

HOSPITALITY SERVICES COMPETENCY PROFILE



HOSPITALITY SERVICES – GENERAL CLEANING DUTIES AND RESPONSIBILITIES

STOCK ALL ITEMS NEEDED IN THE CORRECT AREA ON THE HOUSEKEEPING CART

- Stock towels, bathmats, hand towels, wash cloths and sheets
- Stock room amenities; shampoo, soap, coffee packets, TV guides, paper, pens, etc.
- Stock cleaning rags
- Stock large black bags, ice bucket liners and trash can liners
- Stock dirty rag bag
- Stock clean glasses and coffee cups
- Vacuum sweeper
- Disposable gloves

PREPARE EQUIPMENT FOR THE DAYS WORK

- Check vacuum sweeper bag

FOLLOW RECOMMENDED PROCEDURES FOR ENTERING AND LEAVING A GUESTROOM

- Knock three times and announce “housekeeping” as you knock

FOLLOW SEQUENCE FOR CLEANING GUESTROOM

- Collect soiled linens and towels; put into soiled pillowcase
- Dust all furniture in room (move items when dusting, do not dust around things)
- Clean all mirrors in guestroom
- Replenish amenities in guestroom (TV guide, water glasses, ice bucket bag, paper, pens, etc.)

USE ASEPTIC CLEANING TECHNIQUES

- Use disposable gloves when you are removing dirty sheets, towels, emptying trash and picking up any other soiled items
- Follow infection-control procedures

USE SAFETY PROCEDURES

- When moving anything heavy, ask someone to help
- Use proper body mechanics at all times
- Follow all safety practices in job related areas

FOLLOW CORRECT NONCARPETED CLEANING PROCEDURES

- Can use a mop bucket and wringer
- Wash small areas by hand (bathroom)

FOLLOW CORRECT PROCEDURE WHILE VACUUMING

- Always walk behind the vacuum
- Vacuum from farthest area away from door
- Move out of the room or hallway when vacuuming
- Spray “room deodorizer” on the carpet

INSPECT AND MAINTAIN VACUUM SWEEPER

- Check for frayed cords
- Check the belt
- Change bag in sweeper
- Dust off dirty parts
- Wrap cord

FOLLOW CORRECT LAUNDRY PROCEDURES

- Launder linens
- Demonstrate procedures for operating and maintaining commercial laundry equipment
- Demonstrate correct usage of laundry cleaning supplies (this would apply to bleach, detergent, stain remover, Oxyclean, and dryer sheets)

FOLD ASSORTED LAUNDRY

- Aprons
- Cleaning towels and rags
- Chef hats
- Uniforms and chef coats
- Bath towels
- Hand towels
- Bathmats
- Wash cloths
- Bedspreads
- Blankets
- Double sheets
- King sheets
- Pillowcases

PERFORM JANITORIAL DUTIES AND RESPONSIBILITIES

- Maintain floors
- Maintain public and employee areas
- Demonstrate safe practice in handling general supplies and equipment

HOSPITALITY SERVICES COMPETENCY PROFILE



HOSPITALITY SERVICES – CULINARY AND BAKING

ORIENTATION TO CULINARY AND FOOD SERVICE INDUSTRY

- Demonstrate knowledge of the scope of and trends and issues in the culinary and food service industry
- Identify career opportunities within and related to the culinary and food service industry

WORK ETHIC

- Demonstrate commitment to applying established safety and sanitation procedures
- Complete jobs satisfactorily and safely with minimal prompts and in a timely manner

CUSTOMER RELATIONS AND QUALITY SERVICE

- Greets and directs customer to a table
- Manages dining room and carryout with assistance
- Performs cashier duties
- Demonstrate knowledge of customer service
- Provide quality customer service
- Process orders with minimal assistance
- Provide table service
- Provide the services required by special situations
- Maintain tables
- Serve from food lines
- Cater banquets

SIDE WORK

- Maintain dining area
- Maintain beverage station
- Perform general cleaning procedures
- Maintain service items

SANITATION

- Apply scientific knowledge to sanitation and safety
- Practice personal hygiene
- Demonstrate knowledge of sanitation and health codes
- Perform cleaning and sanitizing duties in accordance with sanitation and health codes
- Prevent food contamination
- Dispose of garbage and wastes
- Control conditions to prevent insect and pest infestations

- Maintain safe work environment
- Follow established procedures for operating and maintaining cleaning equipment
- Follow established procedures for the handling and use of cutting tools
- Demonstrate ability and qualifications to practice basic first aid techniques
- Comply with building emergency procedures
- Has obtained ServSafe certificate
- Follow all sanitation procedures

MANAGEMENT OPERATIONS

- Control costs
- Control theft and pilferage
- Comply with federal, state, and local laws and employer policies
- Demonstrate knowledge of the effects of addiction, substance abuse, and mental illness on employee performance
- Follow basic facility operation procedures

FINANCIAL MANAGEMENT

- Apply generally accepted accounting principles and procedures in food service establishments
- Analyze financial and other data
- Maintain records and forms

PURCHASING AND INVENTORY CONTROL

- Purchase products and services
- Receive foods and supplies
- Store foods and supplies

RISK MANAGEMENT AND LOSS PREVENTION

- Minimize theft (internal, external)
- Follow procedures designed to prevent loss
- Maintain security
- Follow safety procedures
- Maximize safety and security
- Manage emergencies

PRICING, PROMOTION AND SALES

- Analyze factors affecting pricing
- Determine selling price
- Prepare to sell products, services, and facilities
- Sell products, services, and facilities
- Perform group sales for meeting and banquet spaces
- Prepare promotional plans
- Communicate promotional activities
- Coordinating advertising

NUTRITION AND MENU DEVELOPMENT

- Demonstrate knowledge of nutrition
- Apply nutrition information and trends in menu planning
- Develop menu items using standardized recipes
- Develop restaurant menus
- Calculate costs

EQUIPMENT

- Demonstrate the correct, safe procedure for operating and maintaining food preparation equipment
- Demonstrate the correct, safe procedure for operating and maintaining nonfood preparation equipment

FOOD PREPARATION BASICS

- Apply math skills to recipes and food preparation
- Apply artistic skills to food presentation
- Apply scientific knowledge to food preparation, storage, and presentation
- Perform pre-preparation procedures
- Perform manual and mechanical knife techniques

GARDE-MANGER / PANTRY

- Prepare salads and salad dressings
- Prepare hors d'oeuvres and appetizers
- Prepare hot and cold sandwiches and trays of sandwich ingredients
- Prepare garnishes

MAIN ENTREES

- Prepare eggs and egg dishes
- Prepare dairy products
- Prepare cheeses and cheese dishes
- Prepare fruit and fruit dishes
- Prepare vegetables and vegetable dishes
- Prepare pasta and pasta dishes
- Prepare grains and cereals and grain/cereal dishes
- Prepare rice and rice dishes
- Prepare legumes and legume dishes
- Prepare contemporary vegetarian dishes
- Prepare meats and meat dishes

STOCKS, SOUPS, SAUCES, AND GRAVIES

- Prepare stocks and soups
- Prepare basic sauces and gravies

BAKERY PRODUCTS AND DESSERTS

- Apply basic principles of baking
- Prepare non-yeast products
- Prepare yeast products (e.g., raised breads, rolls, doughnuts)
- Prepare cookies
- Prepare cakes
- Prepare washes, glazes, icings, frostings, and fillings
- Prepare pies, pastries, and meringues
- Prepare specialty desserts
- Prepare baked products from commercial mixes

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HOSPITALITY SERVICES – HOSPITALITY INDUSTRY

PROFESSIONAL DEVELOPMENT

- Analyze the hospitality and tourism industry
- Analyze the development, growth, and future of the hospitality and tourism industry
- Analyze careers in the hospitality segment by designing a career ladder and interviewing management at a local hotel
- Exhibit personal qualities and habits that lead to job success in the hospitality and tourism industry

BANQUET OPERATIONS

- Set up meeting and banquet rooms
- Break down meeting and banquet rooms