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Level 1 Learning Objectives

Chapter 1: Welcome to the Industry

1.1 Identify the two segments of the restaurant and foodservice industry, and give examples of businesses in each of them.

1.2 Categorize the types of businesses that make up the hospitality, lodging, and tourism industries, and identify their foodservice opportunities.

1.3 Outline the growth of the hospitality industry throughout the history of the United States.

Chapter 2: Career Opportunities

2.1 Identify the two major categories of jobs in the restaurant and foodservice industry.

2.2 Identify skills needed by foodservice professionals.

2.3 Identify career opportunities in the restaurant and foodservice industry.

2.4 List factors for maintaining health and wellness throughout a restaurant or foodservice career.

Chapter 3: Professional Expectations

3.1 Define professionalism, and explain what it means to hospitality professionals.

3.2 Understand the importance of personal appearance and grooming standards to your employment.

3.3 Recognize the connections between your professional life and your personal life.

3.4 List the basic expectations that employers have for an employee in a foodservice setting.

3.5 Explain the concept of teamwork.

3.6 Describe ethics, and explain their importance to the restaurant and foodservice industry.

3.7 Identify the benefits of diversity to a workplace.

3.8 Explain how stereotypes and prejudices can negatively affect working together.

3.9 Identify how employees’ roles and jobs impact an organization’s mission and goals.

3.10 Outline the steps to resigning from a job.
Chapter 4: Communication Skills

4.1 Describe the communication process.
4.2 Identify obstacles to effective communication, and explain how to prevent them.
4.3 Demonstrate effective listening skills.
4.4 Demonstrate effective speaking skills.
4.5 Demonstrate effective writing skills.
4.6 Describe interpersonal communication in the workplace.

Chapter 5: Beginning Your Career

5.1 Outline a plan for an effective job search.
5.2 Read and complete a job application form.
5.3 List the steps to an effective job interview.
5.4 Identify the differences between closed- and open-ended questions in interviews.
5.5 Explain the follow-up steps for a job interview.
5.6 Define and give examples of an employee assessment test.
5.7 Outline the steps to choosing a college or trade school, and identify resources for answering those questions.
5.8 List ways to find and apply for scholarships.

Chapter 6: Introduction to Food Safety

6.1 Define what a foodborne-illness outbreak is, and list the costs associated with one.
6.2 Recognize risks associated with high-risk populations.
6.3 Identify factors that affect the growth of pathogens (FAT TOM).
6.4 Identify characteristics of TCS food and list examples.
6.5 Identify ways food becomes unsafe.
6.6 Identify the most common allergens and methods for preventing allergic reactions.
6.7 Recognize the need for food defense systems.
6.8 Identify government agencies that regulate the restaurant and foodservice industry.
Chapter 7: Hygiene and Cleanliness

7.1 List personal behaviors that can contaminate food.
7.2 List the steps to proper handwashing, and identify when hands should be washed.
7.3 Identify proper personal hygiene practices and appropriate work attire.
7.4 Identify ways to handle ready-to-eat food safely.
7.5 Identify when food handlers should be prevented from working around food or from working in the operation.
7.6 Explain how to maintain a clean and sanitary operation.
7.7 Outline procedures for cleaning and sanitizing tools and equipment.
7.8 Identify factors that affect the effectiveness of sanitizers.
7.9 List the elements of a master cleaning schedule.
7.10 Outline procedures for managing pests.

Chapter 8: The Safe Flow of Food

8.1 Identify ways to prevent cross-contamination.
8.2 Identify ways to prevent time-temperature abuse.
8.3 List the steps for calibrating a bimetallic stemmed thermometer using the ice-point method.
8.4 Identify characteristics of an approved food source.
8.5 Identify criteria for accepting or rejecting food during receiving.
8.6 Outline procedures for storing food.
8.7 Outline procedures for preparing and cooking various TCS food.
8.8 Outline procedures for holding, cooling, and reheating TCS food.
8.9 Identify ways to handle food ready for service.
8.10 Outline procedures for preparing and serving food for off-site service.
8.11 Explain what a food safety management system is and why it's important.
Chapter 9: Risk Management

9.1 State who is legally responsible for providing a safe environment and ensuring safe practices.

9.2 Define the role of Occupational Safety and Health Administration regulations.

9.3 State the Hazard Communication Standard requirements for employers.

9.4 List the requirements for storing hazardous chemicals in an operation.

9.5 Explain the importance of general safety audits and safety training.

9.6 List the steps in an accident investigation.

9.7 Explain the purpose of an emergency plan.

9.8 Define the terms harassment-free environment and mutually respectful workplace.

9.9 List guidelines for handling harassment claims.

Chapter 10: Workplace Safety Procedures

10.1 Describe various types of protective clothing, footwear, and equipment used in a foodservice setting.

10.2 Identify hazards that contribute to accidental fires.

10.3 Classify various types of fires and fire extinguishers.

10.4 Outline the actions to take in the event of a fire in a foodservice setting.

10.5 Identify procedures for preventing burns.

10.6 Identify procedures for preventing slips, trips, and falls in a foodservice operation.

10.7 Outline the procedure for cleaning up spills on floors.

10.8 Demonstrate how to use ladders safely.

10.9 Demonstrate proper lifting and carrying procedures to avoid injury.

10.10 Outline basic first aid concepts and procedures.

10.11 Identify external threats to an operation, and list ways to protect against them.
Chapter 11: Foodservice Equipment

11.1 Identify the equipment needed for receiving and storing food and supplies.
11.2 List the different types of food-preparation equipment, and give examples of their uses.
11.3 Demonstrate correct and safe use of food-preparation equipment (e.g., slicers, mixers, etc.).
11.4 Identify the kitchen equipment needed for holding and serving food and beverages.

Chapter 12: Knives and Smallwares

12.1 Identify hand tools and small equipment.
12.2 List the different types of knives used in the foodservice kitchen, and give examples of their uses.
12.3 Demonstrate the correct holding and cutting motions for a chef’s knife.
12.4 Demonstrate the classical knife cuts.

Chapter 13: Kitchen Basics

13.1 List the major positions in a modern, professional kitchen.
13.2 Explain the importance of *mise en place*.
13.3 Explain the difference between seasoning and flavoring.
13.4 Describe and demonstrate basic preparation techniques.
13.5 Interpret information on a nutrition label.

Chapter 14: Culinary Math

14.1 Perform basic math calculations using numbers or fractions.
14.2 Identify the components and functions of a standardized recipe.
14.3 Convert recipes to yield smaller and larger quantities based on operational needs.
14.4 Explain the difference between customary and metric measurement units, and convert units between the two systems.
14.5 Demonstrate measuring and portioning using the appropriate smallwares and utensils.
14.6 Given a problem, calculate as purchased (AP) and edible portion (EP) amounts.
14.7 Calculate the total cost and portion costs of a standardized recipe.
Chapter 15: Salads

15.1 Explain the roles of salads on the menu.
15.2 Identify and describe the various ingredients used to make salads.
15.3 List the four parts of a salad, and explain the role of each.
15.4 Identify and prepare various types of salad.
15.5 Identify procedures for cleaning and storing salad greens.
15.6 Differentiate among various oils and vinegars.
15.7 Prepare vinaigrettes and other emulsions.
15.8 Describe and prepare various common dips.

Chapter 16: Sandwiches and Pizza

16.1 Give examples of different types of sandwiches, including simple hot, open-faced, tea (or finger), grilled, deep-fried, and simple cold.
16.2 Explain the roles of the three components of a sandwich: bread, spread, and filling.
16.3 List the components of a sandwich station.
16.4 Prepare several types of sandwiches.
16.5 Give examples of different styles of pizza.
16.6 Prepare various types of pizza.

Chapter 17: Stocks, Sauces, and Soups

17.1 Identify the four essential parts of stock and the proper ingredients for each.
17.2 List and explain the various types of stock and their ingredients.
17.3 Demonstrate three methods for preparing bones for stock.
17.4 Prepare the ingredients for and cook several kinds of stocks.
17.5 Explain how and why to remove fat from stock.
17.6 List the ways to cool stock properly.
17.7 Prepare the mother sauces, and describe other sauces made from them.
17.8 List the proper ingredients for sauces and explain how to create them.
17.9 Prepare various small sauces.
17.10 Identify ways to use sauces.
17.11 Identify the two basic kinds of soups, and give examples of each.
17.12 Prepare the basic ingredients for broth, consommé, purée, clear, and cream soups.
Chapter 18: Cooking Methods

18.1 List and explain the three types of heat transfer.
18.2 Describe dry-heat cooking methods, and list the foods to which they are suited.
18.3 Describe moist-heat cooking methods, and list the foods to which they are suited.
18.4 Describe combination-heat cooking methods, and list the foods to which they are suited.
18.5 Describe sous vide and microwave cooking techniques.
18.6 Identify ways to determine if a food has reached the correct degree of doneness.

Chapter 19: Introduction to Baking

19.1 Calculate ingredient weights using baker’s percentages.
19.2 Convert baking recipes to a new yield.
19.3 Prepare various types of cookies.
19.4 Prepare various types of quick bread.

Chapter 20: Principles of Great Service

20.1 Explain the importance of customer service to the restaurant and foodservice industry.
20.2 List the reasons for making a good first impression, and give examples of how to make one.
20.3 Describe special needs that some customers might have.
20.4 List ways to obtain feedback from guests and determine their satisfaction.
20.5 Explain how customer complaints should be resolved.
Chapter 21: Front-of-House Basics

21.1 Describe service staff roles, and list the duties and responsibilities of each.
21.2 Identify various server tools and the correct way to stock a service station.
21.3 Outline the process for receiving and recording reservations and special requests.
21.4 Demonstrate taking orders at the table, beginning with the greeting.
21.5 Define suggestive selling, and give examples of how to do it.
21.6 Identify basic guidelines for serving alcohol to guests.
21.7 Describe the four traditional styles of service: American, French, English, and Russian.
21.8 Identify contemporary styles of service.
21.9 Demonstrate setting and clearing items properly.
21.10 Prepare various types of hot beverages.
21.11 Demonstrate service procedures for hot beverages.
21.12 Prepare various types of cold beverages.
21.13 Demonstrate service procedures for cold beverages.

Chapter 22: Introduction to Management

22.1 List the major responsibilities of a manager.
22.2 Identify the behaviors of a leader.
22.3 Identify common expectations that employees have about managers.
22.4 List ways to promote diversity in the workplace.
22.5 List the steps for solving a problem, and explain how each step contributes to finding a solution.
22.6 Explain what a SMART goal is.
22.7 Explain the purpose of vision statements and mission statements, and contrast their differences.
Level 2 Learning Objectives

Chapter 1: Introduction to Marketing

1.1 Define the term marketing.
1.2 Describe the components of the traditional marketing mix.
1.3 Describe the contemporary marketing mix.
1.4 Describe the elements of a marketing plan.
1.5 Define target market, and explain why it is important to a business.
1.6 Identify the parts of a SWOT analysis.
1.7 Identify various elements of a promotion mix.
1.8 Recognize different types of sales promotions.
1.9 List the benefits of public relations.
1.10 Identify opportunities for public relations.

Chapter 2: Menu Management

2.1 Explain the importance of the menu to a foodservice operation.
2.2 Describe à la carte, table d’hôte, California, limited, du jour, and cycle menus.
2.3 Organize the information on a menu.
2.4 Explain principles of menu layout and design.
2.5 Explain the purposes of a menu sales mix analysis.
2.6 Define profitability and target margin.
2.7 Classify menu items according to their popularity.
2.8 Compare the food cost percentage methods and the contribution margin method for menu pricing.

Chapter 3: Eggs and Dairy Products

3.1 Describe dairy milk and milk alternatives and their fat content.
3.2 Identify the different forms of cream and their fat content.
3.3 Identify different forms of cultured dairy products and their fat content.
3.4 Differentiate between butter and butter substitutes, and recognize the characteristics of each.
3.5 Identify the varieties and characteristics of cheese, and give examples of each.
3.6 List the characteristics of eggs, and identify ways to keep them safe.
3.7 Prepare eggs using a variety of cooking methods.
Chapter 4: Breakfast Cookery

4.1 Describe the types of breakfast service.
4.2 Prepare various pancakes, crêpes, waffles, and French toast.
4.3 Prepare various breakfast meats.
4.4 Prepare various breakfast starches.

Chapter 5: Fruits

5.1 Identify and describe different types of fruit.
5.2 List factors that affect produce selection decisions.
5.3 Identify procedures for storing fruit.
5.4 Prepare various types of fruit.
5.5 Cook various types of fruit using appropriate methods.

Chapter 6: Vegetables

6.1 Identify and describe different types of vegetables.
6.2 Identify procedures for storing vegetables.
6.3 Demonstrate the preparation of various types of vegetables.
6.4 Cook various types of vegetables using appropriate methods.
6.5 Identify ways to hot-hold vegetables for safety and quality.
Chapter 7: Potatoes, Grains, and Pasta

7.1 Identify and describe different types of potatoes.
7.2 Identify procedures for storing potatoes.
7.3 Prepare potatoes using a variety of methods.
7.4 Identify and describe different types of grains and legumes.
7.5 Explain how to store grains and legumes.
7.6 Prepare various types of grains and legumes.
7.7 Identify and describe different types of pasta.
7.8 Prepare pasta using a variety of methods.
7.9 Prepare dumplings using a variety of methods.

Chapter 8: Introduction to Cost Control

8.1 Identify the types of costs incurred by a foodservice business and give examples of each.
8.2 Explain the purpose of a budget.
8.3 Explain the purpose of a profit-and-loss report.
8.4 Explain the purpose of invoices in a foodservice business.
8.5 Identify tools to help control costs.

Chapter 9: Food Costing

9.1 Define and calculate food cost and food cost percentage.
9.2 Develop a recipe cost card for a standardized recipe.
9.3 Calculate a recipe’s yield and the number of portions it will produce.
9.4 Use a conversion factor to calculate a new yield for an existing recipe.
9.5 Explain the importance of portion control to food cost.
9.6 Explain the food cost percentage method for menu pricing.
9.7 List and describe purchasing, receiving, and storage procedures that help to preserve quality and control costs.
9.8 List ways to evaluate a finished product for quality.
9.9 Explain the importance of inventory value as it relates to cost control.
Chapter 10: Labor Costing

10.1 Explain the importance of standard labor costs to a business’s success.

10.2 List factors that affect labor costs.

10.3 Describe the relationship between sales volume and labor costs.

10.4 Explain the difference between a master schedule and a crew schedule.

Chapter 11: Purchasing

11.1 Describe the purchasing function.

11.2 Describe the factors that contribute to the purchasing process.

11.3 List goods and services that might be purchased by a foodservice operation.

11.4 Explain quality standards and how they should be used.

11.5 Describe how to determine what and when to order.

11.6 Explain what happens after goods are purchased.

11.7 List the methods used to account for inventory.

Chapter 12: Building Successful Teams

12.1 Explain what is included in a job description and why this document is important to a business.

12.2 Explain a manager’s responsibility for maintaining labor law knowledge.

12.3 Identify methods for ensuring a fair and consistent hiring process.

12.4 Identify discriminatory language and practices in the hiring process.

12.5 Describe the typical phases of onboarding, and explain its importance to a business.

12.6 Explain what employees can expect during orientation.

12.7 Identify the benefits of training.

12.8 Identify the key points of effective employee training.

12.9 Summarize and discuss effective cross-training, group training, and on-the-job training.

12.10 Describe the importance of performance appraisals and ongoing feedback.
Chapter 13: Sustainability

13.1 Identify the issues surrounding the global production of seafood, coffee, animals, and how sustainability and conservation are connected. Explain why each is important.

13.2 Describe the steps a restaurant or foodservice operation should take to purchase and then promote the use of sustainable food products.

13.3 Describe local sourcing.

13.4 List the different types of growing practices.

13.5 List the issues surrounding the global production of seafood, coffee, animals, and organic food.

13.6 Explain why water conservation is important and list the ways a restaurant or foodservice operation can improve its water usage efficiency.

13.7 Explain the differences between renewable and nonrenewable energy sources.

13.8 Describe why energy efficiency is important and in what ways a restaurant or foodservice operation can improve its energy usage efficiency.

13.9 Describe ways a restaurant or foodservice operation can build or make structural improvements to its facility in a sustainable way.

13.10 Describe how a restaurant or foodservice operation can reduce the total amount of its waste.

13.11 List items that a restaurant or foodservice operation can reuse or recycle.

13.12 Describe greenwashing and ways a restaurant or foodservice operation can avoid it.

Chapter 14: Introduction to Nutrition

14.1 Describe why nutrition is important to the restaurant and foodservice industry.

14.2 List the six basic types of nutrients found in food.

14.3 Explain how phytochemicals and fiber function in the body.

14.4 Describe the role carbohydrates have in people’s diets.

14.5 Describe the role of fats in people's diets.

14.6 Describe the role of proteins in people’s diets.

14.7 Describe the role of vitamins and minerals in people’s diets.

14.8 Describe the role of water in people’s diets.

14.9 Explain what food additives are and how they function in food.

14.10 Explain the role of digestion in nutrition and health.
Chapter 15: Building Healthful Menus

15.1 Describe a healthy diet and the reasons to follow one.
15.2 Use the Dietary Guidelines for Americans and Choose My Plate to plan meals.
15.3 Describe the three major vegetarian diets.
15.4 List and describe techniques for food preparation that preserve nutrients.
15.5 Suggest ways to make menus and recipes more healthful.
15.6 List and define recent developments in food production that may affect nutrition.

Chapter 16: Meat

16.1 Outline the federal grading systems for meat.
16.2 Identify receiving and storage procedures for meat.
16.3 Apply basic techniques for cooking meat.
16.4 Match various cooking methods with different forms of meat.

Chapter 17: Poultry

17.1 Outline the federal grading systems for poultry.
17.2 Describe various kinds of poultry.
17.3 Identify receiving and storage procedures for poultry.
17.4 Demonstrate the steps for fabricating poultry.
17.5 Apply basic techniques for cooking poultry.
17.6 Match various cooking methods with different forms of poultry.
Chapter 18: Seafood

18.1 Outline the federal grading systems for seafood.
18.2 Describe the various kinds of seafood.
18.3 Identify procedures for receiving and storing seafood.
18.4 Demonstrate the steps for fabricating seafood.
18.5 Apply basic techniques for cooking seafood.
18.6 Match various cooking methods with different forms of seafood.

Chapter 19: Yeast Breads

19.1 Describe the two basic types of yeast bread dough.
19.2 Describe the two basic methods used to make yeast breads.
19.3 List the 10 basic steps to making yeast bread.

Chapter 20: Cakes and Pies

20.1 Prepare cake batter using a variety of methods.
20.2 Identify the functions of icings and determine which are best suited for different baked goods.
20.3 Prepare various icings.
20.4 Prepare various soufflés.
20.5 Prepare pie dough using the 3-2-1 method.
20.6 Explain what it means to bake blind.
20.7 Prepare laminated dough.
20.8 Prepare pate a choux and phyllo dough.
Chapter 21: Desserts

21.1 Explain how chocolate is made, including chocolate liquor, cocoa butter, and cocoa powder.

21.2 Identify storing procedures for chocolate.

21.3 Execute the procedure for melting chocolate.

21.4 Prepare baked and stirred custards, and explain how the products are used in desserts.

21.5 Prepare various types of frozen desserts.

21.6 Prepare various poached fruits and tortes.

21.7 Describe various types of dessert sauces.

Chapter 22: Plating and Garnishing

22.1 Explain why and how garnish is used.

22.2 Describe the guidelines for plating food that has finished cooking.

22.3 Explain how desserts should be plated and presented.

22.4 Explain how soups should be garnished.