

Chapter 2

Activity Guide

ACTIVITY 2.1 | FILL IN THE BLANK

Directions

Fill in the blanks for the definitions of the key terms using the glossary.

<p>Front of the house</p>	<p>Refers to the foodservice employees who _____ guests _____; front-of-the-house positions include _____, assistant managers, banquet managers, _____ room managers, maître d’s, hosts/hostesses, cashiers, bar staff, _____ staff, and busers.</p>
<p>Back of the house</p>	<p>Refers to foodservice employees who work _____ the public space; back-of-the-house positions include _____, line cooks, pastry chefs, crew (or shift) _____, dish washers, bookkeepers, storeroom clerks, _____, dietitians, and menu planners.</p>
<p>Entry-level job</p>	<p>A job that requires _____ or _____ previous experience; entry-level jobs are an important _____ point for all _____ pathways and usually _____ to other positions with more _____ that require more _____ and/or specialized skills.</p>

ACTIVITY 2.1 FILL IN THE BLANK (*continued*)

Career	A profession or work in a particular _____ that individuals _____ for _____.
Career pathway	A series of _____ through which _____ can _____ to further their _____.
Mentor	Someone who can _____ the _____ of a wise _____ to help _____ a _____ along his or her career _____.
Stress	The condition where, or _____ that, _____ exceed the _____ available for _____.
Stress management	A process people use to _____ what causes _____ for them in the _____ as well as in their _____ lives; once a stress is _____, various _____ can be applied to _____ its _____.
Time management	The use of _____ to increase a person's _____ and _____; the _____ needed for effective time _____ include _____, _____ setting, setting _____, and _____.
Networking	Connecting with several _____ to build _____ that may result in career _____, industry _____, and greater _____ and _____.

ACTIVITY 2.2 | JOB OPPORTUNITIES

Directions

List all the different job opportunities within the two main categories of the restaurant and foodservice industry.

Front of the House	Back of the House

ACTIVITY 2.3 | DEFINING INDUSTRY JOB OPPORTUNITIES**Directions**

Match the position with the appropriate responsibilities and duties.

- Clean and sanitize dishes, utensils, and cooking equipment
- Replenish service areas to ensure staff has what is needed to service guests

1 PREP COOK

- Greet guests (who are usually in a line, not seated)
- Take orders
- Process payment
- Offer thanks to guests

- Help the more experienced cooks and chefs to prepare orders
- Portion out food, precook food, and prepare ingredients ahead of time

2 HOST

- Process payments (sometimes combined with a host or hostess's other tasks)
- Offer farewells and thanks to exiting guests

- Provide a first impression of the operation to guests
- Assist guests with coats or other items to be stored while eating
- Take reservations
- Take guests to their table
- Offer farewells and thanks to exiting guests
- Answer phone questions about the operation—hours, credit cards accepted, what the menu is like, etc.

3 DISH WASHER**4 SERVER**

- Greet guests at their table
- Take and serve orders
- Check on guests throughout their dining experience
- Deliver the bill—or check—to guests at the end of their meal

5 BUSER**6 CASHIER****7 QUICK-SERVICE COUNTER SERVER**

- Clear plates
- Clean tables (during meals and after guests have eaten)
- Set tables for new guests

ACTIVITY 2.4 | KNOWLEDGE CHECK

Directions

Why is it important to have a mentor? Describe how to make the most of a mentor using the Essential Skills guidelines found on page 31 in the student textbook. Who would you choose to become your mentor, and why? For each step, describe an action or give an example.

1 MAKE REGULAR APPOINTMENTS WITH A MENTOR.	2 BE PREPARED WITH A MEETING OUTLINE TO DISCUSS AGREED-UPON TOPICS.
3 BE RESPONSIBLE.	4 EXPRESS APPRECIATION IN A PROFESSIONAL WAY.

ACTIVITY 2.5 | CAREERS IN THE INDUSTRY**Directions**

Describe the responsibilities associated with each restaurant and foodservice position listed below.

Career	Description of Responsibilities
Owner/operators and entrepreneurs	
District managers	
General managers	
Managers	
Assistant managers	

ACTIVITY 2.5 CAREERS IN THE INDUSTRY *(continued)*

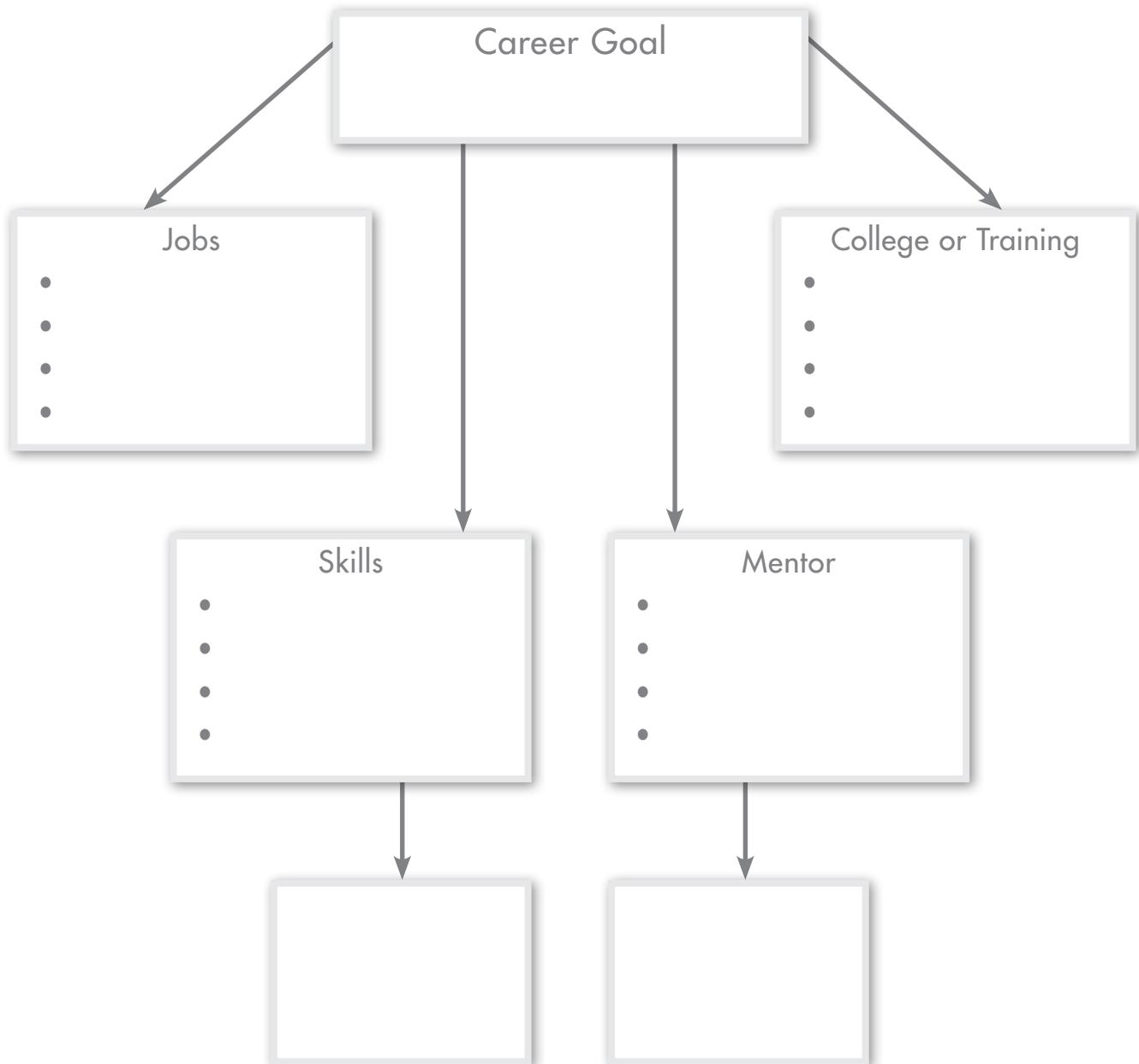
Career	Description of Responsibilities
Executive chefs	
Sous chefs	
Banquet chefs	
Pastry chefs	
Station cooks	

ACTIVITY 2.6 | MAPPING THE CAREER PATHWAY

Directions

Imagine today is day one of your career in the restaurant and foodservice industry. Choose a career goal, like becoming the executive chef of your own restaurant. How do you get there? Create a plan to achieve your goals, including entry-level jobs, the skills you will need to develop, the mentor who may assist you, and any college or training needed. Use the map below to create your own career plan.

MAPPING YOUR CAREER



ACTIVITY 2.7 | TIME MANAGEMENT

Directions

Research 5 different ways to manage your time using technology. Then map out the next week using a paper planner and the technology of choice. What are the pros and cons to using technology to manage your time? Test the methods against one another, and write a summary of your results. How does each method compare?

	Mon	Tues	Wed	Thurs
7–8 a.m.				
8–9 a.m.				
9–10 a.m.				
10–11 a.m.				
11–12 p.m.				
12–1 p.m.				
1–2 p.m.				
2–3 p.m.				
3–4 p.m.				
4–5 p.m.				
5–6 p.m.				
6–7 p.m.				
7–8 p.m.				
8–9 p.m.				
9–10 p.m.				
10–11 p.m.				

ACTIVITY 2.7 | TIME MANAGEMENT (continued)

PROS _____

CONS _____

SUMMARY _____

	Fri	Sat	Sun
7-8 a.m.			
8-9 a.m.			
9-10 a.m.			
10-11 a.m.			
11-12 p.m.			
12-1 p.m.			
1-2 p.m.			
2-3 p.m.			
3-4 p.m.			
4-5 p.m.			
5-6 p.m.			
6-7 p.m.			
7-8 p.m.			
8-9 p.m.			
9-10 p.m.			
10-11 p.m.			

ACTIVITY 2.8 | HANDLING SELF-IMPOSED PRESSURES

Directions

Review the equation for self-imposed pressures. How can you handle self-imposed pressures to manage stress? Write a few sentences to describe the pressures, and then create a personal action plan for stress management.

