

Regional Center for Border Health, Inc.

Job Training Center

INTRODUCTION TO FOOD SERVICE MANAGEMENT

PROGRAM DESCRIPTIONS:

This 9-week, 365 hour course is designed to prepare students for entry level positions in the food service industry.

PROGRAM GOAL:

On completion of this course, students will demonstrate an understanding of employment and career opportunities in the food service industry and acquire the skills necessary to obtain ServSafe certification and entry-level employment.

Course Descriptions and Related Requirements

PROGRAM PREREQUISITES

Introduction into Food Service Management Certificate program has no prerequisites. The student needs to complete the 125 hours of the required course of study and the 240 hours of practicum/internship in order to graduate from the program.

Week 1 - 3

Lifestyle Management

This course will provide participants with practical knowledge of life skills management and how these impact their personal life and the workplace. Topics covered include: Self Esteem, Self Image, Attitude, Self Management, Time Management, Goal Setting and Getting Organized.

Job Responsibilities

This course will provide participants with complete instruction and knowledge of on-the-job responsibilities and tasks to perform on a regular workday guided by program policies and procedures. The course will work from the Somerton Main Street Cafe Employee Policies & Procedures and will discuss topics such as:

Punctuality, Opening & Closing Shop, Taking Orders, Cash Register Opening/Closing, Money Handling, Food Preparation and Service, Ordering, Receiving, Inventory & Storing, Cleaning up and Food Handler's Card.

Kitchen Management

This course will provide participants with practical knowledge in the provision of nutritious, safe food; and to provide participants with practical knowledge of every step in the process by which goods and services are "bought" into the Food Service operation. Sanitation & Safety policies will be covered in the following topics: Recognizing potential hazards, Defining the potential risks of food borne illness, Identifying potential risk of food borne illness, Monitoring points for risk of infection or illness, and Taking Corrective Action. Purchasing, Receiving and Inventory policies will be covered in addition to: Developing Record Keeping Systems, Clerical Skills/Computer Skills, Kitchen Budgeting & Equipment, Staffing & Scheduling and Verifying that program is working/Evaluation.

Menu Planning

This course will provide participants with practical knowledge on menu planning, recipe preparation,

food portions and food preparation and presentation. Topics covered include: Understanding Recipes, Menu planning, Food Preparation and Presentation and Main Street Café-Deli Menu Preparation.

Customer Service

This course will provide participants with practical knowledge and skills of effective customer service and customer satisfaction. Topics include: Sociability, Attitude, Communication, Environment, Menu Design, Table Setting, Food Presentation and Service Etiquette.

Teamwork

This course will provide participants with practical knowledge and opportunity to apply the interpersonal skills crucial to working with coworkers and others effectively. Topics covered include: Character, Sociability, Attitude, Communication, Respect, Cooperation, Commitment, Dependability/Punctuality, Conflict Resolution and Leadership.

Health Education

To provide participants with education on the importance of nutrition in relation to chronic disease prevention and control and raise awareness of lifestyle choices, culture and portion control in the improvement of overall wellness. Topics covered include Nutrition, Childhood Obesity, Obesity, Cardiovascular Disease, and Diabetes.

PRACTICUM (UN-PAID INTERNSHIP)

Week 4 - 8

Participants will have hands-on experience on all of the subjects and topics covered during the first 3 weeks of the program. Students will be placed in facilities that can provide them with the experience necessary to complete the required program.

Week 9

ServSafe Certification

This course will provide participants with the knowledge and training needed to run a safe food

establishment through ServSafe Certification course. Topics covered include: The Sanitation Challenge, The Flow of Food Through the Operation, and Sanitary Facilities & Pest Management.

Career Development

This course will provide participants with the practical knowledge and skills necessary to obtain satisfactory employment. Topics include: Work Preference and Interest Inventory, Analyzing Transferable Skills, Career Exploration, Creating a Portfolio, Applications, Applying for a Job, Dress for Success and The Job Interview (Mock Interview).



Regional Center for Border Health, Inc.

a licensed job training center by the
Arizona State Board for Private
Postsecondary Education

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