, storage and distribution areas (dive locker); actual and simulated underwater work stations in open water both inland and offshore; and diver delivery stations on docks, beaches and boats. Cooperative arrangements with local businesses allow advanced students to interact with real customers in the actual working environment. Laboratory activities range from basic motor skill development through the performance of complex underwater tasks, as well as diving supervision and teaching. Students participate in actual underwater work projects and serve as teaching assistants in actual courses. The primary laboratory, an on-campus, open water, all weather underwater training area (UTA), contains abundant marine life, archeological artifacts (timbers from an actual treasure galleon) a sunken boat, submerged vehicles including a school bus, a large aeration system, and several work diving simulators.

Special Notes

The State of Florida is the world's leading employer in the business of recreational diving. Many of these businesses, along with other employers of underwater workers, are represented on the AAS Degree Advisory Committee for Diving Business and Technology. Classes involving diving sometimes are conducted at the site of these businesses, which represent a regular source of employment of students, often even before completion of their degree. Interaction with special classes conducted regularly for diving employees of such agencies as the Florida Department of Transportation, South Florida Water Management District, public safety agencies, and Federal agencies such as the U.S. Army Corps of Engineers provide degree-seeking students with an opportunity for first-hand experience with careers in diving technology.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Fundamentals of Professional Diving**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0249030404
Program Type	College Credit Certificate (CCC)
Program Length	17 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that will prepare students with the basic skills necessary for career employment in professional diving. In addition to direct vocational qualification, courses taken in this certificate are applicable to an AAS degree in Diving Business and Technology.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate scuba diving skills at a proficient level.
02.0 Demonstrate the skills required for scuba rescue procedures and emergency first aid.
03.0 Demonstrate the skills required for underwater photography.
04.0 Demonstrate the skills required for scuba equipment maintenance and repair.
05.0 Demonstrate the skills required for diving using nitrox as a breathing gas mixture.
06.0 Demonstrate the skills required for computer-based diving.
07.0 Demonstrate the skills required for recompression chamber operations.

Florida Department of Education
Student Performance Standards

Program Title: **Fundamentals of Professional Diving**
CIP Number: **0249030404**
Program Length: **17 credit hours**

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400). At the completion of this program, the student will be able to:	
01.0	Demonstrate scuba diving skills at a proficient level. The student will be able to:
01.01	Define Archimedes' Principle and its relationship to buoyancy.
01.02	Identify the gas composition of typical breathing air.
01.03	Define and explain the gas laws as they relate to diver buoyancy, air consumption and their physiological effects upon the diver.
01.04	Explain pressure changes in the air vs. water and their physiological effects upon the diver.
01.05	Explain how divers respond to the effects of water regarding temperature and light.
01.06	Explain cardiopulmonary anatomy and physiology as they relate to the physiological responses of diving.
01.07	Demonstrate the proper selection, care and use of basic scuba equipment including mask, fins, snorkel, buoyancy compensator, cylinder, regulator, instrumentation, exposure protection and weighting system; as well as auxiliary equipment such as knife, light and compass.
01.08	Demonstrate effective pressure equalization techniques during ascent and descent.
01.09	Demonstrate effective methods for entry and exit from the water.
01.10	Demonstrate effective underwater buoyancy control.
01.11	Demonstrate effective surface procedures.
01.12	Demonstrate effective underwater propulsion.
01.13	Demonstrate effective surface and underwater communication.
01.14	Demonstrate understanding of decompression theory and planning with both dive tables and planning software.
01.15	Demonstrate effective use of the diver buddy system.
01.16	Demonstrate ability to effectively respond to out-of-air emergencies as both the donor and receiver.

	01.17 Identify and describe how to prevent and manage diving medical emergencies.
	01.18 Define and explain various diving environments as they relate to both diver safety and environmental preservation.
02.0	Demonstrate the skills required for scuba rescue procedures and emergency first aid. The student will be able to:
	02.01 Identify the cause, signs, symptoms, treatment and prevention related to the psychological stress of scuba diving and rescue diving.
	02.02 Demonstrate the physical stamina necessary for sustained rescue swimming.
	02.03 Demonstrate the ability to recognize potential distressed divers prior to the full expression of an emergency situation.
	02.04 Demonstrate the ability to successfully rescue a responsive and unresponsive scuba diver from the surface and underwater.
	02.05 Demonstrate the ability to perform rescue breathing on the surface in water too deep to stand in.
	02.06 Demonstrate several techniques used to successfully extricate an injured diver from the water.
	02.07 Demonstrate the ability to conduct an effective search for a missing diver.
	02.08 Demonstrate the effective use of repetitive dive tables in conducting a deep dive rescue.
	02.09 Demonstrate the ability to conduct rapid neurological field examinations.
	02.10 Demonstrate the ability to choose appropriate oxygen delivery method for an injured diver.
	02.11 Demonstrate the skills required for effective field emergency first aid of diving injuries including decompression illness, drowning, temperature related, marine life injuries and conventional trauma.
	02.12 Demonstrate the ability to effectively hand off a diving accident victim to the EMS.
	02.13 Maintain training and currency in first aid, cardiopulmonary resuscitation (CPR), automated external defibrillator (AED) and emergency oxygen administration.
03.0	Demonstrate the skills required for underwater photography. The student will be able to:
	03.01 Identify the components of an underwater camera system.
	03.02 Define shutter speed, aperture, depth of field, subject reflectivity, bracketing and available light exposure.
	03.03 Describe how the properties of light underwater impact underwater photography.
	03.04 Demonstrate an understanding of interaction between camera, lens, shutter, ISO, light and focus.
	03.05 Identify the parts of an underwater strobe.

	03.06 Describe the application of artificial light to underwater photography.
	03.07 Describe composition as it applies to underwater photography.
	03.08 Demonstrate proper maintenance of underwater photography equipment.
	03.09 Identify the uses of different focal length lens.
	03.10 Take a series of photographs underwater then create and present a portfolio.
04.0	Demonstrate the skills required for scuba equipment maintenance and repair. The student will be able to:
	04.01 Identify the materials used in the construction of buoyancy compensator devices (BCD).
	04.02 Identify the cleaning procedures for a BCD.
	04.03 Describe and demonstrate common repairs on a BCD.
	04.04 Identify the materials used in the construction of a wetsuit.
	04.05 Describe the appropriate cleaning and stowing procedures for a wetsuit.
	04.06 Describe and demonstrate common repairs on a wetsuit.
	04.07 Identify the materials used to construct a regulator first stage.
	04.08 Identify the different types of regulator first stage.
	04.09 Describe the mechanics of various regulator first stage.
	04.10 Identify the common parts of various regulator first stage.
	04.11 Explain the process of problem solving different first stage regulator maladies.
	04.12 Identify appropriate tools used for common first stage regulator repairs.
	04.13 Identify the correct pressure testing devices for regulator first stage.
	04.14 Complete a pressure test on a various regulator first stage.
	04.15 Perform first stage regulator repairs.
	04.16 Identify the different types of ancillary equipment attached to regulator first stage.
	04.17 Identify the different types of regulator second stage.

	04.18 Identify the materials used to construct various regulator second stage.
	04.19 Explain the functional theory of the different types of regulator second stage.
	04.20 Identify the parts of various regulator second stage.
	04.21 Explain the process of problem solving different maladies in regulator second stage.
	04.22 Identify appropriate tools used for common second stage regulator repairs.
	04.23 Identify the correct testing devices for regulator second stage.
	04.24 Perform a pressure test on various regulator second stage.
	04.25 Perform common repairs on regulator second stage.
	04.26 Identify the materials used in the construction of different types of scuba cylinders.
	04.27 Identify the DOT, OSHA, CGA, and scuba industry standards for visual cylinder inspection.
	04.28 Identify the DOT standards for hydro testing scuba cylinders.
	04.29 Perform a visual inspection on a scuba cylinder.
05.0	Demonstrate the skills required for diving using nitrox as a breathing gas mixture. The student will be able to:
	05.01 Define enriched air nitrox (EANx).
	05.02 List nitrox advantages and limitations.
	05.03 Explain nitrox history and current trends.
	05.04 Define central nervous system (CNS) and pulmonary oxygen toxicity.
	05.05 Determine the percent of Calculate oxygen exposure.
	05.06 Utilize Dalton’s Law to determine partial pressure and maximum operating depth.
	05.07 Utilize the best mix equation.
	05.08 Demonstrate the ability to use nitrox tables to plan a dive within recreational limits.
	05.09 Explain the equivalent air depth concept for recompression therapy and operation.
	05.10 Demonstrate how to use a nitrox computer.

	05.11 Describe the equipment requirements for nitrox diving.
	05.12 Conduct repetitive dives using nitrox mixtures.
	05.13 Calculate the partial pressure limit of oxygen for both the Maximum Operating Depth (MOD) and the Contingency Operating Depth (COD) for recreational diving.
	05.14 Compare and contrast the systems available for gas blending, their advantages and equipment requirements.
	05.15 Blend and analyze an appropriate nitrox mix for a dive within recreational limits.
	05.16 List special equipment considerations for deep diving.
06.0	Demonstrate the skills required for computer-based diving. The student will be able to:
	06.01 Define tissue compartment, half life, M value, nitrogen absorption, controlling compartment, and no decompression limits.
	06.02 Describe situations when slow compartments will determine the no decompression limit.
	06.03 Describe situations when fast compartments will determine the no decompression limit.
	06.04 Describe the limits of decompression theory and current experiments in no-decompression, repetitive, and multi-level diving.
	06.05 Describe the differences in the common dive computer algorithm models and state how they affect single and repetitive dive no-decompression limits.
	06.06 Demonstrate how to plan a dive using a variety of dive tables.
	06.07 Define the purpose of a dive computer and list the data displays shared by all computers.
	06.08 Explain why more no-decompression time may become available when ascending to a shallower depth after reaching the no-decompression limit at a deeper depth.
	06.09 Compare the performance of different dive computers algorithm models in multi-level diving.
	06.10 Explain the recommended procedures for ascent with any dive computer or table.
	06.11 Explain why recreational dive computers should be relied upon for limited decompression only.
	06.12 Identify the various features to consider when selecting a dive computer for specific dive activities.
	06.13 State the safety rules that apply to diving with a dive computer.
	06.14 Demonstrate how to operate a dive computer during pre-dive, dive and post-dive modes.
	06.15 Describe how to download information from a dive computer to a PC.

	06.16 List the considerations for multilevel diving with a dive computer.
	06.17 Identify the equipment needed for a multilevel dive and plan a multilevel dive with emergency procedures for computer failure.
07.0	Demonstrate the skills required for recompression chamber operations. The student will be able to:
	07.01 Identify the functions of a recompression chamber.
	07.02 Identify the different types of recompression chambers.
	07.03 Identify the materials that recompression chambers are constructed from.
	07.04 Identify the US Coast Guard, ASME PVHO-1 and ADCI, standards required for a recompression chamber.
	07.05 Identify the DOT requirements for a recompression chamber.
	07.06 Identify the ASME standards for a recompression chamber.
	07.07 Identify the NFPA requirements for a recompression chamber.
	07.08 Describe the maintenance requirements for a recompression chamber.
	07.09 Explain the physiological aspects of running a treatment in a recompression chamber.
	07.10 Explain the treatment tables for operating a recompression chamber.
	07.11 Calculate the air requirements for running different treatment tables.
	07.12 Calculate the oxygen requirement for running different treatment tables.
	07.13 Research the medical requirements for running a treatment table.
	07.14 Conduct a simulated medical treatment in a recompression chamber.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Laboratory activities for this program encompass a wide variety of both physical and natural environments including classrooms, a pool and an open water facility for student teaching; computer stations; equipment repair, storage and distribution areas (dive locker); actual and simulated underwater work stations in open water both inland and offshore; and diver delivery stations on docks, beaches and boats. Cooperative arrangements with local businesses allow advanced students to interact with real customers in the actual working environment. Laboratory activities range from basic motor skill development through the performance of complex underwater tasks. Equipment employed in laboratory activities includes scuba diving equipment, wet and dry exposure suits; wireless and hard–wire underwater communications equipment; harnesses and tethers; and underwater computers, hand tools, cameras and other research instruments. The primary laboratory, an on-campus, open water, all weather underwater training area (UTA), contains abundant marine life, archeological artifacts (timbers from an actual treasure galleon) a sunken boat, submerged vehicles including a school bus, a large aeration system, and several work diving simulators.

Special Notes

The State of Florida is the world’s leading employer in the business of recreational diving. Many of these businesses, along with other employers of underwater workers, are represented on the AAS Degree Advisory Committee for Diving Business and Technology. Classes involving diving sometimes are conducted at the site of these businesses, which represent a regular source of employment of students, often even before completion of their degree. Interaction with special classes conducted regularly for diving employees of such agencies as the Florida Department of Transportation, South Florida Water Management District, public safety agencies, and Federal agencies such as the U.S. Army Corps of Engineers provide degree-seeking students with an opportunity for first-hand experience with careers in diving technology.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Introduction to Commercial / Work Diving**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0249030405
Program Type	College Credit Certificate (CCC)
Program Length	10 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that orientates students for career employment in the business of work diving technology. Students will be qualified to perform underwater work in a safe and effective manner. Course work encompasses work diving technology, including surface-air-supplied (SAS) diving. In addition to direct vocational qualification, courses taken in this certificate are applicable to an AAS in Diving Business and Technology.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate scuba diving skills at a proficient level.
02.0 Demonstrate the skills required to perform underwater work using both scuba and surface air supplied (SAS) diving equipment.
03.0 Demonstrate the skills required to supervise working divers.

Florida Department of Education
Student Performance Standards

Program Title: **Introduction to Commercial/Work Diving**
CIP Number: **0249030405**
Program Length: **10 credit hours**

This certificate program is part of the Diving Business and Technology AAS degree program (0249030400). At the completion of this program, the student will be able to:	
01.0	Demonstrate scuba diving skills at a proficient level. The student will be able to:
01.01	Define Archimedes' Principle and its relationship to buoyancy.
01.02	Identify the gas composition of typical breathing air.
01.03	Define and explain the gas laws as they relate to diver buoyancy, air consumption and their physiological effects upon the diver.
01.04	Explain pressure changes in the air vs. water and their physiological effects upon the diver.
01.05	Explain how divers respond to the effects of water regarding temperature and light.
01.06	Explain cardiopulmonary anatomy and physiology as they relate to the physiological responses of diving.
01.07	Demonstrate the proper selection, care and use of basic scuba equipment including mask, fins, snorkel, buoyancy compensator, cylinder, regulator, instrumentation, exposure protection and weighting system; as well as auxiliary equipment such as knife, light and compass.
01.08	Demonstrate effective pressure equalization techniques during ascent and descent.
01.09	Demonstrate effective methods for entry and exit from the water.
01.10	Demonstrate effective underwater buoyancy control.
01.11	Demonstrate effective surface procedures.
01.12	Demonstrate effective underwater propulsion.
01.13	Demonstrate effective underwater navigation.
01.14	Demonstrate effective surface and underwater communication.
01.15	Demonstrate understanding of decompression theory and planning with both dive tables and planning software.
01.16	Demonstrate effective use of the diver buddy system.

	01.17 Demonstrate ability to effectively respond to out-of-air emergencies as both the donor and receiver.
	01.18 Identify and describe how to prevent and manage diving medical emergencies.
	01.19 Define and explain various diving environments as they relate to both diver safety and environmental preservation.
02.0	Demonstrate the skills required to perform underwater work using both scuba and surface air supplied (SAS) diving equipment. The student will be able to:
	02.01 Identify the industry standards that apply to work diving.
	02.02 Distinguish between work diving and recreational scuba diving.
	02.03 Identify the appropriate equipment for scuba work diving.
	02.04 Identify the correct procedures for scuba work diving.
	02.05 Identify the training requirements for scuba work diving.
	02.06 Identify environmental concerns for scuba work diving.
	02.07 Participate in a work dive as both surface support and diver.
	02.08 Perform a scuba work dive.
	02.09 Identify the industry standards that apply to SAS work diving equipment.
	02.10 Distinguish between scuba work diving and SAS work diving.
	02.11 Identify the correct equipment for SAS diving.
	02.12 Identify the required maintenance for SAS equipment.
	02.13 Identify the correct air sources for SAS work diving.
	02.14 Identify the correct procedures for SAS diving.
	02.15 Identify the training requirements for SAS diving.
	02.16 Identify the environmental concerns for SAS diving.
	02.17 Identify the required documentation for a SAS work dive.
	02.18 Identify the required skills for a SAS work dive.
	02.19 Perform a SAS work dive.

03.0	Demonstrate the skills required to supervise working divers. The student will be able to:
03.01	Identify the various elements of management and control of a working dive and demonstrate effective utilization of these elements.
03.02	Demonstrate the ability to prepare a group dive plan, to include briefing, dive profiles, safety considerations, contingency and emergency plans for a work dive.
03.03	Demonstrate the ability to effectively manage a working dive from the surface in the local environment, which includes boat diving.
03.04	Demonstrate the ability to effectively manage a working dive using both in-water and out of water supervision.
03.05	Identify the ADCI Standards and OSHA requirements for conducting a working dive.
03.06	Identify and utilize appropriate equipment for a working dive.
03.07	Describe and utilize an appropriate work dive station setup.
03.08	Identify the correct emergency procedures for a working dive.
03.09	Identify the operational procedures for conducting a working dive.
03.10	Identify the required documentation for a working dive.
03.11	Supervise a working dive.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Laboratory activities for this program encompass a wide variety of both physical and natural environments including classrooms, a pool and an open water facility for student teaching; computer stations, actual and simulated underwater work stations in open water both inland and offshore; and diver delivery stations on docks, beaches and boats. Cooperative arrangements with local businesses allow advanced students to interact with real customers in the actual working environment. Laboratory activities range from basic motor skill development through the performance of complex underwater tasks. Students participate in actual underwater work projects and serve as teaching assistants in actual courses. Equipment employed in laboratory activities includes both scuba and SAS diving equipment including helmets, umbilicals and compressors; wet and dry exposure suits; wireless and hard–wire underwater communications equipment; harnesses and tethers; and underwater computers. The primary laboratory, an on-campus, open water, all weather underwater training area (UTA), contains abundant marine life, archeological artifacts (timbers from an actual treasure galleon) a sunken boat, submerged vehicles including a school bus, a large aeration system, and several work diving simulators.

Special Notes

The State of Florida is the world's leading employer in the business of recreational diving. Many of these businesses, along with other employers of underwater workers, are represented on the AAS Degree Advisory Committee for Diving Business and Technology. Classes involving diving are sometimes conducted at the site of these businesses, which represent a regular source of employment of students, often even before completion of their degree. Interaction with special classes conducted regularly for diving employees of such agencies as the Florida Department of Transportation, South Florida Water Management District, public safety agencies, and Federal agencies such as the U.S. Army Corps of Engineers provide degree-seeking students with an opportunity for first-hand experience with careers in diving technology.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Cruise Line Operations**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0252090102
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to customer service, management and supervisory development, management theory, hospitality attitude, guest experience, decision making, organization, communications, human relations, leadership training, personnel training, security, sanitation, food and beverage management, sales, hotel accounting, housekeeping, energy management, maintenance and engineering, marketing, property, resort, and convention management, applicable local, state, and federal laws and asset management.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills
04.0 Identify effective selling techniques and procedures.
05.0 Identify the organization and function of the hospitality industry.
06.0 Perform general hotel duties.
07.0 Manage the front office.
08.0 Demonstrate housekeeping operations and management functions.
09.0 Demonstrate leadership and supervisory skills.
10.0 Apply and maintain security and safety procedures.
11.0 Analyze laws that affect the hospitality industry.
12.0 Operate liability and risk identification program.
13.0 Demonstrate the use of computers.
14.0 Examine the principles of convention management and services.
15.0 Demonstrate technology skills on computer system and the internet.
16.0 Identify marketing, sales, and business promotion.
17.0 Identify terminology unique to the food and beverage industry.
18.0 Manage guest interactions.
19.0 Participate in learning reservations procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Cruise Line Operations**
CIP Number: **0252090102**
Program Length: **18 credit hours**

This certificate program is part of the Hospitality & Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate proficiency in employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e.: LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify proper personal and business ethics.
01.13	Identify current trends that have developed in the hospitality industry.
01.14	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
01.15	Identify postsecondary programs and educational training available for advancement in the field.
01.16	Explain concepts of self-understanding, self-esteem, and self-image.

02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Identify and apply different levels of service recovery by utilizing customer service and cultural intelligence strategies.
03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (e.g., cross-cultural communication).
03.03	Exhibits responsible behavior through honesty, respect, fairness and accountability.
03.04	Demonstrate problem-solving and decision-making strategies.
03.05	Demonstrate problem-solving initiative.
03.06	Exhibit interest and enthusiasm.
03.07	Demonstrate responsible behavior.
03.08	Explain the importance of honesty and integrity when dealing with others.
03.09	Demonstrate self-management.
03.10	Set personal goals and develop a plan of action to achieve those goals.
03.11	Demonstrate the ability to offer and accept criticism.
03.12	Demonstrate respect for the opinions, customs, and individual differences of others.
03.13	Identify and practice stress management techniques.
03.14	Identify motivational techniques.
03.15	Identify team-building strategies.
03.16	Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:
04.01	Demonstrate effective communication: verbal, nonverbal, written, and electronic.
04.02	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs.

		Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	04.03	Explain nature of positive customer/client relations.
	04.04	Demonstrate listening strategies that improve understanding and performance on the job.
	04.05	Interpret business policies to customers/clients.
	04.06	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	04.07	Train employees to communicate effectively.
	04.08	Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as Billing problems with accounting or front desk; maintenance problems, etc.).
05.0		Demonstrate proficiency in applying mathematics skills. The student will be able to:
	05.01	Compute addition, subtraction, multiplication, division, and percentage problems (i.e., calculate tax, gratuity, commission, miscellaneous charges, etc.).
	05.02	Apply problem-solving techniques to sales-related transactions including cash, checks, debit cards, credit cards, and discounts.
	05.03	Demonstrate ability to collect, organize, and interpret data, and predict outcomes relative to opening and closing procedures for a sales terminal.
06.0		Perform general hotel duties. The student will be able to:
	06.01	Maintain information about guest services.
	06.02	Represent management in any duty assigned.
	06.03	Handle all other internal control items as to company policy and procedure.
	06.04	Represent management in any duty assigned.
07.0		Manage the front office. The student will be able to:
	07.01	Provide guest information assistance.
	07.02	Identify and give directions, distances, locations and events.
	07.03	Describe guest services and the importance of as it relates to the competitive market.
	07.04	Process reservation requests by type.
	07.05	Maintain registration records files, forms, and documents.

	07.06 Complete check-in procedures.
08.0	Demonstrate housekeeping operations and management functions. The student will be able to:
	08.01 Describe housekeeping department operations (including cruise ships, etc.).
	08.02 Identify housekeeping administrative areas.
	08.03 Identify housekeeping management functions.
	08.04 Identify recordkeeping procedures.
	08.05 Understand the tenets of professional housekeeping management.
	08.06 Understand laundry operations in a various hospitality settings (i.e., hotel, cruise ships, etc.).
	08.07 Develop and control restroom sanitation program.
09.0	Demonstrate leadership and supervisory skills. The student will be able to:
	09.01 Utilize problem-solving skills in accordance with management policy and mission statement.
	09.02 Establish/modify policies and procedures that align with the mission statement, SOPs, and operational needs.
	09.03 Inform personnel of policy and/or mission statement changes.
	09.04 Identify management functions.
	09.05 Identify supervisory functions.
	09.06 Identify leadership styles.
	09.07 13.08 Identify work improvement strategies such as motivation and productivity.
	09.08 Describe the supervisor's role as a change agent.
10.0	Apply and maintain security and safety procedures. The student will be able to:
	10.01 Demonstrate general safety and security practices.
	10.02 Set up and maintain security procedures for guests, facilities, equipment and supplies.
	10.03 Identify components of training and supervision.
	10.04 Understand general policies and procedures for dealing with emergency/crisis situations.

	10.05 Understand the various fire-fighting methods utilized in the hospitality industry.
	10.06 Provide and maintain emergency first aid equipment and/or supplies.
	10.07 Discuss importance of and protocol used in Cardiopulmonary Resuscitation (CPR) and use of Automated External Defibrillator (AED).
	10.08 Follow company emergency procedures.
11.0	Analyze laws that affect the hospitality industry. The student will be able to:
	11.01 Interpret and apply labor regulations/laws.
	11.02 Interpret and apply fire regulations.
	11.03 Interpret and apply liquor laws.
	11.04 Interpret and apply workers' compensation laws.
	11.05 Interpret and apply civil rights acts.
	11.06 Interpret and apply the Americans with Disabilities Act.
	11.07 Interpret and apply company and/or franchise regulations.
12.0	Operate liability and risk identification program. The student will be able to:
	12.01 Train employees in liability and risk identification procedures.
	12.02 Identify liability and risk situations and take remedial action using approved procedures.
	12.03 Enforce liability and risk identification procedures with all employees.
13.0	Demonstrate effective use of computers. The student will be able to:
	13.01 Demonstrate skill in use of software standard to the hospitality industry.
	13.02 Demonstrate use of a property management system.
	13.03 Demonstrate use of a point of sale system.
	13.04 Retrieve guest data using computer terminal.
	13.05 Demonstrate skills in the use of email, electronic spreadsheets, and presentation and word processing tools.
14.0	Exhibit skills for resort/club/marina/hotel management. The student will be able to:

	14.01 Discuss the resort/club/marina/hotel concept.
	14.02 Identify special considerations in planning and development.
	14.03 Discuss resort/club/marina/hotel facilities planning.
	14.04 Analyze requirements for recreational activities.
	14.05 Identify personnel department functions.
	14.06 Identify front of house functions.
	14.07 Identify heart of house functions.
	14.08 Identify security functions.
	14.09 Discuss marketing of resort/club/marina/hotel.
	14.10 Discuss resort investment management.
	14.11 Discuss future trends in the resort/club/marina/hotel industry.
15.0	Examine the principles of convention management and services. The student will be able to:
	15.01 Compare the scope and segments of the convention market.
	15.02 Identify potential convention groups.
	15.03 Identify company/corporate meetings.
	15.04 Identify factors affecting convention site selection.
	15.05 Compare convention sales techniques.
	15.06 Identify the sales process.
	15.07 Compare customer services.
	15.08 Identify convention-servicing requirements
16.0	Demonstrate technology skills on computer system and the Internet. The student will be able to:
	16.01 Explain the basics of purchasing, implementing, maintaining, and affectivity of today's information systems.
	16.02 Describe the types of software generally used in the Travel and Tourism Industry such as word-processing; database management, presentation graphics, and cash and office management software.

16.03	Explain storage device, downtime, and backup, and identify common data storage devices.
16.04	Explain the ticket function of an automation system.
16.05	Identify and interpret reports generated by an automation system.
16.06	Identify the daily, weekly, monthly, and yearly report functions.
16.07	Explain data processing concepts and define important automation terms.
16.08	Analyze key reports generated by the automated system including daily and monthly sales reports, automated ARC reports, ticket inventories, aged analyses, and accounting journals.
16.09	Explain the effective use of internet in addressing customer requests.
16.10	Explain the effective use of internet-based marketing tools.
17.0	Identify marketing, sales, and business promotion. The student will be able to:
17.01	Explain marketing, its role, functions and related activities.
17.02	Explain relationship of marketing to business and the economy.
17.03	Demonstrate an understanding of market segmentation
17.04	Identify target markets and develop a marketing plan.
17.05	Illustrate the importance of keeping up with current marketing ideas, new markets, and new technology.
17.06	Explain purpose and importance of selling.
17.07	Identify sales techniques used by the travel and tourism industry.
17.08	Identify an effective sales presentation, including steps of a sale; consumer buying motives; approaches through greeting, merchandise, and service; proper time to approach a customer to open sale; feature-benefit analysis; closing the sale; and suggestion and substitution selling.
17.09	Develop print advertisements and press releases.
17.10	Implement public relations programs to promote features of business.
17.11	Explain how the implications of social and economic trends might affect the Travel and Tourism market.
17.12	Identify major social networks and explain how they can be applied to a marketing strategy.
17.13	Explain importance of segmental analysis in developing niches or specialty markets such as adventure travel, sports travel, ecotourism, cruises, up-scale travel or budget travel.

	17.14 Demonstrate advertising principles to promote the Travel and Tourism business.
	17.15 Explain the difference between Public Relations, Goodwill, and Personal Selling.
	17.16 Develop in-house marketing collateral and promotions.
18.0	Manage guest interactions. The student will be able to:
	18.01 Listen reflectively.
	18.02 Review guest history.
	18.03 Ask questions.
	18.04 Collect information.
	18.05 Assess the guest's needs.
	18.06 Research solutions.
	18.07 Develop a plan of action.
	18.08 Refer to appropriate authority (if needed).
	18.09 Execute data capture.
	18.10 Communicate actions.
	18.11 Resolve customer issues by applying successful service recovery strategies, to meet and exceed guests' expectations.
	18.12 Offer additional services.
	18.13 Perform follow-up as needed.
19.0	Participate in learning reservations procedures. The student will be able to:
	19.01 Utilize available resources.
	19.02 Seek feedback on performance.
	19.03 Apply acquired skills.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

Professional Resources/Organizations:

- American Hotel & Lodging Association
- Florida Restaurant and Lodging Association
- Club Managers Association of America
- Travel Industry Association of America
- Meeting Professionals International

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Rooms Division Management**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0252090402
Program Type	College Credit Certificate (CCC)
Program Length	30 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to employability and customer service skills, marketing techniques in the hospitality industry, laws that affect the hospitality industry, and management operations for hotels.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate proficiency in communication skills.
05.0 Demonstrate proficiency in applying mathematics skills.
06.0 Identify economic principles.
07.0 Identify effective selling techniques and procedures.
08.0 Identify the organization and function of the hospitality industry.
09.0 Perform general hotel duties.
10.0 Manage the front office.
11.0 Demonstrate housekeeping operations and management functions.
12.0 Demonstrate leadership and supervisory skills.
13.0 Apply and maintain security and safety procedures.
14.0 Demonstrate hotel staffing operations.
15.0 Analyze laws that affect the hospitality industry.
16.0 Operate liability and risk identification program.
17.0 Identify and demonstrate marketing and business fundamentals.
18.0 Demonstrate use of a property management system.
19.0 Identify terminology unique to the hotel/lodging industry.

Florida Department of Education
Student Performance Standards

Program Title: **Rooms Division Management**
CIP Number: **0252090402**
Program Length: **30 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify proper personal and business ethics.
01.13	Identify current trends that have developed in the hospitality industry.
01.14	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
01.15	Identify postsecondary programs and educational training available for advancement in the field.
01.16	Explain concepts of self-understanding, self-esteem, and self-image.

02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Demonstrate guest oriented attitude and ability to anticipate guest needs.
03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e.: cross-cultural communication).
03.03	Exhibits responsible behavior through honesty, respect, fairness and accountability.
03.04	Demonstrate problem-solving and decision-making strategies.
03.05	Demonstrate problem-solving initiative.
03.06	Exhibit interest and enthusiasm.
03.07	Demonstrate responsible behavior.
03.08	Explain the importance of honesty and integrity when dealing with others.
03.09	Demonstrate self-management.
03.10	Set personal goals and develop a plan of action to achieve those goals.
03.11	Demonstrate the ability to offer and accept criticism.
03.12	Demonstrate respect for the opinions, customs, and individual differences of others.
03.13	Identify and practice stress management techniques.
03.14	Identify motivational techniques.
03.15	Identify team-building strategies.
03.16	Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:
04.01	Demonstrate effective communication: verbal, nonverbal, written, and electronic.
04.02	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs.

	Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
04.03	Explain nature of positive customer/client relations.
04.04	Demonstrate listening strategies that improve understanding and performance on the job.
04.05	Interpret business policies to customers/clients.
04.06	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
04.07	Train employees to communicate effectively.
04.08	Develop a dynamic telephone personality.
04.09	Discuss and identify various types of telephone systems.
04.10	Identify front-desk telephone calls promptly and courteously.
04.11	Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as Billing problems with accounting or front desk; maintenance problems, etc.)
04.12	Communicate establishment's mission statement concerning guest services.
05.0	Demonstrate proficiency in applying mathematics skills. The student will be able to:
05.01	Compute addition, subtraction, multiplication, division, and percentage problems (i.e., calculate tax, gratuity, commission, miscellaneous charges, etc.).
05.02	Apply problem-solving techniques to sales-related transactions including cash, checks, debit cards, credit cards, and discounts.
05.03	Interpret quantitative information from tables, charts, and graphs as related to the workplace.
05.04	Demonstrate ability to collect, organize, and interpret data, and predict outcomes relative to opening and closing procedures for a sales terminal.
05.05	Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
05.06	Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
05.07	Understand and interpret the main financial statements (i.e., balance sheet, income statement, etc.) of a business, with a focus on the income statement.
06.0	Identify economic principles. The student will be able to:
06.01	Explain the following concepts: • Economic goods and services • Economic resources • Economics and activities

	• Utility • "Supply and Demand" • Price • Economic systems • Private enterprise and business ownership • Profit • Risk • Competition • Productivity
06.02	Explain the relationship between government and business.
06.03	Identify components of gross national product (GNP) and gross domestic product (GDP).
07.0	Identify effective selling techniques and procedures. The student will be able to:
07.01	Explain the purpose and importance of selling.
07.02	Identify sales techniques used by the hospitality industry including social media.
07.03	Prepare an effective sales presentation.
07.04	Understand the resources deployed to develop and execute a multi-media campaign.
07.05	Prepare press release.
07.06	Analyze the strategies businesses use to market to customers.
07.07	Develop and implement a publicity and public relations plan.
07.08	Create and implement a SWOT action plan to promote establishment's features.
07.09	Prepare and analyze questionnaire for guests.
07.10	Promote room sales.
07.11	Describe the sales process and various sales techniques used to sell to multiple markets (i.e., MICE, SMERF, Corp, etc.)
07.12	Discuss customer services.
07.13	Identify servicing requirements of various industries/groups.
07.14	Identify an establishment or destination's target markets and prepare customized offers (i.e., leisure vs. corporate, corporate, convention groups, etc.).

08.0	Identify the organization and function of hospitality industry. The student will be able to:
	08.01 Trace evolution of the hospitality industry.
	08.02 Describe various organizational structures within the hospitality industry.
	08.03 Analyze organizational structure of hotel operations.
	08.04 Analyze functions of the hospitality industry.
	08.05 Identify staff according to function.
	08.06 Describe management functions applied to hospitality services.
	08.07 Identify mission of various departments within the industry.
	08.08 Use common hotel terminology.
	08.09 Identify future trends in hospitality industry.
09.0	Perform general hotel duties. The student will be able to:
	09.01 Perform duties of guest services agent.
	09.02 Maintain information about guest services.
	09.03 Represent management in any duty assigned.
	09.04 Handle all other internal control items as to company policy and procedure.
	09.05 Maintain necessary daily reports in accordance with policy and procedure.
10.0	Manage the front office. The student will be able to:
	10.01 Provide guest information assistance.
	10.02 Identify and give directions, distances, locations and events.
	10.03 Describe guest services and the importance of as it relates to the competitive market.
	10.04 Process reservation requests by type.
	10.05 Define channel management and explain its effect on profitability.
	10.06 Discuss the pre-payment of future reservations.

10.07 Maintain registration records files, forms, and documents.
10.08 Complete check-in procedures.
10.09 Understand how to solicit information from and work with the sales department to meet meeting guests' needs.
10.10 Find rooms for customers when property is over-booked (i.e., "walking the guests").
10.11 Check room rack for available space and make room assignments prior to arrival.
10.12 Discuss protocol for issuing room keys and receipt.
10.13 Request payment of room in advance.
10.14 Cancel room reservations.
10.15 Obtain authorization on credit card and make credit card sale.
10.16 Compute posting machine balance on all charges.
10.17 Verify cash amount in cash register using posting machine.
10.18 Perform cashiering duties and handle check out procedures by following policies and procedures.
10.19 Understand how to manage a shift bank.
10.20 Post charges to folio.
10.21 Authorize guest charges to other departments.
10.22 Record and place wake-up calls.
10.23 Provide proper message and mail services.
10.24 Transfer information from shift to shift.
10.25 Understand the night audit process.
10.26 Post current events board.
10.27 Post messages on message board.
10.28 Understand how to properly keep records of shipping/deliveries.
10.29 Direct guests to other personnel and departments.

	10.30 Arrange for services for handicapped guests.
	10.31 Coordinate special guest services.
	10.32 Provide information regarding the community.
	10.33 Keep written record of all articles left by guests.
	10.34 Make group reservations for tours.
	10.35 Plan and administer front office operations (i.e., managing accounts, simulations, etc.).
	10.36 Develop management system for front office areas.
	10.37 Effectively handle customer/client complaints by applying appropriate level of service recovery.
11.0	Demonstrate housekeeping operations and management functions. The student will be able to:
	11.01 Describe housekeeping department operations (including cruise ships, etc.)
	11.02 Identify housekeeping administrative areas.
	11.03 Identify housekeeping management functions.
	11.04 Identify recordkeeping procedures.
	11.05 Understand the tenets of professional housekeeping management.
	11.06 Understand laundry operations in various hospitality settings (i.e., hotel, cruise ships, etc.).
	11.07 Prepare housekeeping report.
	11.08 Review key report.
	11.09 Review shift reports.
	11.10 Record and report room inventory.
	11.11 Develop and control restroom sanitation program.
	11.12 Demonstrate personal safety and protection procedures while performing housekeeping duties.
12.0	Demonstrate leadership and supervisory skills. The student will be able to:
	12.01 Utilize problem-solving skills in accordance with management policy and mission statement.

	12.02 Establish/modify policies and procedures that align with the mission statement, SOPs, and operational needs.
	12.03 Inform personnel of policy and/or mission statement changes.
	12.04 Identify management functions.
	12.05 Identify supervisory functions.
	12.06 Identify leadership styles.
	12.07 Identify work improvement strategies such as motivation and productivity.
	12.08 Describe the supervisor's role as a change agent.
13.0	Apply and maintain security and safety procedures. The student will be able to:
	13.01 Demonstrate general safety and security practices.
	13.02 Set up and maintain system for storage and protection of valuables.
	13.03 Set up and maintain security procedures for guests, facilities, equipment and supplies.
	13.04 Identify components of training and supervision.
	13.05 Maintain key controls.
	13.06 Develop and maintain a program for staff security and apply appropriate procedures for handling emergency situations.
	13.07 Understand general policies and procedures for dealing with emergency/crisis situations.
	13.08 Understand the various fire-fighting methods utilized in the hospitality industry.
	13.09 Provide and maintain emergency first aid equipment and/or supplies.
	13.10 Discuss importance of and protocol used in Cardiopulmonary Resuscitation (CPR) and use of Automated External Defibrillator (AED).
	13.11 Follow company emergency procedures.
14.0	Demonstrate hotel staffing operations. The student will be able to:
	14.01 Establish recruiting and selection procedures in accordance with company policy.
	14.02 Develop and evaluate procedures for staff orientation and training programs.
	14.03 Develop new employee orientation to facility and to company policies.

14.04	Develop procedures for employee performance evaluation.
14.05	Establish wage and salary control system.
14.06	Identify labor control systems and their functions.
14.07	Develop and apply disciplinary process related to coaching and progressive discipline.
14.08	Demonstrate conflict resolution skills (i.e., employee disputes/complaints, etc.).
14.09	Identify employee groups.
14.10	Identify the functions and purposes of employee unions.
14.11	Identify procedures in management development.
14.12	Prepare job descriptions.
14.13	Conduct job application interviews.
14.14	Delegate responsibility and authority.
14.15	Prepare employee work schedules.
14.16	Lead management-employee group discussions.
14.17	Communicate policy concerning sexual harassment.
14.18	Communicate policy concerning substance abuse.
14.19	Perform a task analysis.
15.0	Analyze laws that affect the hospitality industry. The student will be able to:
15.01	Interpret and apply labor regulations/laws.
15.02	Interpret and apply fire regulations.
15.03	Interpret and apply liquor laws.
15.04	Interpret and apply workers' compensation laws.
15.05	Interpret and apply the Innkeepers' Act.
15.06	Interpret and apply civil rights acts.

	15.07 Interpret and apply the Americans with Disabilities Act.
	15.08 Interpret and apply company and/or franchise regulations.
	15.09 Interpret taxes affecting the hospitality industry.
	15.10 Interpret parts of group, convention, and banquet contracts.
16.0	Operate liability and risk identification program. The student will be able to:
	16.01 Train employees in liability and risk identification procedures.
	16.02 Identify liability and risk situations and take remedial action using approved procedures.
	16.03 Enforce liability and risk identification procedures with all employees.
17.0	Identify and demonstrate marketing and business fundamentals. The student will be able to:
	17.01 Explain marketing and its role.
	17.02 Explain functions of marketing and related activities.
	17.03 Explain relationship of marketing and social media to business and the economy.
	17.04 Explain types of business ownership.
	17.05 Compare and contrast the different forms of business ownership.
	17.06 Define “entrepreneurship.”
	17.07 Describe importance of entrepreneurship to the American economy.
	17.08 List the advantages and disadvantages of business ownership.
	17.09 Identify the risks involved in ownership of a business.
	17.10 Identify characteristics, aptitudes, and skills of a successful entrepreneur.
	17.11 Identify the business skills needed to operate a small business efficiently and effectively.
	17.12 Identify your entrepreneurial aptitudes and skills.
	17.13 Develop a plan for opening a business.
18.0	Demonstrate use of a property management system. The student will be able to:

	18.01 Prepare shift deposit.
	18.02 Compute occupancy report.
	18.03 Verify cash amount turned in on each shift.
	18.04 Post all charges from telephone, laundry, specialty shop purchases, restaurant and other services.
	18.05 Receive and record payments.
	18.06 Complete vouchers.
	18.07 Post allowance after guest has paid in full.
	18.08 Locate errors and make adjustments.
	18.09 Balance folio accounts.
	18.10 Complete excessive charges report.
	18.11 Prepare hotel revenue report on a daily basis.
	18.12 File each day's reports and papers.
	18.13 Maintain a neat and orderly front office.
	18.14 Prepare shift report.
	18.15 Maintain incident log.
19.0	Identify terminology unique to the hotel/lodging industry. The student will be able to:
	19.01 Set up, maintain, and audit petty cash fund.
	19.02 Maintain accounts payable.
	19.03 Check, record, and pay invoices.
	19.04 Maintain accounts receivable, including how to read and manage the aging report.
	19.05 Understand the reconciliation process for cash accounts, bank deposits and bank statements.
	19.06 Calculate, analyze, and review labor costs.
	19.07 Review and analyze balance sheet.

19.08 Understand general ledger properties.
19.09 Monitor the accounting, cashiering, and billing of all guest services.
19.10 Record and maintain daily departmental revenue records.
19.11 Prepare journals and ledgers.
19.12 Compute average amount spent by guests.
19.13 Compute average room rate.
19.14 Compute occupancy percentage report.
19.15 Take posting machine balance on all charges.
19.16 Solve problems when computers are inoperative.
19.17 Discuss importance of payroll and record keeping as it relates to company policy.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Guest Services Specialist**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0252090403
Program Type	College Credit Certificate (CCC)
Program Length	15 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to customer service, hospitality attitude, guest experience, communications, human relations, security issues, and front office operations.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate proficiency in communication skills.
05.0 Demonstrate proficiency in applying mathematics skills.
06.0 Identify the organization and function of the hospitality industry.
07.0 Perform general hotel duties.
08.0 Manage the front office.
09.0 Demonstrate housekeeping operations and management functions.
10.0 Demonstrate leadership and supervisory skills.
11.0 Apply and maintain security and safety procedures.
12.0 Demonstrate the use of computers.

Florida Department of Education
Student Performance Standards

Program Title: **Guest Services Specialist**
CIP Number: **0252090403**
Program Length: **15 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e.: LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Identify proper personal and business ethics.
01.12	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Demonstrate guest oriented attitude and ability to anticipate guest needs.
03.0	Apply human relations skills. The student will be able to:

	03.01 Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
	03.02 Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
	03.03 Exhibits responsible behavior through honesty, respect, fairness and accountability.
	03.04 Demonstrate problem-solving and decision-making strategies.
	03.05 Demonstrate problem-solving initiative.
	03.06 Exhibit interest and enthusiasm.
	03.07 Demonstrate responsible behavior.
	03.08 Explain the importance of honesty and integrity when dealing with others.
	03.09 Demonstrate self-management.
	03.10 Set personal goals and develop a plan of action to achieve those goals.
	03.11 Demonstrate the ability to offer and accept criticism.
	03.12 Demonstrate respect for the opinions, customs, and individual differences of others.
	03.13 Identify and practice stress management techniques.
	03.14 Identify motivational techniques.
	03.15 Identify team-building strategies.
	03.16 Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:
	04.01 Demonstrate effective communication: verbal, nonverbal, written, and electronic.
	04.02 Explain nature of positive customer/client relations.
	04.03 Demonstrate listening strategies that improve understanding and performance on the job.
	04.04 Interpret business policies to customers/clients.
	04.05 Communicate establishment's mission statement concerning guest services.
05.0	Demonstrate proficiency in applying mathematics skills. The student will be able to:

05.01	Compute addition, subtraction, multiplication, division, and percentage problems (i.e., calculate tax, gratuity, commission, miscellaneous charges, etc.).
05.02	Apply problem-solving techniques to sales-related transactions including cash, checks, debit cards, credit cards, and discounts.
05.03	Interpret quantitative information from tables, charts, and graphs as related to the workplace.
05.04	Demonstrate ability to collect, organize, and interpret data, and predict outcomes relative to opening and closing procedures for a sales terminal.
05.05	Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
05.06	Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
05.07	Understand and interpret the main financial statements (i.e., balance sheet, income statement, etc.) of a business, with a focus on the income statement.
06.0	Identify the organization and function of the hospitality industry. The student will be able to:
06.01	Trace evolution of the hospitality industry.
06.02	Describe various organizational structures within the hospitality industry.
06.03	Analyze organizational structure of hotel operations.
06.04	Analyze functions of the hospitality industry.
06.05	Identify staff according to function.
06.06	Describe management functions applied to hospitality services.
06.07	Identify mission of various departments within the industry.
06.08	Use common hotel terminology.
06.09	Identify future trends in hospitality industry.
07.0	Perform general hotel duties. The student will be able to:
07.01	Perform duties of guest services agent.
07.02	Maintain information about guest services.
07.03	Represent management in any duty assigned.
07.04	Handle all other internal control items as to company policy and procedure.

	07.05 Maintain necessary daily reports in accordance with policy and procedure.
08.0	Manage the front office. The student will be able to:
	08.01 Provide guest information assistance.
	08.02 Make guaranteed room reservation.
	08.03 Complete check-in procedures.
	08.04 Post charges to folio.
	08.05 Arrange for services for handicapped guests.
	08.06 Effectively handle customer/client complaints by applying appropriate level of service recovery.
09.0	Demonstrate housekeeping operations and management functions. The student will be able to:
	09.01 Describe housekeeping department operations (including cruise ships, etc.)
10.0	Demonstrate leadership and supervisory skills. The student will be able to:
	10.01 Solve problems in accordance with management policy and mission statement.
	10.02 Identify work improvement strategies such as motivation and productivity.
	10.03 Describe the supervisor's role as a change agent.
	10.04 Identify supervisory functions
11.0	Apply and maintain security and safety procedures. The student will be able to:
	11.01 Demonstrate general safety and security practices.
	11.02 Develop and maintain a program for staff security and apply appropriate procedures for handling emergency situations.
	11.03 Follow company emergency procedures.
12.0	Demonstrate effective use of computers. The student will be able to:
	12.01 Demonstrate skill in use of software standard to the hospitality industry.
	12.02 Demonstrate use of a property management system.
	12.03 Demonstrate use of the point of sale system.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Florida SkillsUSA and Florida Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Rooms Division Specialist**
Career Cluster: **Hospitality &Tourism**

CCC	
CIP Number	0252090405
Program Type	College Credit Certificate (CCC)
Program Length	13 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that provides skills required to work in specialist and entry level positions in the hotel industry such as: Front Desk Agent, Guest Relations agent, or Reservations Clerk. The courses offered in the Certificate Program provide the necessary prerequisites for the courses within the major for the AS degree.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Perform general hotel duties.
05.0 Manage the front office.
06.0 Demonstrate effective use of computers.
07.0 Demonstrate proficiency in communication skills.
08.0 Identify terminology unique to the hotel/lodging industry.
09.0 Manage guest interactions.
10.0 Demonstrate effective learning reservations procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Rooms Division Specialist**
CIP Number: **0252090405**
Program Length: **13 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing emotional intelligence, cultural intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify current trends that have developed in the hospitality industry.
01.13	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Demonstrate guest oriented attitude and ability to anticipate guest needs.

03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
03.03	Demonstrate responsible behavior.
03.04	Explain the importance of honesty and integrity when dealing with others.
03.05	Demonstrate self-management.
03.06	Demonstrate respect for the opinions, customs, and individual differences of others.
03.07	Identify and practice stress management techniques.
04.0	Perform general hotel duties. The student will be able to:
04.01	Perform duties of guest services agent.
04.02	Maintain information about guest services.
04.03	Represent management in any duty assigned.
04.04	Handle all other internal control items as to company policy and procedure.
04.05	Maintain necessary daily reports in accordance with policy and procedure.
05.0	Manage the front office. The student will be able to:
05.01	Provide guest information assistance.
05.02	Identify and give directions, distances, locations and events.
05.03	Describe guest services and the importance of as it relates to the competitive market.
05.04	Process reservation requests by type.
05.05	Define channel management and explain its effect on profitability.
05.06	Discuss the pre-payment of future reservations.
05.07	Maintain registration records files, forms, and documents.
05.08	Complete check-in procedures.

05.09 Understand how to solicit information from and work with the sales department to meet meeting guests' needs.
05.10 Find rooms for customers when property is over-booked (i.e., "walking the guests").
05.11 Check room rack for available space and make room assignments prior to arrival.
05.12 Discuss protocol for issuing room keys and receipt.
05.13 Request payment of room in advance.
05.14 Cancel room reservations.
05.15 Obtain authorization on credit card and make credit card sale.
05.16 Compute posting machine balance on all charges.
05.17 Verify cash amount in cash register using posting machine.
05.18 Perform cashiering duties and handle check out procedures by following policies and procedures.
05.19 Understand how to manage a shift bank.
05.20 Post charges to folio.
05.21 Authorize guest charges to other departments.
05.22 Record and place wake-up calls.
05.23 Provide proper message and mail services.
05.24 Transfer information from shift to shift.
05.25 Understand the night audit process.
05.26 Post current events board.
05.27 Post messages on message board.
05.28 Understand how to properly keep records of shipping/deliveries.
05.29 Direct guests to other personnel and departments.
05.30 Arrange for services for handicapped guests.
05.31 Coordinate special guest services.

	05.32 Provide information regarding the community.
	05.33 Keep written record of all articles left by guests.
	05.34 Make group reservations for tours.
	05.35 Plan and administer front office operations (i.e., managing accounts, simulations, etc.).
	05.36 Develop management system for front office areas.
	05.37 Effectively handle customer/client complaints by applying appropriate level of service recovery.
06.0	Demonstrate effective use of computers. The student will be able to:
	06.01 Demonstrate skills in the use of email, electronic spreadsheets and presentation and word processing tools.
07.0	Demonstrate proficiency in communication skills. The student will be able to:
	07.01 Demonstrate effective communication: verbal, nonverbal, written, and electronic.
	07.02 Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	07.03 Explain nature of positive customer/client relations.
	07.04 Demonstrate listening strategies that improve understanding and performance on the job.
	07.05 Interpret business policies to customers/clients.
	07.06 Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	07.07 Train employees to communicate effectively.
	07.08 Develop a dynamic telephone personality.
	07.09 Discuss and identify various types of telephone systems.
	07.10 Identify front-desk telephone calls promptly and courteously.
	07.11 Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as billing problems with accounting or front desk; maintenance problems, etc.)
	07.12 Communicate establishment's mission statement concerning guest services.
08.0	Identify terminology unique to the hotel/lodging industry. The student will be able to:

	08.01 Understand and use terminology as it applies to the hotel/lodging industry.
	08.02 Demonstrate how to communicate with a customer to meet guest expectations.
09.0	Manage guest interactions. The student will be able to:
	09.01 Listen reflectively.
	09.02 Review guest history.
	09.03 Ask questions.
	09.04 Collect information.
	09.05 Assess the guest's needs.
	09.06 Research solutions.
	09.07 Develop a plan of action.
	09.08 Refer to appropriate authority (if needed).
	09.09 Execute data capture from property management systems.
	09.10 Communicate actions.
	09.11 Resolve customer issues by applying successful service recovery strategies, to meet and exceed guests' expectations.
	09.12 Offer additional services.
	09.13 Perform follow-up as needed.
10.0	Demonstrate effective learning reservations procedures. The student will be able to:
	10.01 Review the format and attend scheduled training.
	10.02 Utilize available resources.
	10.03 Review job critical information.
	10.04 Seek feedback on performance.
	10.05 Apply acquired skills.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Rooms Division Operations**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0252090406
Program Type	College Credit Certificate (CCC)
Program Length	19 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality &Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that prepares students for employment as supervisors and managers in the hotel/motel sectors of the hospitality industry. The courses in this certificate provide the skills required to work in operations and entry-level positions such as: Front Desk Supervisor or Guest Relations Supervisor. The courses offered in the Certificate Program provide the necessary prerequisites for the courses within the major for the Associate in Science degree.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Perform general hotel duties.
05.0 Manage the front office.
06.0 Demonstrate leadership and supervisory skills.
07.0 Demonstrate effective use of computers.
08.0 Exhibit skills for resort/club/marina/hotel management
09.0 Demonstrate proficiency in communication skills.
10.0 Identify terminology unique to the hotel/lodging industry.
11.0 Manage guest interactions.
12.0 Demonstrate effective learning reservations procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Rooms Division Operations**
CIP Number: **0252090406**
Program Length: **19 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.03	Identify documents that may be required when applying for a job.
01.04	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.05	Demonstrate competence in job interview techniques.
01.06	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing emotional intelligence, cultural intelligence, and perceptions checking.
01.07	Identify acceptable work habits.
01.08	Identify acceptable employee health and grooming habits.
01.09	Describe and apply the importance of producing quality work and meeting performance standards.
01.10	Discuss state and federal labor laws regulating the workplace.
01.11	Identify current trends that have developed in the hospitality industry.
01.12	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Demonstrate guest oriented attitude and ability to anticipate guest needs.
03.0	Apply human relations skills. The student will be able to:

	03.01 Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
	03.02 Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
	03.03 Demonstrate responsible behavior.
	03.04 Explain the importance of honesty and integrity when dealing with others.
	03.05 Demonstrate self-management.
	03.06 Demonstrate respect for the opinions, customs, and individual differences of others.
	03.07 Identify and practice stress management techniques.
04.0	Perform general hotel duties. The student will be able to:
	04.01 Perform duties of guest services agent.
	04.02 Maintain information about guest services.
	04.03 Represent management in any duty assigned.
	04.04 Handle all other internal control items as to company policy and procedure.
	04.05 Maintain necessary daily reports in accordance with policy and procedure.
05.0	Manage the front office. The student will be able to:
	05.01 Provide guest information assistance.
	05.02 Identify and give directions, distances, locations and events.
	05.03 Describe guest services and the importance of as it relates to the competitive market.
	05.04 Process reservation requests by type.
	05.05 Define channel management and explain its effect on profitability.
	05.06 Discuss the pre-payment of future reservations.
	05.07 Maintain registration records files, forms, and documents.
	05.08 Complete check-in procedures.
	05.09 Understand how to solicit information from and work with the sales department to meet meeting guests' needs.

05.10 Find rooms for customers when property is over-booked (i.e., “walking the guests”).
05.11 Check room rack for available space and make room assignments prior to arrival.
05.12 Discuss protocol for issuing room keys and receipt.
05.13 Request payment of room in advance.
05.14 Cancel room reservations.
05.15 Obtain authorization on credit card and make credit card sale.
05.16 Compute posting machine balance on all charges.
05.17 Verify cash amount in cash register using posting machine.
05.18 Perform cashiering duties and handle check out procedures by following policies and procedures.
05.19 Understand how to manage a shift bank.
05.20 Post charges to folio.
05.21 Authorize guest charges to other departments.
05.22 Record and place wake-up calls.
05.23 Provide proper message and mail services.
05.24 Transfer information from shift to shift.
05.25 Understand the night audit process.
05.26 Post current events board.
05.27 Post messages on message board.
05.28 Understand how to properly keep records of shipping/deliveries.
05.29 Direct guests to other personnel and departments.
05.30 Arrange for services for handicapped guests.
05.31 Coordinate special guest services.
05.32 Provide information regarding the community.

	05.33 Keep written record of all articles left by guests.
	05.34 Make group reservations for tours.
	05.35 Plan and administer front office operations (i.e., managing accounts, simulations, etc.).
	05.36 Develop management system for front office areas.
	05.37 Effectively handle customer/client complaints by applying appropriate level of service recovery.
06.0	Demonstrate leadership and supervisory skills. The student will be able to:
	06.01 Utilize problem-solving skills in accordance with management policy and mission statement.
	06.02 Establish/modify policies and procedures that align with the mission statement, SOPs, and operational needs.
	06.03 Inform personnel of policy and/or mission statement changes.
	06.04 Identify management functions.
	06.05 Identify supervisory functions.
	06.06 Identify leadership styles.
	06.07 Identify work improvement strategies such as motivation and productivity.
	06.08 Describe the supervisor's role as a change agent.
07.0	Demonstrate effective use of computers. The student will be able to:
	07.01 Demonstrate skill in use of software standard to the hospitality industry.
	07.02 Demonstrate use of a property management system.
	07.03 Demonstrate use of a point of sale system
	07.04 Retrieve guest data using computer terminal
	07.05 Demonstrate skills in the use of email, electronic spreadsheets, presentation and word processing tools.
08.0	Exhibit skills for resort/club/marina/hotel management. The student will be able to:
	08.01 Discuss the resort/club/marina/hotel concept.
	08.02 Identify special considerations in planning and development.

	08.03 Discuss resort/club/marina/hotel facilities planning.
	08.04 Analyze requirements for recreational activities.
	08.05 Identify personnel department functions.
	08.06 Identify front of house functions.
	08.07 Identify heart of house functions.
	08.08 Identify security functions.
	08.09 Discuss marketing of resort/club/marina/hotel.
	08.10 Discuss resort investment management.
	08.11 Discuss future trends in the resort/club/marina/hotel industry.
09.0	Demonstrate proficiency in communication skills. The student will be able to:
	09.01 Demonstrate effective communication: verbal, nonverbal, written, and electronic.
	09.02 Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	09.03 Explain nature of positive customer/client relations.
	09.04 Demonstrate listening strategies that improve understanding and performance on the job.
	09.05 Interpret business policies to customers/clients.
	09.06 Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	09.07 Train employees to communicate effectively.
	09.08 Develop a dynamic telephone personality.
	09.09 Discuss and identify various types of telephone systems.
	09.10 Identify front-desk telephone calls promptly and courteously.
	09.11 Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as billing problems with accounting or front desk; maintenance problems, etc.)
	09.12 Communicate establishment's mission statement concerning guest services.

10.0	Identify terminology unique to the hotel/lodging industry. The student will be able to:
	10.01 Understand and use terminology as it applies to the hotel/lodging industry.
	10.02 Demonstrate how to communicate with a customer to meet guest expectations.
11.0	Manage guest interactions. The student will be able to:
	11.01 Listen reflectively.
	11.02 Review guest history.
	11.03 Ask questions.
	11.04 Collect information.
	11.05 Assess the guest's needs.
	11.06 Research solutions.
	11.07 Develop a plan of action.
	11.08 Refer to appropriate authority (if needed).
	11.09 Execute data capture from property management systems.
	11.10 Communicate actions.
	11.11 Resolve customer issues by applying successful service recovery strategies, to meet and exceed guests' expectations.
	11.12 Offer additional services.
	11.13 Perform follow-up as needed.
12.0	Demonstrate effective learning reservations procedures. The student will be able to:
	12.01 Review the format and attend scheduled training.
	12.02 Utilize available resources.
	12.03 Review job critical information.
	12.04 Seek feedback on performance.
	12.05 Apply acquired skills.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Food and Beverage Management**
Career Cluster: **Hospitality &Tourism**

CCC	
CIP Number	0252090503
Program Type	College Credit Certificate (CCC)
Program Length	30 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to employability skills in the hospitality industry, laws that affect the hospitality industry, technology used in the industry, and management of various types of hospitality establishments.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate proficiency in communication skills.
05.0 Demonstrate proficiency in applying mathematics skills.
06.0 Identify economic principles.
07.0 Demonstrate hotel staffing operations.
08.0 Analyze laws that affect the hospitality industry.
09.0 Operate liability and risk identification program.
10.0 Plan and maintain purchasing and receiving procedures.
11.0 Demonstrate the use of computers.
12.0 Exhibit skills for resort/club/marina management.
13.0 Set up and control maintenance and energy consumption.
14.0 Demonstrate food and beverage management in a full-service hotel/motel/lodge.

Florida Department of Education
Student Performance Standards

Program Title: **Food and Beverage Management**
CIP Number: **0252090503**
Program Length: **30 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify proper personal and business ethics.
01.13	Identify current trends that have developed in the hospitality industry.
01.14	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
01.15	Identify postsecondary programs and educational training available for advancement in the field.
01.16	Explain concepts of self-understanding, self-esteem, and self-image.

02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Identify and apply different levels of service recovery by utilizing customer service and cultural intelligence strategies.
03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
03.03	Exhibits responsible behavior through honesty, respect, fairness and accountability.
03.04	Demonstrate problem-solving and decision-making strategies.
03.05	Demonstrate problem-solving initiative.
03.06	Exhibit interest and enthusiasm.
03.07	Demonstrate responsible behavior.
03.08	Explain the importance of honesty and integrity when dealing with others.
03.09	Demonstrate self-management.
03.10	Set personal goals and develop a plan of action to achieve those goals.
03.11	Demonstrate the ability to offer and accept criticism.
03.12	Demonstrate respect for the opinions, customs, and individual differences of others.
03.13	Identify and practice stress management techniques.
03.14	Identify motivational techniques.
03.15	Identify team-building strategies.
03.16	Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:
04.01	Demonstrate effective communication: verbal, nonverbal, written, and electronic.
04.02	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs.

		Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	04.03	Explain nature of positive customer/client relations.
	04.04	Demonstrate listening strategies that improve understanding and performance on the job.
	04.05	Interpret business policies to customers/clients.
	04.06	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	04.07	Train employees to communicate effectively.
	04.08	Develop a dynamic telephone personality.
	04.09	Discuss and identify various types of telephone systems.
	04.10	Identify front-desk telephone calls promptly and courteously.
	04.11	Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as Billing problems with accounting or front desk; maintenance problems, etc.)
	04.12	Communicate establishment's mission statement concerning guest services.
05.0	Demonstrate proficiency in applying mathematics skills. The student will be able to:	
	05.01	Compute addition, subtraction, multiplication, division, and percentage problems (i.e., calculate tax, gratuity, commission, miscellaneous charges, etc.).
	05.02	Apply problem-solving techniques to sales-related transactions including cash, checks, debit cards, credit cards, and discounts.
	05.03	Interpret quantitative information from tables, charts, and graphs as related to the workplace.
	05.04	Demonstrate ability to collect, organize, and interpret data, and predict outcomes relative to opening and closing procedures for a sales terminal.
	05.05	Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	05.06	Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
	05.07	Understand and interpret the main financial statements (i.e., balance sheet, income statement, etc.) of a business, with a focus on the income statement.
06.0	Identify economic principles. The student will be able to:	
	06.01	Explain the following concepts:
		• Economic goods and services • Economic resources

	• Economics and economic activities • Utility • "Supply and demand" • Price • Economic systems • Private enterprise and business ownership • Profit • Risk • Competition • Productivity.
06.02	Explain the relationship between government and business.
06.03	Identify components of gross national product (GNP) and gross domestic product (GDP).
07.0	Demonstrate hotel staffing operations. The student will be able to:
07.01	Explain the purpose and importance of selling.
07.02	Identify sales techniques used by the hospitality industry including social media.
07.03	Prepare an effective sales presentation.
07.04	Understand the resources deployed to develop and execute a multi-media campaign.
07.05	Prepare press release.
07.06	Analyze the strategies businesses use to market to customers.
07.07	Develop and implement a publicity and public relations plan.
07.08	Create and implement a SWOT action plan to promote establishment's features.
07.09	Prepare and analyze questionnaire for guests.
07.10	Promote room sales.
07.11	Describe the sales process and various sales techniques used to sell to multiple markets (i.e., MICE, SMERF, Corp, etc.)
07.12	Discuss customer services.
07.13	Identify servicing requirements of various industries/groups.
07.14	Identify an establishment or destination's target markets and prepare customized offers (i.e., leisure vs. corporate, corporate, convention groups, etc.).

08.0	Analyze laws that affect the hospitality industry. The student will be able to:
	08.01 Trace evolution of the hospitality industry.
	08.02 Describe various organizational structures within the hospitality industry.
	08.03 Analyze organizational structure of hotel operations.
	08.04 Analyze functions of the hospitality industry.
	08.05 Identify staff according to function.
	08.06 Describe management functions applied to hospitality services.
	08.07 Identify mission of various departments within the industry.
	08.08 Use common hotel terminology.
	08.09 Identify future trends in hospitality industry.
09.0	Operate liability and risk identification program. The student will be able to:
	09.01 Train employees in liability and risk identification procedures.
	09.02 Identify liability and risk situations and take remedial action using approved procedures.
	09.03 Enforce liability and risk identification procedures with all employees.
10.0	Plan and maintain purchasing and receiving procedures. The student will be able to:
	10.01 Identify sources of supply.
	10.02 Evaluate products.
	10.03 Negotiate payment terms with suppliers.
	10.04 Establish and apply purchasing specification.
	10.05 Prepare requisitions and transfers.
	10.06 Check invoices.
	10.07 Establish and apply stock rotation system.
	10.08 Establish and apply stock inventory levels.

	10.09 Record and price inventories.
	10.10 Organize and maintain dry storage.
	10.11 Organize and maintain cold storage.
	10.12 Prepare tenders and contracts.
	10.13 Negotiate service and maintenance contracts.
11.0	Demonstrate effective use of computers. The student will be able to:
	11.01 Demonstrate skill in use of software standard to the hospitality industry.
	11.02 Demonstrate use of a property management system.
	11.03 Demonstrate use of the point of sale system.
	11.04 Retrieve guest data using computer terminal.
12.0	Exhibit skills for resort/club/marina management. The student will be able to:
	12.01 Discuss the resort/club/marina/hotel concept.
	12.02 Identify special considerations in planning and development.
	12.03 Discuss resort/club/marina/hotel facilities planning.
	12.04 Analyze requirements for recreational activities.
	12.05 Identify personnel department functions.
	12.06 Identify front of house functions.
	12.07 Identify heart of house functions.
	12.08 Identify security functions.
	12.09 Discuss marketing of resort/club/marina/hotel.
	12.10 Discuss resort investment management.
	12.11 Discuss future trends in the resort/club/marina/hotel industry.
13.0	Set up and control maintenance and energy consumption. The student will be able to:

	13.01 Establish an energy conservation program.
	13.02 Analyze energy consumption.
	13.03 Identify appropriate energy savings systems.
	13.04 Develop energy survey/audit practices.
	13.05 Interpret and apply procedures from equipment manuals.
	13.06 Interpret reports and maintenance records for physical plant systems and equipment.
14.0	Demonstrate food and beverage management in a full-service hotel/motel/lodge. The student will be able to:
	14.01 Identify the various components of food and beverage management and the related skills (i.e., purchasing, budgets, projections, serving, etc.).

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Food and Beverage Specialist**
Career Cluster: **Hospitality &Tourism**

CCC	
CIP Number	0252090507
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that prepares students for employment as supervisors and managers in the food and beverage sectors of the hospitality industry. The courses in this certificate provide the skills required working in specialist and entry-level positions in the food and beverage field such as: Restaurant Server, Room Service Attendant, or Banquet Set-Up Staff. The courses offered in the Certificate Program provide the necessary prerequisites for the courses within the major for the AS degree.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate effective use of computers.
05.0 Perform communication activities.
06.0 Identify terminology unique to the food and beverage industry.
07.0 Participate in learning reservations procedures.
08.0 Demonstrate acceptable dining room service procedures.
09.0 Demonstrate the ability to design a menu.
10.0 Manage guest interactions.

Florida Department of Education
Student Performance Standards

Program Title: **Food and Beverage Specialist**
CIP Number: **0252090507**
Program Length: **12 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.03	Identify documents that may be required when applying for a job.
01.04	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.05	Demonstrate competence in job interview techniques.
01.06	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.07	Identify acceptable work habits.
01.08	Discuss how to make job changes appropriately.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify current trends that have developed in the hospitality industry.
01.13	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Demonstrate guest oriented attitude and ability to anticipate guest needs.

03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
03.03	Exhibits responsible behavior through honesty, respect, fairness and accountability.
03.04	Demonstrate problem-solving and decision-making strategies.
03.05	Demonstrate problem-solving initiative.
03.06	Exhibit interest and enthusiasm.
03.07	Demonstrate responsible behavior.
03.08	Explain the importance of honesty and integrity when dealing with others.
03.09	Demonstrate self-management.
03.10	Set personal goals and develop a plan of action to achieve those goals.
03.11	Demonstrate the ability to offer and accept criticism.
03.12	Demonstrate respect for the opinions, customs, and individual differences of others.
03.13	Identify and practice stress management techniques.
03.14	Identify motivational techniques.
03.15	Identify team-building strategies.
03.16	Identify effective coaching and counseling techniques.
04.0	Demonstrate effective use of computers. The student will be able to:
04.01	Demonstrate skills in the use of email, electronic spreadsheets and presentation and word processing tools.
05.0	Demonstrate proficiency in communication skills. The student will be able to:
05.01	Demonstrate effective communication: verbal, nonverbal, written, and electronic.
05.02	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).

	05.03 Explain nature of positive customer/client relations.
	05.04 Demonstrate listening strategies that improve understanding and performance on the job.
	05.05 Interpret business policies to customers/clients.
	05.06 Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	05.07 Train employees to communicate effectively.
	05.08 Develop a dynamic telephone personality.
	05.09 Discuss and identify various types of telephone systems.
	05.10 Identify front-desk telephone calls promptly and courteously.
	05.11 Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as Billing problems with accounting or front desk; maintenance problems, etc.)
	05.12 Communicate establishment's mission statement concerning guest services.
06.0	Identify terminology unique to the food and beverage industry. The student will be able to:
	06.01 Understand and use terminology as it applies to the food and beverage industry.
	06.02 Demonstrate how to communicate with a customer in accessible language, free of jargon and/or slang.
07.0	Participate in learning reservations procedures. The student will be able to:
	07.01 Attend scheduled training.
	07.02 Utilize available resources.
	07.03 Review job critical information.
	07.04 Seek feedback on performance.
	07.05 Apply acquired skills.
08.0	Demonstrate acceptable dining room service procedures. The student will be able to:
	08.01 Demonstrate different types of table settings.
	08.02 Demonstrate different types of services.

	08.03 Demonstrate different types of food and beverage servings.
	08.04 Describe and use computer systems used for ordering and creating checks.
09.0	Demonstrate the ability to design a menu. The student will be able to:
	09.01 Demonstrate knowledge of writing a menu.
	09.02 Describe how to utilize a menu layout.
	09.03 Explain various styles of menu covers and their importance to the overall ambiance of the facility.
	09.04 Explain categories used in menus and differentiate when they are used.
	09.05 Explain menu pricing.
	09.06 Explain the menu pre-cost method for selling price, cost and amount of items sold.
	09.07 Explain markup methods.
10.0	Manage guest interactions. The student will be able to:
	10.01 Listen reflectively.
	10.02 Review guest history.
	10.03 Ask questions.
	10.04 Collect information.
	10.05 Assess the guest’s needs.
	10.06 Research solutions.
	10.07 Develop a plan of action.
	10.08 Refer to appropriate authority (if needed).
	10.09 Execute data capture from property management systems.
	10.10 Communicate actions.
	10.11 Resolve customer issues by applying successful service recovery strategies, to meet and exceed guests’ expectations.
	10.12 Offer additional services.

10.13 Perform follow-up as needed.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Food and Beverage Operations**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0252090508
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to coursework that prepares students for employment as supervisors and managers in the food and beverage sectors of the hospitality industry. The courses in this certificate provide the skills required to work in operations or managerial positions in the food and beverage field such as: Restaurant Server Shift Supervisor, Restaurant Supervisor, or Bar/Lounge Supervisor. The courses offered in the Certificate Program provide the necessary prerequisites for the courses within the major for the A.S. degree.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate hotel staffing operations.
05.0 Analyze laws that affect the hospitality industry.
06.0 Operate liability and risk identification program.
07.0 Plan and maintain purchasing and receiving procedures.
08.0 Demonstrate effective use of computers.
09.0 Demonstrate proficiency in communication skills.
10.0 Manage guest interactions.
11.0 Demonstrate effective learning reservations procedures.
12.0 Demonstrate acceptable dining room service procedures.
13.0 Demonstrate the ability to design a menu.

Florida Department of Education
Student Performance Standards

Program Title: **Food and Beverage Operations**
CIP Number: **0252090508**
Program Length: **18 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.03	Identify documents that may be required when applying for a job.
01.04	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.05	Demonstrate competence in job interview techniques.
01.06	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.07	Identify acceptable work habits.
01.08	Identify acceptable employee health and grooming habits.
01.09	Describe and apply the importance of producing quality work and meeting performance standards.
01.10	Discuss state and federal labor laws regulating the workplace.
01.11	Identify current trends that have developed in the hospitality industry.
01.12	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Demonstrate guest oriented attitude and ability to anticipate guest needs.
03.0	Apply human relations skills. The student will be able to:

	03.01 Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
	03.02 Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e., cross-cultural communication).
	03.03 Exhibits responsible behavior through honesty, respect, fairness and accountability.
	03.04 Explain the importance of honesty and integrity when dealing with others.
	03.05 Demonstrate self-management.
	03.06 Demonstrate respect for the opinions, customs, and individual differences of others.
	03.07 Identify and practice stress management techniques.
04.0	Demonstrate hotel staffing operations. The student will be able to:
	04.01 Establish recruiting and selection procedures in accordance with company policy.
	04.02 Develop procedures for employee performance evaluation.
	04.03 Establish wage and salary control system.
	04.04 Identify labor control systems and their functions.
	04.05 Develop and apply disciplinary process related to coaching and progressive discipline.
	04.06 Demonstrate conflict resolution skills (i.e., employee disputes/complaints, etc.).
	04.07 Identify employee groups.
	04.08 Identify the functions and purposes of employee unions.
	04.09 Identify procedures in management development.
	04.10 Prepare job descriptions.
	04.11 Conduct job application interviews.
	04.12 Delegate responsibility and authority.
	04.13 Prepare employee work schedules.
05.0	Analyze laws that affect the hospitality industry. The student will be able to:
	05.01 Interpret and apply labor regulations/laws.

	05.02 Interpret and apply fire regulations.
	05.03 Interpret and apply liquor laws.
	05.04 Interpret and apply workers' compensation laws.
	05.05 Interpret and apply company and/or franchise regulations.
	05.06 Interpret taxes affecting the hospitality industry.
	05.07 Interpret parts of group, convention, and banquet contracts.
06.0	Operate liability and risk identification program. The student will be able to:
	06.01 Train employees in liability and risk identification procedures.
	06.02 Identify liability and risk situations and take remedial action using approved procedures.
	06.03 Enforce liability and risk identification procedures with all employees.
07.0	Plan and maintain purchasing and receiving procedures. The student will be able to:
	07.01 Identify sources of supply.
	07.02 Evaluate products.
	07.03 Negotiate payment terms with suppliers.
	07.04 Establish and apply purchasing specification.
	07.05 Prepare requisitions and transfers.
	07.06 Check invoices.
	07.07 Establish and apply stock rotation system.
	07.08 Establish and apply stock inventory levels.
	07.09 Record and price inventories.
	07.10 Organize and maintain dry storage.
	07.11 Organize and maintain cold storage.
	07.12 Negotiate service and maintenance contracts.

08.0	Demonstrate effective use of computers. The student will be able to:
08.01	Demonstrate skills in the use of email, electronic spreadsheets, presentation and word processing tools.
09.0	Demonstrate proficiency in communication skills. The student will be able to:
09.01	Demonstrate effective communication: verbal, nonverbal, written, and electronic.
09.02	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
09.03	Explain nature of positive customer/client relations.
09.04	Demonstrate listening strategies that improve understanding and performance on the job.
09.05	Interpret business policies to customers/clients.
09.06	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
09.07	Train employees to communicate effectively.
09.08	Develop a dynamic telephone personality.
09.09	Discuss and identify various types of telephone systems.
09.10	Identify front-desk telephone calls promptly and courteously.
09.11	Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as Billing problems with accounting or front desk; maintenance problems, etc.)
09.12	Communicate establishment's mission statement concerning guest services.
10.0	Manage guest interactions. The student will be able to:
10.01	Listen reflectively.
10.02	Review guest history.
10.03	Ask questions.
10.04	Collect information.
10.05	Assess the guest’s needs.
10.06	Research solutions.

	10.07 Develop a plan of action.
	10.08 Refer to appropriate authority (if needed).
	10.09 Execute data capture.
	10.10 Communicate actions.
	10.11 Resolve customer issues by applying successful service recovery strategies, to meet and exceed guests' expectations.
	10.12 Offer additional services.
	10.13 Perform follow-up as needed.
11.0	Demonstrate effective learning reservations procedures. The student will be able to:
	11.01 Review the format and attend scheduled training.
	11.02 Utilize available resources.
	11.03 Review job critical information.
	11.04 Seek feedback on performance.
	11.05 Apply acquired skills.
12.0	Demonstrate acceptable dining room service procedures. The student will be able to:
	12.01 Demonstrate different types of table settings.
	12.02 Demonstrate different types of services.
	12.03 Demonstrate different types of food and beverage servings.
	12.04 Describe and use computer systems used for ordering and creating checks.
13.0	Demonstrate the ability to design a menu. The student will be able to:
	13.01 Demonstrate knowledge of writing a menu.
	13.02 Describe how to utilize a menu layout.
	13.03 Explain various styles of menu covers and their importance to the overall ambiance of the facility.
	13.04 Explain categories used in menus and differentiate when they are used.

13.05 Explain menu pricing.
13.06 Explain the menu pre-cost method for selling price, cost and amount of items sold.
13.07 Explain markup methods.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Event Planning Management**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0252090905
Program Type	College Credit Certificate (CCC)
Program Length	24 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to customer service, hospitality attitude, convention management and services, event planning, marketing, and sales, guest services, communications, human relations, and security issues.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate proficiency in communication skills.
05.0 Demonstrate proficiency in applying mathematics skills.
06.0 Demonstrate leadership and supervisory skills.
07.0 Identify economic principles.
08.0 Identify effective selling techniques and procedures.
09.0 Apply and maintain security and safety procedures.
10.0 Analyze laws that affect the hospitality industry.
11.0 Demonstrate hotel staffing operations.
12.0 Operate liability and risk identification program.
13.0 Examine the principles of convention management and services.
14.0 Demonstrate technology skills on computer systems and the Internet.
15.0 Identify marketing, sales and business promotion.

Florida Department of Education
Student Performance Standards

Program Title: **Event Planning Management**
CIP Number: **0252090905**
Program Length: **24 credit hours**

This certificate program is part of the Hospitality and Tourism Management AS degree program (1252090101). At the completion of this program, the student will be able to:	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify proper personal and business ethics.
01.13	Identify current trends that have developed in the hospitality industry.
01.14	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
01.15	Identify postsecondary programs and educational training available for advancement in the field.
01.16	Explain concepts of self-understanding, self-esteem, and self-image.

02.0	Demonstrate customer service skills. The student will be able to:
02.01	Demonstrate a hospitality attitude.
02.02	Identify and apply different levels of service recovery by utilizing customer service and cultural intelligence strategies.
03.0	Apply human relations skills. The student will be able to:
03.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
03.02	Identify and demonstrate interpersonal and communication skills relevant to the business environment (e.g., cross-cultural communication).
03.03	Exhibits responsible behavior through honesty, respect, fairness and accountability.
03.04	Demonstrate problem-solving and decision-making strategies.
03.05	Demonstrate problem-solving initiative.
03.06	Exhibit interest and enthusiasm.
03.07	Demonstrate responsible behavior.
03.08	Explain the importance of honesty and integrity when dealing with others.
03.09	Demonstrate self-management.
03.10	Set personal goals and develop a plan of action to achieve those goals.
03.11	Demonstrate the ability to offer and accept criticism.
03.12	Demonstrate respect for the opinions, customs, and individual differences of others.
03.13	Identify and practice stress management techniques.
03.14	Identify motivational techniques.
03.15	Identify team-building strategies.
03.16	Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:
04.01	Demonstrate effective communication: verbal, nonverbal, written, and electronic.
04.02	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs.

		Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	04.03	Explain nature of positive customer/client relations.
	04.04	Demonstrate listening strategies that improve understanding and performance on the job.
	04.05	Interpret business policies to customers/clients.
	04.06	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	04.07	Train employees to communicate effectively.
	04.08	Develop a dynamic telephone personality.
	04.09	Discuss and identify various types of telephone systems.
	04.10	Identify front-desk telephone calls promptly and courteously.
	04.11	Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as Billing problems with accounting or front desk; maintenance problems, etc.)
	04.12	Communicate establishment's mission statement concerning guest services.
05.0	Demonstrate proficiency in applying mathematics skills. The student will be able to:	
	05.01	Compute addition, subtraction, multiplication, division, and percentage problems (i.e., calculate tax, gratuity, commission, miscellaneous charges, etc.).
	05.02	Apply problem-solving techniques to sales-related transactions including cash, checks, debit cards, credit cards, and discounts.
	05.03	Interpret quantitative information from tables, charts, and graphs as related to the workplace.
	05.04	Demonstrate ability to collect, organize, and interpret data, and predict outcomes relative to opening and closing procedures for a sales terminal.
	05.05	Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	05.06	Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
	05.07	Understand and interpret the main financial statements (i.e., balance sheet, income statement, etc.) of a business, with a focus on the income statement.
06.0	Demonstrate leadership and supervisory skills. The student will be able to:	
	06.01	Utilize problem-solving skills in accordance with management policy and mission statement.
	06.02	Establish/modify policies and procedures that align with the mission statement, SOPs, and operational needs.

	06.03 Inform personnel of policy and/or mission statement changes.
	06.04 Identify management functions.
	06.05 Identify supervisory functions.
	06.06 Identify leadership styles.
	06.07 Identify work improvement strategies such as motivation and productivity.
	06.08 Describe the supervisor's role as a change agent.
07.0	Identify economic principles. The student will be able to:
	07.01 Explain the following:
	• Economic Goods and Services • Economic Resources • Economics and Economic Activities • Utility • "Supply and Demand" • Price • Economic Systems • Private Enterprise and Business Ownership • Profit • Risk • Competition • Productivity
	07.02 Explain relationship between government and business.
	07.03 Identify components of gross national product (GNP) and gross domestic product (GDP).
08.0	Identify effective selling techniques and procedures. The student will be able to:
	08.01 Explain the purpose and importance of selling.
	08.02 Identify sales techniques used by the hospitality industry including social media.
	08.03 Prepare an effective sales presentation.
	08.04 Understand the resources deployed to develop and execute a multi-media campaign.

	08.05 Prepare press release.
	08.06 Analyze the strategies businesses use to market to customers.
	08.07 Develop and implement a publicity and public relations plan.
	08.08 Create and implement a SWOT action plan to promote establishment's features.
	08.09 Prepare and analyze questionnaire for guests.
	08.10 Promote room sales.
	08.11 Describe the sales process and various sales techniques used to sell to multiple markets (i.e., MICE, SMERF, Corp, etc.)
	08.12 Discuss customer services.
	08.13 Identify servicing requirements of various industries/groups.
	08.14 Identify an establishment or destination's target markets and prepare customized offers (i.e., leisure vs. corporate, corporate, convention groups, etc.).
09.0	Apply and maintain security and safety procedures. The student will be able to:
	09.01 Demonstrate general safety and security practices.
	09.02 Understand general policies and procedures for dealing with emergency/crisis situations.
	09.03 Follow company emergency procedures.
10.0	Analyze laws that affect the hospitality industry. The student will be able to:
	10.01 Interpret and apply labor regulations/laws.
	10.02 Interpret and apply fire regulations.
	10.03 Interpret and apply liquor laws.
	10.04 Interpret and apply workers' compensation laws.
	10.05 Interpret and apply the Innkeepers' Act.
	10.06 Interpret and apply civil rights acts.
	10.07 Interpret and apply the Americans with Disabilities Act.
	10.08 Interpret and apply company and/or franchise regulations.

	10.09 Interpret taxes affecting the hospitality industry.
	10.10 Interpret parts of group, convention, and banquet contracts.
11.0	Demonstrate hotel staffing operations. The student will be able to:
	11.01 Establish recruiting and selection procedures in accordance with company policy.
	11.02 Develop and evaluate procedures for staff orientation and training programs.
	11.03 Develop new employee orientation to facility and to company policies.
	11.04 Develop procedures for employee performance evaluation.
	11.05 Establish wage and salary control system.
	11.06 Identify labor control systems and their functions.
	11.07 Develop and apply disciplinary process related to coaching and progressive discipline.
	11.08 Demonstrate conflict resolution skills (i.e., employee disputes/complaints, etc.).
	11.09 Identify employee groups.
	11.10 Identify the functions and purposes of employee unions.
	11.11 Identify procedures in management development.
	11.12 Prepare job descriptions.
	11.13 Conduct job application interviews.
	11.14 Delegate responsibility and authority.
	11.15 Prepare employee work schedules.
	11.16 Lead management-employee group discussions.
	11.17 Communicate policy concerning sexual harassment.
	11.18 Communicate policy concerning substance abuse.
	11.19 Perform a task analysis.
12.0	Operate liability and risk identification program. The student will be able to:

	12.01 Train employees in liability and risk identification procedures.
	12.02 Identify liability and risk situations and take remedial action using approved procedures.
	12.03 Enforce liability and risk identification procedures with all employees.
13.0	Examine the principles of convention management and services. The student will be able to:
	13.01 Compare the scope and segments of the convention market.
	13.02 Identify potential convention groups.
	13.03 Identify company/corporate meetings.
	13.04 Identify factors affecting convention site selection.
	13.05 Compare convention sales techniques.
	13.06 Identify the sales process.
	13.07 Compare customer services.
	13.08 Identify convention-servicing requirements
14.0	Demonstrate technology skills on computer system and the Internet. The student will be able to:
	14.01 Explain the basics of purchasing, implementing, maintaining, and affectivity of today's information systems.
	14.02 Describe the types of software generally used in the Travel and Tourism Industry such as word-processing; database management, presentation graphics, and cash and office management software.
	14.03 Explain storage device, downtime, and backup, and identify common data storage devices.
	14.04 Explain the ticket function of an automation system.
	14.05 Identify and interpret reports generated by an automation system.
	14.06 Identify the daily, weekly, monthly, and yearly report functions.
	14.07 Explain data processing concepts and define important automation terms.
	14.08 Communicate with a data processing system and ticket function of a typical automated system.
	14.09 Analyze key reports generated by the automated system including daily and monthly sales reports, automated ARC reports, ticket inventories, aged analyses, and accounting journals.

	14.10 Identify the functions of Internet, including email and its role in stakeholder communication.
	14.11 Understand the role of the internet in the travel and tourism industry and identify reliable sources of relevant information.
	14.12 Explain the effective use of internet in addressing customer requests.
	14.13 Explain the effective use of internet-based marketing tools.
	14.14 Identify an establishment or destination's target markets and prepare customized offers.
15.0	Identify marketing, sales, and business promotion. The student will be able to:
	15.01 Explain marketing, its role, functions and related activities.
	15.02 Describe the relationship of marketing to business and the economy.
	15.03 Compare and contrast the types of business ownership.
	15.04 Explain concept of marketing strategies and importance of market research.
	15.05 Demonstrate an understanding of market segmentation
	15.06 Identify target markets and develop a marketing plan.
	15.07 Define the importance of Test Marketing and Follow-up.
	15.08 Compare and contrast product-oriented marketing and market-oriented strategies.
	15.09 Illustrate the importance of keeping up with current marketing ideas, new markets, and new technology.
	15.10 Explain purpose and importance of selling.
	15.11 Identify sales techniques used by the travel and tourism industry.
	15.12 Identify an effective sales presentation, including steps of a sale; consumer buying motives; approaches through greeting, merchandise, and service; proper time to approach a customer to open sale; feature-benefit analysis; closing the sale; and suggestion and substitution selling.
	15.13 Develop print advertisements and press releases.
	15.14 Implement public relations programs to promote features of business.
	15.15 Explain how the implications of social and economic trends might affect the Travel and Tourism market.
	15.16 Identify major social networks and explain how they can be applied to a marketing strategy.

15.17	Explain importance of segmental analysis in developing niches or specialty markets such as adventure travel, sports travel, ecotourism, cruises, up-scale travel or budget travel.
15.18	Demonstrate advertising principles to promote the Travel and Tourism business.
15.19	Compare the impact of direct mail, print, cooperative, and Internet advertising.
15.20	Explain the difference between Public Relations, Goodwill, and Personal Selling.
15.21	Research how to select a location for a Travel and Tourism operation.
15.22	Explain pricing strategies and competition including fee-based pricing.
15.23	Compare the unethical practices of bait-and-switch and its relationship to lowest price and volume.
15.24	Develop in-house marketing collateral and promotions.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Baking & Pastry Arts**
Career Cluster: **Hospitality &Tourism**

CCC	
CIP Number	0612050102
Program Type	College Credit Certificate (CCC)
Program Length	35 credit hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Baking & Pastry Management AS degree program (1612050102).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Cooking; Perform Different Types of Food Services; Nutrition; Organization and Fundamentals of Baking; Communication Skills; Math Skills; Supervision Management; Professionalism; and Culinary Organization. The course content also includes training in communications, leadership, human relations, employability skills and safe, efficient work practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate proficiency in employability skills.
02.0 Demonstrate proficiency in applying communication and human relations skills.
03.0 Demonstrate the application of mathematics commonly used in the culinary, bakery, and pastry industry.
04.0 Identify the organization and functions of the culinary, bakery, and pastry industry.
05.0 Maintain an accounting and information system.
06.0 Demonstrate equipment operation and maintenance skills.
07.0 Analyze laws that affect the culinary, bakery, and pastry industry.
08.0 Operate liability and risk identification program.
09.0 Demonstrate skills in food service and beverage sanitation and safety.
10.0 Plan and maintain purchasing and receiving procedures.
11.0 Demonstrate skills in food service and beverage management services.
12.0 Solve problems and make informed decisions.
13.0 Recognize, identify and demonstrate usage of ingredients and equipment.
14.0 Demonstrate skills in various food preparation methods.
15.0 Demonstrate methods of cooking and baking styles.
16.0 Apply principles of nutrition to food preparation.
17.0 Identify the roles of management and supervisory personnel.
18.0 Conduct emergency procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Baking & Pastry Arts**
CIP Number: **0612050102**
Program Length: **35 credit hours**

This certificate program is part of the Baking & Pastry Management AS degree program (1612050102). At the completion of this program, the student will be able to:	
01.0	Demonstrate proficiency in employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Identify documents that may be required when applying for a job.
01.04	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.05	Complete a job application form correctly.
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate responses to criticism from employer, supervisor, and customers.
01.08	Identify acceptable work habits.
01.09	Discuss how to make job changes appropriately.
01.10	Demonstrate acceptable employee health and grooming habits.
01.11	Describe and apply the importance of producing quality work and meeting performance standards under time and budget constraints.
01.12	Understand and discuss state and federal labor laws regulating the workplace.
01.13	Identify proper personal and business ethics.
01.14	Plan for future or career growth.
02.0	Demonstrate proficiency in applying communication and human relations skills. The student will be able to:
02.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and traits important to business.

	02.02	Demonstrate personal skills with respect for the opinions, customs and individual differences of others, as well as the ability to work cooperatively with team members and supervisors from diverse cultural backgrounds.
	02.03	Maintain appropriate personal appearance and attitude.
	02.04	Demonstrate problem solving and decision making strategies.
	02.05	Demonstrate interest, enthusiasm, integrity as well as orderly and systematic behavior.
	02.06	Explain concepts of self-understanding, self-esteem, and self-image in addition to the ability to set personal goals and develop a plan of action to achieve those goals.
	02.07	Demonstrate ability to assume responsibility for decisions and actions and practice stress management techniques and recognize stress of work.
	02.08	Utilize time efficiently (Time Management).
	02.09	Show support of organization's chain of command.
	02.10	Participate in professional associations affiliated with the culinary industry.
	02.11	Explain nature of staff communication and use of inter-departmental/company communication.
	02.12	Explain nature of positive customer/client relations.
	02.13	Demonstrate ability to speak effectively to customers, co-workers, supervisors, and vendors, using proper grammar and terminology.
	02.14	Demonstrate effective telephone and e-mail techniques and etiquette in a business situation.
	02.15	Follow directions and communicate effectively to facilitate understanding and performance on the job.
	02.16	Compose unified and coherent correspondence, directions, descriptions, explanations, and reports, business letters, memos, and e-mails.
	02.17	Interpret business policies to customers/clients.
	02.18	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	02.19	Train employees to communicate effectively.
	02.20	Utilize (read, write and speak) culinary terminology, abbreviations, and acronyms.
	02.21	Demonstrate ability to deal with difficult customers and employees.
03.0	Demonstrate the application of mathematics commonly used in the culinary, bakery, and pastry industry. The student will be able to:	
	03.01	Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.

	03.02 Apply problem-solving techniques to sales related transactions including cash, checks, debit cards, credit cards, and discounts.
	03.03 Interpret quantitative information from tables, charts, and graphs as related to the workplace.
	03.04 Calculate change, tax, gratuity, commission, and miscellaneous charges.
	03.05 Explain of measures and conversions.
	03.06 Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	03.07 Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
	03.08 Operate a calculator.
	03.09 Understand how convert recipes, calculate portion sizes and estimate cost effectively.
	03.10 Identify the break-even point.
04.0	Identify the organization and functions of the culinary, bakery, and pastry industry. The student will be able to:
	04.01 Trace inception and development of culinary industry.
	04.02 Analyze functions of baking industry
	04.03 Identify staff according to functions.
	04.04 Identify the “Pastry Shop Brigade”.
	04.05 Identify “classic repertoire”.
	04.06 Identify modern kitchen organization, job station and work sites.
	04.07 Identify career progression in culinary, bakery, and pastry arts.
	04.08 Discuss history and composition of foods and beverages.
	04.09 Identify critical trends in food and beverage industry.
05.0	Maintain an accounting and information system. The student will be able to:
	05.01 Maintain accounts payable.
	05.02 Check, record and pay invoices.
	05.03 Maintain accounts receivable.

	05.04 Calculate, analyze, and review labor costs.
	05.05 Review and analyze balance sheet.
	05.06 Monitor the accounting, cashiering, and billing of all guest services.
	05.07 Record and maintain daily departmental records.
	05.08 Compute average amount spent by guests.
	05.09 Operate adding, bookkeeping, telephone, and calculating machines as well as computer terminal inputs and readouts.
	05.10 Prepare and maintain payroll.
06.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
	06.01 Identify equipment and its intended uses.
	06.02 Maintain maintenance logs.
	06.03 Use equipment and tools for tasks for which it were designed.
	06.04 Perform preventative maintenance on kitchen equipment and utensils per manufacturing specifications.
	06.05 Assemble equipment according to manufacturer's safety guidelines.
	06.06 Disassemble equipment following proper safety guidelines.
	06.07 Apply knife skills.
	06.08 Interpret and apply procedures from equipment manuals.
	06.09 Demonstrate a general understanding of the systems equipment in a typical establishment including electrical, plumbing, air conditioning.
07.0	Analyze laws that affect the culinary, bakery, and pastry industry. The student will be able to:
	07.01 Interpret and apply labor regulations/laws as well as civil rights acts.
	07.02 Interpret and apply fire regulations.
	07.03 Interpret and apply liquor laws.
	07.04 Interpret and apply workers’ compensation laws.
	07.05 Interpret and apply the Americans with Disabilities Act.

	07.06 Interpret and apply company and/or franchise regulations.
	07.07 Interpret taxes affecting the culinary, bakery and pastry industry.
	07.08 Interpret key elements of group, convention, and banquet contracts.
	07.09 Understand customers' rights
	07.10 Understand warranties and product liabilities
	07.11 Understand sanitation regulations, licenses and permits
08.0	Operate liability and risk identification program. The student will be able to:
	08.01 Train employees in liability and risk identification procedures.
	08.02 Identify liability and risk situations and take remedial action using approved procedures.
	08.03 Enforce liability and risk identification procedures with all employees.
09.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	09.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	09.02 Maintain operation in compliance with health codes and regulations.
	09.03 Implement all federal, state and local regulations impacting sanitation and safety i.e., OSHA, FDA.
	09.04 Prepare sanitizing solutions in correct dilution.
	09.05 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	09.06 Wash hands in accordance with Health Department Guidelines.
	09.07 Receive food, supplies and beverages properly.
	09.08 Rotate perishable foods to minimize spoilage.
	09.09 Store all inventory items in accordance with safety standards:
	• Label and date all products
	• Store flours in accordance with safety standards
	• Store seasonings, spices, and flavorings in accordance with safety standards

		• Store eggs and egg products in accordance with safety standards.
		• Store milk and milk products in accordance with safety standards.
		• Store cheese in moisture controlled environment in accordance with safety standards.
		• Store farinaceous products in accordance with safety standards.
		• Store fruits in accordance with safety standards.
		• Store starches in accordance with safety standards.
		• Store grains in accordance with safety standards.
		• Store all baked good “products” in accordance with safety standards.
	09.10	Identify appropriate reporting procedures of any potential hazards and violations.
	09.11	Dispose of waste, garbage and recycling in accordance with health codes..
	09.12	Maintain material safety and data sheets (M.S.D.S.).
	09.13	Maintain floor care (sweep and mop).
	09.14	Calibrate food thermometers.
10.0		Plan and maintain purchasing and receiving procedures. The student will be able to:
	10.01	Identify sources of supply.
	10.02	Evaluate products.
	10.03	Establish and apply purchasing specification.
	10.04	Prepare requisitions and transfers.
	10.05	Check invoices against received goods.
	10.06	Establish and apply stock rotation system.
	10.07	Establish and apply stock inventory levels.
	10.08	Record and price inventories.
	10.09	Organize and maintain dry storage.

	10.10 Organize and maintain cold storage.
	10.11 Prepare tenders and contracts.
	10.12 Negotiate service and maintenance contracts.
	10.13 Obtain credits on invoices.
11.0	Demonstrate skills in food service and beverage management services. The student will be able to:
	11.01 Identify basic management functions.
	11.02 Discuss goods, services, beverage facilities and equipment.
	11.03 Identify purchase, storage, and inventory controls.
	11.04 Utilize food and beverage operating budget.
	11.05 Identify food and beverage operations.
	11.06 Compare food and beverage costs to maintain budget.
	11.07 Discuss labor cost control.
12.0	Solve problems and make informed decisions. The student will be able to:
	12.01 Solve problems in accordance with management policy and mission statement.
	12.02 Make informed decisions in accordance with management policy and mission statement.
	12.03 Modify policy and/or mission statement to meet new conditions using approved procedures.
	12.04 Inform management personnel of policy and/or mission statement changes.
13.0	Recognize, identify and demonstrate usage of ingredients and equipment. The student will be able to:
	13.01 Recognize and identify standard herbs, spices, seasonings and their uses.
	13.02 Recognize and identify cheese and their uses.
	13.03 Recognize and identify flavorings and their uses.
	13.04 Recognize and identify vegetables and their uses.
	13.05 Recognize and identify eggs and egg products and their uses.

	13.06 Recognize and identify fruit and their uses.
	13.07 Recognize and identify hand tools used in baking and pastry.
	13.08 Recognize and identify all types of pans and molds used in baking and pastry.
	13.09 Recognize and identify stationary equipment for baking and pastry.
	13.10 Recognize and identify dairy products and their uses.
	13.11 Recognize and identify starches and their uses.
	13.12 Recognize and identify bakery and pastry goods and their uses.
	13.13 Recognize and identify fruit products and their uses.
	13.14 Recognize and identify chocolate products and their uses.
14.0	Demonstrate skill in various food preparation methods. The student will be able to:
	14.01 Prepare yeast made products.
	14.02 Prepare rolls.
	14.03 Prepare coffee cakes and Danish pastries.
	14.04 Prepare icing.
	14.05 Prepare cakes and cookies.
	14.06 Prepare pies, pudding and sauces.
	14.07 Prepare puff pastries.
	14.08 Prepare cream puffs and éclair pastry variations.
	14.09 Prepare and garnish petit fours and friandises.
	14.10 Prepare parfaits and spoons.
	14.11 Prepare charlottes and mousses.
	14.12 Prepare ice cream and frozen desserts
	14.13 Prepare thickening agents.

	14.14 Prepare sauces.
	14.15 Prepare egg and fruit based dessert sauces.
	14.16 Prepare tempered chocolates.
	14.17 Prepare meringues and pastillage.
	14.18 Prepare sugar for pulling and blowing.
	14.19 Prepare nougat and marzipan candy.
	14.20 Prepare confectionery chocolate and candies.
	14.21 Prepare chocolate, sugar, pastillage, croquant, marzipan, and bread sculptures.
15.0	Demonstrate methods of cooking and baking styles. The student will be able to:
	15.01 Prepare and bake yeast, non-yeast and chemically leavened dough breads and pastry products
	15.02 Prepare crusty yeast dough breads.
	15.03 Prepare soft yeast dough breads.
	15.04 Prepare specialty yeast dough breads.
	15.06 Prepare baked foods.
	• Follow basic baking principles (mixing, proofing, forming, and baking).
	• Follow the recipe specifically.
	• Decorate bakery products.
	• Prepare plated desserts.
	15.07 Prepare pie dough, pastry dough, choux dough.
	15.08 Prepare puff pastry dough and variations.
	15.09 Prepare crepes.
	15.10 Prepare pies and tartes.
	15.11 Prepare doughnuts and fritters (yeast-raised doughnuts and cake doughnuts).

	15.12 Prepare cakes and tourtes.
	15.13 Prepare poached fruits, fruit cobblers, and crisps.
	15.14 Prepare cream, custards, and puddings.
	15.15 Prepare fillings and toppings.
	15.16 Prepare frosting and icing.
	15.17 Prepare dessert sauces.
	15.18 Prepare petit fours and friandises.
	15.19 Demonstrate cake decorating and finishing techniques.
	15.20 Demonstrate plate decorating and finishing techniques.
	15.21 Prepare confectionery chocolate and candies.
	15.22 Demonstrate showpiece making abilities.
	15.23 Prepare various types and methods of mousses, curds, chiboust, Pate a bombe fruit, Italian meringue, chocolates.
	15.24 Recognize future science of pastry techniques, terms and equipment.
16.0	Apply principles of nutrition to food preparation. The student will be able to:
	16.01 Use the current USDA food guidelines (https://www.dietaryguidelines.gov/).
	16.02 Identify food groups.
	16.03 Recognize nutritional context of food groups.
	16.04 Prepare balanced meals.
	16.05 Control portions to achieve nutritional balance.
	16.06 Define dietary allowances of: proteins, fats, carbohydrates, and vitamins/minerals.
	16.07 Prepare food for special dietary needs.
	16.08 Recognize dietary requirements for special population groups.
	16.09 Demonstrate awareness of religious dietary requirements.

17.0	Identify the roles of management and supervisory personnel. The student will be able to:
17.01	Establish recruiting and selection procedures in accordance with policy.
17.02	Develop procedures for staff orientation and training.
17.03	Conduct new employee orientation to facility and to company policies.
17.04	Develop procedures for employee performance evaluation.
17.05	Establish compensation system.
17.06	Identify labor control systems and their functions.
17.07	Understand and establish internal communication processes.
17.08	Identify motivational techniques.
17.09	Develop disciplinary process.
17.10	Demonstrate conflict resolution.
17.11	Identify employee groups.
17.12	Identify the functions and purposes of employee unions.
17.13	Identify procedures in management development.
17.14	Understand and prepare job descriptions.
17.15	Conduct job application interviews.
17.16	Conduct staff development training.
17.17	Delegate responsibility and authority.
17.18	Prepare employee work schedules.
17.19	Reconcile staff grievances.
17.20	Reconcile employee disputes/complaints.
17.21	Lead management-employee group discussions.
17.22	Communicate policy concerning sexual harassment.

	17.23 Communicate policy concerning substance abuse.
	17.24 Demonstrate the principles of managing training programs.
	17.25 Perform a task analysis.
	17.26 Develop training objectives and plans for a training program.
	17.27 Demonstrate procedures for evaluating training programs.
	17.28 Identify communications concepts in training programs.
	17.29 Identify team-building strategies.
	17.30 Identify effective coaching and counseling techniques.
	17.31 Identify management and supervisory functions.
	17.32 Identify leadership styles.
	17.33 Identify work improvement concepts.
	17.34 Describe the supervisor's role as a change agent.
18.0	Conduct emergency procedures. The student will be able to:
	18.01 Call fire, police, and emergency medical services as needed.
	18.02 Provide and maintain fire extinguishers, and hood systems.
	18.03 Provide and maintain emergency first aid equipment and/or supplies.
	18.04 Seek out contractors to teach you and/or employees on CPR certification.
	18.05 Document details of any emergency.
	18.06 Follow company emergency procedures.
	18.07 Establish fire drill and emergency procedures.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Pastry Chef Assistant**
Career Cluster: **Hospitality & Tourism**

	CCC
CIP Number	0612050104
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Baking and Pastry Management AS degree program (1612050102)

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.0030, F.A.C.)

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Baking; Organization and Fundamentals of Baking; Communication Skills; Math Skills; Culinary Organization; Food and Beverage Purchasing; Food and Beverage Management. The course content also includes training in communications, and safe, efficient work practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 12 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate application of communication and human relation skills
02.0 Demonstrate the application of mathematics commonly used in the culinary, bakery, and pastry industry.
03.0 Demonstrate equipment operation skills.
04.0 Demonstrate skills in food service and beverage sanitation and safety.
05.0 Recognize, identify and demonstrate usage of ingredients and equipment.
06.0 Demonstrate skill in various food preparation methods.
07.0 Demonstrate methods of cooking and baking styles.

Florida Department of Education
Student Performance Standards

Program Title: **Pastry Chef Assistant**
CIP Number: **0612050104**
Program Length: **12 credit hours**

This certificate program is part of the Baking and Pastry Management AS degree program (1612050102). At the completion of this program, the student will be able to:	
01.0	Demonstrate application of communication and human relations skills. The student will be able to:
01.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, and traits important to business.
01.02	Demonstrate personal skills respect for the opinions, customs and individual differences of others, as well as the ability to work cooperatively with team members and supervisors from diverse cultural backgrounds.
01.03	Maintain appropriate personal appearance and attitude.
01.04	Demonstrate interest, enthusiasm, integrity as well as orderly behavior.
01.05	Utilize time efficiently (Time Management).
01.06	Follow directions and communicate effectively to facilitate understanding and performance on the job.
02.0	Demonstrate the application of mathematics commonly used in the culinary, bakery, and pastry industry. The student will be able to:
02.01	Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.
02.02	Explain measures and conversions.
02.03	Operate a calculator.
02.04	Understand how to convert recipes, calculate portion sizes and estimate cost effectively.
03.0	Demonstrate equipment operation skills. The student will be able to:
03.01	Identify equipment and its intended uses.
03.02	Use equipment and tools for tasks for which it were designed.
03.03	Interpret and apply procedures from equipment manuals.
04.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:

04.01	Identify and implement sanitation and H.A.C.C.P. regulations and standards.
04.02	Maintain operation in compliance with health codes and regulations.
04.03	Prepare sanitizing solutions in correct dilution.
04.04	Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
04.05	Wash hands in accordance with Health Department Guidelines.
04.06	Rotate perishable foods to minimize spoilage.
04.07	Store all inventory items in accordance with safety standards.
	• Label and date all products.
	• Store flours in accordance with safety standards.
	• Store seasonings in accordance with safety standards.
	• Store spices in accordance with safety standards.
	• Store flavorings in accordance with safety standards.
	• Store eggs and egg products in accordance with safety standards.
	• Store milk and milk products in accordance with safety standards.
	• Store fruits in accordance with safety standards.
	• Store starches in accordance with safety standards.
	• Store grains in accordance with safety standards.
04.08	Dispose of waste and garbage in accordance with health codes.
04.09	Maintain floor care (sweep and mop).
04.10	Calibrate food thermometers.
05.0	Recognize, identify and demonstrate usage of ingredients and equipment. The student will be able to:
05.01	Recognize and identify standard herbs, spices, seasonings and their uses.
05.02	Recognize and identify flavorings and their uses.

	05.03 Recognize and identify eggs and egg products and their uses.
	05.04 Recognize and identify fruit and their uses.
	05.05 Recognize and identify dairy products and their uses.
	05.06 Recognize and identify starches and their uses.
	05.07 Recognize and identify bakery and pastry goods and their uses.
	05.08 Recognize and identify chocolate products and their uses.
06.0	Demonstrate skill in various food preparation methods. The student will be able to:
	06.01 Prepare yeast made products.
	06.02 Prepare rolls.
	06.03 Prepare coffee cakes and Danish pastries.
	06.04 Prepare puff pastries.
	06.05 Prepare cream puffs and éclair pastry variations.
07.0	Demonstrate methods of cooking and baking styles. The student will be able to:
	07.01 Prepare and bake yeast, non-yeast and chemically leavened dough breads and pastry products.
	07.02 Prepare crusty yeast dough breads.
	07.03 Prepare soft yeast dough breads.
	07.04 Prepare specialty yeast dough breads.
	07.05 Prepare baked foods.
	• Follow basic baking principles (mixing, proofing, forming, and baking).
	• Follow the recipe specifically.
	07.06 Prepare pie dough, pastry dough, choux dough.
	07.07 Prepare puff pastry dough and variations.
	07.08 Prepare doughnuts and fritters (yeast-raised doughnuts and cake doughnuts).

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Baking and Pastry Specialist**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0612050105
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Baking and Pastry Management AS degree program (1612050102)

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.0030, F.A.C.)

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Baking; Organization and Fundamentals of Baking; Communication Skills; Math Skills; Culinary Organization; Food and Beverage Purchasing; Food and Beverage Management; The course content also includes training in communications, leadership, human relations, employability skills and safe, efficient work practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 18 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate application of communication and human relation skills
02.0 Demonstrate the application of mathematics commonly used in the culinary, bakery, and pastry industry.
03.0 Demonstrate equipment operation and maintenance skills.
04.0 Demonstrate skills in food service and beverage sanitation and safety.
05.0 Maintain purchasing and receiving procedures.
06.0 Recognize, identify and demonstrate usage of ingredients and equipment.
07.0 Demonstrate skill in various food preparation methods.
08.0 Demonstrate methods of cooking and baking styles.
09.0 Identify the roles of management and supervisory personnel.
10.0 Conduct emergency procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Baking and Pastry Specialist**
CIP Number: **0612050105**
Program Length: **18 credit hours**

This certificate program is part of the Baking and Pastry Management AS degree program (1612050102). At the completion of this program, the student will be able to:	
01.0	Demonstrate application of communication and human relations skills. The student will be able to:
01.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and traits important to business.
01.02	Demonstrate personal skills respect for the opinions, customs and individual differences of others, as well as the ability to work cooperatively with team members and supervisors from diverse cultural backgrounds.
01.03	Maintain appropriate personal appearance and attitude.
01.04	Demonstrate interest, enthusiasm, integrity as well as orderly and systematic behavior.
01.05	Demonstrate ability to assume responsibility for decisions and actions and practice stress management techniques.
01.06	Utilize time efficiently (Time Management).
01.07	Explain nature of staff communication and use of inter-departmental/company communication.
01.08	Explain nature of positive customer/client relations.
01.09	Demonstrate ability to speak effectively to customers, co-workers, supervisors, and vendors, using proper grammar and terminology.
01.10	Follow directions and communicate effectively to facilitate understanding and performance on the job.
01.11	Utilize (read, write, and speak) culinary and baking terminology, abbreviations, and acronyms.
01.12	Demonstrate ability to deal with difficult customers and employees.
02.0	Demonstrate the application of mathematics commonly used in the culinary, bakery, and pastry industry. The student will be able to:
02.01	Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.
02.02	Explain measures and conversions.
02.03	Operate a calculator.

	02.04 Understand how to convert recipes, calculate portion sizes and estimate cost effectively.
03.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
	03.01 Identify equipment and its intended uses.
	03.02 Use equipment and tools for tasks for which it were designed.
	03.03 Perform preventative maintenance on kitchen equipment and utensils per manufacturing specifications.
	03.04 Assemble equipment according to manufacturer's safety guidelines.
	03.05 Disassemble equipment following proper safety guidelines.
	03.06 Interpret and apply procedures from equipment manuals.
04.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	04.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	04.02 Maintain operation in compliance with health codes and regulations.
	04.03 Implement all federal, state and local regulations impacting sanitation and safety i.e., OSHA, FDA.
	04.04 Prepare sanitizing solutions in correct dilution.
	04.05 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	04.06 Wash hands in accordance with Health Department Guidelines.
	04.07 Receive food, supplies and beverages properly.
	04.08 Rotate perishable foods to minimize spoilage.
	04.09 Store all inventory items in accordance with safety standards.
	• Label and date all products.
	• Store flours in accordance with safety standards.
	• Store seasonings in accordance with safety standards.
	• Store spices in accordance with safety standards.
	• Store flavorings in accordance with safety standards.

	• Store eggs and egg products in accordance with safety standards.
	• Store milk and milk products in accordance with safety standards.
	• Store cheese in accordance with safety standards.
	• Store farinaceous in accordance with safety standards.
	• Store fruits in accordance with safety standards.
	• Store starches in accordance with safety standards.
	• Store grains in accordance with safety standards.
	• Store all baked good “products” in accordance with safety standards.
	04.10 Identify appropriate reporting procedures of any potential hazards and violations.
	04.11 Dispose of waste and garbage in accordance with health codes.
	04.12 Maintain material safety and data sheets (M.S.D.S.).
	04.13 Maintain floor care (sweep and mop).
	04.14 Calibrate food thermometers.
05.0	Maintain purchasing and receiving procedures. The student will be able to:
	05.01 Identify sources of supply.
	05.02 Evaluate products.
	05.03 Check invoices against received goods.
	05.04 Establish and apply stock rotation system.
	05.05 Establish and apply stock inventory levels.
	05.06 Organize and maintain dry storage.
	05.07 Organize and maintain cold storage.
	05.08 Obtain credits on invoices.
06.0	Recognize, identify and demonstrate usage of ingredients and equipment. The student will be able to:

	06.01 Recognize and identify standard herbs, spices, seasonings and their uses.
	06.02 Recognize and identify cheese and their uses.
	06.03 Recognize and identify flavorings and their uses.
	06.04 Recognize and identify vegetables and their uses.
	06.05 Recognize and identify eggs and egg products and their uses.
	06.06 Recognize and identify fruit and their uses.
	06.07 Recognize and identify hand tools used in baking and pastry.
	06.08 Recognize and identify all types of pans and molds used in baking and pastry.
	06.09 Recognize and identify stationary equipment for baking and pastry.
	06.10 Recognize and identify dairy products and their uses.
	06.11 Recognize and identify starches and their uses.
	06.12 Recognize and identify bakery and pastry goods and their uses.
	06.13 Recognize and identify fruit products and their uses.
	06.14 Recognize and identify chocolate products and their uses.
07.0	Demonstrate skill in various food preparation methods. The student will be able to:
	07.01 Prepare yeast made products.
	07.02 Prepare rolls.
	07.03 Prepare coffee cakes and Danish pastries.
	07.04 Prepare icing.
	07.05 Prepare cakes and cookies.
	07.06 Prepare pies, pudding and sauces.
	07.07 Prepare puff pastries.
	07.08 Prepare cream puffs and éclair pastry variations.

	07.09 Prepare and garnish petites fours and friandises.
	07.10 Prepare parfaits and spoons.
	07.11 Prepare charlottes and mousses.
	07.12 Prepare ice cream and frozen desserts
	07.13 Prepare thickening agents.
	07.14 Prepare sauces.
	07.15 Prepare tempered chocolates.
	07.16 Prepare egg and fruit based dessert sauces.
	07.17 Prepare meringues and pastillage.
	07.18 Prepare nougat and marzipan candy.
08.0	Demonstrate methods of cooking and baking styles. The student will be able to:
	08.01 Prepare and bake yeast, non-yeast and chemically leavened dough breads and pastry products.
	08.02 Prepare crusty yeast dough breads.
	08.03 Prepare soft yeast dough breads.
	08.04 Prepare specialty yeast dough breads.
	08.05 Prepare baked foods.
	• Follow basic baking principles (mixing, proofing, forming, and baking).
	• Follow the recipe specifically.
	• Decorate bakery products.
	• Prepare plated desserts.
	08.06 Prepare pie dough, pastry dough, choux dough.
	08.07 Prepare puff pastry dough and variations.
	08.08 Prepare crepes.

	08.09 Prepare pies and tartes.
	08.10 Prepare doughnuts and fritters (yeast-raised doughnuts and cake doughnuts).
	08.11 Prepare cakes and tourtes.
	08.12 Prepare poached fruits, fruit cobblers, and crisps.
	08.13 Prepare cream, custards, and puddings.
	08.14 Prepare fillings and toppings.
	08.15 Prepare frosting and icing.
	08.16 Prepare dessert sauces.
	08.17 Prepare petites fours and friandises.
09.0	Identify the roles of management and supervisory personnel. The student will be able to:
	09.01 Identify labor control systems and their functions.
	09.02 Understand and establish internal communication processes.
	09.03 Identify motivational techniques.
	09.04 Identify procedures in management development.
	09.05 Understand and prepare job descriptions.
	09.06 Identify work improvement concepts.
	09.07 Describe the supervisor's role as a change agent.
10.0	Conduct emergency procedures. The student will be able to:
	10.01 Call fire, police, and emergency medical services as needed.
	10.02 Follow company emergency procedures.
	10.03 Identify and establish fire drill and emergency procedures.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Culinary Arts**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0612050301
Program Type	College Credit Certificate (CCC)
Program Length	35 credit hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Culinary Management AS degree program (1612050401).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Cooking; Garde Manger; Nutrition; Baking; Communication Skills; Math Skills; Computer Applications; Professionalism; Culinary Organization; Food and Beverage Purchasing; Food and Beverage Management. The course content also includes training in communications, leadership, human relations, employability skills and safe, efficient work practices.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate proficiency in employability skills.
02.0 Demonstrate proficiency in applying communication and human relations skills.
03.0 Demonstrate equipment operation and maintenance skills.
04.0 Analyze laws that affect the culinary industry.
05.0 Operate liability and risk identification program.
06.0 Demonstrate skills in food service and beverage sanitation and safety.
07.0 Plan and maintain purchasing and receiving procedures.
08.0 Demonstrate skills in food service and beverage management services.
09.0 Recognize, identify and demonstrate usage of foods.
10.0 Demonstrate skill in preparing foods for cooking.
11.0 Demonstrate methods of cooking.
12.0 Perform various types of food services.
13.0 Apply principles of nutrition to food preparation.
14.0 Conduct emergency procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Culinary Arts**
CIP Number: **0612050301**
Program Length: **35 credit hours**

This certificate program is part of the Culinary Management AS degree program (1612050401). At the completion of this program, the student will be able to:	
01.0	Demonstrate proficiency in employability skills. The student will be able to:
01.01	Conduct a job search to include online job sites.
01.02	Identify secured documents that may be personal (i.e., social security information, etc.) but are required when applying for a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Complete a job application form correctly via Internet job sites, company websites, and social media sites (i.e., LinkedIn, Indeed, Monster, Glassdoor, Zip Recruiter, etc.).
01.05	Demonstrate competence in job interview techniques.
01.06	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perception checking.
01.07	Identify acceptable work habits (i.e., Professionalism, cleanliness, etc.).
01.08	Demonstrate acceptable employee health, grooming habits and appearance standards.
01.09	Describe and apply the importance of producing quality work and meeting performance standards.
01.10	Discuss state and federal labor laws regulating the workplace.
01.11	Identify proper personal and business ethics.
01.12	Understand the essentials of creating a portfolio and how it relates to future career growth (i.e., Self-promotion, Awards, certifications, accolades, pictures, publications, etc.).
02.0	Demonstrate proficiency in applying communication and human relations skills. The student will be able to:
02.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and traits important to business.
02.02	Discuss and understand the important role that diversity plays in the Culinary Industry (i.e., team members, supervisors, customers, etc.).
02.03	Maintain appropriate personal appearance and attitude.

02.04	Demonstrate problem solving and decision-making strategies.
02.05	Demonstrate professional communication skills (i.e., body language, eye-contact, phone etiquette, verbal, writing, language, etc.)
02.06	Demonstrate ability to assume responsibility for decisions and actions (i.e., take ownership, consequences, etc.).
02.07	Utilize time efficiently by applying effective time management techniques (SMART goals, Action plans, check lists, etc.).
02.08	Understand how to manage effectively within the organization's chain of command.
02.09	Research and/or participate in professional associations affiliated with the culinary industry.
02.10	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, etc.).
02.11	Explain nature of positive customer/client relations.
02.12	Demonstrate effective telephone and e-mail techniques and etiquette in a business situation.
02.13	Understand how to utilize SOPs to manage client/customer need.
02.14	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
02.15	Utilize (read, write and speak) culinary terminology, abbreviations, and acronyms.
02.16	Set personal goals and develop a plan of action to achieve those goals.
02.17	Demonstrate the ability to deal with difficult customers and employees.
03.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
03.01	Identify equipment and its intended uses.
03.02	Maintain maintenance logs.
03.03	Use equipment and tools for the appropriate tasks for which it was designed.
03.04	Schedule preventative maintenance on kitchen equipment and utensils per manufacturing specifications.
03.05	Assemble equipment according to manufacturer's safety guidelines.
03.06	Disassemble equipment following proper safety guidelines.
03.07	Apply knife skills correctly.

	03.08 Interpret and apply procedures from equipment manuals.
04.0	Analyze laws that affect the culinary industry. The student will be able to:
	04.01 Interpret and apply labor regulations/laws as well as civil rights acts.
	04.02 Interpret and apply fire regulations.
	04.03 Interpret and apply liquor laws.
05.0	Operate liability and risk identification program. The student will be able to:
	05.01 Train employees in liability and risk identification procedures.
06.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	06.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	06.02 Achieve safety and sanitation certification or credentialing from professional recognized organization.
	06.03 Maintain operation in compliance with health codes and regulations.
	06.04 Implement all federal, state and local regulations impacting sanitation and safety (i.e., DBPR, OSHA, FDA, HACCP, etc.).
	06.05 Prepare and monitor sanitizing solutions in correct dilution.
	06.06 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	06.07 Wash hands in accordance with Health Department Guidelines.
	06.08 Inspect, receive, and store food and beverage supplies according to FIFO standards.
	06.09 Rotate perishable foods to minimize spoilage.
	06.10 Store all inventory items in accordance with safety standards.
	06.11 Label and date all products.
	06.12 Store all inventory items (including herbs, spices, seasonings and flavorings) in accordance with safety standards.
	06.13 Store shell eggs and egg products, milk and milk products and cheese in accordance with safety standards.
	06.14 Store fruits and vegetables in accordance with safety standards.
	06.15 Store seafood, crustacean, and mollusks in accordance with safety standards.

	06.16 Store all proteins in accordance with safety standards.
	06.17 Store poultry in accordance with safety standards.
	06.18 Store starches, grains, and farinaceous, in accordance with safety standards.
	06.19 Store baked goods and ready to eat foods in accordance with safety standards.
	06.20 Identify appropriate reporting procedures of any potential hazards and violations (i.e., shell stock ID tags).
	06.21 Dispose of waste and garbage in accordance with health codes.
	06.22 Maintain Safety Data Sheets.
	06.23 Maintain floor care (sweep and mop).
	06.24 Calibrate food thermometers.
07.0	Plan and maintain purchasing and receiving procedures. The student will be able to:
	07.01 Identify proper sources of supply (i.e., organic, sustainability, farm-to-table, etc.).
	07.02 Evaluate products.
	07.03 Understand negotiation and payment terms with suppliers.
	07.04 Establish and apply purchasing specification.
	07.05 Prepare requisitions and transfers.
	07.06 Check invoices against received goods.
	07.07 Establish and apply stock rotation system.
	07.08 Establish and implement stock inventory levels in relation to peak business hours and seasons.
	07.09 Record and price inventories.
	07.10 Organize and maintain dry storage.
	07.11 Organize and maintain cold storage.
	07.12 Identify tenders and contracts.
08.0	Demonstrate skills in food service and beverage management services. The student will be able to:

	08.01 Discuss goods, services, beverage facilities and equipment.
	08.02 Identify purchase, storage, and inventory controls.
	08.03 Identify food and beverage operations.
	08.04 Compare food and beverage costs to maintain budget.
	08.05 Calculate food and labor costs.
09.0	Recognize, identify and demonstrate usage of foods. The student will be able to:
	09.01 Recognize and identify standard herbs, seasonings, spices, flavorings and their uses.
	09.02 Recognize and identify shell eggs and egg products, milk and milk products, cheeses and their uses.
	09.03 Recognize and identify fruits and vegetables and their uses.
	09.04 Recognize and identify seafood, crustacean, and mollusks and their uses.
	09.05 Recognize and identify protein sources (including meats, poultry, etc.) and their uses.
	09.06 Recognize and identify starches, grains, and farinaceous sources and their uses.
	09.07 Recognize and identify baked goods and ready to eat foods and their uses.
	09.08 Recognize and identify nonalcoholic and alcoholic beverages and flavor profiles.
10.0	Demonstrate skill in preparing foods for cooking. Student will be able to:
	10.01 Prepare salads.
	10.02 Prepare hot food.
	10.03 Prepare cold food.
	10.04 Prepare hors d'oeuvres.
	10.05 Prepare canapés.
	10.06 Understand concepts of Garde Manger.
	10.07 Prepare sandwiches.
	10.08 Garnish foods.

	10.09 Examine the process and techniques of Ice Sculpting.
	10.10 Prepare charcuterie.
	10.11 Prepare relishes.
	10.12 Prepare thickening agents.
	10.13 Prepare sauces.
	10.14 Prepare mother sauces
	10.15 Prepare egg and butter-based sauces.
	10.16 Prepare fruit sauces, coulis, and purees.
	10.17 Prepare stocks
	10.18 Prepare soups
	10.19 Skin, scale and prepare fish
	10.20 Bone and prepare poultry
	10.21 Tenderize meats, poultry and seafood
11.0	Demonstrate methods of cooking. The student will be able to:
	11.01 Prepare pan-broiled foods.
	11.02 Prepare roasted foods.
	11.03 Prepare microwaved foods.
	11.04 Prepare stewed foods.
	11.05 Prepare broiled foods.
	11.06 Prepare baked foods.
	11.07 Follow basic baking principles.
	11.08 Follow standardized recipes.
	11.09 Prepare and bake non-yeast dough products.

	11.10 Prepare and bake yeast dough products.
	11.11 Decorate bakery products.
	11.12 Prepare desserts.
	11.13 Prepare braised foods.
	11.14 Prepare simmered foods.
	11.15 Prepare smoked foods.
	11.16 Prepare barbecued foods.
	11.17 Prepare fried foods.
	11.18 Prepare pan fry foods.
	11.19 Prepare deep fry foods.
	11.20 Prepare sautéed foods.
	11.21 Prepare steamed foods.
	11.22 Prepare clarified butter.
	11.23 Prepare poached foods
	11.24 Prepare blanched foods.
	11.25 Prepare grilled foods.
	11.26 Prepare boiled foods.
12.0	Identify and perform various types of food services. The student will be able to:
	12.01 Identify American service.
	12.02 Identify buffet service.
	12.03 Identify family style service.
	12.04 Identify French service.
	12.05 Understand how to perform tableside service.

	12.06 Understand catering operations.
	12.07 Understand various types of food service (i.e., QSR, airline, cruise line, health care, sports, fast casual, Bar, commissary, Military food service, etc.).
	12.08 Prepare regional cuisine.
	12.09 Prepare international cuisine.
13.0	Apply principles of nutrition to food preparation. The student will be able to:
	13.01 Identify food groups.
	13.02 Recognize nutritional context of food groups.
	13.03 Prepare balanced meals.
	13.04 Control portions to achieve nutritional balance.
	13.05 Recognize dietary requirements for special population groups.
	13.06 Demonstrate awareness of religious dietary requirements and food allergies.
14.0	Conduct emergency procedures. The student will be able to:
	14.01 Call fire, police, and emergency medical services as needed.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Chef's Apprentice**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0612050302
Program Type	College Credit Certificate (CCC)
Program Length	12 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Culinary Management AS degree program (1612050401).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to sanitation and safety; maintenance and operation of equipment; recognition and identification of foods; proper storage of foods; methods of preparation; usage of foods; methods of cooking; communication skills; math skills; computer applications; professionalism; culinary organization; and food and beverage purchasing.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate the application of mathematics commonly used in the culinary industry.
02.0 Identify organization and functions of the culinary industry.
03.0 Demonstrate equipment operation and maintenance skills.
04.0 Demonstrate skills in food service and beverage sanitation and safety.
05.0 Recognize, identify, and demonstrate usage of foods.
06.0 Demonstrate skill in preparing foods for cooking.
07.0 Demonstrate methods of cooking.

Florida Department of Education
Student Performance Standards

Program Title: **Chef's Apprentice**
CIP Number: **0612050302**
Program Length: **12 credit hours**

This certificate program is part of the Culinary Management AS degree program (1612050401). At the completion of this program, the student will be able to:	
01.0	Demonstrate the application of mathematics commonly used in the culinary industry. The student will be able to:
01.01	Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.
01.02	Explain measures and conversions.
01.03	Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
01.04	Operate a calculator.
01.05	Convert recipes, calculate portion sizes and cost effectively.
02.0	Identify the organization and functions of the culinary industry. The student will be able to:
02.01	Trace inception and history of culinary industry.
02.02	Analyze functions of the culinary industry.
02.03	Identify staff according to functions.
02.04	Identify the "Culinary Brigade".
02.05	Identify modern kitchen organization, job station and work sites.
02.06	Identify career progression in culinary arts.
03.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
03.01	Identify equipment and its intended uses.
03.02	Use equipment and tools for the appropriate tasks for which it was designed.
03.03	Assemble equipment according to manufacturer's safety guidelines.
03.04	Disassemble equipment following proper safety guidelines.

	03.05 Apply knife skills correctly.
04.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	04.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	04.02 Achieve safety and sanitation certification or credentialing from professional recognized organization.
	04.03 Maintain operation in compliance with health codes and regulations.
	04.04 Implement all federal, state and local regulations impacting sanitation and safety (i.e., DBPR, OSHA, FDA, HACCP, etc.).
	04.05 Prepare and monitor sanitizing solutions in correct dilution.
	04.06 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	04.07 Wash hands in accordance with Health Department Guidelines.
	04.08 Inspect, receive, and store food and beverage supplies according to FIFO standards.
	04.09 Rotate perishable foods to minimize spoilage.
	04.10 Store all inventory items in accordance with safety standards.
	04.11 Label and date all products.
	04.12 Store all proteins in accordance with safety standards.
	04.13 Store poultry in accordance with safety standards.
	04.14 Store starches, grains, and farinaceous, in accordance with safety standards.
	04.15 Store baked goods and ready to eat foods in accordance with safety standards.
	04.16 Identify appropriate reporting procedures of any potential hazards and violations (i.e., shell stock ID tags).
	04.17 Dispose of waste and garbage in accordance with health codes.
	04.18 Maintain Safety Data Sheets.
	04.19 Maintain floor care (sweep and mop).
	04.20 Calibrate food thermometers.
05.0	Recognize, identify and demonstrate usage of foods. The student will be able to:

	05.01 Recognize and identify standard herbs, seasonings, spices, flavorings and their uses.
	05.02 Recognize and identify shell eggs and egg products, milk and milk products, cheeses and their uses.
	05.03 Recognize and identify fruits and vegetables and their uses.
	05.04 Recognize and identify seafood, crustacean, and mollusks and their uses.
	05.05 Recognize and identify protein sources (including meats, poultry, etc.) and their uses.
	05.06 Recognize and identify starches, grains, and farinaceous sources and their uses.
	05.07 Recognize and identify baked goods and ready to eat foods and their uses.
	05.08 Recognize and identify nonalcoholic and alcoholic beverages and flavor profiles.
06.0	Demonstrate skill in preparing foods for cooking. The student will be able to:
	06.01 Prepare salads.
	06.02 Prepare hot food.
	06.03 Prepare cold food.
	06.04 Prepare hors d'oeuvres.
	06.05 Prepare canapés.
	06.06 Understand concepts of Garde Manger.
	06.07 Prepare sandwiches.
	06.08 Garnish foods.
	06.09 Examine the process and techniques of Ice Sculpting.
	06.10 Prepare charcuterie.
	06.11 Prepare relishes.
	06.12 Prepare thickening agents.
	06.13 Prepare sauces:
	06.14 Prepare mother sauces

	06.15 Prepare egg and butter-based sauces.
	06.16 Prepare fruit sauces, coulis, and purees.
	06.17 Prepare stocks
	06.18 Prepare soups
	06.19 Skin, scale and prepare fish
	06.20 Bone and prepare poultry
	06.21 Tenderize meats, poultry and seafood
07.0	Demonstrate methods of cooking. The student will be able to:
	07.01 Prepare pan-broiled foods.
	07.02 Prepare roasted foods.
	07.03 Prepare microwaved foods.
	07.04 Prepare stewed foods.
	07.05 Prepare broiled foods.
	07.06 Prepare baked foods.
	07.07 Follow basic baking principles.
	07.08 Follow standardized recipes.
	07.09 Prepare and bake non-yeast dough products.
	07.10 Prepare and bake yeast dough products.
	07.11 Decorate bakery products.
	07.12 Prepare desserts.
	07.13 Prepare braised foods.
	07.14 Prepare simmered foods.
	07.15 Prepare smoked foods.

07.16 Prepare barbecued foods.
07.17 Prepare fried foods.
07.18 Prepare pan fry foods.
07.19 Prepare deep fry foods.
07.20 Prepare sautéed foods.
07.21 Prepare steamed foods.
07.22 Prepare clarified butter.
07.23 Prepare poached foods
07.24 Prepare blanched foods.
07.25 Prepare grilled foods.
07.26 Prepare boiled foods.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Culinary Arts Management Operations**
Career Cluster: **Hospitality & Tourism**

CCC	
CIP Number	0612050401
Program Type	College Credit Certificate (CCC)
Program Length	18 credit hours
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This certificate program is part of the Culinary Management AS degree program (1612050401).

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.).

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Cooking; Communication Skills; Math Skills; Computer Applications; Professionalism; Culinary Organization; Food and Beverage Purchasing.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate the application of mathematics commonly used in the culinary industry.
02.0 Identify organization and functions of the culinary industry.
03.0 Demonstrate equipment operation and maintenance skills.
04.0 Demonstrate skills in food service and beverage sanitation and safety.
05.0 Recognize, identify and demonstrate usage of foods.
06.0 Demonstrate skill in preparing foods for cooking.
07.0 Perform various types of food services.
08.0 Demonstrate methods of cooking.

Florida Department of Education
Student Performance Standards

Program Title: **Culinary Arts Management Operations**
CIP Number: **0612050401**
Program Length: **18 credit hours**

This certificate program is part of the Culinary Management AS degree program (1612050401). At the completion of this program, the student will be able to:	
01.0	Demonstrate the application of mathematics commonly used in the culinary industry. The student will be able to:
	01.01 Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.
	01.02 Explain measures and conversions.
	01.03 Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	01.04 Operate a calculator.
	01.05 Convert recipes, calculate portion sizes and estimate cost effectively.
02.0	Identify the organization and functions of the culinary industry. The student will be able to:
	02.01 Trace inception and history of culinary industry.
	02.02 Analyze functions of culinary industry.
	02.03 Identify staff according to functions.
	02.04 Identify the “Culinary Brigade”.
	02.05 Identify modern kitchen organization, job station and work sites.
	02.06 Identify career progression in culinary arts.
	02.07 Identify “classic repertoire”.
03.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
	03.01 Identify equipment and its intended uses.
	03.02 Use equipment and tools for the appropriate tasks for which it was designed.
	03.03 Assemble equipment according to manufacturer’s safety guidelines.

	03.04 Disassemble equipment following proper safety guidelines.
	03.05 Apply knife skills correctly.
04.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	04.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	04.02 Achieve safety and sanitation certification or credentialing from professional recognized organization.
	04.03 Maintain operation in compliance with health codes and regulations.
	04.04 Implement all federal, state and local regulations impacting sanitation and safety (i.e., DBPR, OSHA, FDA, HACCP, etc.).
	04.05 Prepare and monitor sanitizing solutions in correct dilution.
	04.06 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	04.07 Wash hands in accordance with Health Department Guidelines.
	04.08 Inspect, receive, and store food and beverage supplies according to FIFO standards.
	04.09 Rotate perishable foods to minimize spoilage.
	04.10 Store all inventory items in accordance with safety standards.
	04.11 Label and date all products.
	04.12 Store all inventory items (including herbs, spices, seasonings and flavorings) in accordance with safety standards.
	04.13 Store shell eggs and egg products, milk and milk products and cheese in accordance with safety standards.
	04.14 Store fruits and vegetables in accordance with safety standards.
	04.15 Store seafood, crustacean, and mollusks in accordance with safety standards.
	04.16 Store all proteins in accordance with safety standards.
	04.17 Store poultry in accordance with safety standards.
	04.18 Store starches, grains, and farinaceous, in accordance with safety standards.
	04.19 Store baked goods and ready to eat foods in accordance with safety standards.
	04.20 Identify appropriate reporting procedures of any potential hazards and violations (i.e., shell stock ID tags).

	04.21 Dispose of waste and garbage in accordance with health codes.
	04.22 Maintain Safety Data Sheets.
	04.23 Maintain floor care (sweep and mop).
	04.24 Calibrate food thermometers.
05.0	Recognize, identify and demonstrate usage of foods. The student will be able to:
	05.01 Recognize and identify standard herbs, seasonings, spices, flavorings and their uses.
	05.02 Recognize and identify shell eggs and egg products, milk and milk products, cheeses and their uses.
	05.03 Recognize and identify fruits and vegetables and their uses.
	05.04 Recognize and identify seafood, crustacean, and mollusks and their uses.
	05.05 Recognize and identify protein sources (including meats, poultry, etc.) and their uses.
	05.06 Recognize and identify starches, grains, and farinaceous sources and their uses.
	05.07 Recognize and identify baked goods and ready to eat foods and their uses.
	05.08 Recognize and identify nonalcoholic and alcoholic beverages and flavor profiles.
06.0	Demonstrate skill in preparing foods for cooking. The student will be able to:
	06.01 Prepare salads.
	06.02 Prepare hot food.
	06.03 Prepare cold food.
	06.04 Prepare hors d'oeuvres.
	06.05 Prepare canapés.
	06.06 Understand concepts of Garde Manger.
	06.07 Prepare sandwiches.
	06.08 Garnish foods.
	06.09 Examine the process and techniques of Ice Sculpting.

	06.10 Prepare charcuterie.
	06.11 Prepare relishes.
	06.12 Prepare thickening agents.
	06.13 Prepare sauces:
	06.14 Prepare mother sauces
	06.15 Prepare egg and butter-based sauces.
	06.16 Prepare fruit sauces, coulis, and purees.
	06.17 Prepare stocks
	06.18 Prepare soups
	06.19 Skin, scale and prepare fish
	06.20 Bone and prepare poultry
	06.21 Tenderize meats, poultry and seafood
07.0	Demonstrate methods of cooking. The student will be able to:
	07.01 Prepare pan-broiled foods.
	07.02 Prepare roasted foods.
	07.03 Prepare microwaved foods.
	07.04 Prepare stewed foods.
	07.05 Prepare broiled foods.
	07.06 Prepare baked foods.
	07.07 Follow basic baking principles.
	07.08 Follow the recipe specifically.
	07.09 Prepare and bake non-yeast dough products.
	07.10 Prepare and bake yeast dough products.

	07.11 Decorate bakery products.
	07.12 Prepare desserts.
	07.13 Prepare braised foods.
	07.14 Prepare simmered foods.
	07.15 Prepare smoked foods.
	07.16 Prepare barbecued foods.
	07.17 Prepare fried foods.
	07.18 Prepare pan-fry foods.
	07.19 Prepare deep fry foods.
	07.20 Prepare sautéed foods.
	07.21 Prepare steamed foods.
	07.22 Prepare clarified butter.
	07.23 Prepare poached foods
	07.24 Prepare blanched foods.
	07.25 Prepare grilled foods.
	07.26 Prepare boiled foods.
08.0	Perform various types of food services. The student will be able to:
	08.01 Prepare regional cuisine.
	08.02 Prepare international cuisine.
	08.03 Prepare classical cuisine.
	08.04 Prepare for buffet service.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Hospitality & Tourism Management**
Career Cluster: **Hospitality & Tourism**

AS	
CIP Number	1252090101
Program Type	College Credit
Program Length	60 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

This program prepares students for employment in management positions in the hospitality industry and/or to provide supplemental training for persons previously or currently employed in these occupations. The hospitality industry as addressed in this program includes the hotel, motel, bed and breakfast, resort, club, marina, and other lodging organizations.

The content includes but is not limited to customer service, management and supervisory development, management theory, hospitality attitude, guest experience, decision making, organization, communications, human relations, leadership training, personnel training, security, sanitation, food and beverage management, sales, hotel accounting, housekeeping, energy management, maintenance and engineering, marketing, property, resort, and convention management, applicable local, state, and federal laws and asset management.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

Core

01.0 Demonstrate employability skills.
02.0 Demonstrate customer service skills.
03.0 Apply human relations skills.
04.0 Demonstrate proficiency in communication skills.
05.0 Demonstrate proficiency in applying mathematics skills.
06.0 Identify economic principles.
07.0 Identify effective selling techniques and procedures.
08.0 Identify the organization and function of the hospitality industry.
09.0 Perform general hotel duties.
10.0 Manage the front office.
11.0 Demonstrate housekeeping operations and management functions.
12.0 Demonstrate leadership and supervisory skills.
13.0 Apply and maintain security and safety procedures.
14.0 Demonstrate hotel staffing operations.
15.0 Analyze laws that affect the hospitality industry.
16.0 Operate liability and risk identification program.
17.0 Plan and maintain purchasing and receiving procedures.
18.0 Demonstrate effective use of computers.
19.0 Exhibit skills for resort/club/marina/hotel management.

Specializations:

Event Planning and Management

20.0 Examine the principles of convention management and services
21.0 Demonstrate technology skills on computer systems and the Internet.
22.0 Identify marketing, sales, and business promotion.

Food and Beverage

23.0 Set up and control maintenance and energy consumption.
24.0 Demonstrate food and beverage management in a full-service hotel/motel/lodge.
25.0 Identify terminology unique to the food and beverage industry.
26.0 Demonstrate acceptable dining room service procedures
27.0 Demonstrate the ability to design a menu.

Rooms Division

28.0 Identify and demonstrate marketing and business fundamentals.
29.0 Identify and apply basic front desk functions.
30.0 Identify terminology unique to the hotel/lodging industry.
31.0 Manage guest interactions.
32.0 Demonstrate effective learning reservations procedures.
33.0 Demonstrate use of a property management system.

Florida Department of Education
Student Performance Standards

Program Title: **Hospitality & Tourism Management**
CIP Number: **1252090101**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
Core	
01.0	Demonstrate employability skills. The student will be able to:
01.01	Conduct a job search.
01.02	Secure information about a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Identify documents that may be required when applying for a job.
01.05	Complete a job application form correctly utilizing Internet sites, company websites and social media (i.e., LinkedIn, Monster.com, HCareers.com, etc.).
01.06	Demonstrate competence in job interview techniques.
01.07	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing emotional intelligence, cultural intelligence, and perceptions checking.
01.08	Identify acceptable work habits.
01.09	Identify acceptable employee health and grooming habits.
01.10	Describe and apply the importance of producing quality work and meeting performance standards.
01.11	Discuss state and federal labor laws regulating the workplace.
01.12	Identify proper personal and business ethics.
01.13	Identify current trends that have developed in the hospitality industry.
01.14	Conduct in-depth career research including requirements for entry and advancement, career ladders, and opportunities related to the hospitality field.
01.15	Identify postsecondary programs and educational training available for advancement in the field.

	01.16 Explain concepts of self-understanding, self-esteem, and self-image.
02.0	Demonstrate customer service skills. The student will be able to:
	02.01 Demonstrate guest oriented attitude and ability to anticipate guest needs.
	02.02 Demonstrate a hospitality attitude.
	02.03 Identify and apply different levels of service recovery by utilizing customer service and cultural intelligence strategies.
03.0	Apply human relations skills. The student will be able to:
	03.01 Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and being a team player.
	03.02 Identify and demonstrate interpersonal and communication skills relevant to the business environment (i.e.: cross-cultural communication).
	03.03 Exhibits responsible behavior through honesty, respect, fairness and accountability.
	03.04 Demonstrate problem-solving and decision-making strategies.
	03.05 Demonstrate problem-solving initiative.
	03.06 Exhibit interest and enthusiasm.
	03.07 Demonstrate responsible behavior.
	03.08 Explain the importance of honesty and integrity when dealing with others.
	03.09 Demonstrate self-management.
	03.10 Set personal goals and develop a plan of action to achieve those goals.
	03.11 Demonstrate the ability to offer and accept criticism.
	03.12 Demonstrate respect for the opinions, customs, and individual differences of others.
	03.13 Identify and practice stress management techniques.
	03.14 Identify motivational techniques.
	03.15 Identify team-building strategies.
	03.16 Identify effective coaching and counseling techniques.
04.0	Demonstrate proficiency in communication skills. The student will be able to:

	04.01 Demonstrate effective communication: verbal, nonverbal, written, and electronic.
	04.02 Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, managerial vs. employee, etc.).
	04.03 Explain nature of positive customer/client relations.
	04.04 Demonstrate listening strategies that improve understanding and performance on the job.
	04.05 Interpret business policies to customers/clients.
	04.06 Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	04.07 Train employees to communicate effectively.
	04.08 Develop a dynamic telephone personality.
	04.09 Discuss and identify various types of telephone systems.
	04.10 Identify front-desk telephone calls promptly and courteously.
	04.11 Understand the process of communicating a service failure to the appropriate departments involved (i.e., Inter-departmental communications such as billing problems with accounting or front desk; maintenance problems, etc.).
	04.12 Communicate establishment's mission statement concerning guest services.
05.0	Demonstrate proficiency in applying mathematics skills. The student will be able to:
	05.01 Compute addition, subtraction, multiplication, division, and percentage problems (i.e., calculate tax, gratuity, commission, miscellaneous charges, etc.).
	05.02 Apply problem-solving techniques to sales-related transactions including cash, checks, debit cards, credit cards, and discounts.
	05.03 Interpret quantitative information from tables, charts, and graphs as related to the workplace.
	05.04 Demonstrate ability to collect, organize, and interpret data, and predict outcomes relative to opening and closing procedures for a sales terminal.
	05.05 Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	05.06 Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
	05.07 Understand and interpret the main financial statements (i.e.: balance sheet, income statement, etc.) of a business, with a focus on the income statement.
06.0	Identify economic principles. The student will be able to:
	06.01 Explain the following: • Economic goods and services

	• Economic resources • Economics and economic activities • Utility • "Supply and demand” • Price • Economic systems • Private enterprise and business ownership • Profit • Risk • Competition • Productivity
06.02	Explain relationship between government and business.
06.03	Identify components of gross national product (GNP) and gross domestic product (GDP).
07.0	Identify effective selling techniques and procedures. The student will be able to:
07.01	Explain the purpose and importance of selling.
07.02	Identify sales techniques used by the hospitality industry including social media.
07.03	Prepare an effective sales presentation.
07.04	Understand the resources deployed to develop and execute a multi-media campaign.
07.05	Prepare press release.
07.06	Analyze the strategies businesses use to market to customers.
07.07	Develop and implement a publicity and public relations plan.
07.08	Create and implement a SWOT action plan to promote establishment’s features.
07.09	Prepare and analyze questionnaire for guests.
07.10	Promote room sales.
07.11	Describe the sales process and various sales techniques used to sell to multiple markets (i.e., MICE, SMERF, Corp, etc.)
07.12	Discuss customer services.
07.13	Identify servicing requirements of various industries/groups.

	07.14 Identify an establishment or destination's target markets and prepare customized offers (i.e., leisure vs. corporate, corporate, convention groups, etc.).
08.0	Identify the organization and function of the hospitality industry. The student will be able to:
	08.01 Trace evolution of the hospitality industry.
	08.02 Describe various organizational structures within the hospitality industry.
	08.03 Analyze organizational structure of hotel operations.
	08.04 Analyze functions of the hospitality industry.
	08.05 Identify staff according to function.
	08.06 Describe management functions applied to hospitality services.
	08.07 Identify mission of various departments within the industry.
	08.08 Use common hotel terminology.
	08.09 Identify future trends in hospitality industry.
09.0	Perform general hotel duties. The student will be able to:
	09.01 Perform duties of guest services agent.
	09.02 Maintain information about guest services.
	09.03 Represent management in any duty assigned.
	09.04 Handle all other internal control items as to company policy and procedure.
	09.05 Maintain necessary daily reports in accordance with policy and procedure.
10.0	Manage the front office. The student will be able to:
	10.01 Provide guest information assistance.
	10.02 Identify and give directions, distances, locations and events.
	10.03 Describe guest services and the importance of as it relates to the competitive market.
	10.04 Process reservation requests by type.
	10.05 Define channel management and explain its effect on profitability.

10.06	Discuss the pre-payment of future reservations.
10.07	Maintain registration records files, forms, and documents.
10.08	Complete check-in procedures.
10.09	Understand how to solicit information from and work with the sales department to meet meeting guests' needs.
10.10	Find rooms for customers when property is over-booked (i.e., "walking the guests").
10.11	Check room rack for available space and make room assignments prior to arrival.
10.12	Discuss protocol for issuing room keys and receipt.
10.13	Request payment of room in advance.
10.14	Cancel room reservations.
10.15	Obtain authorization on credit card and make credit card sale.
10.16	Compute posting machine balance on all charges.
10.17	Verify cash amount in cash register using posting machine.
10.18	Perform cashiering duties and handle check out procedures by following policies and procedures.
10.19	Understand how to manage a shift bank.
10.20	Post charges to folio.
10.21	Authorize guest charges to other departments.
10.22	Record and place wake-up calls.
10.23	Provide proper message and mail services.
10.24	Transfer information from shift to shift.
10.25	Understand the night audit process.
10.26	Post current events board.
10.27	Post messages on message board.
10.28	Understand how to properly keep records of shipping/deliveries.

	10.29 Direct guests to other personnel and departments.
	10.30 Arrange for services for handicapped guests.
	10.31 Coordinate special guest services.
	10.32 Provide information regarding the community.
	10.33 Keep written record of all articles left by guests.
	10.34 Make group reservations for tours.
	10.35 Plan and administer front office operations (i.e., managing accounts, simulations, etc.).
	10.36 Develop management system for front office areas.
	10.37 Effectively handle customer/client complaints by applying appropriate level of service recovery.
11.0	Demonstrate housekeeping operations and management functions. The student will be able to:
	11.01 Describe housekeeping department operations (including cruise ships, etc.).
	11.02 Identify housekeeping administrative areas.
	11.03 Identify housekeeping management functions.
	11.04 Identify recordkeeping procedures.
	11.05 Understand the tenets of professional housekeeping management.
	11.06 Understand laundry operations in various hospitality settings (i.e., hotel, cruise ships, etc.).
	11.07 Prepare housekeeping report.
	11.08 Review key report.
	11.09 Review shift reports.
	11.10 Record and report room inventory.
	11.11 Develop and control restroom sanitation program.
	11.12 Demonstrate personal safety and protection procedures while performing housekeeping duties.
12.0	Demonstrate leadership and supervisory skills. The student will be able to:

	12.01 Utilize problem-solving skills in accordance with management policy and mission statement.
	12.02 Establish/modify policies and procedures that align with the mission statement, SOPs, and operational needs.
	12.03 Inform personnel of policy and/or mission statement changes.
	12.04 Identify management functions.
	12.05 Identify supervisory functions.
	12.06 Identify leadership styles.
	12.07 Identify work improvement strategies such as motivation and productivity.
	12.08 Describe the supervisor's role as a change agent.
13.0	Apply and maintain security and safety procedures. The student will be able to:
	13.01 Demonstrate general safety and security practices.
	13.02 Set up and maintain system for storage and protection of valuables.
	13.03 Set up and maintain security procedures for guests, facilities, equipment and supplies.
	13.04 Identify components of training and supervision.
	13.05 Maintain key controls.
	13.06 Develop and maintain a program for staff security and apply appropriate procedures for handling emergency situations.
	13.07 Understand general policies and procedures for dealing with emergency/crisis situations.
	13.08 Understand the various fire-fighting methods utilized in the hospitality industry.
	13.09 Provide and maintain emergency first aid equipment and/or supplies.
	13.10 Discuss importance of and protocol used in Cardiopulmonary Resuscitation (CPR) and use of Automated External Defibrillator (AED).
	13.11 Follow company emergency procedures.
14.0	Identify hotel staffing operations. The student will be able to:
	14.01 Establish recruiting and selection procedures in accordance with company policy.
	14.02 Develop and evaluate procedures for staff orientation and training programs.

	14.03 Develop new employee orientation to facility and to company policies.
	14.04 Develop procedures for employee performance evaluation.
	14.05 Establish wage and salary control system.
	14.06 Identify labor control systems and their functions.
	14.07 Develop and apply disciplinary process related to coaching and progressive discipline.
	14.08 Demonstrate conflict resolution skills (i.e., employee disputes/complaints, etc.).
	14.09 Identify employee groups.
	14.10 Identify the functions and purposes of employee unions.
	14.11 Identify procedures in management development.
	14.12 Prepare job descriptions.
	14.13 Conduct job application interviews.
	14.14 Delegate responsibility and authority.
	14.15 Prepare employee work schedules.
	14.16 Lead management-employee group discussions.
	14.17 Communicate policy concerning sexual harassment.
	14.18 Communicate policy concerning substance abuse.
	14.19 Perform a task analysis.
15.0	Analyze laws that affect the hospitality industry. The student will be able to:
	15.01 Interpret and apply labor regulations/laws.
	15.02 Interpret and apply fire regulations.
	15.03 Interpret and apply liquor laws.
	15.04 Interpret and apply workers' compensation laws.
	15.05 Interpret and apply the Innkeepers' Act.

	15.06 Interpret and apply civil rights acts.
	15.07 Interpret and apply the Americans with Disabilities Act.
	15.08 Interpret and apply company and/or franchise regulations.
	15.09 Interpret taxes affecting the hospitality industry.
	15.10 Interpret parts of group, convention, and banquet contracts.
16.0	Operate liability and risk identification program. The student will be able to:
	16.01 Train employees in liability and risk identification procedures.
	16.02 Identify liability and risk situations and take remedial action using approved procedures.
	16.03 Enforce liability and risk identification procedures with all employees.
17.0	Plan and maintain purchasing and receiving procedures. The student will be able to:
	17.01 Identify sources of supply.
	17.02 Evaluate products.
	17.03 Understand negotiation and payment terms with suppliers.
	17.04 Establish and apply purchasing specification.
	17.05 Prepare requisitions and transfers.
	17.06 Check invoices.
	17.07 Establish and apply stock rotation system.
	17.08 Establish and apply stock inventory levels.
	17.09 Record and price inventories.
	17.10 Organize and maintain dry storage.
	17.11 Organize and maintain cold storage.
	17.12 Prepare tenders and contracts.
	17.13 Negotiate service and maintenance contracts.

18.0	Demonstrate effective use of computers. The student will be able to:
18.01	Demonstrate skill in use of software standard to the hospitality industry.
18.02	Demonstrate use of a property management system.
18.03	Demonstrate use of a point of sale system.
18.04	Retrieve guest data using computer terminal.
18.05	Demonstrate skills in the use of email, electronic spreadsheets, presentation and word processing tools.
19.0	Exhibit skills for resort/club/marina/hotel management. The student will be able to:
19.01	Discuss the resort/club/marina/hotel concept.
19.02	Identify special considerations in planning and development.
19.03	Discuss resort/club/marina/hotel facilities planning.
19.04	Analyze requirements for recreational activities.
19.05	Identify personnel department functions.
19.06	Identify front of house functions.
19.07	Identify heart of house functions.
19.08	Identify security functions.
19.09	Discuss marketing of resort/club/marina/hotel.
19.10	Discuss resort investment management.
19.11	Discuss future trends in the resort/club/marina/hotel industry.
Event Planning and Management	
20.0	Examine the principles of convention management and services. The student will be able to:
20.01	Compare the scope and segments of the convention market.
20.02	Identify potential convention groups.
20.03	Identify company/corporate meetings.

	20.04 Identify factors affecting convention site selection.
	20.05 Compare convention sales techniques.
	20.06 Identify the sales process.
	20.07 Compare customer services.
	20.08 Identify convention-servicing requirements
21.0	Demonstrate technology skills on computer system and the Internet. The student will be able to:
	21.01 Explain the basics of purchasing, implementing, maintaining, and affectivity of today's information systems.
	21.02 Describe the types of software generally used in the Travel and Tourism Industry such as word-processing; database management, presentation graphics, and cash and office management software.
	21.03 Explain storage device, downtime, and backup, and identify common data storage devices.
	21.04 Explain the ticket function of an automation system.
	21.05 Identify and interpret reports generated by an automation system.
	21.06 Identify the daily, weekly, monthly, and yearly report functions.
	21.07 Explain data processing concepts and define important automation terms.
	21.08 Communicate with a data processing system and ticket function of a typical automated system.
	21.09 Analyze key reports generated by the automated system including daily and monthly sales reports, automated ARC reports, ticket inventories, aged analyses, and accounting journals.
	21.10 Identify the functions of Internet, including email and its role in stakeholder communication.
	21.11 Understand the role of the internet in the travel and tourism industry and identify reliable sources of relevant information.
	21.12 Explain the effective use of internet in addressing customer requests.
	21.13 Explain the effective use of internet-based marketing tools.
	21.14 Identify an establishment or destination's target markets and prepare customized offers.
22.0	Identify marketing, sales, and business promotion. The student will be able to:
	22.01 Explain marketing, its role, functions and related activities.

22.02	Describe the relationship of marketing to business and the economy.
22.03	Compare and contrast the types of business ownership.
22.04	Explain concept of marketing strategies and importance of market research.
22.05	Demonstrate an understanding of market segmentation.
22.06	Identify target markets and develop a marketing plan.
22.07	Define the importance of test marketing and follow-up.
22.08	Compare and contrast product-oriented marketing and market-oriented strategies.
22.09	Illustrate the importance of keeping up with current marketing ideas, new markets, and new technology.
22.10	Explain purpose and importance of selling.
22.11	Identify sales techniques used by the travel and tourism industry.
22.12	Identify an effective sales presentation, including steps of a sale; consumer buying motives; approaches through greeting, merchandise, and service; proper time to approach a customer to open sale; feature-benefit analysis; closing the sale; and suggestion and substitution selling.
22.13	Develop print advertisements and press releases.
22.14	Implement public relations programs to promote features of business.
22.15	Explain how the implications of social and economic trends might affect the Travel and Tourism market.
22.16	Identify major social networks and explain how they can be applied to a marketing strategy.
22.17	Explain importance of segmental analysis in developing niches or specialty markets such as adventure travel, sports travel, ecotourism, cruises, up-scale travel or budget travel.
22.18	Demonstrate advertising principles to promote the Travel and Tourism business.
22.19	Compare the impact of direct mail, print, cooperative, and Internet advertising.
22.20	Explain the difference between public relations, goodwill, and personal selling.
22.21	Research how to select a location for a Travel and Tourism operation.
22.22	Explain pricing strategies and competition including fee-based pricing.
22.23	Compare the unethical practices of bait-and-switch and its relationship to lowest price and volume.

	22.24 Develop in-house marketing collateral and promotions.
Food and Beverage	
23.0	Set up and control maintenance and energy consumption. The student will be able to:
	23.01 Establish an energy conservation program.
	23.02 Analyze energy consumption.
	23.03 Identify appropriate energy savings systems.
	23.04 Develop energy survey/audit practices.
	23.05 Interpret and apply procedures from equipment manuals.
	23.06 Interpret reports and maintenance records for physical plant systems and equipment.
24.0	Demonstrate food and beverage management in a full-service hotel/motel/lodge. The student will be able to:
	24.01 Identify the various components of food and beverage management and the related skills (i.e., purchasing, budgets, projections, serving, etc.).
	24.02 Achieve a working knowledge of food & beverage financial management and reporting, including budgeting, income statement and cost analysis, labor and scheduling, and forecasting.
25.0	Identify terminology unique to the food and beverage industry. The student will be able to:
	25.01 Understand and use terminology as it applies to the food and beverage industry.
	25.02 Demonstrate how to communicate with a customer in accessible language, free of jargon and/or slang.
26.0	Demonstrate acceptable dining room service procedures. The student will be able to:
	26.01 Demonstrate different types of table settings.
	26.02 Demonstrate different types of services.
	26.03 Demonstrate different types of food and beverage servings.
	26.04 Describe and use computer systems used for ordering and creating checks.
	26.05 Demonstrate generally accepted steps of service in a full-service, upscale, restaurant environment.
27.0	Demonstrate the ability to design a menu. The student will be able to:

	27.01 Demonstrate knowledge of writing a menu.
	27.02 Describe how to utilize a menu layout.
	27.03 Explain various styles of menu covers and their importance to the overall ambiance of the facility.
	27.04 Explain categories used in menus and differentiate when they are used.
	27.05 Explain menu pricing.
	27.06 Explain the menu pre-cost method for selling price, cost and amount of items sold.
	27.07 Explain markup methods.
Rooms Division	
28.0	Identify and demonstrate marketing and business fundamentals. The student will be able to:
	28.01 Explain marketing and its role.
	28.02 Explain functions of marketing and related activities.
	28.03 Explain relationship of marketing and social media to business and the economy.
	28.04 Explain types of business ownership.
	28.05 Compare and contrast the different forms of business ownership.
	28.06 Define “entrepreneurship.”
	28.07 Describe importance of entrepreneurship to the American economy.
	28.08 List the advantages and disadvantages of business ownership.
	28.09 Identify the risks involved in ownership of a business.
	28.10 Identify characteristics, aptitudes, and skills of a successful entrepreneur.
	28.11 Identify the business skills needed to operate a small business efficiently and effectively.
	28.12 Identify your entrepreneurial aptitudes and skills.
	28.13 Develop a plan for opening a business.
29.0	Identify and apply basic front desk functions. The student will be able to:

	29.01 Locate errors and make adjustments.
	29.02 Understand how to balance folio accounts by using simulation or role-playing.
	29.03 Complete excessive charges report.
	29.04 Prepare hotel revenue report on a daily basis.
	29.05 File each day's reports and papers.
	29.06 Maintain a neat and orderly front office.
	29.07 Prepare shift report.
	29.08 Maintain incident log.
30.0	Identify terminology unique to the hotel/lodging industry. The student will be able to:
	30.01 Understand and use terminology as it applies to the hotel/lodging industry.
	30.02 Demonstrate how to communicate with a customer to meet guest expectations.
	30.03 Set up, maintain, and audit petty cash fund.
	30.04 Maintain accounts payable.
	30.05 Check, record, and pay invoices.
	30.06 Maintain accounts receivable, including how to read and manage the aging report.
	30.07 Understand the reconciliation process for cash accounts, bank deposits and bank statements.
	30.08 Calculate, analyze, and review labor costs.
	30.09 Review and analyze balance sheet.
	30.10 Understand general ledger properties.
	30.11 Monitor the accounting, cashiering, and billing of all guest services.
	30.12 Record and maintain daily departmental revenue records.
	30.13 Prepare journals and ledgers.
	30.14 Compute average amount spent by guests.

	30.15 Compute average room rate.
	30.16 Compute occupancy percentage report.
	30.17 Take posting machine balance on all charges.
	30.18 Solve problems when computers are inoperative.
	30.19 Discuss importance of payroll and record keeping as it relates to company policy.
31.0	Manage guest interactions. The student will be able to:
	31.01 Listen reflectively.
	31.02 Review guest history.
	31.03 Ask questions.
	31.04 Collect information.
	31.05 Assess the guest's needs.
	31.06 Research solutions.
	31.07 Develop a plan of action.
	31.08 Refer to appropriate authority (if needed).
	31.09 Execute data capture from property management systems.
	31.10 Communicate actions.
	31.11 Resolve customer issues by applying successful service recovery strategies, to meet and exceed guests' expectations.
	31.12 Offer additional services.
	31.13 Perform follow-up as needed.
32.0	Demonstrate effective learning reservations procedures. The student will be able to:
	32.01 Review the format and attend scheduled training.
	32.02 Utilize available resources.
	32.03 Review job critical information.

	32.04 Seek feedback on performance.
	32.05 Apply acquired skills.
33.0	Demonstrate use of a property management system. The student will be able to:
	33.01 Prepare shift deposit.
	33.02 Compute occupancy report.
	33.03 Verify cash amount turned in on each shift.
	33.04 Post all charges from telephone, laundry, specialty shop purchases, restaurant and other services.
	33.05 Receive and record payments.
	33.06 Complete vouchers.
	33.07 Post allowance after guest has paid in full.
	33.08 Locate errors and make adjustments.
	33.09 Balance folio accounts.
	33.10 Complete excessive charges report.
	33.11 Prepare hotel revenue report on a daily basis.
	33.12 File each day's reports and papers.
	33.13 Maintain a neat and orderly front office.
	33.14 Prepare shift report.
	33.15 Maintain incident log.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

Professional Resources/Organizations:

American Hotel & Lodging Association
Florida Restaurant and Lodging Association
Club Managers Association of America
Travel Industry Association of America
Meeting Professionals International

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

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SkillsUSA and Collegiate DECA, an association of marketing students, are the co-curricular career and technical student organizations providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

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Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates:

Cruise Line Operations (0252090102) - 18 credit hours
Event Planning Management (0252090905) – 24 credit hours
Food and Beverage Management (0252090503) – 30 credit hours
Food and Beverage Operations (0252090508) – 18 credit hours
Food and Beverage Specialist (0252090507) – 12 credit hours
Guest Services Specialist (0252090403) – 15 credit hours
Rooms Division Management (0252090402) – 30 credit hours
Rooms Division Operations (0252090406) – 19 credit hours
Rooms Division Specialist (0252090405) – 13 credit hours
Theme Park and Attractions Management (0231030106) – 18 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Restaurant Management**
Career Cluster: **Hospitality & Tourism**

AS	
CIP Number	1252090501
Program Type	College Credit
Program Length	60 credit hours
CTSO	SkillsUSA, Collegiate DECA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to the management of selling, preparing, storing, promoting, displaying, serving food, and providing customer service. The concepts and duties for this Restaurant Management degree include, but are not limited to: estimating food and beverage costs and requisitions, purchasing supplies, conferring with food preparation and other personnel to plan dining room, bar, and banquet operations, directing the hiring and assignment of personnel, investigating and resolving food quality and food service complaints, reviewing and monitoring financial transactions to ensure efficient budget.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate acceptable professional food and beverage sanitation and safety practices.
02.0 Demonstrate acceptable professional cleaning and maintenance sanitation and safety practices.
03.0 Demonstrate acceptable health and safety practices.
04.0 Demonstrate effective financial management.
05.0 Demonstrate human resource management techniques.
06.0 Demonstrate appropriate communication skills.
07.0 Demonstrate effective training techniques.
08.0 Demonstrate and apply knowledge of product and service technologies.
09.0 Demonstrate proficiency in customer relations.
10.0 Demonstrate effective inventory procedures.
11.0 Demonstrate essential food production skills.
12.0 Apply principles of nutrition to food service management.
13.0 Demonstrate effective marketing and merchandising strategies.
14.0 Demonstrate proficiency in planning, organizing and controlling daily operations.
15.0 Demonstrate proficiency in math and accounting skills.
16.0 Describe business financial protection techniques.
17.0 Identify legal regulations related to restaurants.
18.0 Demonstrate skills necessary for role of manager.

Florida Department of Education
Student Performance Standards

Program Title: **Restaurant Management**
CIP Number: **1252090501**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Demonstrate acceptable professional food and beverage sanitation and safety practices. The student will be able to:
01.01	Follow federal regulations (i.e., OSHA and FDA).
01.02	Implement Hazard Analysis Critical Control Points (H.A.C.C.P.) regulations.
01.03	Follow state regulations related to food and beverage industry.
01.04	Follow local regulations related to food and beverage industry.
02.0	Demonstrate acceptable professional cleaning and maintenance sanitation and safety practices. The student will be able to:
02.01	Follow Hazard Analysis Critical Control Points (H.A.C.C.P.) regulations.
02.02	Assure proper hand washing procedures.
02.03	Establish facility maintenance program.
02.04	Establish equipment maintenance program.
02.05	Establish “clean equipment as you go” guidelines.
02.06	Differentiate between sanitizing solutions and the proper use of sanitizer buckets.
02.07	Regulate proper sanitizing solutions.
02.08	Utilize dishwashing sanitation guidelines.
03.0	Demonstrate acceptable health and safety practices. The student will be able to:
03.01	Identify general health and safety practices.
03.02	Identify and assure general hygienic principles.
03.03	Recognize emergency situations.

	03.04 Report all potential hazards and violations.
	03.05 Identify proper precautions required for handling health related problems with hazardous chemicals and materials.
	03.06 Maintain Safety and Data Sheets (SDS).
04.0	Demonstrate effective financial management. The student will be able to:
	04.01 Develop a long term business plan.
	04.02 Research competitive openings.
	04.03 Identify site selection factors.
	04.04 Establish budgeted goals.
	04.05 Track historical data.
	04.06 Analyze data to calculate operating ratios.
	04.07 Identify and analyze food and beverage operations costs.
	04.08 Analyze labor costs.
	04.09 Determine controllable and non-expenses.
	04.10 Explain how to determine the different types of costs that must be considered when starting a restaurant.
	04.11 Compare the advantages and disadvantages of the various sources of financing for a restaurant.
	04.12 Analyze sources of loans available for financing a restaurant.
	04.13 Describe the information that must be provided in a loan application package.
	04.14 Explain the criteria used by lending institutions to evaluate loan applications.
	04.15 Explain financial terms and concepts for business
	04.16 Identify various components of balance sheet reports and profit and loss statements.
	04.17 Analyze uses of various depreciation schedules
	04.18 Describe uses and types of journals and ledgers.
	04.19 Assess the application of computerization to record keeping.

05.0	Demonstrate human resource management techniques. The student will be able to:
	05.01 Recruit and select applicants in a mock setting.
	05.02 Complete required personnel documents.
	05.03 Conduct thorough and appropriate job interviews.
	05.04 Adhere to appropriate employment laws and procedures.
	05.05 Understand the importance of putting together effective workforce.
	05.06 Prepare job descriptions.
	05.07 Develop employee training on policies and procedures.
	05.08 Establish standard operating procedures.
	05.09 Establish procedures for staff orientation.
	05.10 Assure that employees are informed of all pertinent governmental regulations.
	05.11 Develop a process for supervision of employees.
	05.12 Develop procedures for employee performance evaluation.
	05.13 Follow up on employee evaluations.
	05.14 Promote a positive work climate by: • adhering to company policies • ensuring ethical conduct • identifying weaknesses internally • applying appropriate motivational techniques • identifying steps in development of a comprehensive employee compensation package • demonstrate conflict resolution techniques • identify team-building strategies • identify effective coaching and counseling techniques • communicate policies concerning substance abuse and sexual harassment
06.0	Demonstrate appropriate communication skills. The student will be able to:
	06.01 Lead by example.
	06.02 Apply current terminology used in restaurant and culinary industry.

	06.03 Maintain manager's log.
	06.04 Receive feedback constructively.
	06.05 Demonstrate effective telephone skills, email techniques and etiquette
	06.06 Compose effective written communication.
	06.07 Develop good listening skills.
	06.08 Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and internet sources.
	06.09 Demonstrate ability to speak effectively to customers, coworkers, supervisors, and vendors, using proper grammar and terminology.
	06.10 Utilize effective communication: verbal, nonverbal, written, and electronic.
	06.11 Train employees to communicate effectively.
	06.12 Recognize the important role that cultural diversity plays in the restaurant and culinary industry.
	06.13 Conduct ongoing feedback with all employees.
	06.14 Explain value of staff communication and use of interdepartmental company communication.
	06.15 Respond effectively and promptly to social media posts.
07.0	Demonstrate effective training techniques. The student will be able to:
	07.01 Describe procedures for developing a training program.
	07.02 Define training skills.
	07.03 Develop a manual for training.
	07.04 Develop enabling learning objectives.
	07.05 Prepare material and equipment for training.
	07.06 Train the trainers.
	07.07 Schedule training.
	07.08 Utilize training checklist.
	07.09 Update and conduct a training program.

	07.10 Assure proper introduction to company.
	07.11 Apply appropriate training methods.
	07.12 Develop ongoing training process
	07.13 Develop cross-training program.
	07.14 Emphasize impact of training costs.
	07.15 Evaluate results of training.
08.0	Demonstrate and apply knowledge of product and service technologies. The student will be able to:
	08.01 Demonstrate basic computer skills.
	08.02 Utilize standard restaurant Point of Sale (POS) industry software.
	08.03 Understand use of data base programs for payroll, inventory control, etc.
	08.04 Understand use of graphic presentation software for marketing reports and activities.
	08.05 Demonstrate use of spreadsheet program for data entry and output.
	08.06 Demonstrate merchandising math data entry procedures such as stock turnover, mark-up, markdown, open-to-buy, pricing, invoicing, etc.
	08.07 Demonstrate proficient use of current office equipment and related software.
	08.08 Utilize internet for product information.
09.0	Demonstrate proficiency in customer relations. The student will be able to:
	09.01 Utilize effective menu layout and design.
	09.02 Adhere to scheduled hours.
	09.03 Be familiar with product.
	09.04 Ensure accuracy in order taking.
	09.05 Establish ambiance for target market.
	09.06 Serve food ordered punctually and at the right quality and temperature.
	09.07 Establish crisis management procedures.

	09.08 Ensure compliance with the Americans with Disabilities Act (ADA).
	09.09 Identify customer buying motives and cultural diversity
	09.10 Establish proper customer protocol
	09.11 Identify restaurant/establishment's target market.
	09.12 Demonstrate the process of selling.
	09.13 Ensure proper customer standards are followed.
	09.14 Maintain standards of manager table visitations and visibility.
	09.15 Provide personalized service.
	09.16 Handle guest comments professionally.
	09.17 Identify sources for finding new customers.
10.0	Demonstrate effective inventory procedures. The student will be able to:
	10.01 Follow established guidelines on product procurement
	10.02 Develop product specifications.
	10.03 Select distributors and/or vendors.
	10.04 Identify responsible or sustainable food purchasing practices.
	10.05 Gather bids on product costs.
	10.06 Establish inventory list.
	10.07 Establish par levels.
	10.08 Assure on-hand food counts.
	10.09 Reconcile purchase orders.
	10.10 Maintain sensitive item inventory.
	10.11 Establish delivery times.
	10.12 Establish receiving checklist.

	10.13 Check invoice against product specifications and quantity.
	10.14 Check quality and weight of product.
	10.15 Record food temperatures.
	10.16 Maintain storage areas according to federal, state, and local guidelines.
	10.17 Establish and apply stock rotation system.
	10.18 Organize, maintain and secure storage areas.
	10.19 Analyze product usage through computer menu engineering.
11.0	Demonstrate essential food production skills. The student will be able to:
	11.01 Identify and use commercial tools and equipment correctly.
	11.02 Identify and utilize proper small wares.
	11.03 Lay out food preparation station.
	11.04 Understand maintenance log and function.
	11.05 Understand preventative maintenance process on equipment and utensils per manufacturer specifications.
	11.06 Assemble and disassemble equipment according to manufacturer’s specifications and safety guidelines.
	11.07 Demonstrate proper knife and slicing skills.
	11.08 Develop energy management skills practices.
	11.09 Establish appropriate energy savings systems.
	11.10 Interpret and apply procedures from equipment manuals.
	11.11 Identify maintenance records for physical plant systems and equipment.
	11.12 Prepare cook’s list and prep sheet.
	11.13 Use previously prepared foods.
	11.14 Identify specific products to be used.
	11.15 Operate with established par levels.

11.16 Thaw correct amount of food daily.
11.17 Use portion control.
11.18 Differentiate methods of cooking.
11.19 Convert recipes
11.20 Follow recipe to ensure quality and consistency.
11.21 Oversee cooking procedures.
11.22 Minimize food/product waste and recognize the impact of it (i.e., environmental, financial, etc.).
11.23 Identify sources for food donations.
11.24 Obtain specified temperature on order.
11.25 Identify special menu needs.
11.26 Identify different nutritional needs.
11.27 Follow proper plate presentation.
11.28 Maintain and use properly calibrated food thermometers
11.29 Prepare bartender’s product list and prep sheet.
11.30 Identify specific bar equipment including glassware.
11.31 Identify par system with established par levels.
11.32 Demonstrate sanitation methods as relates to bar operations.
11.33 Demonstrate portion and inventory control.
11.34 Differentiate methods of beer, spirit and wine production.
11.35 Follow recipes for standard drinks and mixology procedures.
11.36 Follow proper bar sales procedures.
11.37 Identify different wines and food accompaniments.
11.38 Identify marketing techniques for bar sales.

12.0	Apply principles of nutrition to food service management. The student will be able to:
12.01	Apply the current United States Department of Agriculture (USDA) guidelines to food service.
12.02	Identify food groups.
12.03	Recognize nutritional context of food groups
12.04	Create recipes that provide balanced meals.
12.05	Define dietary allowances of proteins, fats, carbohydrates, and vitamins/minerals.
12.06	Recognize dietary requirements for special population groups.
12.07	Demonstrate awareness of religious dietary requirements.
12.08	Identify most common food allergens and describe how to administer a food allergy management plan.
13.0	Demonstrate effective marketing and merchandising strategies. The student will be able to:
13.01	Determine industry sales trends.
13.02	Analyze market trends.
13.03	Determine specific target markets.
13.04	Analyze various marketing tools, including social media, to reach target market.
13.05	Apply basic techniques of merchandising food and beverages.
13.06	Develop floor plan that fosters increased sales.
13.07	Gather and analyze guest feedback and follow-up as appropriate.
13.08	Create customer incentive programs.
13.09	Ensure up selling and suggestive selling of products.
13.10	Identify the break-even point for merchandising.
13.11	Apply the needed sales increase formula to justify a merchandising technique.
13.12	Determine appropriate adjustments to trends in food and beverage industry.
13.13	Describe advertising and sales promotion techniques.

	13.14 Identify cost factors in selection of various promotional methods.
	13.15 Identify sources of promotional assistance and information, including social media.
	13.16 Evaluate services provided by advertising agencies.
	13.17 Utilize telephone as effective sales promotion instrument.
14.0	Demonstrate proficiency in planning, organizing, and controlling daily operations. The student will be able to:
	14.01 Forecast scheduling needs based on local trends
	14.02 Set schedule to restaurant needs
	14.03 Determine employee availability
	14.04 Develop program for contingency scheduling
	14.05 Meet completion of scheduled deadlines
	14.06 Employ and teach work simplification techniques
	14.07 Organize time to complete tasks
	14.08 Create and utilize checklists
	14.09 Identify common non-productive employee behaviors.
	14.10 Use the decision-making process to make business decisions.
	14.11 Identify steps in the planning process.
	14.12 Identify organizational tools for a restaurant.
	14.13 Identify control procedures that can be used by a restaurant.
	14.14 Explain various styles of management
	14.15 Provide and maintain firefighting equipment
	14.16 Identify important emergency first aid equipment and/or supplies
	14.17 Identify company emergency procedures
	14.18 Describe and demonstrate appropriate Cardiopulmonary Resuscitation (CPR) AED techniques for children and adults.

	14.19 Locate Automated External Device (AED).
	14.20 Understand the importance of and how to contact fire, police, and emergency medical services as needed
	14.21 Understand how to document details of any emergency
	14.22 Set up fire drill and emergency procedures
	14.23 Describe proper techniques of and understand when to perform the Heimlich maneuver.
15.0	Demonstrate proficiency in math and accounting skills. The student will be able to:
	15.01 Compute addition, subtraction, multiplication, division, and percentage problems.
	15.02 Apply problem solving techniques to sales related transactions.
	15.03 Interpret quantitative information from related tables, charts, and graphs.
	15.04 Calculate tax, gratuity, commission, and miscellaneous charges.
	15.05 Explain measures and conversions.
	15.06 Utilize math concepts to complete purchase orders, invoices, packing slips, and shipping/handling charges.
	15.07 Analyze standard industry formulas relative to discount date and due date to determine the amount of payment on an invoice.
	15.08 Explain recipe conversions.
	15.09 Demonstrate effective cost estimation.
	15.10 Demonstrate ability to compute portion sizes.
	15.11 Set up, maintain, and audit financial information.
	15.12 Define and understand accounts payable.
	15.13 Understand how to check in product, record, and pay invoices.
	15.14 Define and understand accounts receivable
	15.15 Understand how to reconcile cash.
	15.16 Explain how to reconcile bank deposits and statements.
	15.17 Understand how to calculate, analyze, and review labor costs.

	15.18 Review and analyze balance sheet
	15.19 Prepare and monitor profit plan.
	15.20 Prepare and analyze general ledger.
	15.21 Prepare and maintain payroll.
	15.22 Utilize appropriate information system equipment.
16.0	Describe business financial protection techniques. The student will be able to:
	16.01 Establish protective measures to minimize employee and customer theft.
	16.02 Identify how to secure business premises against burglary and robbery.
	16.03 Identify proper procedures for guarding cash.
	16.04 Identify different types of business insurance policies available for restaurants.
	16.05 Identify techniques of setting credit limits for credit customers.
	16.06 Apply sound principles of checking customer credit cards.
	16.07 Identify and discuss effective external credit collection procedures.
	16.08 Identify and discuss common attitudinal problems managers have about credit collections.
	16.09 Identify liability and risk situations.
	16.10 Utilize approved procedures for remedial action.
	16.11 Enforce risk precautions with all employees.
	16.12 Recognize “red flags” for common types of fraud and understand potential harm to the organization, and specific company reporting procedures.
17.0	Identify legal regulations related to restaurants. The student will be able to:
	17.01 Interpret legal rights of customers.
	17.02 Interpret applicable wage and hour laws.
	17.03 Interpret laws affecting hiring practices.
	17.04 Interpret public health and safety laws.

	17.05 Interpret license and beverage regulations.
	17.06 Interpret warranties and product liabilities.
	17.07 Interpret tax laws.
	17.08 Interpret banquet contracts.
	17.09 Identify areas of government regulation that should be considered by a restaurant.
	17.10 Identify appropriate governmental concerned with classes of regulations, licenses, and permits.
	17.11 Interpret and apply labor regulations laws.
	17.12 Interpret and apply workers' compensation laws.
	17.13 Interpret and apply civil rights acts.
	17.14 Interpret and apply the Americans with Disabilities Act.
18.0	Demonstrate skills necessary for role of manager. The student will be able to:
	18.01 Identify entrepreneur qualities.
	18.02 Determine personal abilities needed to manage a business.
	18.03 Evaluate personal potential for decision making, problem solving, and creativity.
	18.04 Determine qualifications for management of business operations, personnel and public relations.
	18.05 Build a framework of steps necessary to successfully plan one's own professional future.
	18.06 Determine trends in food and beverage industry.
	18.07 Identify proper personal and business ethics.
	18.08 Exhibit acceptable personal habits and attitude.
	18.09 Exhibit punctuality, initiative, courtesy, loyalty, and honesty.
	18.10 Exhibit the ability to get along with others.
	18.11 Demonstrate ability to work cooperatively with team members and supervisors from different cultural backgrounds.
	18.12 Demonstrate self-management and initiative.

18.13 Set personal goals and develop a plan of action to achieve those goals.
18.14 Identify and practice stress management techniques.
18.15 Demonstrate respect for the opinions, customs, and individual differences of others.
18.16 Demonstrate the ability to offer and accept criticism.
18.17 Demonstrate honesty and integrity.
18.18 Utilize effective time management techniques.
18.19 Show support of organization’s chain of command.
18.20 Identify membership in local and national industry associations.

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- Communication.
- Humanities.
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- Social Sciences.

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Florida Department of Education
Curriculum Framework

Program Title: **Dietetic Technician**
Career Cluster: **Hospitality & Tourism**

AS	
CIP Number	1351310301
Program Type	College Credit
Program Length	60 credit hours
CTSO	HOSA
SOC Codes (all applicable)	Assignment pending.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality and Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality and Tourism career cluster.

The purpose of this program is to prepare students to work as Certified Dietary Managers (CDMs) in healthcare and other facilities. Graduates will work as foodservice managers in locations such as hospitals, long-term care and rehabilitation facilities, assisted living facilities, correctional facilities, schools, and the military. Certified Dietary Managers are trained and qualified in menu management, food purchasing, and food preparation in addition to applying nutrition principles, documenting nutrition information, ensuring food safety, and managing work teams.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Apply the basic principles of nutrition science and evidence-based research to provide quality nutritional care to diverse individuals and populations across the lifespan.
02.0 Apply supervisory concepts to meal production and meal service.
03.0 Utilize human resource management techniques.
04.0 Provide a safe and sanitary environment that meets regulatory guidelines.
05.0 Demonstrate supervisory concepts related to business, financial, material resources and services.

Florida Department of Education
Student Performance Standards

Program Title: **Dietetic Technician**
CIP Number: **1351310301**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Apply the basic principles of nutrition science and evidence-based research to provide quality nutritional care to diverse individuals and populations across the lifespan. The student will be able to:
01.01	Translate nutrition science into food choices.
01.02	Identify the building blocks of nutrition, including the six groups of nutrients.
01.03	Describe the process of digestion, absorption, and utilization of nutrients.
01.04	Identify common food allergies and discuss dietary implications.
01.05	Define the basic concepts of Medical Nutrition Therapy (MNT) as related to the gastrointestinal tract, hepatic system, renal system, and other medical conditions.
01.06	Explain the utilization of MNT in long-term and acute settings.
01.07	Compare basic concepts to the current diet manual or other accepted resource.
01.08	Review disease processes and MNT interventions.
01.09	Document nutrition information in medical records.
01.10	Perform routine screening using established guidelines.
01.11	Use nutrition analysis data to modify menus.
01.12	Recognize medical and nutrition terminology.
01.13	Provide nutrition education to assist clients with food selection.
02.0	Apply supervisory concepts to meal production and meal service. The student will be able to:
02.01	Utilize standardized recipes.
02.02	Identify procedures to monitor food production and limit waste.
02.03	Develop and modify standardized recipes.

02.04	Describe ways to monitor meal service and assure compliance with meals.
02.05	Identify the importance of continuous quality improvement.
03.0	Utilize human resource management techniques. The student will be able to:
03.01	Perform a task analysis.
03.02	Prepare job descriptions.
03.03	Establish recruiting and selection procedures in accordance with policy.
03.04	Conduct job application interviews.
03.05	Conduct and document new employee orientation to facility and to company policies.
03.06	Identify fair employment laws and practices.
03.07	Develop training objectives and plans for required in-service training.
03.08	Identify overall staffing needs.
03.09	Prepare employee work schedules.
03.10	Communicate work assignments.
03.11	Identify short-term and long-term goals for the department.
03.12	Maintain personnel files.
03.13	Interpret and apply labor management laws and practices.
03.14	Identify the functions and purposes of employee unions.
03.15	Develop disciplinary process.
03.16	Conduct performance evaluations.
03.17	Identify effective coaching and counseling techniques.
03.18	Participate in regulatory agency surveys.
03.19	Participate/manage internal meetings as well as meetings with other departments and agencies.
03.20	Communicate client information to other health professionals.

	03.21 Participate in client care conferences.
	03.22 Identify work improvement concepts.
04.0	Provide a safe and sanitary environment that meets regulatory guidelines. The student will be able to:
	04.01 Maintain operation in compliance with health codes and regulations.
	04.02 Instruct employees in safety and sanitation.
	04.03 Ensure employee compliance with safety and sanitation regulations.
	04.04 Receive food, supplies, and beverages properly.
	04.05 Establish and apply purchasing specifications.
	04.06 Recognize the signs of contamination upon receipt and in storage.
	04.07 Identify and implement sanitation and HACCP regulations and standards.
	04.08 Recognize the causes, symptoms, and types of foodborne illness.
	04.09 Monitor time and temperature to limit the growth or destroy pathogens.
	04.10 Ensure correct food handling procedures during the entire flow of food in the facility.
	04.11 Develop an emergency preparedness plan to assure a safe food supply in the event of an emergency.
	04.12 Identify equipment and its intended uses.
	04.13 Maintain maintenance logs.
	04.14 Perform preventative maintenance on kitchen equipment and utensils per manufacturing specifications.
	04.15 Organize workflow and use of equipment.
	04.16 Identify appropriate environmental controls for water supply, waste disposal, and ventilation.
	04.17 Follow an integrated pest management system.
05.0	Demonstrate supervisory concepts related to business, financial, material resources and services. The student will be able to:
	05.01 Compute cost of menus.
	05.02 Calculate daily costs of food, labor, and supplies per patient day.

05.03 Compare actual costs to budget costs.
05.04 Calculate, analyze, and review labor costs.
05.05 Identify equipment needs and requirements.
05.06 Evaluate options for replacement of equipment.
05.07 Plan and budget for improvements in kitchen design, layout, and equipment.
05.08 Review purchasing policies and vendor/product selection.
05.09 Prepare requisitions and transfers.
05.10 Check invoices against received goods.
05.11 Demonstrate skill using computers and software for all department applications, including purchasing and inventory.
05.12 Identify proper inventory management practices.
05.13 Maintain an accounting and information system.
05.14 Supervise cash activities and reports.
05.15 Analyze revenue-generating activities.
05.16 Identify cost-saving department practice.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

This program shall meet the instructional hours and standards established by the accrediting arm of the Academy of Nutrition and Dietetics, the Accreditation Counsel for Education in Nutrition and Dietetics (ACEND). Upon completion of the course requirements, the graduate would need to pass a written national examination for registered dietetic technicians. All diet technicians would be encouraged to become affiliate members of the Academy of Nutrition Dietetics. The Associate Degree would qualify the technician for a mid-management position in food service in the health care industry.

The particular outcomes and student performance standards which the students with disabilities must master to earn credit must be specified in the student's individual educational plan (IEP). Additional credits may be earned when outcomes and standards are mastered in accordance with the requirements indicated in subsequent IEP's. The job title for which the student is being trained must be designated in the IEP.

The concern for balancing work and family responsibilities is addressed as an employability skill.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

HOSA: Future Health Professionals is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Florida Department of Education
Curriculum Framework

Program Title: **Culinary Management**
Career Cluster: **Hospitality & Tourism**

AS	
CIP Number	1612050401
Program Type	College Credit
Program Length	60 credit hours
CTSO	SkillsUSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to Sanitation and Safety; Maintenance and Operation of Equipment; Recognition and Identification of Foods; Proper Storage of Foods; Methods of Preparation; Usage of Foods; Methods of Cooking; Garden Manger; Perform Different Types of Food Services; Nutrition; Baking; Communication Skills; Math Skills; Computer Applications; Supervision Management; Professionalism; Culinary Organization; Food and Beverage Purchasing; Dining Room Management and Beverage Management. The course content should also include training in communications, leadership, human relations, employability skills and safe, efficient work practices. This program focuses on broad, transferable skills and stresses understanding and demonstration of the following elements of the Culinary Industry: planning, management, finance, technical and product skills, underlying principles of technology, labor issues and sanitation and safety issues.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of 60 credit hours.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Demonstrate proficiency in employability skills.
02.0 Demonstrate proficiency in applying communication and human relations skills.
03.0 Demonstrate the application of mathematics commonly used in the culinary industry.
04.0 Identify economic and marketing principles.
05.0 Identify marketing and business fundamentals.
06.0 Identify organization and functions of the culinary industry.
07.0 Develop and implement sales and marketing strategies.
08.0 Maintain an accounting and information system.
09.0 Demonstrate equipment operation and maintenance skills.
10.0 Analyze laws that affect the culinary industry.
11.0 Operate liability and risk identification program.
12.0 Demonstrate skills in food service and beverage sanitation and safety.
13.0 Plan and maintain purchasing and receiving procedures.
14.0 Demonstrate skills in food service and beverage management services.
15.0 Describe all aspects of entrepreneurship.
16.0 Solve problems and make informed decisions.
17.0 Recognize, identify and demonstrate usage of foods.
18.0 Demonstrate skill in preparing foods for cooking.
19.0 Demonstrate methods of cooking.
20.0 Identify and perform various types of food services.
21.0 Apply principles of nutrition to food preparation.
22.0 Demonstrate skill using computers and software used in marketing.
23.0 Identify the roles of management and supervisory personnel.
24.0 Conduct emergency procedures.

Florida Department of Education
Student Performance Standards

Program Title: **Culinary Management**
CIP Number: **1612050401**
Program Length: **60 credit hours**

At the completion of this program, the student will be able to:	
01.0	Demonstrate proficiency in employability skills. The student will be able to:
01.01	Conduct a job search to include online job sites.
01.02	Identify secured documents that may be personal (i.e.: social security information, etc.) but are required when applying for a job.
01.03	Prepare a resume and cover letter, letter of application, follow-up letter, acceptance/rejection letter, and letter of resignation.
01.04	Complete a job application form correctly via Internet job sites, company websites, and social media sites (i.e., LinkedIn, Indeed, Monster, Glassdoor, Zip Recruiter, etc.).
01.05	Demonstrate competence in job interview techniques.
01.06	Identify or demonstrate appropriate professional responses to criticism from employer, supervisor, and customers by understanding, considering, and employing Emotional Intelligence, Cultural Intelligence, and perception checking.
01.07	Identify acceptable work habits (i.e., professionalism, cleanliness, etc.).
01.08	Demonstrate acceptable employee health, grooming habits and appearance standards.
01.09	Describe and apply the importance of producing quality work and meeting performance standards.
01.10	Discuss state and federal labor laws regulating the workplace.
01.11	Identify proper personal and business ethics.
01.12	Understand the essentials of creating a portfolio and how it relates to future career growth (i.e., Self-promotion, Awards, certifications, accolades, pictures, publications, etc.).
02.0	Demonstrate proficiency in applying communication and human relations skills. The student will be able to:
02.01	Demonstrate such interpersonal skills as punctuality, initiative, courtesy, loyalty, and traits important to business.
02.02	Discuss and understand the important role that diversity plays in the Culinary Industry (i.e., team members, supervisors, customers, etc.).
02.03	Maintain appropriate personal appearance and attitude.

	02.04	Demonstrate problem solving and decision-making strategies.
	02.05	Demonstrate professional communication skills (i.e., body language, eye-contact, phone etiquette, verbal, writing, language, etc.)
	02.06	Set personal goals and develop a plan of action to achieve those goals.
	02.07	Demonstrate ability to assume responsibility for decisions and actions (i.e., take ownership, consequences, etc.).
	02.08	Utilize time efficiently by applying effective time management techniques (SMART goals, Action plans, check lists, etc.).
	02.09	Understand how to manage effectively within the organization's chain of command.
	02.10	Research and/or participate in professional associations affiliated with the culinary industry.
	02.11	Identify the unique differences of staff communication and use of inter-departmental/company communication (i.e., Independent vs. Corporate Owned; email vs. newsletter, etc.).
	02.12	Explain nature of positive customer/client relations.
	02.13	Explain the role that culture plays in customer service delivery.
	02.14	Communicate with all stakeholders in a professional manner.
	02.15	Demonstrate effective telephone and e-mail techniques and etiquette in a business situation.
	02.16	Understand how to utilize SOPs to manage client/customer needs.
	02.17	Demonstrate ability to locate, understand, and interpret information found in manuals, graphs, schedules, charts, diagrams, and Internet resources to generate a report.
	02.18	Utilize (read, write and speak) culinary terminology, abbreviations, and acronyms.
	02.19	Address the importance of responding effective quickly to online posts.
	02.20	Demonstrate ability to deal with difficult customers and employees.
	02.21	Train employees to communicate effectively.
03.0	Demonstrate the application of mathematics commonly used in the culinary industry. The student will be able to:	
	03.01	Compute addition, subtraction, multiplication, division, decimals, fractions and percentage problems.
	03.02	Apply problem-solving techniques to sales related transactions including cash, checks, debit cards, credit cards, and discounts.
	03.03	Interpret quantitative information from tables, charts, and graphs as related to the workplace.

	03.04 Calculate change, tax, gratuity, commission, and miscellaneous charges.
	03.05 Explain measures and conversions.
	03.06 Apply mathematical concepts to completing purchase orders, invoices, packing slips, and shipping and handling charges.
	03.07 Analyze standard industry formulas (i.e., COGS, Labor cost, prime cost, CVP analysis, etc.).
	03.08 Operate a calculator.
	03.09 Convert recipes, calculate portion sizes and cost correctly.
	03.10 Identify the break-even point.
04.0	Identify economic and marketing principles. The student will be able to:
	04.01 Explain concept "supply and demand."
	04.02 Explain concept of price.
	04.03 Explain relationship between government and business.
	04.04 Explain concept of private enterprise and business ownership.
	04.05 Explain concept of profit.
	04.06 Explain concept of risk.
	04.07 Explain concept of competition.
	04.08 Explain concept of productivity.
05.0	Identify marketing and business fundamentals. The student will be able to:
	05.01 Explain marketing and its role.
	05.02 Explain functions of marketing and related activities.
	05.03 Explain how the state of the economy informs marketing strategy.
	05.04 Explain types of business ownership.
	05.05 Compare and contrast the different forms of business ownership.
	05.06 Explain concept of marketing strategies.

06.0	Identify the organization and functions of the culinary industry. The student will be able to:
06.01	Trace inception and history of culinary industry.
06.02	Analyze functions of the culinary industry.
06.03	Identify staff according to functions.
06.04	Identify the “Culinary Brigade”.
06.05	Identify modern kitchen organization, job station and work sites.
06.06	Identify career progression in culinary arts.
06.07	Discuss history and composition of foods and beverages.
06.08	Identify critical trends in food and beverage industry beverage industry (i.e., dietary, allergy, lifestyle, food waste, sustainability, etc.).
06.09	Identify “classic repertoire”.
07.0	Develop and implement sales and marketing strategies. The student will be able to:
07.01	Explain the benefits of publicity and public relations (including social media and technology).
07.02	Identify the importance of selling and sales techniques used by the culinary industry.
07.03	Plan and design menus.
07.04	Identify an effective sales presentation, including steps of a sale; consumer buying motives; approaches through greeting, merchandise, and service; proper time to approach a customer to open sale; feature-benefit analysis; closing the sale; and suggestion and substitution selling.
07.05	Prepare publicity including advertisements and press releases.
08.0	Identify accounting and information systems. The student will be able to:
08.01	Identify accounts payable process.
08.02	Check, record and pay invoices.
08.03	Identify accounts receivable process.
08.04	Calculate, analyze, and review labor costs.
08.05	Identify balance sheet and income statement functions.

	08.06 Record and maintain daily departmental records.
	08.07 Compute average amount spent by guests.
	08.08 Operate adding, bookkeeping, telephone, and calculating machines as well as computer terminal inputs and readouts.
	08.09 Have understanding payroll processes and procedures.
09.0	Demonstrate equipment operation and maintenance skills. The student will be able to:
	09.01 Identify equipment and its intended uses.
	09.02 Maintain maintenance logs.
	09.03 Use equipment and tools for the appropriate tasks for which it was designed.
	09.04 Schedule preventative maintenance on kitchen equipment and utensils per manufacturing specifications.
	09.05 Assemble equipment according to manufacturer's safety guidelines.
	09.06 Disassemble equipment following proper safety guidelines.
	09.07 Apply knife skills correctly.
	09.08 Understand the importance of developing and energy consumption plan.
	09.09 Interpret and apply procedures from equipment manuals.
	09.10 Demonstrate a general understanding of the systems equipment in a typical establishment including electrical, plumbing, air conditioning.
10.0	Analyze laws that affect the culinary industry. The student will be able to:
	10.01 Interpret and apply labor regulations/laws as well as civil rights acts.
	10.02 Interpret and apply fire regulations.
	10.03 Interpret and apply liquor laws.
	10.04 Interpret and apply workers' compensation laws.
	10.05 Interpret and apply the Americans with Disabilities Act.
	10.06 Interpret and apply company and/or franchise regulations.
	10.07 Interpret taxes affecting the culinary industry.

	10.08 Interpret key elements of group, convention, and banquet contracts.
	10.09 Describe customers' rights.
	10.10 Define warranties and product liabilities.
	10.11 Research sanitation regulations, licenses and permits.
11.0	Operate liability and risk identification program. The student will be able to:
	11.01 Train employees in liability and risk identification procedures.
	11.02 Identify liability and risk situations and take remedial action using approved procedures.
	11.03 Enforce liability and risk identification procedures with all employees.
12.0	Demonstrate skills in food service and beverage sanitation and safety. The student will be able to:
	12.01 Identify and implement sanitation and H.A.C.C.P. regulations and standards.
	12.02 Achieve safety and sanitation certification or credentialing from professional recognized organization.
	12.03 Maintain operation in compliance with health codes and regulations.
	12.04 Implement all federal, state and local regulations impacting sanitation and safety (i.e., DBPR, OSHA, FDA, HACCP, etc.).
	12.05 Prepare and monitor sanitizing solutions in correct dilution.
	12.06 Identify health-related problems which may result from exposure to work related chemicals and hazardous materials, and identify the proper precautions required for handling such materials.
	12.07 Wash hands in accordance with Health Department Guidelines.
	12.08 Inspect, receive, and store food and beverage supplies according to FIFO standards.
	12.09 Rotate perishable foods to minimize spoilage.
	12.10 Store all inventory items in accordance with safety standards.
	12.11 Label and date all products.
	12.12 Store all inventory items (including herbs, spices, seasonings and flavorings) in accordance with safety standards.
	12.13 Store shell eggs and egg products, milk and milk products and cheese in accordance with safety standards.
	12.14 Store fruits and vegetables in accordance with safety standards.

	12.15 Store seafood, crustacean, and mollusks in accordance with safety standards.
	12.16 Store all proteins in accordance with safety standards.
	12.17 Store poultry in accordance with safety standards.
	12.18 Store starches, grains, and farinaceous, in accordance with safety standards.
	12.19 Store baked goods and ready to eat foods in accordance with safety standards.
	12.20 Identify appropriate reporting procedures of any potential hazards and violations (i.e., shell stock ID tags).
	12.21 Dispose of waste and garbage in accordance with health codes.
	12.22 Maintain Safety Data Sheets.
	12.23 Maintain floor care (sweep and mop).
	12.24 Calibrate food thermometers.
13.0	Plan and maintain purchasing and receiving procedures. The student will be able to:
	13.01 Identify proper sources of supply (i.e., organic, sustainability, farm-to-table, etc.).
	13.02 Evaluate products.
	13.03 Understand negotiation and payment terms with suppliers.
	13.04 Establish and apply purchasing specification.
	13.05 Prepare requisitions and transfers.
	13.06 Check invoices against received goods.
	13.07 Establish and apply stock rotation system.
	13.08 Establish and implement stock inventory levels in relation to peak business hours and seasons.
	13.09 Record and price inventories.
	13.10 Organize and maintain dry storage.
	13.11 Organize and maintain cold storage.
	13.12 Identify tenders and contracts.

	13.13 Demonstrate awareness of invoice credits.
	13.14 Organize and maintain loading and delivery dock areas.
14.0	Demonstrate skills in food service and beverage management services. The student will be able to:
	14.01 Identify basic management functions.
	14.02 Discuss goods, services, beverage facilities and equipment.
	14.03 Identify purchase, storage, and inventory controls.
	14.04 Utilize food and beverage operating budget.
	14.05 Identify food and beverage operations.
	14.06 Compare food and beverage costs to maintain budget.
	14.07 Calculate food and labor costs.
	14.08 Prepare a budget using given fixed and variable costs.
	14.09 Explain the relationship between monthly food cost calculation and monthly income statement.
15.0	Describe all aspects of entrepreneurship. The student will be able to:
	15.01 Define “entrepreneurship.”
	15.02 Describe importance of entrepreneurship to the American economy.
	15.03 List the advantages and disadvantages of business ownership and the various types of ownership (partnership, corporation).
	15.04 Identify the risks involved in ownership of a business.
	15.05 Identify the business skills needed to operate a small business efficiently and effectively.
	15.06 Identify your entrepreneurial aptitudes and skills.
	15.07 Develop a plan for opening a business.
16.0	Solve problems and make informed decisions. The student will be able to:
	16.01 Solve problems in accordance with management policy and mission statement.
	16.02 Make informed decisions in accordance with management policy and mission statement.

	16.03 Explain the purpose of a business's "vision statement".
17.0	Recognize, identify and demonstrate usage of foods. The student will be able to:
	17.01 Recognize and identify standard herbs, seasonings, spices, flavorings and their uses.
	17.02 Recognize and identify shell eggs and egg products, milk and milk products, cheeses, and their uses.
	17.03 Recognize and identify fruits and vegetables and their uses.
	17.04 Recognize and identify seafood, crustacean, and mollusks and their uses.
	17.05 Recognize and identify protein sources (including meats, poultry, etc.) and their uses.
	17.06 Recognize and identify starches, grains, and farinaceous sources and their uses.
	17.07 Recognize and identify baked goods and ready to eat foods and their uses.
	17.08 Recognize and identify nonalcoholic and alcoholic beverages and flavor profiles.
18.0	Demonstrate skill in preparing foods for cooking. The student will be able to:
	18.01 Prepare salads.
	18.02 Prepare hot food.
	18.03 Prepare cold food.
	18.04 Prepare hors d'oeuvres.
	18.05 Prepare canapés.
	18.06 Understand concepts of Garde Manger.
	18.07 Prepare sandwiches.
	18.08 Garnish foods.
	18.09 Examine the process and techniques of Ice Sculpting.
	18.10 Prepare charcuterie.
	18.11 Prepare relishes.
	18.12 Prepare thickening agents.

	18.13 Prepare sauces:
	18.14 Prepare mother sauces
	18.15 Prepare egg and butter-based sauces.
	18.16 Prepare fruit sauces, coulis, and purees.
	18.17 Prepare stocks
	18.18 Prepare soups
	18.19 Skin, scale and prepare fish
	18.20 Bone and prepare poultry
	18.21 Tenderize meats, poultry, and seafood
19.0	Demonstrate methods of cooking. The student will be able to:
	19.01 Prepare pan-broiled foods.
	19.02 Prepare roasted foods.
	19.03 Prepare microwaved foods.
	19.04 Prepare stewed foods.
	19.05 Prepare broiled foods.
	19.06 Prepare baked foods.
	19.07 Follow basic baking principles.
	19.08 Follow standardized recipes.
	19.09 Prepare and bake non-yeast dough products.
	19.10 Prepare and bake yeast dough products.
	19.11 Decorate bakery products.
	19.12 Prepare desserts.
	19.13 Prepare braised foods.

	19.14 Prepare simmered foods.
	19.15 Prepare smoked foods.
	19.16 Prepare barbecued foods.
	19.17 Prepare fried foods.
	19.18 Prepare pan fry foods.
	19.19 Prepare deep fry foods.
	19.20 Prepare sautéed foods.
	19.21 Prepare steamed foods.
	19.22 Prepare clarified butter.
	19.23 Prepare poached foods
	19.24 Prepare blanched foods.
	19.25 Prepare grilled foods.
	19.26 Prepare boiled foods.
20.0	Identify and perform various types of food services. The student will be able to:
	20.01 Identify American service.
	20.02 Identify family style service.
	20.03 Identify French service.
	20.04 Understand how to perform tableside service.
	20.05 Understand catering operations.
	20.06 Understand various types of food service (i.e., QSR, airline, cruise line, health care, sports, fast casual, Bar, commissary, Military food service, etc.).
	20.07 Prepare for buffet service.
	20.08 Prepare regional cuisine.
	20.09 Prepare international cuisine.

	20.10 Prepare classical cuisine.
21.0	Apply principles of nutrition to food preparation. The student will be able to:
	21.01 Use the federal recommended food guidelines as a reference guide.
	21.02 Identify food groups.
	21.03 Recognize nutritional context of food groups.
	21.04 Prepare balanced meals.
	21.05 Control portions to achieve nutritional balance.
	21.06 Define dietary allowances of proteins, fats, carbohydrates, and vitamins/minerals.
	21.07 Prepare food for special dietary needs.
	21.08 Recognize dietary requirements for special population groups.
	21.09 Demonstrate awareness of religious dietary requirements and food allergies.
	21.10 Demonstrate an understanding of nutritional labeling on menus.
22.0	Demonstrate skill using computers and software used in marketing. The student will be able to:
	22.01 Demonstrate the importance of data entry procedures, i.e., payroll, inventory control, etc.
	22.02 Demonstrate technology appropriate for marketing functions and practices related to a culinary career field.
	22.03 Utilize the Internet for culinary information.
23.0	Identify the roles of management and supervisory personnel. The student will be able to:
	23.01 Establish recruiting and selection procedures in accordance with current laws.
	23.02 Develop procedures for staff orientation and diversity training.
	23.03 Conduct new employee orientation to facility and to company policies.
	23.04 Develop procedures for employee performance evaluation.
	23.05 Identify labor control systems functions.
	23.06 Establish internal communication processes.

23.07 Identify motivational techniques.
23.08 Develop disciplinary process.
23.09 Demonstrate conflict resolution.
23.10 Identify employee groups.
23.11 Identify the functions and purposes of employee unions.
23.12 Identify procedures in management development.
23.13 Prepare job descriptions.
23.14 Conduct job application interviews.
23.15 Conduct staff development training.
23.16 Delegate responsibility and authority.
23.17 Prepare employee work schedules.
23.18 Reconcile staff grievances.
23.19 Reconcile employee disputes/complaints.
23.20 Lead management-employee group discussions.
23.21 Communicate policy concerning harassment, including sexual harassment.
23.22 Communicate policy concerning substance abuse.
23.23 Demonstrate the principles of managing training programs.
23.24 Perform a task analysis.
23.25 Develop training objectives and plans for a training program.
23.26 Demonstrate procedures for evaluating training programs.
23.27 Identify communications concepts in training programs.
23.28 Identify team-building strategies.
23.29 Identify effective coaching and counseling techniques

	23.30 Identify management and supervisory functions.
	23.31 Identify leadership styles.
	23.32 Identify work improvement concepts.
	23.33 Describe the supervisor's role as a change agent.
24.0	Conduct emergency procedures. The student will be able to:
	24.01 Call fire, police, and emergency medical services as needed.
	24.02 Provide and maintain firefighting equipment.
	24.03 Provide and maintain emergency first aid equipment and/or supplies.
	24.04 Document details of any emergency.
	24.05 Follow company emergency procedures.
	24.06 Establish fire drill and emergency procedures.
	24.07 Discuss importance of and protocol used in Cardiopulmonary Resuscitation (CPR) and use of Automated External Defibrillator (AED).

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

General Education Course Requirements for AS and AAS Degrees

State Board of Education Rule 6A-14.030(4), F.A.C., identifies 15 credit hours as the minimum amount of general education coursework required in the Associate of Science (AS) degree and the Associate of Applied Science (AAS) degree. In addition, Rule 6A-14.0303, F.A.C., implements s. 1007.25, F.S., and requires students entering a technical education degree program in the 2022-2023 academic year, and thereafter, to complete at least one identified core course in each subject area as part of the general education course requirements (15 credit hours total) before a degree is awarded) The core subject areas include:

- Communication.
- Humanities.
- Mathematics.
- Natural Sciences.
- Social Sciences.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Certificate Programs

A College Credit Certificate consists of a program of instruction of less than sixty (60) credits of college-level courses, which is part of an AS or AAS degree program and prepares students for entry into employment (Rule 6A-14.030, F.A.C.). This AS degree program includes the following College Credit Certificates:

Chef's Apprentice (0612050302) – 12 credit hours
Culinary Arts (0612050301) – 35 credit hours
Culinary Arts Management Operations (0612050401) – 18 credit hours

Standards for the above certificate programs are contained in separate curriculum frameworks.

Florida Department of Education
Curriculum Framework

Program Title: **Environmental Services [for Florida Department of Corrections Use Only]**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Career Certificate Program	
Program Number	N/A **
CIP Number	N/A **
Grade Level	30, 31
Program Length	300 hours
Teacher Certification	Refer to the **Program Structure** section.
CTSO	N/A
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	N/A

** - **for FL Dept. of Corrections use only!**

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to preparing students for employment as environmental service providers or technicians for residential homes and institutions (hotels/motels, hospitals, nursing homes, campus buildings, and office buildings); Cleaner Commercial or Institution or for advanced training in the environmental services industry; Supervisor, Janitorial Services.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of two occupational completion points (OCP).

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	N/A **	Janitors/Cleaners	FAM CON SCI BLDG MAINT @7 7 G CUSTODIAL SRV @7 7 G HME EC OCC ¢7	150 hours
B	N/A **	Supervisor, Janitorial		150 hours

** - **for FL Dept. of Corrections use only!**

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify job and career opportunities in the environmental services profession.
02.0 Explain the importance of employability skills and entrepreneurship skills.
03.0 Demonstrate language arts knowledge and skills.
04.0 Demonstrate mathematics knowledge and skills.
05.0 Demonstrate science knowledge and skills.
06.0 Select, use, and store equipment and supplies.
07.0 Demonstrate safety, sanitation, and security skills.
08.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
09.0 Demonstrate environmental services procedures.
10.0 Use information technology tools.
11.0 Demonstrate positive customer-relations skills.
12.0 Solve problems using critical thinking skills, creativity, and innovation.
13.0 Use oral and written communication skills in creating, expressing, and interpreting information and ideas.
14.0 Demonstrate institutional housekeeping procedures.
15.0 Identify hazardous materials and situations, and procedures for reporting.
16.0 Identify the federal, state, and local laws and agencies that affect the environmental services area.
17.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
18.0 Apply the principles of leadership and management.
19.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
20.0 Demonstrate personal money-management concepts, procedures, and strategies.
21.0 Describe the importance of professional ethics and legal responsibilities.

Florida Department of Education
Student Performance Standards

Program Title: **Environmental Services [for Florida Department of Corrections Use Only]**
Career Certificate Program Number: **N/A**

Course Number: N/A **Occupational Completion Point: A** **Janitors/Cleaners – 150 Hours**	
01.0	Identify job and career opportunities in the environmental services profession. The student will be able to:
01.01	Explain the role and importance of the environmental services industry in the quality of life.
01.02	Identify employment, career-growth, and advanced-training opportunities in the environmental services profession.
01.03	Identify responsibilities for each job in the career ladder.
01.04	Explain training needs for career enhancement.
01.05	Analyze the personal and professional qualities required for employment.
01.06	Explain the advantages and disadvantages of working for self; working for others; being an employee of a large organization and being an employee of a small organization.
02.0	Explain the importance of employability skill and entrepreneurship skills. The student will be able to:
02.01	Identify and demonstrate positive work behaviors needed to be employable.
02.02	Develop personal career plan that includes goals, objectives, and strategies.
02.03	Examine licensing, certification, and industry credentialing requirements.
02.04	Maintain a career portfolio to document knowledge, skills, and experience.
02.05	Evaluate and compare employment opportunities that match career goals.
02.06	Identify and exhibit traits for retaining employment.
02.07	Identify opportunities and research requirements for career advancement.
02.08	Research the benefits of ongoing professional development.
02.09	Examine and describe entrepreneurship opportunities as a career planning option.
03.0	Demonstrate language arts knowledge and skills. The student will be able to:
03.01	Locate, comprehend and evaluate key elements of oral and written information.
03.02	Draft, revise, and edit written documents using correct grammar, punctuation and vocabulary.
03.03	Present information formally and informally for specific purposes and audiences.

04.0	Demonstrate mathematics knowledge and skills. The student will be able to**:**
04.01	Demonstrate knowledge of arithmetic operations.
04.02	Analyze and apply data and measurements to solve problems and interpret documents.
04.03	Construct charts/tables/graphs using functions and data.
05.0	Demonstrate science knowledge and skills. The student will be able to:
05.01	Discuss the role of creativity in constructing scientific questions, methods and explanations.
05.02	Formulate scientifically investigable questions, construct investigations, collect and evaluate data, and develop scientific recommendations based on findings.
06.0	Select, use, and store equipment and supplies. The student will be able to:
06.01	Identify the basic supplies and equipment needed for a specific job.
06.02	Select the proper tools for a specific job.
06.03	Inventory supplies and maintain a record of supplies.
06.04	Explain the importance of appropriate housekeeping and maintenance practices.
06.05	Store equipment properly.
06.06	Disassemble and maintain selected pieces of equipment used in the area of environmental services.
06.07	Maintain equipment-and-supply storage areas.
06.08	Use and care for equipment, supplies, and tools according to manufacturer's instructions.
06.09	Report faulty equipment and needed repairs.
07.0	Demonstrate safety, sanitation, and security skills. The student will be able to:
07.01	Demonstrate the skills necessary for fire safety, such as RACE (rescue, alarm, control, extinguish).
07.02	Identify the various types of fire extinguishers.
07.03	Use fire extinguishers appropriate to fire hazards.
07.04	Demonstrate emergency procedures.
07.05	Demonstrate security procedures.
07.06	Demonstrate safety procedures in the use, care, and storage of equipment.
07.07	Demonstrate sanitation and safety procedures as required by the health department and the Occupational Safety and Health Administration (OSHA).
07.08	Demonstrate the required sanitation procedures.
07.09	Identify the health-related problems that may result from exposure to work-related chemicals and hazardous materials and describe

		the proper precautions for handling such materials.
	07.10	Discuss environmental concerns related to hazardous waste and chemical disposal.
08.0		Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
	08.01	Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments.
	08.02	Explain emergency procedures to follow in response to workplace accidents.
	08.03	Create a disaster and/or emergency response plan.
09.0		Demonstrate environmental services procedures. The student will be able to:
	09.01	Demonstrate general housekeeping and maintenance procedures and practices for windows, walls, and floors.
	09.02	Demonstrate the methods necessary to provide sanitary conditions in the rest room and shower areas.
	09.03	Clean and care for a variety of wall and ceiling surfaces.
	09.04	Clean and care for fixtures, moldings, and special surfaces.
	09.05	Clean and care for various types of accessories.
	09.06	Clean and care for gas, electric, and solar appliances.
	09.07	Take down and re-hang draperies and shower curtains.
	09.08	Make a bed according to specifications in an institution.
	09.09	Use home and commercial laundry equipment and supplies.
10.0		Use information technology tools. The student will be able to:
	10.01	Use personal information management (PIM) applications to increase workplace efficiency.
	10.02	Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications.
	10.03	Employ computer operations applications to access, create, manage, integrate, and store information.
	10.04	Employ collaborative/groupware applications to facilitate group work.
	10.05	Improve and design systems by offering suggestions to modify existing system in order to improve the quality of products or services and develop new or alternative systems.
11.0		Demonstrate positive customer-relations skills. The student will be able to:
	11.01	Exercise self-control.
	11.02	Identify and demonstrate appropriate responses to criticism.
	11.03	Demonstrate customer service skills in an appropriate setting by listening, suggesting solutions, and communicating the issues at hand.

	11.04 Demonstrate respect for customer property.
12.0	Solve problems using critical thinking skills, creativity and innovation. The student will be able to:
	12.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	12.02 Employ critical thinking and interpersonal skills to resolve conflicts.
	12.03 Identify and document workplace performance goals and monitor progress toward those goals.
	12.04 Conduct technical research to gather information necessary for decision-making.
	12.05 Monitor and correct performance by distinguishing trends and predicting impacts of actions on system operations; diagnosing deviations in the functioning system; and taking necessary action to correct the performance.
13.0	Use oral and written communication skills in creating, expressing and interpreting information and ideas. The student will be able to:
	13.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	13.02 Locate, organize and reference written information from various sources.
	13.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	13.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	13.05 Apply active listening skills to obtain and clarify information.
	13.06 Develop and interpret tables and charts to support written and oral communications.
	13.07 Exhibit public relations skills that aid in achieving customer satisfaction.
14.0	Demonstrate institutional housekeeping procedures. The student will be able to:
	14.01 Demonstrate housekeeping and maintenance practices in occupied, unoccupied, and discharged rooms.
	14.02 Identify procedures and techniques for cleaning isolation units in a hospital or nursing home.
	14.03 Demonstrate procedures for adjusting windows and heating and air-conditioning equipment.
	14.04 Demonstrate procedures for checking a vacant room.
	14.05 Demonstrate responsibility in handling keys.
	14.06 Identify the symbols, abbreviations, and terminology used in the facility.
	14.07 Report damages and unusual conditions in the facility.
	14.08 Describe procedures for handling lost-and-found items.
	14.09 Interpret an occupancy report.
15.0	Identify hazardous materials and situations, and procedures for reporting. The student will be able to:
	15.01 Identify the types of hazardous materials that environmental services providers and technicians may encounter.

	15.02 Demonstrate procedures in safely handling and storing biomedical waste in a hospital and nursing home.
	15.03 Identify and interpret county, state, and federal laws, rules, and regulations governing biomedical waste materials.
	15.04 Identify hazardous situations and report them to the appropriate authority.
	15.05 Identify emergencies that may occur when biomedical waste/hazardous materials are handled, and procedures for reporting.
Course Number: N/A **Occupational Completion Point: B** **Supervisor, Janitorial – 150 Hours**	
16.0	Identify the federal, state, and local laws and agencies that affect the environmental services area. The student will be able to:
	16.01 Identify the federal, state, and local laws that affect environmental services.
	16.02 Identify the federal, state, and local agencies that affect environmental services practices.
17.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
	17.01 Describe the nature and types of business organizations.
	17.02 Explain the effect of key organizational systems on performance and quality.
	17.03 List and describe quality control systems and/or practices common to the workplace.
	17.04 Explain the impact of the global economy on business organizations.
18.0	Apply the principles of leadership and management. The student will be able to:
	18.01 Apply the principles of the management of time, money, energy, and space.
	18.02 Estimate the types of work and the required work hours for a specific situation.
	18.03 Develop instructions for environmental services providers to follow to satisfy the client's needs.
	18.04 Resolve customer complaints in a positive, professional manner.
19.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
	19.01 Employ leadership skills to accomplish organizational goals and objectives.
	19.02 Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.
	19.03 Conduct and participate in meetings to accomplish work tasks.
	19.04 Employ mentoring skills to inspire and teach others.
20.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	20.01 Identify and describe the services and legal responsibilities of financial institutions.

	20.02	Describe the effect of money management on personal and career goals.
	20.03	Develop a personal budget and financial goals.
	20.04	Complete financial instruments for making deposits and withdrawals.
	20.05	Maintain financial records.
	20.06	Read and reconcile financial statements.
	20.07	Research, compare and contrast investment opportunities.
21.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:	
	21.01	Evaluate and justify decisions based on ethical reasoning.
	21.02	Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	21.03	Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	21.04	Interpret and explain written organizational policies and procedures.

Additional Information

Laboratory Activities

Laboratory activities are an integral part of this program. These activities include instruction in the use of safety procedures, tools, equipment, materials, and processes related to these occupations. Equipment and supplies should be provided to enhance hands-on experiences for students.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Lodging Operations**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Career Certificate Program		
Program Number	M607010	
CIP Number	0252090400	
Grade Level	30, 31	
Program Length	600 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	Collegiate DECA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 9	Communications (Reading and Language Arts): 9

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to hotel/motel front office functions; housekeeping operations; decision making; training techniques; applicable local, state, and federal laws; employability skills; communication and mathematical skills; economics; marketing and sales; safety and security; human relations; leadership and management; technology applications; and career exploration.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of three occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	HMV0740	Guest Services Agent	FAM CON SCI HOTEL TRNG 7 G TRANSPORT @7 7 G MKTG MGMT 7 G TC COOP ED @7 BUS ED 1 @2 MKTG 1 @2	150 hours
B	HMV0201	Front Desk Agent		300 hours
C	HMV0202	Lodging Manager		150 hours

Additional Teacher Certification: *CHI – Certified Hospitality Instructor

Teachers certified in Business Education must obtain this training from the American Hotel and Lodging Educational Institute to teach this program. For information: https://www.ahlei.org/academic/high-school/become-a-certified-hospitality-instructor/?utm_source=paperflite&utm_campaign=cert_grid

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify careers in the hospitality and tourism industry.
02.0 Research the various aspects of the hospitality and tourism industry.
03.0 Demonstrate employability skills necessary for success in hospitality and tourism occupations.
04.0 Demonstrate human relations skills necessary for success in hospitality and tourism occupations.
05.0 Demonstrate proficiency in applying communication and technology skills in the hospitality and tourism industry.
06.0 Explain economic principles as related to the hospitality and tourism industry.
07.0 Identify marketing and business fundamentals related to the hospitality and tourism industry.
08.0 Identify sales techniques and procedures appropriate for use in the hospitality and tourism industry.
09.0 Perform mathematical operations related to hospitality and tourism occupations.
10.0 Describe the organizational structure of lodging organizations.
11.0 Identify the roles of management and administrative personnel.
12.0 Identify housekeeping operations and management functions.
13.0 Research conservation and Green initiatives in the hospitality industry.
14.0 Identify sales/marketing and reservations functions.
15.0 Identify food and beverage functions.
16.0 Identify human resources functions.
17.0 Identify controller/finance functions.
18.0 Identify safety/security functions.
19.0 Identify engineering/maintenance functions.
20.0 Identify front desk functions.
21.0 Examine the guest cycle process.
22.0 Practice responding to guest needs, requests, and concerns.
23.0 Operate front desk computer/office technology.
24.0 Perform designated job skills.
25.0 Demonstrate work ethics.
26.0 Define and apply various management styles and leadership techniques.
27.0 Define and evaluate role of effective team building.
28.0 Analyze the laws, legislation, and regulations that affect the lodging industry.
29.0 Describe and demonstrate personnel supervision techniques.
30.0 Manage guest services.
31.0 Maintain accounting and information system.
32.0 Describe the aspects of entrepreneurship.
33.0 Demonstrate the use of information technology within a lodging property.

Florida Department of Education
Student Performance Standards

Program Title: Lodging Operations
Career Certificate Program Number: M607010

Course Number: HMV0740 **Occupational Completion Point: A** **Guest Services Agent – 150 Hours**	
01.0	Identify careers in the hospitality and tourism industry. The student will be able to:
01.01	List career positions in a variety of hospitality and tourism related industry components (i.e., ground transportation, cruise, air travel, lodging, food service, retail and corporate travel, leisure and recreation, conventions and special events).
01.02	Explain duties and responsibilities for the identified hospitality and tourism positions using current sources of information.
01.03	Identify skills and knowledge needed by hospitality and tourism professionals.
01.04	Identify opportunities and challenges working in the hospitality and tourism industry, including work environment, work schedule, compensation packages, etc.
01.05	Identify advantages and disadvantages of working in the hospitality and tourism industry.
01.06	Complete self-assessment and analysis of life style goals and aspirations to evaluate for suitability in the hospitality and tourism industry.
01.07	Develop an individualized education and career plan related to the hospitality and tourism industry.
02.0	Research the various aspects of the hospitality and tourism industry. The student will be able to:
02.01	Display an understanding of history and development of the hospitality and tourism industry (i.e., airline deregulation, technology, and globalization).
02.02	Define commonly used terms in the hospitality and tourism industry.
02.03	Identify major segments of the hospitality and tourism industry.
02.04	Identify and describe organizational structures and divisions within the hospitality and tourism industry.
02.05	Identify technological innovations within the hospitality and tourism industry.
02.06	Describe importance of quality customer service and its continuous improvement.
02.07	Understand concept of perishability and seasonality of hospitality and tourism products.
02.08	Recognize the need for quality assurance in the hospitality and tourism industry.

02.09	Identify business and professional associations and certifications.
02.10	Compare and contrast international, domestic, and local hospitality and tourism.
02.11	Identify and cite sources of major travel documents needed by travelers.
02.12	Recognize the challenges created as a result of improper documentation.
02.13	Describe the necessary requirements/documentation for travelers due to increased security.
02.14	Identify current trends in the hospitality and tourism industry (ecotourism, destination travel locations, cultural influences, rental homes, vacation ownership, etc.).
02.15	Research a major Florida city and its attractions, target markets, and cost.
02.16	Demonstrate a functional understanding of domestic and international procedures throughout the hospitality and tourism industry.
02.17	Identify factors influencing travelers' choice in destinations (i.e., climate, culture, landmarks, sports, convention facilities, natural resources, medical, etc.).
02.18	Describe components of an itinerary and a tour package.
02.19	Identify modes and uses of ground transportation and discuss advantages and disadvantages of each.
02.20	Demonstrate a functional understanding of flight schedules.
02.21	Plan a trip for a family of four with a given budget using the Internet for flight schedules, rental cars, and hotel rates using presentation software showing daily itineraries including local attractions and expenses.
02.22	Identify, compare and contrast types of lodging facilities, ownership, lifestyle brands and their tiers of service.
02.23	Understand how revenue management strategies affect room rates and package plans.
02.24	Describe the differences among the types of cruises that are popular today.
02.25	Demonstrate a functional understanding of a cruise ship including the deck plan, public spaces, and stateroom accommodations.
02.26	Compare and contrast a cruise ship and a hotel as a destination.
02.27	Identify types of food service operations, segments, and ownership.
02.28	Identify role and impact of conventions and special events in the hospitality and tourism industry.
02.29	Plan a convention/meeting for a specific group (corporate, association or leisure) specifying hotel needs, such as number of sleeping rooms, meeting room space and setups. Include a daily agenda and provisions by food and beverage.
02.30	Identify components of leisure and recreation industry and provide examples of each.
02.31	Explain differences between public and commercial recreation venues (i.e., theme parks vs state parks).

	02.32	Explain economic factors that affect the tourism/hospitality industry (fuel costs, airline industry consolidations, availability of consumer's discretionary money).
	02.33	Research the Florida tourism website (www.visitflorida.com), compare it to other state tourism sites and the impact of tourism on that state's economy.
	02.34	Summarize the characteristics that make a particular venue a good choice based on the type of event.
	02.35	Examine different travel websites and explore the effect that third party website bookings have on direct hotel website bookings.
03.0	Demonstrate employability skills necessary for success in hospitality and tourism occupations. The student will be able to:	
	03.01	Identify and utilize resources used in a job search for a hospitality and tourism related career (i.e., networking, professional networking sites such as LinkedIn, newspaper, etc.)
	03.02	Pre-employment practices such as drug tests and background checks, and the potential role they play in hiring.
	03.03	Identify steps in the application process and documents required when applying for employment (i.e., application, references, W-4, I-9).
	03.04	Prepare a pre-employment portfolio to include a cover letter, a customized resume, follow up letter, letter of recommendation and letter of resignation.
	03.05	Identify and demonstrate appropriate dress and grooming for employment.
	03.06	Conduct a company research before going to the interview, being prepared to demonstrate knowledge of latest company news, property amenities, trends, openings and company leadership.
	03.07	Identify and demonstrate effective verbal and non-verbal interview skills (i.e., body language, handshakes, effective responses to common interview questions, as well as developing appropriate questions to ask at conclusion of interview).
	03.08	Describe methods for handling illegal interview and application questions.
	03.09	Discuss state and federal labor laws regulating the workplace (i.e., Child Labor Law, sexual harassment, EEOC, ADA, FMLA, and OSHA).
	03.10	Identify ways to assist diverse populations (people with different abilities, ethnicities, demographics and different generations).
	03.11	Understand the performance management cycle and how quality work and meeting performance standards impacts opportunities for promotion.
	03.12	Identify personal and business ethics (i.e., preventing theft, pilfering, and unauthorized discounting).
	03.13	Develop organizational and time management skills by creating and maintaining an electronic calendar.
	03.14	Demonstrate time management skills with on-task behavior and self-pacing in accomplishing work assignments.
	03.15	Identify qualities typically required for promotion (i.e., productivity, dependability, responsibility).
	03.16	Identify how to prepare for job separation and re-employment.
	03.17	Generate and organize a professional portfolio of student work and projects.

	03.18 Identify and practice stress management and relaxation techniques.
	03.19 Develop quality guest service skills that apply to both solving guest issues as well as anticipating guest needs.
	03.20 Practice positive customer service skills.
04.0	Demonstrate human relations skills necessary for success in hospitality and tourism occupations. The student will be able to:
	04.01 Develop a list of qualities necessary to be an effective team player (i.e., respect, judgement, collaboration).
	04.02 Design and participate in a team building activity for the workplace.
	04.03 Demonstrate ability to work cooperatively with team members, supervisors and guests from diverse cultural and generational backgrounds.
	04.04 Identify sensitive workplace issues and the laws that impact them (i.e., gender equity, cultural diversity, professional ethics, sexual harassment, disability, age).
	04.05 Identify, define, and demonstrate professional interpersonal skills and personality traits.
	04.06 Maintain hygiene, professional appearance, and a positive attitude.
	04.07 Demonstrate ability to use creative problem-solving, decision-making, and critical-thinking strategies.
	04.08 Demonstrate self-management, initiative, and multi-tasking.
	04.09 Devise a rubric to evaluate appropriate workplace social behavior and work ethics.
	04.10 Set personal and career goals and develop a plan of action to achieve those goals.
	04.11 Demonstrate ability to offer and accept feedback.
	04.12 Identify and practice stress management and relaxation techniques.
	04.13 Explain importance of maintaining confidentiality of business matters.
	04.14 Express importance of supporting and following company policies and procedures (i.e., attendance, tardiness).
	04.15 Identify customer service skills needed for successful entry and progress in the hospitality and tourism industry.
05.0	Demonstrate proficiency in applying communication and technology skills in the hospitality and tourism industry. The student will be able to:
	05.01 Describe effective staff communication and its uses (i.e., interpersonal, departmental, interdepartmental, company).
	05.02 Identify, read, and comprehend a variety of forms of written communications utilized in the workplace.
	05.03 Prepare a business letter, memo, fax, email and professional text message.

05.04	Describe positive guest/client relations.
05.05	Demonstrate ability to speak effectively to guests, co-workers, supervisors, and vendors using grammar and terminology appropriate to the industry.
05.06	Identify techniques of placing, answering, placing on hold, recording messages, and referring telephone calls.
05.07	Identify techniques of dealing with inappropriate telephone calls (i.e., bomb threats, obscene, abusive).
05.08	Demonstrate effective etiquette/netiquette in a business situation such as meals and general courtesy.
05.09	Discuss importance of developing networking skills to expand contacts within the industry.
05.10	Research social and professional networking websites (Twitter, Facebook, LinkedIn, etc.) and explain how these sites affect the hospitality industry and its employees.
05.11	Discuss importance of providing clear directions, interpretations, descriptions, and explanations.
05.12	Create and deliver an oral presentation.
05.13	Use presentation software to create a professional presentation that can be used for employee training.
05.14	Identify and demonstrate conflict resolution techniques related to customer service (i.e., resolving complaints, disputes, and negotiations).
05.15	Identify components of and prepare an itinerary.
05.16	Demonstrate ability to locate and interpret information found in trade journals, manuals, graphs, schedules, charts, diagrams, maps, and Internet resources.
05.17	Identify types of technology/equipment used in a hospitality/tourism-related workplace (i.e., cash register, computer, scanner, time clock, and fax).
06.0	Explain economic principles as related to the hospitality and tourism industry. The student will be able to:
06.01	Explain concept of supply and demand (i.e., overbooking, yield management).
06.02	Explain role of employee productivity in contributing to profit margin (bottom line).
06.03	Identify economic opportunities in the industry.
06.04	Explain impact of tourism on local, state, national, and international economies.
06.05	Identify advantages and disadvantages of the primary forms of business ownership.
07.0	Identify marketing and business fundamentals related to the hospitality and tourism industry. The student will be able to:
07.01	Explain marketing and its role in the industry and the free enterprise system.
07.02	Explain elements in the marketing mix (price, product, promotion, place, and people).

	07.03 Explain functions of the business and marketing plan.
	07.04 Explain concept of service vs. product marketing strategies.
	07.05 Explain concept of target markets and market identification (i.e., market segmentation).
	07.06 Display an understanding of the different marketing channels used to promote destinations and products.
	07.07 Identify niche markets (customer segmentation).
	07.08 Identify specialty markets (product segmentation, i.e., sports, shopping, religion, etc.).
	07.09 Recognize cultural customs and taboos.
	07.10 Discuss the role of federal, state and local regulatory agencies as it relates to hospitality and tourism.
	07.11 Identify methods of gathering customer feedback.
08.0	Identify sales techniques and procedures appropriate for use in the hospitality and tourism industry. The student will be able to:
	08.01 Explain purpose, principles, and importance of selling.
	08.02 Identify effective sales techniques (i.e., steps in sales process, cross-selling, upselling and alternative options).
	08.03 Explain motivation, needs, and expectations of the hospitality and tourism consumer and how it affects their lodging selection.
	08.04 Identify an effective sales presentation (i.e., feature-benefit analysis).
	08.05 Discuss the importance of meeting specialized sales needs (i.e., business travel, conventions and meetings, conferences, physically and/or mentally challenged).
	08.06 Identify pros and cons of using the Internet as a sales tool.
09.0	Perform mathematical operations related to hospitality and tourism occupations. The student will be able to:
	09.01 Perform addition, subtraction, multiplication, division, ratios, and percentages as they relate to hospitality and tourism (i.e., air travel, lodging, food service, car rentals, tours, cruises).
	09.02 Apply problem-solving techniques to hospitality and tourism sales-related transactions (i.e., cash, checks, debit cards, credit cards, discounts, etc.).
	09.03 Interpret quantitative information from tables, charts, and graphs as related to the hospitality/tourism related workplace.
	09.04 Using standard industry formulas relative to discount date and due date, compute amount of payment on an invoice.
	09.05 Calculate commissions, gratuities, taxes, and miscellaneous charges.
	09.06 Calculate actual flying time and time zone differences.

09.07	Identify sources of currency exchange rates.
09.08	Research a foreign hotel and convert the cost of one room night from a foreign currency to dollars using an online calculator and/or math conversions.
09.09	Classify different payment options (i.e., cash, personal checks, traveler's checks, credit cards, debit cards, incentive program points).
09.10	Calculate refunds and exchange transactions for hospitality and tourism related services.
09.11	Explain the function of a night audit in the lodging and cruise industry.

Course Number: HMV0201 Occupational Completion Point: B Front Desk Agent – 300 Hours	
10.0	Describe the organizational structure of lodging organizations. The student will be able to:
10.01	Identify the different departments within a lodging organization (i.e., housekeeping, room service, catering).
10.02	Describe and analyze various organizational structures within the lodging industry.
10.03	Create an organization chart of a lodging organization.
11.0	Identify the roles of management and administrative personnel. The student will be able to:
11.01	Identify the roles and responsibilities of the general manager, assistant managers, and the executive committee.
11.02	Identify the various divisions of lodging organizations (i.e., rooms, front office, engineering, administration, etc.).
11.03	Identify relationship between hotel manager and hotel owners, community, local government, CVB, etc.
11.04	Identify support personnel found in the administrative office of a lodging organization and their duties.
11.05	Identify management functions as they relate to different types of ownership (i.e., franchise, independent, chain, etc.).
12.0	Identify housekeeping operations and management functions. The student will be able to:
12.01	List the jobs and duties in the housekeeping department.
12.02	Describe importance of the housekeeping team and relationship to overall functions of lodging establishment.
12.03	Discuss relevance of quality control to housekeeping operation.
12.04	Discuss the financial impact of inventory control.
12.05	Identify state and federal laws and guidelines relating to job performance and housekeeping operations (i.e., hospitality laws).

12.06	Identify sanitation regulations and standards (i.e., OSHA).
12.07	Identify safety regulations and standards (i.e., SDS, OSHA) as they apply to housekeeping.
12.08	Identify documents that flow through the housekeeping department (i.e., inspection sheets).
12.09	Identify vocabulary and acronyms unique to the housekeeping department.
12.10	Identify supplies necessary to equip a supply cart.
12.11	Explain and demonstrate proper techniques for maintaining room cleanliness.
12.12	Explain need for communication between housekeeping department and front desk (i.e., room availability, customer complaints).
13.0	Research conservation and Green initiatives in the hospitality industry. The student will be able to:
13.01	Explain the Florida Green Lodging program (http://www.dep.state.fl.us/greenlodging).
13.02	List the requirements that must be met for a property to receive the Green certification.
13.03	List the requirements for maintaining the Green certification.
13.04	Research legislation regarding the Florida Green Lodging program and explain how state agencies are affected by this legislation.
13.05	Explain LEED and how it affects the hospitality and the future of construction/remodeling.
14.0	Identify sales/marketing and reservations function. The student will be able to:
14.01	List jobs and duties in the sales and marketing department (sales manager, account manager, admin assistant, marketing manager, social media manager, etc.).
14.02	Describe importance of the sales and marketing team and relationship to overall functions of lodging establishment.
14.03	Analyze domestic and international lodging market segments and target markets.
14.04	Identify documents that flow through the sales and marketing department (pick-up report, VIP report, group resumes, revenue management reports, credit report, cashier report, arrival/departure report, etc.).
14.05	Describe various media and marketing tools utilized to promote lodging establishments, such as Web 2.0 and social media (TripAdvisor, YELP, Facebook, etc.).
14.06	Interpret parts of a marketing plan to be used in the sales department of a lodging establishment.
14.07	Identify vocabulary and acronyms unique to the sales and marketing department.
14.08	Identify references and resources used in the lodging industry (Official Hotel Guide, Hotel and Travel Index, OAG, Internet, CRS display, CVB, DMO, etc.
14.09	Compare a sample listing for a lodging establishment in each of the references identified above.

	14.10 Recognize and identify hotel property and room codes.
	14.11 Compare the information found on a hotel's website vs. a CRS availability display.
	14.12 Determine information needed to book a hotel reservation.
	14.13 Describe relationship between reservations and the sales and marketing department.
	14.14 Explain need for communication between sales and marketing and front desk (group resume, function book, function sheet, group arrival, VIP's, ADR, etc.).
15.0	Identify food and beverage functions. The student will be able to:
	15.01 List jobs and duties in the food and beverage department.
	15.02 Describe importance of the food and beverage team and relationship to overall functions of lodging establishment.
	15.03 Analyze food and beverage segments and target markets.
	15.04 Identify the documents that flow through the food and beverage department.
	15.05 Describe various media utilized to promote food and beverage services.
	15.06 Identify vocabulary and acronyms unique to the food and beverage department.
	15.07 Discuss how safety and sanitation apply to food and beverage services.
	15.08 Describe importance of being familiar with a lodging establishments meeting space availability, capacity, and capability.
	15.09 Explain need for communication between food and beverage department and front desk.
16.0	Identify human resources functions. The student will be able to:
	16.01 List jobs and duties in the human resources department.
	16.02 Describe importance of the human resources team and relationship to overall functions of lodging establishment.
	16.03 Identify the documents that flow through the human resources department.
	16.04 Identify vocabulary and acronyms unique to the human resources department.
	16.05 Identify application procedures.
	16.06 Explain the orientation process.
	16.07 Explain the company policies/guidelines concerning applications.

	16.08 Summarize incentive programs and benefits offered by lodging establishments, including but not limited to PTO, LOA, discounts, etc.
	16.09 Interpret labor laws governing the lodging industry.
	16.10 Explain need for communication between human resources department and front desk.
17.0	Identify controller/finance functions. The student will be able to:
	17.01 List jobs and duties in the controller/finance department.
	17.02 Describe importance of the controller/finance team and relationship to overall functions of lodging establishment.
	17.03 Identify the documents that flow through the controller/finance department.
	17.04 Identify vocabulary and acronyms unique to the controller/ finance department.
	17.05 Examine the role of employee productivity in contributing to profit margin (bottom line).
	17.06 Interpret and evaluate a budget of a lodging establishment.
	17.07 Identify differences between revenue centers and cost centers.
	17.08 Explain need for communication between controller/finance department and front desk.
18.0	Identify safety/security functions. The student will be able to:
	18.01 List jobs and duties in the safety/security department.
	18.02 Describe importance of the safety/security team and relationship to overall functions of lodging establishment.
	18.03 Identify the documents that flow through the safety/security department.
	18.04 Identify vocabulary and acronyms unique to the safety/ security department.
	18.05 Discuss importance of key control and safety deposit boxes.
	18.06 Recognize guest safety and security issues (i.e., peepholes, smoke alarms, fire extinguishers).
	18.07 Investigate laws pertaining to safety and security (i.e., ADA and OSHA).
	18.08 Identify safety issues pertaining to lodging organizations' public areas (i.e., pool, stairwells, parking lots/garage, and exercise facilities).
	18.09 Develop a severe weather/hurricane preparedness plan.
	18.10 Diagram evacuation plan to include location of fire exit routes, emergency alarm locations, and stairwells.

	18.11 Explain functions of the public broadcasting system, emergency contact telephone numbers, and chain of command.
	18.12 Demonstrate lost and found procedures.
	18.13 Simulate the use of two-way radios and other communication devices.
	18.14 Explain need for communication between safety/security and front desk.
	18.15 Increase awareness in current security concerns, such as human trafficking, opioid use, active shooter, armed robbery, etc.
19.0	Identify engineering/maintenance functions. The student will be able to:
	19.01 List jobs and duties in the engineering department.
	19.02 Describe importance of the engineering team and relationship to overall functions of lodging establishment.
	19.03 Identify documents that flow through the engineering department.
	19.04 Identify vocabulary and acronyms unique to the engineering department.
	19.05 Communicate importance of follow-up actions and procedures between engineering and the front desk department.
	19.06 Identify different types of maintenance (i.e., routine, emergency, scheduled).
	19.07 Identify regulations and standards as they apply to the engineering department (i.e., innkeepers law (509), OSHA, ADA, etc.).
	19.08 Illustrate and label facility layout.
	19.09 Explain need for communication between engineering/ maintenance and front desk.
20.0	Identify front desk functions. The student will be able to:
	20.01 Create a table on the computer summarizing the activities in the four stages of the guest cycle.
	20.02 Describe importance of the front desk team and relationship to overall functions of lodging establishment.
	20.03 Identify documents that flow through the front desk department.
	20.04 Identify vocabulary and acronyms unique to the front desk department.
	20.05 Demonstrate ability to generate and distribute front desk reports.
	20.06 Identify laws, regulations, and standards as they pertain to front desk operations.
	20.07 Explain need for interdepartmental communication.

21.0	Examine the guest cycle process. The student will be able to:
	21.01 Explain and demonstrate pre-arrival procedures.
	21.02 Demonstrate process of greeting guest (body language, facial expression, guest acknowledgment).
	21.03 Simulate guest registration process.
	21.04 Prepare and complete the guest departure process including zeroing out the account, processing payment, and updating system room status codes.
	21.05 Simulate the four stages of the guest cycle by writing scripts, acting out, and making a video of each stage.
22.0	Practice responding to guest needs, requests, and concerns. The student will be able to:
	22.01 Identify and classify guest requests. Examine appropriate follow-up procedures.
	22.02 Recognize, compare, and contrast cultural differences.
	22.03 Research and practice common phrases in various foreign languages that would be useful in the hospitality environment.
	22.04 Distinguish among types of guest complaints (i.e., attitudinal, mechanical, service related, unusual).
	22.05 Predict outcomes and practice mediation techniques.
	22.06 Demonstrate ability to convey hotel features, services, amenities, and special events to guests.
23.0	Operate front desk computer/office technology. The student will be able to:
	23.01 Demonstrate computer knowledge (i.e., hardware, software, operating systems, and terminology).
	23.02 Demonstrate proper keyboarding techniques.
	23.03 Utilize word processing software to create career and industry related documents.
	23.04 Utilize spreadsheet software to enhance decision-making skills.
	23.05 Utilize database software to create a basic database. Utilize presentation software to create a multimedia presentation.
	23.06 Explain and utilize Internet fundamentals (i.e., e-mail, portals/search engines).
	23.07 Identify and describe the function of technology-based office equipment.
24.0	Perform designated job skills. The student will be able to:
	24.01 Perform tasks as outlined in the job performance skills plan.

	24.02 Display an acceptable level of productivity and quality control.
	24.03 Maintain appropriate records.
	24.04 Demonstrate appropriate dress and grooming habits for the workplace environment.
	24.05 Research a company's products and services.
25.0	Demonstrate work ethics. The student will be able to:
	25.01 Demonstrate effective written and oral communication and listening skills.
	25.02 Demonstrate the ability to resolve customer, employee, and employee/employer problems and concerns using critical thinking and problem solving techniques.
	25.03 Demonstrate acceptable work habits and conduct in the workplace as defined by company policy.
	25.04 Demonstrate legal and ethical behavior within the scope of job responsibilities.
	25.05 Follow policies and procedures affecting safety, health, and well-being.
	25.06 Exhibit behavior supporting and promoting cultural and ethnic diversity.
	25.07 Demonstrate interpersonal skills that enhance team productivity and foster positive work ethics.

Course Number: HMV0202 Occupational Completion Point: C Lodging Manager – 150 Hours	
26.0	Define and apply various management styles and leadership techniques. The student will be able to:
	26.01 Compare and contrast autocratic, bureaucratic, democratic, and laissez-faire management styles.
	26.02 Apply the different management styles to a variety of front desk situations (i.e., financial transactions, personnel issues, guest relations).
	26.03 Define empowerment; centralization and decentralization; Theory X, Theory Y, and Theory Z; transactional; and transformational as they apply to leadership.
	26.04 Distinguish between management and leadership.
27.0	Define and evaluate role of effective team building. The student will be able to:
	27.01 Assess characteristics of successful teams (i.e., mission statement, code of conduct, effective leadership).
	27.02 Identify and discuss stages of team development (i.e., forming, storming, norming, performing, transforming).

	27.03 Discuss, apply, and evaluate brainstorming techniques.
	27.04 Compare and contrast positive and negative roles individuals play in a team situation.
	27.05 Explain how to work with individuals and specific behaviors to encourage team building.
	27.06 Apply different team building techniques to front desk operations.
28.0	Analyze the laws, legislation, and regulations that affect the lodging industry. The student will be able to:
	28.01 Identify, interpret, and apply applicable wage and hour laws.
	28.02 Identify, interpret, and apply laws affecting hiring practices.
	28.03 Identify, interpret, and apply labor relations laws.
	28.04 Identify, interpret, and apply public health and safety laws.
	28.05 Identify, interpret, and apply workers' compensation laws.
	28.06 Identify, interpret, and apply the Innkeeper's Act.
	28.07 Identify, interpret, and apply the Civil Rights Act.
	28.08 Identify, interpret, and apply company and/or franchise regulations.
	28.09 Identify licenses and permits required to operate a lodging establishment.
	28.10 Discuss insurance requirements of a lodging establishment.
	28.11 Investigate taxes affecting the lodging industry.
	28.12 Interpret laws affecting contractual agreements (i.e., sales receipt, voucher, vendors).
	28.13 Research conservation and Green Initiatives in the hospitality industry (such as LEED, Leadership in Energy and Environmental Design).
29.0	Describe and demonstrate personnel supervision techniques. The student will be able to:
	29.01 Prepare a job description and task analysis for front desk agent position.
	29.02 Conduct a job application interview.
	29.03 Establish recruiting and selection procedures to match applicants with job descriptions.
	29.04 Prepare and maintain an employee work schedule.

	29.05 Apply dispute resolution skills to the handling of staff grievances, conflicts, disputes, and/or complaints.
	29.06 Recognize the need for and types of employee incentive programs.
	29.07 Design ways to appreciate/recognize outstanding employee behavior.
	29.08 Demonstrate techniques for delegating responsibility and authority.
	29.09 Assess effectiveness of delegation techniques.
	29.10 Conduct management-employee group discussions.
30.0	Manage guest services. The student will be able to:
	30.01 Prepare responses to typical guest requests, including verbal, face-to-face as well as using appropriate technology.
	30.02 Create appropriate follow-up procedures, including verbal (face-to-face) or written (using technology, apps, text messages, email, etc.).
	30.03 Research and assemble information concerning the surrounding community.
	30.04 Design a guest service policy.
	30.05 Design a comment card to evaluate guest service policies.
	30.06 Forecast guest needs based on future trends and unusual events (i.e., Super Bowl, Olympics, natural disasters).
	30.07 Compare and contrast the specific needs for various travelers and market segments (business, leisure, international, convention, meeting, etc.).
31.0	Maintain accounting and information system. The student will be able to:
	31.01 Define revenue, gross income, overhead, and profit.
	31.02 Examine the main accounting tools used by the business office of a lodging establishment, such as income statements, ledgers, etc.
	31.03 Explain procedures for handling Airline Reporting Corporation (ARC) traffic documents (i.e., tour orders, Miscellaneous Charge Orders [MCOs]).
	31.04 Define a credit transaction and credit terms.
	31.05 Prepare and interpret an invoice, a monthly statement, and a purchase order.
	31.06 Post accounting information to an accounts receivable journal, a cash receipts journal, an accounts payable journal, and a disbursements journal.
	31.07 Identify data, ratios, and formulas that can be used to forecast room availability, occupancy, and revenue.
	31.08 Interpret room availability, occupancy, and revenue reports.

	31.09 Identify elements of budget reports and how they can be used to analyze operations.
32.0	Describe the aspects of entrepreneurship. The student will be able to:
	32.01 Define "entrepreneurship."
	32.02 Describe importance of entrepreneurship as it relates to the lodging industry and the American economy.
	32.03 Discuss entrepreneurship as a career choice (i.e., characteristics, aptitudes, and skills necessary to be a successful entrepreneur).
	32.04 List advantages and disadvantages of business and franchise ownership.
	32.05 Analyze risks and benefits involved in ownership of a lodging business.
	32.06 Practice business skills needed to operate a lodging business efficiently and effectively.
	32.07 Develop a business plan for opening a lodging property.
	32.08 Create an advertising campaign to promote your lodging property.
	32.09 Research and create a “Dream Design” such as a hotel, club, or Bed and Breakfast, describing the target market, design and amenities, food and beverage, staff needed to operate, and marketing ideas.
33.0	Demonstrate the use of information technology within a lodging property. The student will be able to:
	33.01 Explain importance and uses of information technology in the management of a lodging property.
	33.02 Demonstrate proficiency with information technology as used in the lodging industry.
	33.03 Utilize integrated software programs to facilitate staff training.
	33.04 Demonstrate proficiency with front office computer systems applications.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Collegiate DECA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate Programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Professional Culinary Arts & Hospitality**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality &Tourism**

Career Certificate Program		
Program Number	N100500	
CIP Number	0412050312	
Grade Level	30, 31	
Program Length	1200 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	SkillsUSA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 9	Communications (Reading and Language Arts): 9

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to preparation, presentation, and serving of a wide variety of foods; leadership, communication skills, employability skills, and safe/efficient work practices are also covered. This coursework prepares students for employment in the food service/hospitality industry.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of four occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	HMV0100	Food Preparation	FAM CON SCI CULINARY 7 G	300 hours
B	HMV0170	Cook - Restaurant		300 hours
C	HMV0171	Chef/Head Cook		300 hours
D	HMV0126	Food Service Management		300 hours

Regulated Programs

Information on Department of Health rules that affect culinary programs is available at https://www.flrules.org/gateway/chapterhome.asp?chapter=64E-11.

This program is regulated by the Florida Department of Business & Professional Regulation, Division of Hotels and Restaurants.

It is strongly recommended that teachers obtain employee food handler training certification, as well as food safety manager training/certification. More information available at the Florida Department of Business & Professional Regulation (http://www.myfloridalicense.com/DBPR/hotels-restaurants/food-lodging/).

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify career and employment opportunities.
02.0 Exhibit the ability to follow state mandated guidelines for food service.
03.0 Demonstrate and incorporate workplace safety procedures.
04.0 Demonstrate personal productivity.
05.0 Utilize operational systems.
06.0 Use and care for commercial tools and equipment.
07.0 Describe the basic principles of food science.
08.0 Demonstration proficiency in culinary math.
09.0 Describe the basic principles of nutrition.
10.0 Identify and explain front-of-the-house and back-of-the-house duties.
11.0 Prepare and present food and beverage items to meet creativity aspects as well as quality standards.
12.0 Exhibit and utilize safe, secure, and sanitary work procedures.
13.0 Apply principles of food science in cooking and baking techniques.
14.0 Apply principles of nutrition in menu planning, cooking, and baking.
15.0 Perform front-of-the-house duties.
16.0 Perform back-of-the-house and inventory duties.
17.0 Research college and career advancement opportunities in professional cooking and baking.
18.0 Follow food identification, selection, purchasing, receiving, storing and inventory guidelines.
19.0 Practice advanced cooking and baking techniques.
20.0 Apply scientific principles in cooking and baking.
21.0 Demonstrate fruit and vegetable preparation skills.
22.0 Demonstrate Garde manager and buffet food preparation skills.
23.0 Demonstrate dairy, egg and starch by-product preparation skills.
24.0 Demonstrate stock, soup and sauce preparation skills.
25.0 Demonstrate meat, poultry, fish and seafood preparation skills.
26.0 Demonstrate bakery goods and dessert presentation skills.
27.0 Demonstrate management skills.
28.0 Comply with laws and regulations specific to the food service and hospitality industry.
29.0 Develop a business plan.
30.0 Create and prepare menus for various nutritional needs.
31.0 Utilize cost-control techniques to maximize profitability.
32.0 Interpret and incorporate guidelines and policies for food service establishments.
33.0 Compare and analyze the relationship of nutrition to wellness,
34.0 Develop and prepare menus for customers on special diets.
35.0 Compare and analyze menus of food establishments.

Florida Department of Education
Student Performance Standards

Program Title: **Professional Culinary Arts and Hospitality**
Career Certificate Number: **N100500**

Course Number: HMV0100 **Occupational Completion Point: A** **Food Preparation – 300 Hours**	
01.0	Identify career and employment opportunities. The student will be able to:
01.01	Discuss history and trends of the food service industry.
01.02	Identify the kitchen brigade system, occupations in the food service and hospitality industry, and their impact on the economy.
01.03	Identify levels of training required for food service and hospitality occupations.
01.04	Identify professional organizations related to hospitality/food service.
02.0	Exhibit the ability to follow state mandated guidelines for food service. The student will be able to:
02.01	Demonstrate and utilize proper personal hygiene and personal health precautions (hand washing; use of gloves; grooming; proper hair restraints, closed-toe shoes, aprons, uniforms).
02.02	Demonstrate proper food handling techniques (thermometer use; thawing methods; internal cooking temperatures) utilizing current industry safety and sanitation procedures for the agency having jurisdiction.
02.03	Demonstrate and utilize proper techniques for lifting, receiving and storing food supplies.
02.04	Demonstrate and utilize proper techniques for transporting, cooking and holding food (proper ways to cool/reheat food; holding temperatures).
02.05	Demonstrate and utilize proper disinfecting, cleaning and sanitizing techniques (cleaning vs. sanitizing; storing cleaning supplies; proper procedures for cleaning equipment).
02.06	Demonstrate and utilize proper licensed pest control procedures, including maintaining a clean facility.
02.07	Classify all causes of food borne illnesses (e.g., biological, physical and chemical).
02.08	Describe symptoms of food borne illness and how food borne illness can be prevented.
02.09	Describe cross contamination and incorporate ways to prevent this from occurring.
02.10	Research top allergens and how to control allergy cross-contamination.

	02.11 Use acquired knowledge to obtain employee food handler training certificate that is valid in Florida.
03.0	Demonstrate and incorporate workplace safety procedures. The student will be able to:
	03.01 Follow standard procedures for physical hazard control.
	03.02 Identify and utilize first-aid procedures for accidents and injuries.
	03.03 Follow the standards for infectious disease control.
	03.04 Apply sanitary procedures in maintaining the facility including proper waste disposal methods.
	03.05 Maintain an MSDS (Materials Safety Data Sheet) for each product and keep in a three ring binder in the kitchen area.
	03.06 Explain the Federal Hazardous Communications Regulations law as recorded in 29 CFR-1910.1200.
	03.07 Demonstrate and utilize safety procedures related to prevention of slips, falls, fire, boilers, proper lifting and chemical use.
	03.08 Identify the HACCP (Hazard Analysis Critical Control Point) procedure during all food handling processes.
	03.09 Demonstrate proper knife handling skills.
04.0	Demonstrate personal productivity. The student will be able to:
	04.01 Exhibit employability skills (punctuality, dependability, appropriate appearance).
	04.02 Exhibit work ethics and integrity (employee theft and consequences).
	04.03 Maintain positive personal relationships including acceptance of constructive criticism.
	04.04 Develop personal and professional etiquette.
	04.05 Demonstrate the ability to function as a team member in a diverse environment.
	04.06 Create a resume’ to be used in a job search.
05.0	Utilize operational systems. The student will be able to:
	05.01 Follow local and state rules, regulations, and laws relative to area of operation.
	05.02 Identify and utilize security procedures necessary to prevent liability and loss.
	05.03 Create the Par-Stock list for an event or weekly school restaurant/café.

	05.04 Define *mise en place* and the relationship of organizational skills to productivity in the workplace.
06.0	Use and care for commercial tools and equipment. The student will be able to:
	06.01 Identify commercial tools and equipment.
	06.02 Use and maintain commercial tools.
	06.03 Use and maintain commercial equipment
07.0	Describe the basic principles of food science. The student will be able to:
	07.01 Identify herbs, spices, oils, and vinegars and their appropriate use in preparing food products that exhibit and enhance creativity, taste, and appearance.
	07.02 Explain how taste and aroma combine to give foods their flavors.
	07.03 List physical, psychological, cultural, and environmental influences on food likes and dislikes.
08.0	Demonstrate proficiency in culinary math. The student should be able to:
	08.01 Demonstrate mastery of standard units of weights and measures used in the industry.
	08.02 Demonstrate basic knowledge of kitchen measurements, conversions, and ratios.
	08.03 Demonstrate the understanding of both wet and dry measurements.
	08.04 Display an understanding of portion size and recipe yield.
	08.05 Use, follow, prepare and plate standardized recipes creatively.
	08.06 Explain the purpose of standardized recipes.

Course Number: HMV0170 Occupational Completion Point: B Cook - Restaurant – 300 Hours	
09.0	Describe the basic principles of nutrition. The student will be able to:
	09.01 List the essential nutrients and their functions.
	09.02 Interpret food labels.
	09.03 Identify different dietary needs.

	09.04 Apply knowledge in creating menus that utilize nutritional principles.
10.0	Identify and explain front-of-the house and back-of-the-house duties. The student will be able to:
	10.01 Identify, demonstrate, and utilize fundamentals of customer service.
	10.02 Identify and explain techniques of front-of-the-house and back-of-the-house responsibilities including but not limited to dining room setup, greeting, order-taking, serving, clearing, check presentation, bussing, food safety awareness, and cashiering.
	10.03 Identify types of meal services.
	10.04 Describe the types of work stations in the commercial kitchen.
	10.05 Identify, explain and illustrate basic knife cuts and skills.
	10.06 Explain common cooking methods (roasting, baking, broiling, sautéing, frying, deep-frying, braising and steaming).
11.0	Prepare and present food and beverage items to meet creativity aspects as well as quality standards. The student will be able to:
	11.01 Recognize standards of food production for hot stations, cold stations and beverage stations.
	11.02 Prepare and creatively present items from hot stations, cold stations and beverage stations.
12.0	Exhibit and utilize safe, secure, and sanitary work procedures. The student will be able to:
	12.01 Follow federal, state, and local sanitation and safety codes.
	12.02 Research Department of Health rules that affect culinary programs.
	12.03 Research Department of Business and Professional Regulation rules/statutes that affect restaurants and the food service industry.
13.0	Apply principles of food science in cooking and baking techniques. The student will be able to:
	13.01 Identify food products that are a result of fermentation.
	13.02 Identify and explain the various leavening agents used in baking.
	13.03 Explain the leavening process in baking.
	13.04 Identify and explain the principles of thickening agents used in food preparation.
	13.05 Distinguish between and demonstrate the physical properties of thickening agents.
	13.06 Explain the role of pH in food preservation and baking applications.
	13.07 Demonstrate and analyze the difference between moist, dry, and combination cooking methods.

	13.08 Apply basic principles of the chemistry of food preparation to fruits and vegetables.
14.0	Apply principles of nutrition in menu planning, cooking, and baking. The student will be able to:
	14.01 Interpret and create menus to meet current dietary guidelines and nutritional requirements of individuals with special needs.
	14.02 Apply the current USDA guidelines to analyze diets to include special needs.
	14.03 List categories of lipids (fats and oils) based on physical state and dietary sources.
	14.04 Examine the functions of lipids (fats and oils) in food preparation.
	14.05 Analyze the nutritional impact of lipids (fats and oils) in the diet.
15.0	Perform front-of-the-house duties. The student will be able to:
	15.01 Recognize the needs of diverse populations.
	15.02 Perform duties to meet the needs of the customer (greeting guests; escorting to tables and presenting menus; handling guests with special needs; transporting and serving meals; loading and carrying trays; etc.).
	15.03 Handle customer complaints.
16.0	Perform back-of-the-house and inventory duties. The student will be able to:
	16.01 Receive, store, and issue supplies.
	16.02 Practice environmentally sound procedures.
	16.03 Demonstrate and follow operational procedures between the front-of-the-house and back-of-the-house.
	16.04 Demonstrate efficient time and motion techniques.
	16.05 Coordinate responsibilities with those of other workstations.
	16.06 Select appropriate tools and equipment for specific tasks.
17.0	Research college and career advancement opportunities in professional cooking and baking. The student will be able to:
	17.01 Describe the elements of job search as it relates to advancement opportunities.
	17.02 Develop a personal career plan.
	17.03 Identify food and hospitality-related enterprises and their impact on the industry.
	17.04 Explain the benefits of membership in professional associations, including student organizations.

18.0	Follow food identification, selection, purchasing, receiving, storing, and inventory guidelines. The student will be able to:
	18.01 Identify and select basic food items according to standard qualities.
	18.02 Practice portion control and utilize costing procedures.
19.0	Practice advanced cooking and baking techniques. The student will be able to:
	19.01 Recognize standards of quality for advanced hot station items, cold station items, and beverage station items.
	19.02 Prepare and creatively present advanced hot station items, cold station items, and beverage station items.
20.0	Apply scientific principles in cooking and baking. The student will be able to:
	20.01 Identify the physical and chemical changes in foods that result from the application of heat or cold.
	20.02 Identify the effect of various levels of moisture on food.
	20.03 Identify the differences between a permanent and temporary emulsion.
	20.04 Distinguish between the characteristics of acids and bases.
Course Number: HMV0171 Occupational Completion Point: C Chef/Head Cook – 300 Hours	
21.0	Demonstrate fruit and vegetable preparation skills. The student will be able to:
	21.01 Clean, prepare and serve types of greens depending on their characteristics and prepare them for salads.
	21.02 Clean, prepare and serve fruits and demonstrate various preparation methods.
	21.03 Identify and select vegetables and demonstration various preparation methods using moist and dry heat cooking techniques.
	21.04 Prepare fruit, vegetable, and composed salads.
	21.05 Create fruit and vegetable garnishes.
	21.06 Prepare salad dressings, cold sauces, and derivatives.
	21.07 Identify, select, and prepare various types of starches using moist and dry heat techniques.
	21.08 Apply basic principles of the chemistry of food preparation to fruits and vegetables.

22.0	Demonstrate Garde manager and buffet food preparation skills. The student will be able to:
	22.01 Prepare hot and cold beverages.
	22.02 Prepare hot and cold sandwiches.
	22.03 Prepare sliced meats and charcuterie.
	22.04 Prepare seafood cocktails and salads.
	22.05 Prepare cheese boards, canapés, and cold and hot hors d'oeuvres.
	22.06 Plan, set up, and serve buffets.
	22.07 Select, use and maintain buffet equipment and utensils.
23.0	Demonstrate dairy, egg, and starchy product preparation skills. The student will be able to:
	23.01 Identify and select cheeses, milk, creams and butter.
	23.02 Store and handle fresh, frozen, and cooked dairy products.
	23.03 Apply basic principles of the chemistry of protein to cooking eggs and dairy products.
	23.04 Identify and select varieties of starchy foods and cereals.
	23.05 Select, break, and separate eggs.
	23.06 Prepare eggs using various cooking methods (boil, fry, scramble, poach, omelets, shirred).
	23.07 Prepare crepes and soufflés.
24.0	Demonstrate stock, soup, and sauce preparation skills. The student will be able to:
	24.01 Prepare white stock, brown stock, and fish stock.
	24.02 Prepare roux and other thickening agents.
	24.03 Prepare Béchamel sauce, sauce espagnole/demi-glace, veloute, Hollandaise, and tomato sauce.
	24.04 Prepare cream soups, chowders, clear soups, and bisque.
	24.05 Recognize soups and sauces by taste and appearance.
25.0	Demonstrate meat, poultry, fish, and seafood preparation skills. The student will be able to:

	25.01	Identify grades, types and cuts of meat and select meat and poultry.
	25.02	Demonstrate basic principles of chemistry to cooking meat products.
	25.03	Prepare meat and poultry using both moist heat and dry heat cooking methods.
	25.04	Identify, evaluate and select fish and seafood.
	25.05	Prepare fish and seafood using both moist heat and dry heat cooking methods.
	25.06	Prepare stuffing for meats, poultry and seafood and demonstrate the stuffing process.
	25.07	Demonstrate the proper procedure when marinating meat, poultry, and seafood.
26.0	Demonstrate bakery goods and dessert preparation skills. The student will be able to:	
	26.01	Identify and select baking and dessert ingredients.
	26.02	Demonstrate and analyze the different functions of sweeteners, fats, flours, toughenners, liquids and leaving agents in baking production.
	26.03	Define common baking terms and identify common baking ingredients.
	26.04	Identify and understand the various mixing methods used in the bakeshop.
	26.05	Prepare basic pie crusts, prepare pie fillings and various pies.
	26.06	Prepare and bake quick breads using various mixing methods.
	26.07	Prepare and bake yeast breads and rolls.
	26.08	Prepare and bake a variety of types of cakes.
	26.09	Prepare icings and demonstrate the finishing of cakes and tortes.
	26.10	Prepare a variety of custards and creams including but not limited to crème anglaise, pastry cream, mousses, Bavarians and chiffons.
	26.11	Prepare and bake puff pastries.
	26.12	Prepare a variety of cookies using the drop, rolled and bar cookie method.
	26.13	Whip cream.

Course Number: HMV0126 Occupational Completion Point: D Food Service Management – 300 Hours	
27.0	Demonstrate management skills. The student will be able to:
	27.01 Identify characteristics of an effective manager.
	27.02 Examine management skills.
	27.03 Demonstrate effective communication skills.
	27.04 Use positive reinforcement techniques to increase productivity.
28.0	Comply with laws and regulations specific to the food service and hospitality industry. The student will be able to:
	28.01 Identify food service and hospitality laws and regulations to include OSHA and the Americans with Disabilities Act (ADA).
	28.02 Describe current computerized systems for purchasing and inventory control.
	28.03 Identify laws related to the handling of alcohol.
	28.04 Research the food safety manager training/certification programs that are accredited in Florida.
29.0	Develop a business plan. The student will be able to:
	29.01 Identify the elements of a business plan to include vision, goals, strategies, and action plans.
	29.02 Identify basic economic and marketing strategies.
	29.03 Analyze trends in the food service and hospitality industry.
30.0	Create and prepare menus for various nutritional needs. The student will be able to:
	30.01 Examine pricing strategies.
	30.02 Examine menu formats.
	30.03 Analyze menus for profitability
31.0	Utilize cost-control techniques to maximize profitability. The student will be able to:
	31.01 Examine and utilize cost out procedures to minimize food waste.
	31.02 Identify computer software available for food service and hospitality management.

	31.03 Identify accounting and record-keeping system using selected software.
	31.04 Identify purchasing, receiving, storing, and inventory systems.
	31.05 Examine loss prevention factors such as safety, sanitation, food handling, ware handling, maintenance, insurance, and environmental effects.
	31.06 Interpret profit and loss statements.
	31.07 Identify the responsibility of each individual to be held accountable for profitability.
32.0	Interpret and incorporate guidelines and policies for food service establishments. The student will be able to:
	32.01 Develop employee guidelines such as job descriptions, training, and scheduling.
	32.02 Describe the characteristics of an efficient purchasing, receiving, storing, and inventory system.
33.0	Compare and analyze the relationship of nutrition to wellness. The student will be able to:
	33.01 Describe the functions and sources of the 6 classifications of nutrients.
	33.02 Identify the effects of nutrient deficiencies and excesses.
	33.03 Apply the current USDA guidelines to analyze diets to include special needs.
	33.04 Describe the ABC's of the Dietary Guidelines for Americans from the United State Department of Agriculture (https://www.dietaryguidelines.gov/).
	33.05 Determine the relationship between food choices, eating and wellness vs. profit/loss margins.
	33.06 Explain how to encourage healthful eating habits for people in every stage of the life cycle.
	33.07 List the types of food additives and explain their purpose.
34.0	Develop and prepare menus for customers on special diets. The student will be able to:
	34.01 Create a menu for customers with dietary limitations.
	34.02 Describe the preparation methods used to prepare a nutritious meal for customers with special dietary needs (heart healthy, vegetarianism, religious dietary laws, etc.).
	34.03 Identify common food allergies and determine appropriate substitutions.
	34.04 Prepare meals for customers with special dietary needs.
	34.05 List the serving sizes for an average adult.

35.0	Compare and analyze menus of food establishments. The student will be able to:
	35.01 Analyze the menus of different food establishments to see how the daily requirements of an average adult can be met by dining in the establishments.
	35.02 Plan a menu meeting the "Truth-in-Menu Guidelines".

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the appropriate co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate Programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Culinary Vegetarian & Plant Based Specialty**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Career Certificate Program		
Program Number	N100510	
CIP Number	0612050303	
Grade Level	30-31	
Program Length	600 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	SkillsUSA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 9	Communications (Reading and Language Arts): 9

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to preparation, presentation, choosing nutritionally sound ingredients/cooking methods using a variety of foods; leadership, communication skills, employability skills, and safe/efficient work practices are also covered. This coursework prepares students for employment in the vegetarian food service/hospitality industry.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of two occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the course(s) listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	FSS0211	Vegetarian Food Preparation	FAM CON SCI CULINARY 7 G	300 hours
B	FSS0212	Vegetarian Cook: Restaurant		300 hours

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify career and employment opportunities.
02.0 Exhibit the ability to follow state mandated guidelines for food service.
03.0 Demonstrate and incorporate workplace safety procedures.
04.0 Demonstrate personal productivity.
05.0 Utilize operational systems.
06.0 Use and care for commercial tools and equipment.
07.0 Describe the principles of basic food science.
08.0 Demonstrate how to read, follow and prepare recipes.
09.0 Describe the basic principles of nutrition.
10.0 Identify and explain front-of-the-house and back-of-the-house duties.
11.0 Prepare and present food and beverage items to meet creativity aspects as well as quality standards.
12.0 Exhibit and utilize safe, secure and sanitary work procedures.
13.0 Apply principles of food science in cooking and baking techniques.
14.0 Apply principles of nutrition in menu planning, cooking and baking.
15.0 Perform back-of-the-house inventory duties.
16.0 Research career and advancement opportunities in professional cooking.
17.0 Follow food identification, selection, and purchasing, receiving, storing and inventory guidelines.
18.0 Practice advanced cooking techniques.
19.0 Apply scientific principles in cooking and baking.
20.0 Demonstrate fruit and vegetable preparation skills.
21.0 Demonstrate buffet food preparation skills.
22.0 Demonstrate dairy, egg, and starchy products and plant based alternative preparation skills.
23.0 Demonstrate plant-based stock, soup, and sauce preparation skills.
24.0 Demonstrate plant-based protein preparation skills.
25.0 Demonstrate plant-based bakery goods and dessert preparation skills.
26.0 Demonstrate management skills.
27.0 Comply with laws and regulations specific to the food service and hospitality industry.
28.0 Develop a business plan.
29.0 Create, cost analyze and prepare various menus.
30.0 Utilize cost-control techniques to maximize profitability.
31.0 Interpret and incorporate guidelines and policies for food service establishments.
32.0 Compare and analyze the relationship of nutrition to wellness.
33.0 Develop and prepare menus for customers on special diets.
34.0 Compare and analyze menus of food establishments.
35.0 Compare and contrast latest food industry trends.

Florida Department of Education
Student Performance Standards

Program Title: Culinary Vegetarian & Plant Based Specialty
Career Certificate Program Number: N100510

Course Number: FSS0211 **Occupational Completion Point: A** **Vegetarian Food Preparation – 300 Hours**	
01.0	Identify career and employment opportunities. The student will be able to:
01.01	Discuss history and trends of the food service industry.
01.02	Identify occupations in the food service and hospitality industry and their impact on the economy.
01.03	Identify levels of training required for food service and hospitality occupations.
01.04	Identify professional organizations related to hospitality/food service.
02.0	Exhibit the ability to follow state mandated guidelines for food service. The student will be able to:
02.01	Demonstrate and utilize proper personal hygiene and personal health precautions (hand washing; use of gloves; grooming; proper hair restraints, closed-toe shoes, aprons, uniforms).
02.02	Demonstrate proper food handling techniques (thermometer use; thawing methods; internal cooking temperatures) utilizing current industry safety and sanitation procedures for the agency having jurisdiction
02.03	Demonstrate and utilize proper techniques for lifting, receiving and storing food supplies.
02.04	Demonstrate and utilize proper techniques for transporting, cooking and holding food (proper ways to cool/reheat food; holding temperatures).
02.05	Demonstrate and utilize proper disinfecting, cleaning and sanitizing techniques (cleaning vs. sanitizing; storing cleaning supplies; roper procedures for cleaning equipment).
02.06	Demonstrate and utilize proper licensed pest control procedures, including maintaining a clean facility.
02.07	Classify all causes of food borne illnesses (e.g., biological, physical and chemical).
02.08	Describe symptoms of food borne illness and how food borne illness can be prevented.
02.09	Describe cross contamination and incorporate ways to prevent this from occurring.
02.10	Research top allergens and how to control allergy cross-contamination.
02.11	Use acquired knowledge to obtain employee food handler training certificate that is valid in Florida https://www.servsafe.com/ServSafe-Manager.

03.0	Demonstrate and incorporate workplace safety procedures. The student will be able to:
03.01	Follow standard procedures for physical hazard control.
03.02	Identify and utilize first aid procedures for accidents and injuries.
03.03	Follow the standards for infectious disease control.
03.04	Apply sanitary procedures in maintaining the facility including proper waste disposal methods.
03.05	Maintain an SDS (Safety Data Sheet) for each product and keep in a three-ring binder in the kitchen area.
03.06	Explain the Federal Hazardous Communication Regulation Law as recorded in 29 CFR-1910.1200.
03.07	Demonstrate and utilize safety procedures related to prevention of slips, falls, fire, boilers, proper lifting and chemical use.
03.08	Identify the HACCP (Hazard Analysis Critical Control Point) procedure during all food handling processes.
03.09	Demonstrate proper knife handling skills.
04.0	Demonstrate personal productivity. The student will be able to:
04.01	Exhibit employability skills (i.e., punctuality, dependability, appropriate appearance.)
04.02	Exhibit work ethics and integrity (i.e., employee theft and consequences)
04.03	Maintain positive personal relationships including acceptance of constructive criticism.
04.04	Develop personal and professional etiquette.
04.05	Demonstrate the ability to function as a team member in a diverse environment.
04.06	Create a resume' and use in a job search.
05.0	Utilize operational systems. The student will be able to:
05.01	Identify elements of a successful organized food service operation in relation to time, energy, money, and space and customer service (i.e., role of management; importance of labor costs/food costs; use of computers).
05.02	Follow local and state rules, regulations, and laws relative to area of operation.
05.03	Identify and utilize security procedures necessary to prevent liability and loss.
05.04	Describe current computerized systems for purchasing and inventory control.
05.05	Describe a Par-Stock list for an event and its purpose.

06.0	Use and care for commercial tools and equipment. The student will be able to:
	06.01 Identify commercial tools and equipment.
	06.02 Demonstrate mastery of standard weights and measures used in the food service industry.
	06.03 Use and maintain commercial tools.
	06.04 Use and maintain commercial equipment.
07.0	Describe the basic principles of food science. The student will be able to:
	07.01 Explain how taste and aroma combine to give foods their flavors.
	07.02 List physical, psychological, cultural, and environmental influences on food likes and dislikes.
	07.03 Compare and analyze reasons for evaluating food products subjectively and objectively.
08.0	Demonstrate how to read, follow, and prepare recipes. The student will be able to:
	08.01 Explain the purpose of standardized recipes.
	08.02 Define mise en place and the relationship of organizational skills to productivity in the workplace.
	08.03 Use, follow, prepare, and plate standardized recipes creatively.
	08.04 Define portion size and yield.
	08.05 Identify herbs, spices, oils and vinegars and their appropriate use in preparing food products that exhibit and enhance creativity.
09.0	Describe the basic principles of nutrition. The student will be able to:
	09.01 List the essential nutrients and their functions.
	09.02 Interpret food labels.
	09.03 Identify various dietary needs.
	09.04 Define gluten-free and grain-free diets as they relate to cooking.
	09.05 Apply knowledge in creating menus that utilize nutritional principles.
	09.06 Define whole nutrient dense foods vs. refined and processed foods.
	09.07 Identify whole food fats, their health benefits and demonstrate their use.

	09.08 Identify whole food sweeteners and demonstrate their uses.
	09.09 Describe food additives and preservatives.
10.0	Identify and explain front-of-the house and back of the house duties. The student will be able to:
	10.01 Identify, demonstrate, and utilize fundamentals of customer service.
	10.02 Identify types of meal services.
	10.03 Describe the types of work stations in the commercial kitchen.
	10.04 Identify, explain and illustrate basic knife cuts and skills.
	10.05 Explain common cooking methods (i.e., roasting, baking, broiling, sautéing, frying, deep-frying, braising and steaming).
11.0	Prepare and present food and beverage items to meet creativity aspects as well as quality standards. The student will be able to:
	11.01 Recognize standards of quality as well as prepare and creatively present: bake station items; pantry station items; fry station items; cold station items; hot station items; beverage items.
12.0	Exhibit and utilize safe, secure, and sanitary work procedures. The student will be able to:
	12.01 Follow federal, state, and local sanitation and safety codes.
	12.02 Research Department of Health rules that affect culinary programs.
13.0	Apply principles of food science in cooking and baking techniques. The student will be able to:
	13.01 Identify and prepare food products that are a result of fermentation.
	13.02 Identify and explain the various leavening agents used in baking.
	13.03 Explain the leavening process in baking; compare and contrast using plant-based alternatives.
	13.04 Identify and explain the principles of thickening agents used in food preparation; compare and contrast using plant-based alternatives.
	13.05 Distinguish between and demonstrate the physical properties of thickening agents.
	13.06 Explain the role of pH in food preservation and baking applications.
	13.07 Demonstrate and analyze the difference between moist, dry, and combination cooking methods.
	13.08 Apply basic principles of the chemistry of food preparation to fruits and vegetables.

14.0	Apply principles of nutrition in menu planning, cooking and baking. The student will be able to:
	14.01 Interpret and create menus to meet current dietary guidelines and nutritional requirements of individuals with special needs.
	14.02 Apply the current USDA guidelines to analyze diets to include special needs.
	14.03 List categories of lipids (fats and oils) based on physical state and dietary sources
	14.04 Examine the functions of lipids (fats and oils) in food preparation.
	14.05 Analyze the nutritional impact of lipids (fats and oils) in the diet.
15.0	Perform back-of-the-house and inventory duties. The student will be able to:
	15.01 Describe how to receive, store and issue supplies.
	15.02 Practice environmentally sound procedures.
	15.03 Demonstrate and follow operational procedures between the front-of-the-house and back-of-the-house.
	15.04 Demonstrate efficient time and motion techniques.
	15.05 Coordinate responsibilities with those of other workstations.
	15.06 Select appropriate tools and equipment for specific tasks.
16.0	Research college and career advancement opportunities in professional cooking and baking. The student will be able to:
	16.01 Describe the elements of job search as it relates to advancement opportunities.
	16.02 Develop a personal career plan.
	16.03 Identify food and hospitality-related enterprises and their impact on the industry.
	16.04 Explain the benefits of membership in professional associations, including student organizations.
17.0	Follow food identification, selection, purchasing, receiving, storing and inventory guidelines. The student will be able to:
	17.01 Identify basic food items.
	17.02 Select basic food items according to standard qualities.
	17.03 Practice portion control and utilize costing procedures.

Course Number: FSS0212 Occupational Completion Point: B Vegetarian Cook: Restaurant – 300 Hours	
18.0	Practice advanced cooking and baking techniques. The student will be able to:
18.01	Recognize standards of quality as well as prepare and creatively present: items; advanced fry station items; and advanced hot station items.
19.0	Apply scientific principles in cooking and baking. The student will be able to:
19.01	Identify the physical and chemical changes in foods that result from the application of heat or cold.
19.02	Identify the effect of various levels of moisture on food.
19.03	Identify the differences between a permanent and temporary emulsion.
19.04	Distinguish between the characteristics of acids and bases.
20.0	Demonstrate fruit and vegetable preparation skills. The student will be able to:
20.01	Identify types of greens and their characteristics and prepare them for salads.
20.02	Identify and select fruits and demonstrate various preparation methods (i.e., peel, core, score, zest, section, puree, marinate, preserve, glaze, juice extraction).
20.03	Distinguish between condiments: pickles, relishes, salsas and chutneys.
20.04	Identify and select vegetables and demonstration of various preparation methods (i.e., peel by hand or machine, cut, puree, stew, stuff).
20.05	Prepare fruit salads and vegetable salads.
20.06	Create fruit and vegetable garnishes.
20.07	Prepare salad dressings, cold sauces and derivatives.
20.08	Identify, select, and prepare a variety of nuts.
20.09	Prepare raw fruit and vegetable juices and smoothies.
20.10	Identify and prepare raw-food preparations.
20.11	Distinguish between and demonstrate raw and living foods.
20.12	Demonstrate the application of food dehydration.
20.13	Identify and demonstrate knowledge and use of superfoods (i.e., goji, maca, cacao, acai, etc.).

	20.14 Apply basic principles of the chemistry of food preparation to fruits and vegetables.
21.0	Demonstrate buffet food preparation skills. The student will be able to:
	21.01 Prepare hot and cold beverages.
	21.02 Prepare a variety of sandwich fillings.
	21.03 Prepare hot and cold sandwiches.
	21.04 Prepare starchy salads.
	21.05 Prepare cheese boards, canapés, and cold and hot hors d'oeuvres.
	21.06 Plan, set up, and serve buffet.
	21.07 Select, use and maintain buffet equipment and utensils.
22.0	Demonstrate dairy, egg and starchy product and plant based alternative preparation skills. The student will be able to:
	22.01 Identify and select cheese, milk, creams and butter, including plant-based alternatives.
	22.02 Demonstrate the process of culturing nut-based cheeses.
	22.03 Store and handle fresh, frozen, and cooked dairy and non-dairy products.
	22.04 Apply basic principles of the chemistry of protein to cooking eggs and dairy products and plant-based alternatives.
	22.05 Whip dairy and non-dairy cream.
	22.06 Prepare nut and seed milks, creams and butter alternatives.
	22.07 Identify and select varieties of starchy foods and cereals.
	22.08 Prepare plant-based pasta and global noodles.
	22.09 Prepare crepes and souffles.
23.0	Demonstrate plant-based stock, soup and sauce preparation skills. The student will be able to:
	23.01 Prepare vegetable stock and vegetable demi-glace.
	23.02 Prepare roux and other thickening agents.
	23.03 Prepare plant-based sauces including béchamel, tomato, espagnole, veloute, hollandaise, mayonnaise.

	23.04 Prepare global sauces utilizing various flavor profiles.
	23.05 Prepare cream soups, chowders, clear soups and bisque.
	23.06 Recognize soups and sauces by taste and appearance.
24.0	Demonstrate plant-based protein preparation skills. The student will be able to:
	24.01 Identify and select various plant-based protein sources.
	24.02 Prepare analogous protein foods using various cooking methods (stew, boil, grill, broil, barbecue, deep fry, poach, sauté, blanch, bake/roast, braise).
	24.03 Demonstrate the proper procedure when marinating vegetables and plant-based proteins.
25.0	Demonstrate plant-based bakery goods and desert preparation skills. The student will be able to:
	25.01 Identify and select baking and dessert ingredients.
	25.02 Demonstrate and analyze the different functions of whole food sweeteners in food preparation.
	25.03 Prepare plant-based pie crust (pastry), prepare pie fillings and make a pie.
	25.04 Prepare and bake quick breads.
	25.05 Prepare, bake and finish plant-based cakes.
26.0	Demonstrate management skills. The student will be able to:
	26.01 Examine management skills.
	26.02 Demonstrate effective communication skills.
	26.03 Use positive reinforcement techniques to increase productivity.
27.0	Comply with laws and regulations specific to the food service and hospitality industry. The student will be able to:
	27.01 Identify food service and hospitality laws and regulations to include OSHA and the Americans with Disabilities Act (ADA).
	27.02 Identify laws related to the handling of alcohol.
28.0	Develop a business plan. The student will be able to:
	28.01 Identify the elements of a business plan to include vision, goals, strategies and action plans.

	28.02 Identify basic economic and marketing strategies.
	28.03 Analyze trends in the food service and hospitality industry.
29.0	Create, cost, analyze and prepare various menus. The student will be able to:
	29.01 Examine pricing strategies.
	29.02 Examine menu formats.
	29.03 Analyze menus for profitability.
30.0	Utilize cost-control techniques to maximize profitability. The student will be able to:
	30.01 Examine and utilize cost out procedures to minimize food waste.
	30.02 Identify computer software available for food service and hospitality management.
	30.03 Examine loss prevention factors such as safety, sanitation, food handling, ware handling, maintenance, insurance and environmental effects.
	30.04 Identify the responsibility of each individual to be held accountable for profitability.
31.0	Interpret and incorporate guidelines and policies for food service establishments. The student will be able to:
	31.01 Develop employee guidelines such as job descriptions, training and scheduling.
	31.02 Describe the characteristics of an efficient purchasing, receiving, storing and inventory system.
32.0	Compare and analyze the relationship of nutrition to wellness. The student will be able to:
	32.01 Describe the functions and sources of the six classifications of nutrients.
	32.02 Identify the effects of nutrient deficiencies and excesses.
	32.03 Apply the current USDA guidelines to plan daily food choices for customers with special diets.
	32.04 Describe the ABC's of the Dietary Guidelines for Americans from the United State Department of Agriculture.
	32.05 Determine the relationship between food choices, eating and wellness vs. profit/loss margins.
	32.06 Explain how to encourage healthful eating habits for people in every stage of the life cycle.
	32.07 List the types of food additives and explain their purpose.
33.0	Develop and prepare menus for customers with specific dietary needs. The student will be able to:

	33.01 Create a menu for a plant-based restaurant.
	33.02 Describe methods used to prepare nutritious meals for specific dietary needs (i.e., heart healthy, vegan, vegetarian, religious dietary laws, keto, paleo, diabetic, etc.).
	33.03 Identify common food allergies and determine appropriate substitutions.
	33.04 Prepare meals for customers with special dietary needs.
	33.05 List the serving sizes for an average adult.
	33.06 Develop a modification plan for existing menus that will meet special dietary needs.
34.0	Compare and analyze menus of food establishments. The student will be able to:
	34.01 Analyze various food establishment menus; compare and contrast how daily requirements of an average adult can be met.
	34.02 Plan a menu meetingthe "Truth-in-Menu Guidelines".
	34.03 Modify the menu of an establishment to meet the requirements of a customer with a special dietary need.
35.0	Compare and contrast latest food industry trends. The student will be able to:
	35.01 Describe farm to table movement and its correlation to current industry trends.
	35.02 Describe the benefits of organic vs conventional vs biodiversity in growing produce.
	35.03 Demonstrate the process of germinating nuts and seeds.
	35.04 Analyze and describe the growing trends in plant-based cooking.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

Information on Department of Health rules that affect culinary programs is available at:
https://www.flrules.org/gateway/chapterhome.asp?chapter=64E-11 .

It is strongly recommended that teachers obtain employee food handler training certification as well as food safety manager training/certification. More information available at the Florida Department of Business & Professional Regulation (http://www.myfloridalicense.com/DBPR/hotels-restaurants/food-lodging/).

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate Programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Language and Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Fundamental Foodservice Skills**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality &Tourism**

Career Certificate Program		
Program Number	N100520	
CIP Number	0612050304	
Grade Level	30, 31	
Program Length	600 hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	SkillsUSA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 9	Communications (Reading and Language Arts): 9

Purpose

This program offers a sequence of courses that provides coherent and relevant commercial foodservice knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning, general employability skills, technical skills, and occupation-specific hands on technical skills. The program is designed to prepare students for entry level work positions or further culinary training and education based on basic culinary skills and practices to be successful in today's commercial kitchens.

The content includes but is not limited to preparation, presentation, and serving of a wide variety of foods; leadership, communication skills, employability skills, and safe/efficient work practices are also covered. This coursework prepares students for employment in the food service/hospitality industry in positions such as: steward, prep cook, pantry cook, fry cook, banquet cook, retail and cafeteria cook and line cook.

Program Structure

This program is a planned sequence of instruction consisting of two occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	HMV0101	Intro to Food Prep	FAM CON SCI CULINARY 7 G	300 hours
B	HMV0102	Cooking Methods and Techniques		300 hours

Regulated Programs

Information on Department of Health rules that affect culinary programs is available at: https://www.flrules.org/gateway/chapterhome.asp?chapter=64E-11.

It is strongly recommended that teachers obtain employee food handler training certification, as well as food safety manager training/certification. More information available at the Florida Department of Business & Professional Regulation (http://www.myfloridalicense.com/DBPR/hotels-restaurants/food-lodging/).

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Explain and identify the essentials of the hospitality industry.
02.0 Demonstrate and incorporate kitchen sanitation and workplace safety procedures.
03.0 Use, identify and care for commercial tools and equipment.
04.0 Exhibit the ability to read, follow and prepare recipes.
05.0 Demonstrate essential baking preparation skills.
06.0 Identify, explain and illustrate basic knife cuts and skills.
07.0 Explain and demonstrate dry, moist and combination cooking methods.
08.0 Demonstrate stock and soup preparation skills.
09.0 Demonstrate egg, dairy and breakfast cookery.
10.0 Demonstrate fruit and vegetable preparation skills.
11.0 Demonstrate salad and sandwich preparation skills.
12.0 Demonstrate starch and grains preparation skills.
13.0 Demonstrate quantity foods preparation skills.
14.0 Demonstrate meat, poultry and seafood preparation skills.
15.0 Demonstrate sauce preparation skills.
16.0 Describe the basic principles of nutrition.
17.0 Identify career and employment opportunities.

Florida Department of Education
Student Performance Standards

Program Title: **Fundamental Foodservice Skills**
Career Certificate Program Number: **N100520**

Course Number: HMV0101 **Occupational Completion Point: A** **Intro to Food Prep – 300 Hours**	
01.0	Explain and identify the essentials of the hospitality industry. The student will be able to:
01.01	Define and explain the term hospitality.
01.02	Define and explain the terms Front-of-the-house (FOH) and Back-of-the-house (BOH) and their relationship to one another including volume/covers, POS and orders and executing service.
01.03	Define common industry terminology (e.g., fire, 86, walking in, etc.).
01.04	Identify the various branches of the hospitality industry (e.g., travel & lodging, food and beverage, hotel & resort, etc.) and its impact on the economy.
01.05	Identify the kitchen hierarchy and career ladder as well as various occupations in the food service and hospitality industry.
01.06	Describe and explain the types of work stations in the commercial kitchen.
01.07	Identify and explain commercial and non-commercial restaurant segments.
02.0	Demonstrate and incorporate kitchen sanitation and workplace safety procedure. The student will be able to:
02.01	Demonstrate and utilize proper personal hygiene and personal health precautions (e.g., hand washing; use of gloves; grooming; proper hair restraints, closed-toe shoes, aprons, uniforms).
02.02	Demonstrate proper food handling techniques (thermometer use; thawing methods; internal cooking temperatures) utilizing current industry safety and sanitation procedures for the agency having jurisdiction.
02.03	Demonstrate and utilize proper techniques for lifting, receiving and storing food supplies.
02.04	Demonstrate and utilize proper techniques for transporting, cooking and holding food (e.g., proper ways to cool/reheat food; holding temperatures).
02.05	Demonstrate and utilize proper disinfecting, cleaning and sanitizing techniques (e.g., cleaning vs. sanitizing; storing cleaning supplies; proper procedures for cleaning equipment).
02.06	Demonstrate and utilize proper licensed pest control procedures, including maintaining a clean facility.
02.07	Identify the HACCP (Hazard Analysis Critical Control Point) procedure during all food handling processes.
02.08	Classify all causes of food borne illnesses (e.g., biological, physical and chemical).

	02.09 Describe symptoms of food borne illness and how food borne illness can be prevented.
	02.10 Describe cross contamination and incorporate ways to prevent this from occurring.
	02.11 Research top allergens and how to control allergy cross-contact.
	02.12 Identify common food allergies and determine appropriate substitutions.
	02.13 Use acquired knowledge to obtain employee food handler training certificate that is valid in Florida.
	02.14 Identify and utilize first-aid procedures for accidents and injuries.
	02.15 Develop and maintain an MSDS (Materials Safety Data Sheet) for each product and keep in a three ring binder in the kitchen area.
	02.16 Demonstrate and utilize safety procedures related to prevention of slips, cuts, falls, fire/burns, proper lifting and safety in motion and chemical use.
03.0	Use, identify and care for commercial tools and equipment. The student will be able to:
	03.01 Exhibit proper station set up.
	03.02 Identify and list commercial tools and equipment.
	03.03 Select appropriate tools and equipment for specific tasks.
	03.04 Use and maintain commercial tools.
	03.05 Use and maintain commercial equipment.
04.0	Exhibit the ability to read, follow and prepare recipes. The student will be able to:
	04.01 Define mise en place and the relationship of organizational skills to productivity in the workplace.
	04.02 Explain and demonstrate the differences between seasoning (i.e., salt and pepper) and flavoring (i.e., herbs, spices, etc.)
	04.03 Demonstrate mastery of standard units of weights and measures used in the industry.
	04.04 Demonstrate basic knowledge of kitchen measurements, conversions, and ratios.
	04.05 Display an understanding of recipe yield, preparation and ingredients.
	04.06 Explain the difference between weight, volume, metric and standard measurements.
	04.07 Explain the purpose of standardized recipes.
	04.08 Use, follow, prepare and plate standardized recipes creatively.

	04.09 Write and utilize a prep list.
05.0	Demonstrate essential baking preparation skills. The student will be able to:
	05.01 Identify and select baking and dessert ingredients.
	05.02 Identify and select bakeshop equipment.
	05.03 Identify and explain the various leavening agents used in baking.
	05.04 Identify and demonstrate the various mixing methods used in the bakeshop.
	05.05 Prepare quick breads.
	05.06 Prepare cookies.
	05.07 Prepare yeast breads.
06.0	Identify, explain and illustrate basic knife cuts and skills. The student will be able to:
	06.01 Demonstrate proper knife handling skills.
	06.02 Identify, explain and illustrate chop & mince.
	06.03 Identify, explain and illustrate various dice.
	06.04 Identify, explain and illustrate slicing including julienne, batonnet, chiffonade, etc.
	06.05 Identify, explain and illustrate misc. skills including concasse, supreme, etc.
07.0	Explain and demonstrate dry, moist and combination cooking methods. The student will be able to:
	07.01 Demonstrate and analyze dry cooking methods.
	07.02 Demonstrate and analyze moist cooking methods.
	07.03 Demonstrate and analyze combination cooking methods.
	07.04 Explain carryover cooking.
08.0	Demonstrate stock and soup preparation skills. The student will be able to:
	08.01 Identify and use herbs and their appropriate use in food products that exhibit and enhance creativity, taste, and appearance.
	08.02 Explain, evaluate and prepare stocks.

	08.03 Classify the types of stocks and understand how they are made.
	08.04 Demonstrate knowledge and application of base preparation and use in a recipe.
	08.05 Prepare roux and other thickening agents.
	08.06 Prepare thin and thick soups.
09.0	Demonstrate egg, dairy and breakfast cookery. The student will be able to:
	09.01 Identify and explain various cheeses, milks, creams and butter.
	09.02 Select, break, and separate eggs.
	09.03 Demonstrate various hot and cold cereal preparation.
	09.04 Prepare eggs using various cooking methods (e.g., boil, fry, scramble, poach, omelets, shirred).
	09.05 Prepare breakfast starches (e.g., pancakes, waffles, crepes and French-toast, hash-browns, breakfast potatoes).
	09.06 Prepare breakfast meats.
	09.07 Whip egg whites and cream.
10.0	Demonstrate fruit and vegetable preparation skills. The student will be able to:
	10.01 Identify, explain and select fruits based on seasonality, freshness and quality.
	10.02 Identify, explain and select vegetables based on seasonality, freshness and quality.
	10.03 Clean, prepare and serve fruits and demonstrate various preparation methods.
	10.04 Demonstrate vegetable preparation using various cooking methods.
Course Number: HMV0102 Occupational Completion Point: B Cooking Methods and Techniques – 300 Hours	
11.0	Demonstrate salad and sandwich preparation skills. The student will be able to:
	11.01 Identify and use oils and vinegars.
	11.02 Identify and explain condiments and their uses.

	11.03 Identify the differences between a permanent and temporary emulsion.
	11.04 Prepare various salad dressings, cold sauces, and derivatives.
	11.05 Clean, prepare and serve types of greens and prepare them for salads.
	11.06 Prepare tossed and composed salads.
	11.07 Explain and utilize the basic parts to a salad (i.e., base, body, dressing, etc.) and salad service types (i.e., side, entrée, appetizer, etc.).
	11.08 List and describe the varieties of hot and cold sandwiches.
	11.09 Emphasize preparation methods of sandwiches including proper filling and temperature, slicing, sanitation, station set up/mise en place and various breads and spreads.
	11.10 Prepare hot and cold sandwiches.
12.0	Demonstrate starch & grains preparation skills. The student will be able to:
	12.01 Identify, select, and prepare potatoes.
	12.02 Identify, select, and prepare rice.
	12.03 Identify, select, and prepare legumes and grains.
	12.04 Identify, select, and prepare pastas.
13.0	Demonstrate quantity foods preparation skills. The student will be able to:
	13.01 Prepare cold and hot hors d'oeuvres.
	13.02 Explain and utilize plated banquet techniques emphasizing quantity preparation, consistency and efficiency.
	13.03 Plan, set up, and serve buffets.
	13.04 Select, use and maintain buffet equipment and utensils.
14.0	Demonstrate meat, poultry and seafood preparation skills. The student will be able to:
	14.01 Identify and use spices and their appropriate use in food products that exhibit and enhance creativity, taste, and appearance.
	14.02 Identify popular cuts of meat, poultry and seafood.
	14.03 Perform basic fabrication of meat, poultry and seafood

	14.04 Prepare meat, poultry and seafood using common cooking methods (e.g., roasting, baking, broiling, sautéing, frying, deep-frying, braising and steaming).
	14.05 Demonstrate the proper procedure when marinating meat, poultry, and seafood.
15.0	Demonstrate sauce preparation skills. The student will be able to:
	15.01 Identify and explain the principles of thickening agents used in food preparation.
	15.02 Prepare roux.
	15.03 Explain and demonstrate mother sauces.
	15.04 Explain and demonstrate contemporary/misc. sauces (i.e., beurre blanc, salsa, coulis, compound butter, small sauces, etc.).
	15.05 Prepare a pan sauce (e.g., deglaze, reduce, etc.).
16.0	Describe the basic principles of nutrition. The student will be able to:
	16.01 Describe and list the functions and sources of the 6 classifications of nutrients.
	16.02 Describe and prepare meals for customers with special dietary needs (e.g., heart healthy/low fat, sugar free, low carb/gluten free, low sodium, vegetarian/vegan, religious-dietary laws, etc.).
	16.03 Interpret and explain food labels.
17.0	Identify career and employment opportunities. The student will be able to:
	17.01 Perform a job search.
	17.02 Complete a job application.
	17.03 Create a resume.
	17.04 Exhibit employability skills (e.g., punctuality, leadership, dependability, appropriate appearance, etc.).
	17.05 Prepare for, practice and conduct interviews.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Special Notes

This program prepares students for employment as educational paraprofessionals, instructional coordinators, teacher aides, or to provide supplemental training for persons previously or currently employed in this occupation.

Planned and supervised occupational activities may be provided through directed laboratory experience or a practicum.

Career and Technical Student Organization (CTSO)

SkillsUSA is the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate Programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Baking and Pastry Arts**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Career Certificate Program		
Program Number	N100600	
CIP Number	0612050103	
Grade Level	30, 31	
Program Length	600 clock hours	
Teacher Certification	Refer to the **Program Structure** section.	
CTSO	SkillsUSA	
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.	
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml	
Basic Skills Level	Computation (Mathematics): 9	Communications (Reading and Language Arts): 9

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to preparation, presentation, and serving of a wide variety of baked and dessert goods; leadership, communication skills, employability skills, and safe/efficient work practices are also covered.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of two occupational completion points.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the courses listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	FSS0090	Pastry Cook/Baker	FAM CON SCI CULINARY 7 G	300 hours
B	FSS0091	Pastry Chef/Head Baker		300 hours

Regulated Programs

Information on Department of Health rules that affect culinary programs is available at:
https://www.flrules.org/gateway/chapterhome.asp?chapter=64E-11.

This program is regulated by the Florida Department of Business & Professional Regulation, Division of Hotels and Restaurants.

It is strongly recommended that teachers obtain the Employee Foodhandler Training Certification, as well as the food safety manager training/certification, More information available at the Florida Department of Business & Professional Regulation (http://www.myfloridalicense.com/DBPR/hotels-restaurants/food-lodging/).

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment.
02.0 Explain the importance of employability skills and entrepreneurship skills.
03.0 Describe the importance of professional ethics and legal responsibilities.
04.0 Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance.
05.0 Demonstrate fruit preparation skills.
06.0 Demonstrate bakery goods and dessert preparation skills.
07.0 Demonstrate bread preparation skills.
08.0 Solve problems using critical thinking skills, creativity, and innovation.
09.0 Research the history of the baking and pastry industry and the cultures of food styles.
10.0 Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives.
11.0 Use information technology tools.
12.0 Demonstrate advanced baking techniques.
13.0 Demonstrate confectionary techniques.
14.0 Practice display and centerpiece creation techniques.
15.0 Demonstrate personal money-management concepts, procedures, and strategies.
16.0 Develop and prepare baked goods for various nutritional needs and special diets.
17.0 Use oral and written communication skills in creating, expressing, and interpreting information and ideas.

Florida Department of Education
Student Performance Standards

Program Title: **Baking and Pastry Arts**
Career Certificate Program Number: **N100600**

Course Number: FSS 0090 **Occupational Completion Point: A** **Pastry Cook/Baker – 300 clock Hours**	
01.0	Describe the roles within teams, work units, departments, organizations, inter-organizational systems, and the larger environment. The student will be able to:
01.01	Describe the nature and types of business organizations within the Baking/Pasty/Hospitality industry.
01.02	Explain the effect of key organizational systems on performance and quality.
01.03	List and describe quality control systems and/or practices common to the workplace.
01.04	Explain the impact of the global economy on business organizations.
01.05	Identify the kitchen brigade system.
01.06	Research employee guidelines such as job descriptions, training, and scheduling.
01.07	Identify cross-training and its benefits.
02.0	Explain the importance of employability skill and entrepreneurship skills. The student will be able to:
02.01	Identify and demonstrate positive work behaviors needed to be employable.
02.02	Develop personal career plan that includes goals, objectives, and strategies.
02.03	Examine licensing, certification, and industry credentialing requirements.
02.04	Maintain a career portfolio to document knowledge, skills, and experience.
02.05	Evaluate and compare employment opportunities that match career goals.
02.06	Identify and exhibit traits for retaining employment.
02.07	Identify opportunities and research requirements for career advancement.
02.08	Research the benefits of ongoing professional development.

	02.09 Identify basic economic and marketing strategies.
	02.10 Identify and analyze trends in the baking and pastry industry.
	02.11 Identify levels of training required for baking and pastry occupations.
	02.12 Create and maintain a resume.
03.0	Describe the importance of professional ethics and legal responsibilities. The student will be able to:
	03.01 Evaluate and justify decisions based on ethical reasoning.
	03.02 Evaluate alternative responses to workplace situations based on personal, professional, ethical, legal responsibilities, and employer policies.
	03.03 Identify and explain personal and long-term consequences of unethical or illegal behaviors in the workplace.
	03.04 Interpret and explain written organizational policies and procedures.
04.0	Demonstrate the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student will be able to:
	04.01 Describe personal and jobsite safety rules and regulations that maintain safe and healthy work environments.
	04.02 Explain emergency procedures to follow in response to workplace accidents.
	04.03 Explain procedures of a disaster and/or emergency response plan.
	04.04 Follow federal, state, and local sanitation and safety codes.
	04.05 Identify the HACCP (Hazard Analysis Critical Control Points) during all food handling processes.
	04.06 Demonstrate proper food handling techniques utilizing industry safety and sanitation procedures.
	04.07 Apply sanitary procedures in maintaining the facility including proper waste disposal methods.
	04.08 Maintain the MSDS (Materials Safety Data Sheet) for each product and keep in the kitchen.
	04.09 Use acquired knowledge to obtain Employee Foodhandler Training Certificate that is valid in Florida.
	04.10 Identify bakery tools and equipment.
	04.11 Assemble and disassemble equipment following proper safety procedures.
	04.12 Use bakery tools and equipment for tasks for which they were designed.

05.0	Demonstrate fruit preparation skills. The student will be able to:
	05.01 Prepare fruit syrups, coulis, sauces, and compotes.
	05.02 Prepare poached fruits.
	05.03 Prepare fresh/cooked fruit method pie fillings.
	05.04 Prepare a variety of candied fruits/zest.
06.0	Demonstrate bakery goods and dessert preparation skills. The student will be able to:
	06.01 Define baking terms.
	06.02 Demonstrate knowledge of arithmetic operations.
	06.03 Define portion size and recipe yield.
	06.04 Operate a calculator.
	06.05 Convert recipes, calculate portion sizes and estimate cost effectively.
	06.06 Demonstrate knowledge of standard weights and measures used in the baking industry.
	06.07 Identify and select baking ingredients.
	06.08 Identify, select, and prepare a variety of nuts.
	06.09 Identify basic mixing methods.
	06.10 Prepare cobblers and crisps.
	06.11 Prepare savory pie/pastry dough.
	06.12 Prepare quiche.
	06.13 Prepare high-ratio cakes.
	06.14 Prepare pound cakes.
	06.15 Prepare sponge cakes.
	06.16 Prepare and apply butter cream.
	06.17 Prepare a variety of decorations using tuile paste.

	06.18 Prepare pastry cream.
	06.19 Prepare crepes.
	06.20 Prepare baked custards.
	06.21 Prepare ice-box cookies.
	06.22 Prepare scooped method cookies.
	06.23 Prepare a variety of cream-based dessert sauces (crème anglaise).
	06.24 Bake puff pastries using prepared dough.
07.0	Demonstrate bread preparation skills. The student will be able to:
	07.01 Identify types of flour and the function of each.
	07.02 Identify types of leavening used in bread production.
	07.03 Identify steps in bread production.
	07.04 Identify bread mixing methods.
	07.05 Describe the functions and types of washes (egg wash, milk wash).
	07.06 Prepare sweet variety quick breads (muffins, scones).
	07.07 Prepare savory variety quick breads (biscuits, corn breads).
	07.08 Prepare soft yeast breads and crusty yeast breads.
	07.09 Prepare specialty yeast breads (whole grain, artisan).
	07.10 Prepare a variety of laminated dough products (coffee cakes, Danish pastries).
08.0	Solve problems using critical thinking skills, creativity, and innovation. The student will be able to:
	08.01 Employ critical thinking skills independently and in teams to solve problems and make decisions.
	08.02 Employ critical thinking and interpersonal skills to resolve conflicts.

Course Number: FSS 0091 Occupational Completion Point: B Pastry Chef/Head Baker – 300 Hours	
09.0	Research the history of the baking and pastry industry and the cultures of food styles. The student will be able to:
09.01	List physical, psychological, cultural, and environmental influences on preferences of baked goods.
09.02	Discuss history and composition of various bakery items.
09.03	Identify influential individuals and groups throughout the history of the baking industry.
10.0	Demonstrate leadership and teamwork skills needed to accomplish team goals and objectives. The student will be able to:
10.01	Employ leadership skills to accomplish organizational goals and objectives.
10.02	Establish and maintain effective working relationships with others in order to accomplish objectives and tasks.
10.03	Conduct and participate in meetings to accomplish work tasks.
10.04	Employ mentoring skills to inspire and teach others.
11.0	Use information technology tools. The student will be able to:
11.01	Use personal information management (PIM) applications to increase workplace efficiency.
11.02	Employ technological tools to expedite workflow including word processing, databases, reports, spreadsheets, multimedia presentations, electronic calendar, contacts, email, and internet applications.
11.03	Employ computer operations applications to access, create, manage, integrate, and store information.
11.04	Employ collaborative/groupware applications to facilitate group work.
12.0	Demonstrate advanced baking techniques. The student will be able to:
12.01	Demonstrate the presentations of baked goods and desserts.
12.02	Prepare and bake a variety of meringues.
12.03	Prepare tarts and tartlets.
12.04	Prepare charlottes.
12.05	Prepare Bavarian creams.
12.06	Prepare mousses.

	12.07 Prepare soufflés.
	12.08 Prepare a variety of pate choux products.
	12.09 Prepare puff pastry dough.
	12.10 Prepare a variety of ice creams, sorbets, and other frozen desserts.
	12.11 Prepare advanced cakes, gateaux, and entremets.
	12.12 Examine plated desserts for balance in flavor, texture, and appearance.
13.0	Demonstrate confectionary techniques. The student will be able to:
	13.01 Describe the various types of chocolate.
	13.02 Temper chocolate.
	13.03 Prepare molded chocolate confections.
	13.04 Prepare hand-rolled chocolate confections.
	13.05 Prepare various types of candies.
	13.06 Prepare caramels and nougats.
	13.07 Prepare various types of petit fours and friandises.
14.0	Practice display and centerpiece creation techniques. The student will be able to:
	14.01 Prepare chocolate display pieces.
	14.02 Prepare marzipan and use it in the decoration of cakes, making of confections, and modeling of fruits or figurines.
	14.03 Cook sugar or Isomalt for basic sugar display work.
	14.04 Prepare display pieces using pastillage and royal icing.
15.0	Demonstrate personal money-management concepts, procedures, and strategies. The student will be able to:
	15.01 Identify and describe the services and legal responsibilities of financial institutions.
	15.02 Describe the effect of money management on personal and career goals.
	15.03 Develop a personal budget and financial goals.

	15.04 Complete financial instruments for making deposits and withdrawals.
	15.05 Maintain financial records.
	15.06 Read and reconcile financial statements.
	15.07 Research, compare, and contrast investment opportunities.
	15.08 Calculate change, tax, gratuity, commission, and miscellaneous charges.
	15.09 Interpret taxes affecting the baking and pastry industry.
	15.10 Calculate and analyze labor costs.
	15.11 Identify the break-even point.
16.0	Develop and prepare baked goods for various nutritional needs and special diets. The student will be able to:
	16.01 Demonstrate awareness of religious dietary requirements.
	16.02 Identify common food allergies and determine appropriate substitutions.
	16.03 Create baked products for customers with dietary limitations.
17.0	Use oral and written communication skills in creating, expressing and interpreting information and ideas. The student will be able to:
	17.01 Select and employ appropriate communication concepts and strategies to enhance oral and written communication in the workplace.
	17.02 Locate, organize and reference written information from various sources.
	17.03 Design, develop and deliver formal and informal presentations using appropriate media to engage and inform diverse audiences.
	17.04 Interpret verbal and nonverbal cues/behaviors that enhance communication.
	17.05 Apply active listening skills to obtain and clarify information.
	17.06 Explain nature of staff communication and use of inter-departmental/company communication.
	17.07 Locate, comprehend and evaluate key elements of oral and written information.
	17.08 Draft, revise, and edit written documents using correct grammar, punctuation, and vocabulary.
	17.09 Present information formally and informally for specific purposes and audiences.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

SkillsUSA is the appropriate co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Basic Skills

In Career Certificate Programs offered for 450 hours or more, in accordance with Rule 6A-10.040, F.A.C., the minimum basic skills grade levels required for postsecondary adult career and technical students to complete this program are: Computation (Mathematics) and Communications (Reading and Language Arts). These grade level numbers correspond to a grade equivalent score obtained on a state designated basic skills examination.

Adult students with disabilities, as defined in Section 1004.02, Florida Statutes, may be exempted from meeting the Basic Skills requirements (Rule 6A-10.040). Students served in exceptional student education (except gifted) as defined in s. 1003.01, F.S., may also be exempted from meeting the Basic Skills requirement. Each school district and Florida College System Institution must adopt a policy addressing procedures for exempting eligible students with disabilities from the Basic Skills requirement as permitted in Section 1004.91, F.S.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Nutrition and Dietetic Clerk**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Career Certificate Program	
Program Number	N300100
CIP Number	0351310302
Grade Level	30, 31
Program Length	300 Hours
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FCCLA, HOSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	N/A

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The purpose of this program is to prepare students for initial employment as a diet clerk. The diet clerk works under the supervision of a registered dietitian in a hospital or nursing home; or may work under the direction of a certified dietary manager or dietetic technician. With experience, the dietetic clerk may assume assistant supervisory responsibilities in various units of the nutrition department.

The content includes but is not limited to an introduction to the dietetic career ladder. It is designed to train students to assist in various functions of food service related to patient care. Diet clerks are involved in the preparation of safe and nutritious meals for patients/clients in various healthcare facilities. The curriculum includes a combination of theory, laboratory and clinical experiences.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one occupational completion point.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	HEV0612	Diet Clerk	FAM CON SCI SC FOOD SV 7 G	300 hours

Note: This program requires a minimum 150 hours of clinical experience, included in OCP A.

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Perform basic tasks in dietary office and utilize computer.
02.0 Demonstrate knowledge of basic nutrition concepts and provides opportunities to study food and nutrients, as it relates to food and nutrition.
03.0 Maintain daily records in area of responsibility.
04.0 Participate in tray assembly activities and monitor trays for diet accuracy.
05.0 Assist with food production activities and preparation of nutritional supplements.
06.0 Demonstrate knowledge and application of principles of sanitation and safety.
07.0 Perform cafeteria/dining room duties.
08.0 Practice optimum personal hygiene and grooming.
09.0 Demonstrate personal productivity.
10.0 Explain education and research principles.
11.0 Participate in a clinical experience.

Florida Department of Education
Student Performance Standards

Program Title: **Nutrition and Dietetic Clerk**
Career Certificate Program Number: **N300100**

Course Number: HEV0612 **Occupational Completion Point: A** **Diet Clerk – 300 Hours**	
01.0	Perform basic tasks in dietary office and utilize computer. The student will be able to:
01.01	Demonstrate communication skills including proper telephone etiquette with staff, patients and visitors.
01.02	Tally portions and quantities of specific foods.
01.03	Assist in filing dietary documents.
01.04	Apply policies and procedures in management of dietary office.
01.05	Process menus.
01.06	Assist in coordinating food service and clinical data.
01.07	Utilize computers for recording operational data.
02.0	Demonstrate knowledge of basic nutrition concepts and provide opportunities to study food and nutrients, as it relates to food and nutrition. The student will be able to:
02.01	Study basic dietetic problems that accompany metabolic disorders.
02.02	Determine importance of eating right as it relates to specific diseases.
02.03	Understand basic nutrition education goals.
02.04	Calculate and interpret caloric needs as stated by dietitian/supervisor.
02.05	Interpret different diets and apply to menus.
02.06	Discuss nutritional needs of patients/clients in the presence of a health care team member.
03.0	Maintain daily records in area of responsibility. The student will be able to:
03.01	Assist in maintaining client records, diet orders and changes, census records and miscellaneous records related to nutritional care on a daily basis.

	03.02 Follow federal and state regulations and procedures for record maintenance.
04.0	Participate in tray assembly activities and monitor trays for diet accuracy. The student will be able to:
	04.01 Assist in setting up assembly line for serving trays to patients/clients.
	04.02 Weigh and measure foods, using equivalents when necessary.
	04.03 Identify and follow diet orders using nutrition information when preparing and serving food therapeutic diets.
	04.04 Fill trays for completeness and conformance to menus; diet orders and food preferences of patients/ clients.
	04.05 Meet deadlines and adhere to mealtime and schedules.
	04.06 Accept instruction and guidance from supervisory personnel.
	04.07 Deliver and pick up food carts and trays to and from patient area, nursing stations or dining rooms.
05.0	Assist with food production activities and preparation of nutritional supplements. The student will be able to:
	05.01 Read recipes, demonstrate knowledge of terminology and follow instructions.
	05.02 Identify common ingredients used in food preparation.
	05.03 Implement principles and techniques of quantity food preparation and portion control following standardized recipes.
	05.04 Assist cook in food preparation and service as needed.
	05.05 Apply work simplification methods in performance of duties.
	05.06 Evaluate quality of food prepared.
	05.07 Prepare late trays, nutritional supplements, and snacks.
06.0	Demonstrate knowledge and application principles of sanitation and safety. The student will be able to:
	06.01 Identify and practice appropriate sanitation and infection control procedures.
	06.02 Identify potential hazards and follow safety practices.
	06.03 Follow emergency procedures regarding sanitation and safety in food service.
	06.04 Use sanitary procedures in handling food including HACCP (Hazard Analysis Critical Control Point) & identifying safety temperatures.
	06.05 Keep work area clean, neat and orderly at all times.

	06.06 Use precautions necessary to avoid accidents in food service area.
	06.07 Follow federal, state, and local sanitation guidelines and regulations.
	06.08 Identify roles and responsibilities of an emergency disaster plan.
	06.09 Identify and select dietary equipment and supplies for food preparation and service.
	06.10 Follow optimum procedures for using dietary equipment and supplies in a safe and sanitary manner.
	06.11 Implement proper procedures for cleaning and sanitizing dietary equipment and supplies.
07.0	Perform cafeteria/dining room duties. The student will be able to:
	07.01 Participate in setting up dining room and in preparation for service.
	07.02 Participate in setting up the cafeteria counter according to proper procedures to maintain appropriate temperatures throughout service.
	07.03 Arrange for reserve foods and supplies to be on hand at the point of service.
08.0	Practice optimum personal hygiene and grooming. The student will be able to:
	08.01 Demonstrate optimum employee work, health, and personal hygiene habits.
	08.02 Identify federal, state, and local laws, policies and procedures governing dietetic personnel.
09.0	Demonstrate personal productivity. The student will be able to:
	09.01 Assist in evaluating one's own progress in meeting job responsibilities.
	09.02 Work as a member of the nutrition team, rotating job responsibilities as assigned.
	09.03 Observes policies and procedures of the establishment.
	09.04 Understand the philosophy that "client comes first".
	09.05 Observe client's rights and treat the client with dignity and respect.
10.0	Explain education and research principles. The student will be able to:
	10.01 Provide dietetics education in supervised practice setting.
	10.02 Inform patients/clients in disease prevention, health promotion and medical nutrition therapy for common conditions (e.g., hypertension, obesity, diabetes, and diverticular disease)

	10.03 Develop and conduct education and training for target groups.
	10.04 Assist with development and review of educational materials target populations.
	10.05 Demonstrate skills in articulation and methods of teaching.
	10.06 Identify extraneous influences upon nutritional care.
	10.07 Discuss nutritional needs of patients/client in the presence of a registered dietitian or certified dietary manager.
	10.08 Determine importance of eating right as it relates to specific diseases.
11.0	Complete a practicum in a clinical setting. The student will be able to:
	11.01 Complete a minimum of 150 hours of clinical experience.

Additional Information

Laboratory Activities

Laboratory investigations that include scientific inquiry, research, measurement, problem solving, emerging technologies, tools and equipment, as well as, experimental, quality, and safety procedures are an integral part of this career and technical program/course. Laboratory investigations benefit all students by developing an understanding of the complexity and ambiguity of empirical work, as well as the skills required to manage, operate, calibrate and troubleshoot equipment/tools used to make observations. Students understand measurement error; and have the skills to aggregate, interpret, and present the resulting data. Equipment and supplies should be provided to enhance hands-on experiences for students.

Career and Technical Student Organization (CTSO)

Family, Career and Community Leadership of America (FCCLA) and HOSA: Future Health Professionals are the co-curricular career and technical student organization providing leadership training and reinforcing specific career and technical skills. Career and Technical Student Organizations provide activities for students as an integral part of the instruction offered.

Cooperative Training – OJT

On-the-job training is appropriate but not required for this program. Whenever offered, the rules, guidelines, and requirements specified in the OJT framework apply.

Accommodations

Federal and state legislation requires the provision of accommodations for students with disabilities to meet individual needs and ensure equal access. Postsecondary students with disabilities must self-identify, present documentation, request accommodations if needed, and develop a plan with their counselor and/or instructors. Accommodations received in postsecondary education may differ from those received in secondary education. Accommodations change the way the student is instructed. Students with disabilities may need accommodations in such areas as instructional methods and materials, assignments and assessments, time demands and schedules, learning environment, assistive technology and special communication systems. Documentation of the accommodations requested and provided should be maintained in a confidential file.

Note: postsecondary curriculum and regulated secondary programs cannot be modified.

Florida Department of Education
Curriculum Framework

Program Title: **Dietetic Management and Supervision**
Program Type: **Career Preparatory**
Career Cluster: **Hospitality & Tourism**

Career Certificate Program	
Program Number	N900100
CIP Number	0351310405
Grade Level	30, 31
Program Length	300 hours
Teacher Certification	Refer to the **Program Structure** section.
CTSO	FCCLA, HOSA
SOC Codes (all applicable)	Please see the CIP to SOC Crosswalk located at the link below.
CTE Program Resources	http://www.fldoe.org/academics/career-adult-edu/career-tech-edu/program-resources.stml
Basic Skills Level	N/A

Purpose

This program offers a sequence of courses that provides coherent and rigorous content aligned with challenging academic standards and relevant technical knowledge and skills needed to prepare for further education and careers in the Hospitality & Tourism career cluster; provides technical skill proficiency, and includes competency-based applied learning that contributes to the academic knowledge, higher-order reasoning and problem-solving skills, work attitudes, general employability skills, technical skills, and occupation-specific skills, and knowledge of all aspects of the Hospitality & Tourism career cluster.

The content includes but is not limited to facility planning for sanitation and safety; selection and supervision of equipment and supplies; application of principles of nutrition to diets and menus; cost planning and quality control; supervision of food preparation; evaluation of food quality, portion size and diet accuracy; supervision and in-service training of dietary personnel, personnel management, and employability and communication skills. Students are prepared to utilize nutritional knowledge in preparing food and in serving individuals with specific dietary needs under the supervision of a registered dietitian.

Additional Note:

Students must complete the “Nutrition and Dietetic Clerk” (N300100) program or have two years of minimum experience in Nutrition health care.

Additional Information relevant to this Career and Technical Education (CTE) program is provided at the end of this document.

Program Structure

This program is a planned sequence of instruction consisting of one occupational completion point.

This program is comprised of courses which have been assigned course numbers in the SCNS (Statewide Course Numbering System) in accordance with Section 1007.24 (1), F.S. Career and Technical credit shall be awarded to the student on a transcript in accordance with Section 1001.44(3)(b), F.S.

To teach the course listed below, instructors must hold at least one of the teacher certifications indicated for that course.

The following table illustrates the postsecondary program structure:

OCP	Course Number	Course Title	Teacher Certification	Length
A	FSS0095	Dietary Manager	FAM CON SCI SC FOOD SV 7 G	300 hours

Regulated Programs

This program meets the instructional hours and standards required by the accrediting agency, Association of Nutrition & Foodservice Professionals (AFNP). Visit http://www.anfponline.org for more information.

Common Career Technical Core – Career Ready Practices

Career Ready Practices describe the career-ready skills that educators should seek to develop in their students. These practices are not exclusive to a Career Pathway, program of study, discipline or level of education. Career Ready Practices should be taught and reinforced in all career exploration and preparation programs with increasingly higher levels of complexity and expectation as a student advances through a program of study.

1. Act as a responsible and contributing citizen and employee.

2. Apply appropriate academic and technical skills.

3. Attend to personal health and financial well-being.

4. Communicate clearly, effectively and with reason.

5. Consider the environmental, social and economic impacts of decisions.

6. Demonstrate creativity and innovation.

7. Employ valid and reliable research strategies.

8. Utilize critical thinking to make sense of problems and persevere in solving them.

9. Model integrity, ethical leadership and effective management.

10. Plan education and career path aligned to personal goals.

11. Use technology to enhance productivity.

12. Work productively in teams while using cultural/global competence.

Standards

After successfully completing this program, the student will be able to perform the following:

01.0 Identify and explain sanitation and safety principles.
02.0 Apply principles of nutrition to diets and menus.
03.0 Demonstrate the ability to select, use, care for, and store equipment and supplies.
04.0 Demonstrate management and supervisory skills.
05.0 Develop cost planning and quality control procedures for food and beverage service.
06.0 Plan and supervise quality food preparation.
07.0 Demonstrate and evaluate effectiveness of food service functions.
08.0 Recognize professionalism and explain its importance in the industry.
09.0 Explain education and research principles.
10.0 Perform clinical activities including nutritional screening, assessment and development of nutritional career plan.
11.0 Participate in community-based food and nutrition programs.

Florida Department of Education
Student Performance Standards

Program Title: **Dietetic Management and Supervision**
Career Certificate Program Number: **N900100**

Course Number: FSS0095 **Occupational Completion Point: A** **Dietary Manager – 300 Hours**	
01.0	Identify and explain sanitation and safety principles. The student will be able to:
01.01	Keep work area clean, neat and orderly at all times.
01.02	Identify potential hazards and follow safety practices.
01.03	Follow emergency procedures regarding sanitation and safety in food service.
01.04	Use sanitation procedures in handling food.
01.05	Identify and follow local, state and federal sanitation guidelines and regulations.
01.06	Identify roles and responsibilities of an emergency disaster plan.
01.07	Implement and supervise sanitation, safety procedures, and infection control applicable to food and nutrition service occupations.
02.0	Apply principles of nutrition to diets and menus. The student will be able to:
02.01	Identify function, source and body's use of nutrients.
02.02	Document and retrieve client diet records.
02.03	Design menus as indicated by the patient's/client's health status.
02.04	Implement diet plans and menus.
02.05	Modify diet plans and menus.
02.06	Implement physician's routine dietary orders.
02.07	Develop menus to meet optimum normal nutrition requirements of clients throughout the human life cycle with a diversity of people, culture and religions.
02.08	Apply the principles of nutrition in planning menus and coordinating menus with therapeutic diets for target populations.

	02.09 Describe food and nutrition needs throughout the life cycle in health and disease.
03.0	Demonstrate the ability to select, use, care for, and store equipment and supplies. The student will be able to:
	03.01 Follow optimum procedures for using dietary equipment and supplies in a safe and sanitary manner.
	03.02 Supervise daily cleaning and sanitizing procedures of equipment.
	03.03 Develop procedures for storing dietary equipment and supplies.
	03.04 Supervise routine maintenance inspection of equipment.
	03.05 Participate in facility management including equipment selection and design/redesign of work units.
04.0	Demonstrate management and supervisory skills. The student will be able to:
	04.01 Demonstrate supervision techniques for personnel in area of responsibility.
	04.02 Apply the fundamentals of human relations and group dynamics in the area of responsibility.
	04.03 Demonstrate human relations and leadership skills.
	04.04 Demonstrate optimum management, organizational and leadership skills in directing departmental personnel and functions including: organizational charts, job descriptions, policies and procedures, employee orientation, work schedules, evaluations, and union and labor laws.
	04.05 Conduct a job interview.
	04.06 Develop and write a resume.
	04.07 Describe benefits of membership in state and national professional organizations and credentials from those associations.
05.0	Develop cost planning and quality control procedures for foodservice. The student will be able to:
	05.01 Participate in development, implementation and maintenance of a quality assurance program including systems and customer satisfaction for dietetics service and/or practice.
	05.02 Assist in development of cost planning procedures and implementation of budget controls for food service operations and delivery systems.
	05.03 Collect and process financial data to establish and maintain records and reports for food service units.
	05.04 Participate in development and measurement of outcomes for food and nutrition services and practices.
	05.05 Participate in development of departmental budget/operating plan.
06.0	Plan and supervise quality food preparation. The student will be able to:

	06.01 Plan and supervise procurement, distribution, and service within delivery systems.
	06.02 Participate in applied sensory evaluation of food and nutrition products.
	06.03 Supervise production of food that meets nutritional guidelines, cost parameters, consumer acceptance, and quality food preparation guidelines.
	06.04 Develop and/or modify recipes/formulas.
07.0	Demonstrate and evaluate effectiveness of food service functions. The student will be able to:
	07.01 Utilize merchandising techniques to promote food and nutrition functions.
	07.02 Research laws, regulations and standards affecting food and nutrition operations.
	07.03 Assist with marketing functions.
	07.04 Supervise organizational unit including financial, human, physical and material resources and services.
	07.05 Establish and supervise policies and procedures for all food service functions.
	07.06 Integrate administrative activities with clinical activities.
	07.07 Participate in organizational change and planning and goal setting processes.
	07.08 Participate in human resources functions.
08.0	Recognize professionalism and explain its importance in the industry. The student will be able to:
	08.01 Comply ethically with the standards of professional responsibility and standards of practice for the profession of dietetics in accordance with the values of the American Dietetic Association.
	08.02 Plan and implement a program of self-development, self-assessment and continuing education.
	08.03 Participate in professional activities.
	08.04 Participate in legislative and public policy processes as they affect food, food security and nutrition.
	08.05 Apply new knowledge or skills to practice.
09.0	Explain education and research principles. The student will be able to:
	09.01 Provide dietetics education in supervised practice setting.
	09.02 Educate patients/clients in disease prevention and health promotion and medical nutrition therapy for common conditions, e.g., hypertension, obesity, diabetes, and diverticular disease.

	09.03 Develop and conduct education and training for target groups.
	09.04 Assist with development and review of educational materials target populations.
	09.05 Demonstrate skills in articulation and methods of teaching.
	09.06 Identify extraneous influences upon nutritional care.
10.0	Perform clinical activities including nutritional screening, assessment and development of nutritional care plan. The student will be able to:
	10.01 Refer patients/clients to other dietetics professionals or disciplines when a situation is beyond one's level of competence.
	10.02 Perform nutrition screening of individual patients/clients.
	10.03 Assess nutrition status of individual patients/clients with common medical conditions, i.e., health conditions addressed by health promotions/disease prevention activities or chronic diseases of the general population, e.g., hypertension, obesity, diabetes, diverticular disease.
	10.04 Assist with nutrition assessment of individual patients/clients with complex medical conditions, i.e., more complicated health conditions in select populations, e.g., renal disease, multi-system organ failure, trauma.
	10.05 Monitor patients/client's food and/or nutrient intake.
	10.06 Participate in the selection, monitoring and evaluation of standard internal nutrition regimens, i.e., in a medically stable patient to meet nutritional requirements where recommendations/adjustments involve primarily macronutrients.
	10.07 Implement transition-feeding plans.
	10.08 Assist with development, implementation and documentation of nutrition care plans as indicated by the patients/clients health status.
	10.09 Participate in interdisciplinary team conferences to discuss patient/client treatment and discharge planning.
	10.10 Apply principles of biochemistry, anatomy and physiology in relation to health and disease.
	10.11 Define "problem oriented medical records" (POMR).
	10.12 Participate in health team functions.
	10.13 Coordinate clinical activities with administrative activities.
	10.14 Demonstrate ability to computerize nutrition care activities.
	10.15 Assist in implementation and maintenance of a cost-effective nutrition-care system.
11.0	Participate in community-based food and nutrition programs. The student will be able to:
	11.01 Participate in community-based food and nutrition program.

11.02	Conduct general health assessment.
11.03	Conduct screening of the nutrition status of the population and/or community groups.
11.04	Assist with assessment of the nutrition status of the population and/or community groups.
11.05	Participate in nutrition care for population groups across the lifespan (i.e., infants through generations and a diversity of people, cultures, and religions).
11.06	Participate in community based or worksite health promotion/disease prevention programs.
11.07	Participate in development and evaluation of community-based food and nutrition programs.
11.08	Implement and maintain community-based food and nutrition programs.
11.09	Identify resources available and functions of the food and nutrition programs in the community.

Additional Information

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Special Notes

Students are encouraged to join the Association of Nutrition & Foodservice Professionals. Additionally, the concern for balancing work and family responsibilities is addressed as an employability skill.

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