

Hospitality and Tourism

Broad-based Courses

TFJ3E – Hospitality and Tourism, Grade 11, Workplace Preparation

Name: _____

This job may have allowed employees to acquire knowledge and skills related to the food and beverage services sector of the tourism industry. Employees may have prepared, presented, and served food using a variety of tools and equipment, and will have developed an understanding of the fundamentals of providing high-quality service to ensure customer satisfaction and the components of running a successful event or activity. Employees may also be aware of and implement health and safety practices, environmental and societal issues, and have explored career opportunities in the food and beverage services sector.

Identify and describe the various businesses within your community that are associated with the food and beverage services sector.	
Describe six different staff positions in the food and beverage services sector. Describe your position in the food and beverage service sector giving a complete description of your duties.	

<p>Describe a local and/or provincial tourism event or activity (eg. Music festival, sporting event, product show, etc) and identify the things that made the event or activity a success.</p>	
<p>Describe at least two cooking methods that you used in your job to prepare foods. Eg poaching, boiling, roasting, baking, frying, stewing</p>	
<p>List three tools that you used in the food and beverage services sector. Describe the proper procedures for using these tools.</p>	

<p>Describe the maintenance of one of the tools you used in the food and beverage service industry.</p>	
<p>Describe two ways in which the food and beverage services sector can address various societal needs. (eg. By providing wheelchair accessibility.)</p>	

<p>Explain three ways in which Health Protection and Promotion Act (HPPA) standards were followed in your workplace in handling, storing, and preparing food products.</p>	
<p>Describe a time when you demonstrated the importance of good customer service by going above and beyond.</p>	
<p>Describe a plan to implement an environmentally friendly disposal procedure for waste food products and/or food packaging.</p>	

<p>Identify three factors that may affect incomes in the tourism industry in general and the food and beverage services sector specifically.</p>	
<p>Describe at least three safety and sanitary practices followed at your workplace when handling, preparing and presenting food and beverages.</p>	

Identify and describe **three** occupations in the food and beverage services industry.

TFJ4E – Hospitality and Tourism, Grade 12, Workplace Preparation

Name: _____

This job may have allowed employees to further develop knowledge and skills related to the food and beverage services sector of the tourism industry. Employees will have demonstrated proficiency in using food **preparation and presentation tools and equipment; plan nutritious menus, create recipes, and have prepared and presented finished food products; developed customer service skills; and planned events and activities.** Employees will have implemented proper health and safety practices, developed an awareness of environmental and societal issues, and explored career opportunities in the food and beverage services sector.

Identify and describe two factors that contribute to the success of businesses in the food and beverage services sector.	
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<p>Describe the effect of food-processing techniques (eg freezing, pickling, grinding, thawing) on the nutritional value of food.</p>	
<p>Describe how you have demonstrated the use of safe food handling and proper sanitation practices in your workplace.</p>	

<p>Explain the importance of sensitivity in responding to client needs; ie. Explain why knowledge of and respect for various cultures, religions, and people with disabilities are important in providing customer service.</p>	
<p>List the types of foods that you prepared at your workplace. List in particular any international dishes you have prepared or dishes to serve large quantities of people.</p>	

<p>Describe a time when you worked as part of a team to plan and organize a large event or activity. List the various steps taken in planning the event and describe the role you played. Was the event a success?</p>	
<p>Explain two ways in which food and beverage service you worked for benefited the local job market.</p>	
<p>Describe two pieces of equipment you have used while working in the hospitality and tourism industry. Describe the maintenance of these pieces of equipment.</p>	

<p>Describe how the food and beverage services sector can both protect the environment and encourage the sustainable use of natural resources; ie. choosing new locations on or near existing infrastructure to reduce the need for new infrastructure.</p>	
<p>Identify and describe the health and safety issued that were considered at your workplace.</p>	
<p>Identify three individual personality traits and skills that lend themselves to a career in the food and beverage services sector.</p>	

Hospitality and Tourism

Emphasis Courses

TFB3E/TFB4E – Hospitality and Tourism: Baking, Grade 11 and 12, Workplace Preparation

Name: _____

This job may enable employees to understand the features, trends, and guidelines of the baking industry, as well as learn the basic requirements of serving customers. Employees may have baked mixed doughs and batters; and operated various pieces of machinery related to baking. They may also have hired, trained or supervised baking personnel and kitchen staff; considered health and safety standards, and explored career opportunities related to the hospitality and tourism industry.

How long have you worked in this industry? Give approximate number of years/months: _____

Read the statements below. Place a check mark beside the statements that most closely describe the duties you performed at your job. Then in the space provided below the checkmark, briefly describe your duties in relation to the statement.

	Prepared dough for pies, bread and rolls and sweet goods.
	Prepared batters for muffins, cookies, cakes, icings and frostings according to recipes or special customer orders.
	Frosted and decorated cakes or other baked goods.

	Drawn up production schedules to determine the type and quantity of goods to produce.
	Purchased baking supplies.
	Overseen the sales and merchandising of baked goods.
	Developed or implemented a health and safety plan, or followed a pre-established plan for health and safety in the workplace.
	Explored other careers or learning opportunities in the hospitality industry.

TFC3E/TFC4E – Hospitality and Tourism: Cooking, Grade 11 and 12, Workplace Preparation

Name: _____

This job may enable employees to understand the features, trends, and guidelines of the cooking industry, as well as learn the basic requirements of serving customers. Employees may have prepared and cooked complete meals or individual dishes and foods; and set up or overseen buffets. They may also have scheduled and supervised kitchen helpers; considered health and safety standards, and explored career opportunities related to the hospitality and tourism industry.

How long have you worked in this industry? Give approximate number of years/months: _____

Read the statements below. Place a check mark beside the statements that most closely describe the duties you performed at your job. Then in the space provided below the checkmark, briefly describe your duties in relation to the statement.

	Specialized in preparing and cooking ethnic cuisine or special dishes.
	Prepared and cooked special meals for patients as instructed by a dietitian or chef.
	Scheduled and supervised kitchen helpers.

	Maintained an inventory and record of food, supplies and equipment.
	Planned menus.
	Determined the size of food portions, and estimated food requirements and costs.
	Developed or implemented a health and safety plan, or followed a pre-established plan for health and safety in the workplace.
	Explored other careers or learning opportunities in the hospitality and tourism industry.

TFE3E/TFE4E – Hospitality and Tourism: Event Planning, Grade 11 and 12, Workplace Preparation

Name: _____

This job may enable employees to understand the features, trends, and guidelines associated with event planning, as well as learn the basic requirements of serving customers. Employees may have met with trade and professional associations; promoted conference, convention and trade show services; and ensured compliance with required by-laws. They may also have hired, trained and supervised support staff required for events; considered health and safety standards, and explored career opportunities related to the hospitality and tourism industry.

How long have you worked in this industry? Give approximate number of years/months: _____

Read the statements below. Place a check mark beside the statements that most closely describe the duties you performed at your job. Then in the space provided below the checkmark, briefly describe your duties in relation to the statement.

	Met with sponsors and organizing committees to plan the scope and format of events.
	Established and monitored budgets and reviewed administrative procedures and the progress of events.

	Coordinated services for events, such as accommodation and transportation for participants, conference and other facilities, etc.
	Organized registration of participants, prepared programs and promotional material, and publicized events.
	Planned entertainment and social gatherings for participants.
	Negotiated contracts for services.
	Reviewed final billing submitted to clients for events and prepared reports.

	Developed or implemented a health and safety plan, or followed a pre-established plan for health and safety in the workplace.
	Explored other careers or learning opportunities in the hospitality and tourism industry.

TFT3C/TFT4C – Hospitality and Tourism: Tourism and Travel Planning, Grade 11 and 12, College Preparation

Name: _____

This job may enable employees to understand the features, trends, and guidelines of tourism and travel planning, as well as learn the basic requirements of serving customers. Employees may have provided travel information to clients regarding destinations, transportation, and accommodation options and travel costs; and recommended suitable products to clients. They may also have provided travel tips regarding tourist attractions, foreign currency, customs, languages and travel safety; considered health and safety standards, and explored career opportunities related to the tourism industry.

How long have you worked in this industry? Give approximate number of years/months: _____

Read the statements below. Place a check mark beside the statements that most closely describe the duties you performed at your job. Then in the space provided below the checkmark, briefly describe your duties in relation to the statement.

	Planned and organized vacation travel for individuals or groups.
	Make transportation and accommodation reservations using computerized reservation and ticketing systems.

	Sold single fare tickets and package tours to clients.
	Promoted particular destinations, tour packages and other travel services.
	Investigated new travel destinations, hotels and other facilities and attractions.
	Provided travel tips regarding tourist attractions, foreign currency, customs, languages and travel safety.
	Developed or implemented a health and safety plan, or followed a pre-established plan for health and safety in the workplace.

	Explored careers or learning opportunities in the tourism industry.