



Food and Beverage Service

Youth Apprenticeship

FOOD AND BEVERAGE SERVICE

The Food and Beverage Service can be broadly defined as the process of preparing, presenting, and serving of food and beverages. Food and beverage service and related workers perform a variety of customer service, food preparation, management, and cleaning duties in restaurants, cafeterias, bakeries, and other eating and drinking establishments.

Length of Apprenticeship: One year

COMPETENCIES

Youth apprentices must complete a **total of 14** competencies per year. **Thirteen** must be from the list below. If necessary, employers can substitute **1** competency per year with another occupationally appropriate skill. That skill should be added to the competency list for assessment.

Competencies
<ol style="list-style-type: none">1. Apply service and production area safe food handling and sanitation procedures2. Assist with managing guest safety and security standards3. Manage service and production area operating procedures4. Apply customer service management skills5. Perform counter and/or table service activities6. Complete (Point of Sale) POS activities7. Operate foodservice equipment8. Manage orders9. Prepare/cook order items10. Clean service and production areas11. Perform leadership administrative activities12. Assist with inventory management13. Assist with finance management14. Apply formal dining room service skills

POST-SECONDARY PATHWAYS

There are several post-secondary pathway opportunities in this area. Following is partial list.

- Food and Beverage Management
- Culinary Arts
- Restaurant Management



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ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	YA Consortium
School District	High School Graduation Date

REQUIREMENTS

Youth apprentices must complete ALL the items listed below. Check completed areas.

- Competency checklist
- Employability Skills Checklist (in this OJL Guide) or the DPI Employability Skills Certificate
- Related instruction equal to 1 high school credit or at least 3 college credits
- Minimum of 450 work hours

HOURS

Record the hours the youth apprentice worked

Total Hours Employed	Company Name	Telephone Number

REQUIRED COMPETENCIES

Youth apprentices must perform a total of **14 competencies** from the list below. If necessary, employers can substitute **1 competency** per year with another occupationally appropriate skill. That skill should be added to the bottom of the list for assessment.

Rating Scale

3: Exceeds entry level criteria | Requires minimal supervision | Consistently displays this behavior

2: Meets entry level criteria | Requires some supervision | Often displays this behavior

1: Needs improvement | Requires much assistance and supervision | Rarely displays behavior

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>1. Apply service and production area safe food handling and sanitation procedures</p> <ul style="list-style-type: none"> maintain principles of nationally recognized sanitation protocols (e.g., SERV Safe®) use protective gloves and clothing applicable to service or production area use, handle, clean, and sanitize equipment and utensils avoid contamination and cross-contact of food maintain safe work environment demonstrate frequent and thorough handwashing procedures maintain food items at appropriate storage requirements thaw, prepare, cook, reheat, and hold food items according to appropriate requirements as applicable follow personal hygiene standards apply food allergen safety protocols maintain food safety documentation follow blood borne pathogen and bodily fluid procedures 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>2. Assist with managing guest safety and security standards</p> <ul style="list-style-type: none"> adhere to organization-specific risk management protocols assist with performing safety and/or risk management audits review disaster response procedures/policies maintain first-aid, emergency, and crisis response supplies 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>3. Manage service and production area operating procedures</p> <ul style="list-style-type: none"> • assist with and/or perform beginning of shift production area procedures • adhere to organization uniform and appearance standards • prepare, clean, maintain tables/table-side service equipment (i.e. carts, trays, condiment dispensers) • identify operational needs and assess urgency • assist with audit of production area maintenance • assist in product recall procedures and response • follow operational chain of command to address operational needs • sets up, clean and maintain self-service areas • support team in service and production area preparation • adhere to federal, state, local and insurance directed laws and regulations for service and production areas 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Apply customer service management skills</p> <ul style="list-style-type: none"> • acknowledge guest(s) • make offer of service • identify guest needs • direct guest to appropriate area • display product knowledge • thank guests • use appropriate channels for resolving guest concerns/issues • review/interpret customer feedback from multiple sources • assist in responding to customer feedback • adhere to organization-specific processes for customer follow-up • solicit guest feedback • address POS issues and respond accordingly • identify fraud and respond according to organization procedure/policy • use customer feedback to determine organization strengths and weaknesses • create action plan based on customer feedback • adhere to organization-specific processes for customer follow-up 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>5. Perform counter and/or table service activities</p> <ul style="list-style-type: none"> • take food and beverage orders accurately • perform table order services if applicable • deliver appropriate pre-service items • deliver order accurately • package orders • verify order • follow organization’s food service procedure • respond to guest dietary concerns • answer customer questions about the food or beverage item • suggestive sell, as appropriate • prepare take-away items • prepare service area for the next guests • lift and carry a loaded tray 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Complete POS (Point of Sale) activities</p> <ul style="list-style-type: none"> • calculate guest check, including taxes and gratuity, accurately • process payment via all available payment options • present the guest check/receipt • give guest correct change • operate a POS (point of sale) system and/or cash register • adhere to cash control practices • adhere to credit card/debit card security practices • assesses urgency of POS issues 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Operate foodservice equipment</p> <ul style="list-style-type: none"> • exhibit appropriate selection, use, and care of small and large equipment • adhere to lock out/tag out procedures for food service equipment • calibrate measurement equipment • apply measurement and portion control standards • handle equipment safely to prevent burns and scalding • handle equipment safely to prevent cuts • use, clean and sanitize equipment, as required • identify equipment failures/issues • assess urgency of equipment issues • identify equipment solutions and respond accordingly • adhere to organization-specific procedures for equipment use 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>8. Manage orders</p> <ul style="list-style-type: none"> • ensure eating and serving equipment are assembled • verify that orders are prepared as required by sequence and storage requirements • ensure garnishes and/or condiments are prepared • verify portion control, if applicable • ensure prepared orders are placed in appropriate area • monitor appropriate serving temperature maintenance • monitor order accuracy and quality • verify orders are completed in specified timeframe 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Prepare/cook order items</p> <ul style="list-style-type: none"> • assist team in preparation where needed • prepare items using proper timing • adhere to quality standards and portion controls • apply basic food preparation techniques • prepare items according to standardized recipe/procedure • set up preparation station • maintain production levels 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>10. Clean service and production areas</p> <ul style="list-style-type: none"> • assist team in preparation where needed • sweep/mop floors • clean and polish stainless steel surfaces • clean floor mats • clean and maintain sink area • empty and clean trash cans • follow recycling programs • wash service equipment • wash walls and ceilings • clean production equipment • clean kitchen hoods and ventilation grills • clean and sanitize dispensing equipment • clean and sanitize work surfaces • clean reach-in/walk-in freezers/refrigerators • clean and treat drains • clean food storerooms • clean large trash bins/surrounding areas • clean carts 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>11. Perform leadership administrative activities</p> <ul style="list-style-type: none"> • assist to coordinate work schedules • use administrative technology • assist talent acquisition and retention • adhere to labor laws related to employment and scheduling • adhere to organization policies/procedures • accommodate employee workable abilities • schedule training • assist in training employees • maintain scheduling and training records • develop an organization-specific org chart • assist with scheduling based on business volume and budget • assist with ordering based on business volume and current inventory • participate in community relations/activities, where applicable • review regulatory documentation display policies/procedures • maintain regulatory documentation displays 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>12. Assist with inventory management</p> <ul style="list-style-type: none"> • assist with ordering based on business volume and current inventory • assist with performing physical inventory • review use of inventory • apply principles of inventory management • maintain inventory organization • verify inventory deliveries • manage inventory discard • maintain inventory records • follow organization-specific inventory procedures/policies 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>13. Assist with finance management</p> <ul style="list-style-type: none"> • review organization financial reports • apply financial data information to daily operations • explain organization-specific finance vocabulary • adhere to organization confidentiality policies • review accounts payable/receivable procedures • review payroll processes • adhere to cash control practices • adhere to credit card/debit card security practices 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>14. Apply formal dining room service skills</p> <ul style="list-style-type: none"> • review organization financial reports • apply financial data information to daily operations • inspect dining room, table settings, and chairs • lift and carry a loaded tray for formal dining service • arrange flatware and silverware from the outside in, starting with the first course • remove any cutlery, plates, and napkins for empty seats • manage the guest reservation system • move/place glasses and silverware by holding the base • serve and remove items from the left (do not reach over or across the guest) • remove used plates and silverware at the end of every course • clear plates when everyone in the party is finished with the course • stack plates one at a time from the table to avoid making noise while clearing table • bring out dessert and drink menus before offering the check if the meal is not prix fixe • fold cloth napkins according to organization standards • ensure glassware and dish settings are correct for the service (breakfast, lunch, dinner) • present entrée and other dish ingredient and preparation details to guest(s) • serve a Family Service meal • serve an English Service meal • serve an American service meal • serve a French service meal • serve a Flying service meal • perform beverage services • perform host responsibilities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Competency Substitute (if you replaced a competency above, note the competency and rating)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Comments:</p>			