



**UR East Overview of Year**  
**Grades: 9-10 Curriculum: Delivering Great Customer Service/Principles of Hospitality**

**Course Overview:** In Delivering Great Customer Service, scholars will get an overview of the Hospitality industry. The course will cover the concepts of customer service and the many career paths available in the Hospitality industry, workplace safety, food safety and sanitation, and an introduction to the commercial kitchen.

SEPT	OCT	NOV	DEC	JAN	FEB	MARCH	APRIL	MAY	JUNE
Unit 1 Overview of the Hospitality Industry. Chapters one and twelve		Unit 2 Serving your Guests Chapter ten	Unit 3 Workplace Safety Chapter three		Unit 4 Keeping Food Safe Chapter two		Unit 5 Kitchen Essentials 1 Chapter 5		Unit 6 Kitchen Essentials 2 Chapter 6

Unit 1: Overview of the Hospitality industry	Understanding	Essential Question
<p><b>Mission/Vision Alignment</b></p> <p><b>Be Tenacious:</b> Recognizes and takes advantages of opportunities (can do attitude) to discover passions/interests</p> <p><b>Think Purposely:</b> Reflects on one's own thinking and the thinking of others to inform future actions</p> <p><b>Advocate for Self and Others:</b> Identifies and utilizes skills to support self and others globally</p> <p>CDOS Standards 1, 2, 3a, and 3b CCTC Standards Restaurants &amp; Food/ Beverage Services Career Pathway (HT-RFB) 1,2,3,4,5,6,7,8,9,10</p>	<p><u>Enduring Understandings</u> Scholars will understand that...</p> <ol style="list-style-type: none"> <li>There are multiple segments of the Hospitality industry; travel, entertainment, lodging, and food, and the importance of the businesses in each of them.</li> <li>Influential chefs and entrepreneurs are who have made significant contributions to shape the evolution of the hospitality industry, and note their major contributions.</li> <li>There are many career pathways that exist in the Hospitality industry.</li> <li>There are specific skills needed by hospitality professionals in their careers.</li> <li>There is a process by which many hospitality industry businesses use to hire new employees.</li> <li>There is unlimited earning potential in the Hospitality industry.</li> </ol>	<p><u>Essential Questions</u> Scholars will consider such questions as...</p> <ol style="list-style-type: none"> <li>What specific types of businesses are part of the hospitality industry?</li> <li>Who are some of the entrepreneurs who have influenced and shaped the Hospitality industry in the United States?</li> <li>What job opportunities are available in the foodservice, travel, and tourism industries?</li> <li>What skills are necessary for successful employment in the hospitality industry?</li> <li>How do hospitality businesses fill job openings?</li> <li>How much money can I make in the Hospitality industry?</li> </ol>



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	<p>7. Many companies will invest in training and education for professional growth of employees.</p>	<p>7. How can I stay current in industry trends in the Hospitality industry</p>
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**Performance Tasks:** Profile and prepare a presentation of an assigned company or chef in the hospitality, travel, tourism, or foodservice industry as assigned according to a provided rubric.

Students will build a portfolio containing examples of professional written communication. Each students will prepare the following; A Resume, Cover Letter, Email, and a Thank You letter. This project will help students develop the skills for future tasks including Resume and cover letter writing.

Formative Assessments: Career Pathways programs will monitor universal employability skills for each student. These will be formally assessed with an Employability Profile.

Unit 2: Serving your guests	Understanding	Essential Question
<p>CDOS Standards 1, 2, 3a, and 3b CCTC Standards</p> <p>Restaurants &amp; Food/ Beverage Services Career Pathway (HT-RFB)</p> <p>1,2,3,4,5,6,7,8,9,10</p> <p><b>Be Tenacious:</b> Learns from mistakes; picks up and keeps going, Uses feedback to refine thinking or actions <b>Think Purposely:</b> Thinks creatively and critically to solve problems, make decisions or take action <b>Advocate for Self and Others:</b> Identifies and utilizes skills to support self and others globally</p>	<p><u>Enduring Understandings</u> Scholars will understand that...</p> <ol style="list-style-type: none"> <li>1. Customer satisfaction is never optional in the Hospitality industry.</li> <li>2. Customer service is essential to the restaurant and foodservice industry.</li> <li>3. An essential part of delivering great customer service is <u>effective communication</u>.</li> <li>4. Describe the types of customers that may have special needs.</li> <li>5. Identify ways to identify customer’s needs and wants.</li> <li>6. Successful businesses constantly anticipate needs of customers.</li> <li>7. The customer plays a critical role in business.</li> </ol>	<p><u>Essential Questions</u> Scholars will consider such questions as...</p> <ol style="list-style-type: none"> <li>1. Who do Hospitality employees work for?</li> <li>2. Where does the money come from that pays their wages?</li> <li>3. Why all employees are responsible for providing good customer service?</li> <li>4. What is effective communication? What does it look like? How do you know you have effectively communicated an idea?</li> <li>5. What do businesses accomplish when they make a good first impression?</li> <li>6. How do businesses anticipate Needs and wants of current and potential customers?</li> <li>7. How do businesses identify and meet the special needs of certain groups of customers?</li> </ol>



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		<ul style="list-style-type: none"> <li>8. How do hospitality businesses resolve complaints</li> <li>9. How do businesses monitor their customer service?</li> <li>10. What do businesses do to keep customers happy?</li> </ul>
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**Performance Task:** Students will be assigned a customer service journal to complete. Students will be responsible for 5 journal entries based on their own customer service observations. They could be personal or observed customer service interactions. Students could use the class as an example, the teacher being the business and the students being the consumers. Students will use the following as a guideline for their own journal entries; Where they were, type of business. What the customer service issue in question was. The perspectives of the individual parties involved. Was this a personal interaction, or an observed interaction? What the outcome of the interaction was. Their personal opinions on each situation specifically including if they agreed with the outcomes.

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Unit 3: Workplace Safety	Understanding	Essential Question
<p><b>Be Tenacious:</b> Learns from mistakes; picks up and keeps going</p> <p><b>Think Purposely:</b> Thinks creatively and critically to solve problems, make decisions or take action</p> <p><b>Advocate for Self and Others:</b> Identifies and utilizes skills to support self and others globally</p> <hr/> <p>CDOS Standards 1, 2, 3a, and 3b</p> <p>CCTC Standards</p> <p>Restaurants &amp; Food/ Beverage Services Career Pathway (HT-RFB)</p> <p>1,2,3,4,5,6,7,8,9,10</p>	<p><u>Enduring Understandings</u> <u>Scholars will understand that...</u></p> <ol style="list-style-type: none"> <li>1. Employers must follow rules and regulations set forth by OSHA, the Occupational Safety and Health Administration, for providing a safe workplace.</li> <li>2. Workplace safety, for both <u>employees</u> and <u>customers</u> is important, and the processes, and procedures employers set in place to prevent and manage accidents is essential to a safe workplace.</li> </ol>	<p><u>Essential Questions</u> <u>Scholars will consider such questions as...</u></p> <ol style="list-style-type: none"> <li>1. What is the role of OSHA in workplace safety?</li> <li>2. What steps can employers take to actively provide a safe work place for employees and customers?</li> </ol>



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Unit 4: Keeping Food Safe	Understanding	Essential Question
<p><b>Be Tenacious:</b> Learns from mistakes; picks up and keeps going, Uses feedback to refine thinking or actions  <b>Think Purposely:</b> Thinks creatively and critically to solve problems, make decisions or take action  <b>Advocate for Self and Others:</b> Identifies and utilizes skills to support self and others globally</p> <hr/> <p>CDOS Standards            1, 2, 3a, and 3b            CCTC Standards</p> <p>Restaurants &amp; Food/ Beverage Services            Career Pathway (HT-RFB)</p> <p>1,2,3,4,5,6,7,8,9,10</p>	<p><u>Enduring Understandings</u>  <u>Scholars will understand that...</u></p> <ol style="list-style-type: none"> <li>1. There are costs associated with a foodborne illness outbreak and that food safety is important.</li> <li>2. Foodservice establishments must actively manage potential risks in food safety.</li> <li>3. Factors that can cause food items to become unsafe.</li> <li>4. There are characteristics of foods that can become unsafe to eat.</li> <li>5. There are common classifications of food contaminations.</li> <li>6. The most common food allergies and methods for keeping customers safe.</li> <li>7. The most common microorganisms responsible for biological contamination of food.</li> <li>8. Describe the principles of HACCP (hazard analysis critical control points), and how they are used to provide safe food to customers.</li> <li>9. Foodservice establishments must have a plan to actively prevent foodborne illness.</li> </ol>	<p><u>Essential Questions</u>  <u>Scholars will consider such questions as...</u></p> <ol style="list-style-type: none"> <li>1. What are the potential costs associated with a foodborne illness outbreak?</li> <li>2. How can food safety be managed in a restaurant?</li> <li>3. Why do we use the acronym FATTOM in keeping food safe?</li> <li>4. What types of foods can be potentially unsafe?</li> <li>5. What are the three types of potential hazards to foods?</li> <li>6. What are the most common food allergies?</li> <li>7. What are the major foodborne illnesses caused by bacteria? Viruses? Parasites? Fungi?</li> <li>8. What is HACCP?</li> <li>9. How can foodborne illness be prevented?</li> </ol>



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Performance Task: Scholars will take the Servsafe food-handler course. Course details below.

**Length:** Approximately 60 to 90 minutes.

**Content:** The five sections are Basic Food Safety, Personal Hygiene, Cross-contamination and Allergens, Time and Temperature, and Cleaning and Sanitation. You must complete these sections before the assessment is available. There is an optional "Job Specific" section that your manager may want you to complete. Please ask your manager before taking the assessment.

**Length:** The assessment is a 40-question, non-proctored test. It has no time limit.

**Passing Grade:** Students must achieve at least a 75%\* score to receive the ServSafe Food Handler Certificate of Achievement. Scholars may take the assessment as many times as necessary until you pass the assessment or the course expires. Once you pass the assessment, both the course and assessment will close.

**Certificate:** A certificate is available online upon successfully passing the assessment.

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Unit 5: Kitchen Essentials I	Understanding	Essential Question
<p><b>Be Tenacious:</b> Learns from mistakes; picks up and keeps going, Uses feedback to refine thinking or actions</p> <p><b>Think Purposely:</b> Thinks creatively and critically to solve problems, make decisions or take action</p> <p><b>Advocate for Self and Others:</b> Identifies and utilizes skills to support self and others globally</p>	<p><u>Enduring Understandings</u>            Scholars will understand that...</p> <ol style="list-style-type: none"> <li>1. Professionalism is critically important to culinary professionals.</li> <li>2. The many roles, responsibilities, and duties of employees working in the “kitchen brigade” system and the dining brigade.</li> </ol>	<p><u>Essential Questions</u>            Scholars will consider such questions as...</p> <ol style="list-style-type: none"> <li>1. What is professionalism? Why is it important?</li> <li>2. What is a kitchen brigade?</li> <li>3. What are the components of a proper chef’s uniform?</li> <li>4. Why do chefs use recipes?</li> </ol>



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Performance Task: Students will complete a kitchen practicum including:

- Weights and measures
- Adjusting recipe yields up and down
- Calculating portion costs
- Recipe costing
- Duties of the kitchen brigade

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Unit 6: Kitchen Essentials II	Understanding	Essential Question
<p><b>Be Tenacious:</b> Learns from mistakes; picks up and keeps going, Uses feedback to refine thinking or actions</p> <p><b>Think Purposely:</b> Thinks creatively and critically to solve problems, make decisions or take action</p> <p><b>Advocate for Self and Others:</b> Identifies and utilizes skills to support self and others globally</p>	<p><u>Enduring Understandings</u> Scholars will understand that...</p> <ol style="list-style-type: none"> <li>1. There are different types of knives used in the foodservice kitchen and each of them have specific purposes.</li> <li>2. How to apply effective <b>mise en place</b> (a French term used in culinary arts. Translated it means everything in its place) through practice.</li> </ol>	<p><u>Essential Questions</u> Scholars will consider such questions as...</p> <ol style="list-style-type: none"> <li>1. What is the proper way to handle knives in a commercial kitchen?</li> <li>2. What is the pinch grip and the claw?</li> <li>3. How can I identify the “mise en Place” necessary to prepare a food item on a menu?</li> <li>4. What do chef’s look for when receiving food items?</li> </ol>



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Performance Task: Final Exam

Students will set up a station to prepare two basic menu items of their choice, with approval, and prepare them for customers.

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