

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 1



Presentation Notes

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Connecting Education and Employment

Slide 2

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Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 3

Service Staff

- Hosts/hostesses
- Cashiers
- Servers
- Food runners
- Bussers



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Service Staff - sometimes called “front of the house” staff

These employees serve guests directly. If you like dealing with people, then these jobs might be for you.

Hosts/hostesses – greets the customers by smiling warmly and welcoming them

Cashiers – correctly reads the amount of the bill, processes the payment and makes change

Servers – have the most contact with the customers

They perform four tasks:

- Represent the foodservice operation
- Sell the menu and take orders
- Serve menu items skillfully
- Receive the correct payment from the customer

Food runners - help servers bring food to a table, ensuring the customers get hot

Bussers – help maintain an inviting table and keep the service station stocked with supplies

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 4

Kitchen Brigade

- Line/Station Cook
- Sous Chef
- Pastry Chefs
- Prep Cook
- Garde Manger/Pantry chef



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Kitchen Brigade – sometimes called “back of the house” staff
These employees work outside the public view. If you like working with food, then these jobs may be for you.

Line cooks – work on the production line

Sous chef – supervises and sometimes assists other chefs in the kitchen - reports to the executive chef

Pastry chefs – responsible for making baked items, such as breads, desserts and pastries

Garde Manger or pantry chef – responsible for cold food items

Presentation Notes


Careers in the Restaurant Industry

Connecting Education and Employment

Slide 5

Management

- Executive Chef
- Research Chef
- Culinary Scientist
- Foodservice Director
- Catering Director
- Kitchen Manager
- Dining Room Supervisor
- Restaurant Manager



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5

People in management have the right work experience, training and education

Executive Chef – manages all kitchen operations

Research Chef – works closely with food scientists to produce new food products

Culinary Scientist – combines culinary arts and food science to set new standards in food technology

Foodservice Director – manages the banquet operations of hotels, banquet facilities, hospitals and universities

Catering Director – coordinates food for special events and functions

Kitchen Manager – orders ingredients for menu dishes and makes sure they are prepared correctly

Dining Room Supervisor – coordinates and assigns duties to the serving staff such as hosts, servers and bussers

Restaurant Manager – oversees the entire restaurant

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 6

Restaurant Management

[Gordon Ramsay's Restaurant Tips](#)

[2012 Faces of Diversity - Bahjat Shariff](#)

(click on links)

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Click on hyperlinks to view both YouTube™ videos about managing restaurants and entrepreneurship.

Gordon Ramsay's Restaurant Tips

Gordon gives us his top five tips for running a restaurant.

<http://youtu.be/n3jHA8sH-N0>

2012 Faces of Diversity – Bahjat Shariff

The National Restaurant Association's Faces of Diversity awards program celebrates restaurants and industry professionals who contribute to and embrace the diversity that makes the restaurant industry so successful. Meet Bahjat Shariff, Senior Vice President of Operations and Operating Partner for Panera Bread/Howley Bread Group in Cumberland, R.I. – winner of the 2012 Faces of Diversity American Dream Award.

http://youtu.be/C_vhnG10AfU

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Careers in the Restaurant Industry

Connecting Education and Employment

Slide 7

Education and Training

Begin in high school and enroll in:

- Culinary Arts
- Restaurant Management
- Lifetime Nutrition and Wellness
- Practicum in Culinary Arts
- Practicum in Hospitality and Tourism

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These courses are in the Hospitality and Tourism cluster. Encourage your students to return and take more courses in this pathway.

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Careers in the Restaurant Industry

Connecting Education and Employment

Slide 8

Certificate Programs

<ul style="list-style-type: none">• Available in<ul style="list-style-type: none">• Baking• Commercial cooking• Culinary• Pastry• Food management• Food service operations• Food service specialist	<ul style="list-style-type: none">• Involves<ul style="list-style-type: none">• Coursework• Hands-on activities• Safety and sanitation• Work experience
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These are just a few certificate programs that may be available.

Students may investigate other certificate programs at community colleges in their area.

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Careers in the Restaurant Industry

Connecting Education and Employment

Slide 9

Associate's Degree Programs

- Offered by many colleges and universities
- Associate's in Science in Culinary Arts
- Two years
- Offer hands-on practice



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Be sure to choose a program that meets your needs and finances.

Students may investigate other Associate Degree programs at community colleges in their area.

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Careers in the Restaurant Industry

Connecting Education and Employment

Slide 10

Bachelor's Degree Programs

- Preparation for management jobs
- Usually take 4 years to complete
- Food Service specific bachelor's degrees
 - Teach specific food service information
 - Hands-on training in food preparation techniques
- General bachelor's degrees
 - Teach skills for management jobs
 - Topics include marketing, business and management

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Bachelor's degree programs give in-depth training in one or more areas of study.

Students may investigate other Bachelor Degree programs at colleges in their area.

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Careers in the Restaurant Industry

Connecting Education and Employment

Slide 11

Entry-Level Training

- Part-time, entry-level job
- No need for training or experience
- Learn while on the job
- Offer flexible hours
- Work around school schedule
 - Must complete an I-9 and W-4 form



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There are many entry level jobs in quick-service or full-service restaurants. The work you do might be able to show you what career you may want to pursue.

Examples: cashiers, dishwashers and servers

Discuss available employment opportunities in your local area.

The I-9 form is from the U.S. Citizen and Immigration Services to verify employment eligibility.

The W-4 form is from the Internal Revenue Service to withhold federal income tax.

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Careers in the Restaurant Industry

Connecting Education and Employment

Slide 12

Corporate Training Programs

- Offer special training programs for employees
- Sponsors training as part of employee's formal orientation procedure
- Give employees opportunity to advance quickly
 - Examples:
 - Marriott®
 - Hilton®

[McDonald's® Hamburger University®](#)

(click on link)

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Some large corporations and hotels offer special training programs. Employees are trained so that the style of management is the same at all franchises. Usually the employee does not have to pay as corporations will sponsor the formal orientation procedures.

Click on hyperlink to view video:

Inside Hamburger University

McDonald's training course is more than flipping burgers.

<http://youtu.be/sICEmBpAPq0>



Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 13

Military Training Programs	On-the-Job Training Programs
<ul style="list-style-type: none">• All branches of military provide foodservice training• Entry-level and management jobs available• Leave with useful skills to enter workforce	<ul style="list-style-type: none">• Food managers use job rotation methods to train entry-level employees• Allows employees to learn a variety of skills• Internships also allow for hands-on training



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13

Most military foodservice workers leave the military with useful job skills that will allow them to find foodservice jobs once they are out of the military.

Job rotation method is where entry-level employees are rotated, or given specific amounts of time on one job, and then moved through a series of jobs.

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 14

Skills Needed

- Communication and teamwork
- Positive attitude
- Willingness to learn
- Technology skills
- Math skills
- Analyzing and problem solving
- Knife and other equipment skills
- Food safety knowledge
- Product knowledge

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- Communication skills include:
 - writing
 - speaking
 - reading
 - listening
- Employees must be team players and do their share of work.
- All employees share common goals. Being able to work independently, as well as a part of a team, is an essential skill in the restaurant industry.
- Supporting each other during challenging situations lends strength to the group as a whole.
- Positive attitude includes being enthusiastic and optimistic.
- Willingness to learn new techniques, ideas and ways is important to career success.
- Technology and computer skills are valuable in the industry with computerized cash registers, inventory and scheduling software and spreadsheets.
- Being able to calculate the bill accurately and provide the correct change keeps the customer happy.
- Knowledge of safety and sanitation is important.

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 15

Entrepreneurship Opportunities

Advantages	Disadvantages
<ul style="list-style-type: none">• Ownership• Job satisfaction• Earning potential	<ul style="list-style-type: none">• Financial risk• Competition• No guarantees

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An entrepreneur is a self-motivated person who creates and runs a business.

The changing world creates a strong need for new food products. Opening a food business has both advantages and disadvantages.

Advantages

Ownership – you decide what to produce and how to produce it

Job satisfaction – your secret recipe can be marketed

Earning potential – can make lots of money if product is popular

Disadvantages

Financial risk – investing your money to take a product from idea to market is a gamble

Competition – many people are creating new foods so thoroughly evaluating competition is essential

No guarantees – strict government regulations and a high rate of failure are things to consider

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 16

Obtaining Employment

- When seeking employment, have available:
 - Career portfolio
 - Resume
 - Certifications
 - Record of skills attained
 - Letters of reference
 - Completed job application
 - Interview skills

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Teacher note: The career portfolio and interview skills may be taught in another lesson but you can introduce the information at this time.

A sample application and I-9 and W-4 forms will be completed.

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 17

Maintaining Employment

- Once you have secured employment, be sure to:
 - arrive to work on time
 - work responsibly
 - work safely
 - respect the business
 - maintain a positive attitude
 - complete assigned tasks

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Discuss with students other responsibilities they would need to keep their jobs.

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 18

Terminating Employment

- If you have to quit your job, be sure to follow these steps:
 - give at least two weeks notice
 - submit a letter of resignation which may include:
 - reason for leaving
 - thanking employer for experience
 - offering to train new employee

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There may be several reasons to leave employment.

Students may have:

- moved away to college
- found another job with better pay
- decided to return to school

Whatever the reasons may be, students should leave the job on good terms with the previous employer.

This may lead to:

- good job references
- letter of recommendation
- return employment

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 19

Continued Education

- Learning does not stop after completing a program
- Must keep up with current trends in the industry
- Continue updating your skills through:
 - Certificate programs
 - Conferences
 - Educational opportunities
 - Meetings
 - Seminars
 - Webinars

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Stress to students the need for updating their skills to keep up with current trends.

What other ways can students update their skills?

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 20

Careers

[Restaurant Manager Career Information](#)

[Restaurant Manager Pros & Cons](#)

(click on links)

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If time allows, view the two videos from eHow.com.

Click on hyperlinks to view the videos:

Restaurant Manager Career Information

A career as a restaurant manager requires a love of working with people and a willingness to do any job in a restaurant.

http://www.ehow.com/video_4961797_restaurant-manager-career-information.html

Restaurant Manager Pros & Cons

The pros of being a restaurant manager include working and talking to a variety of people, while the cons include long work hours and having to work weekends.

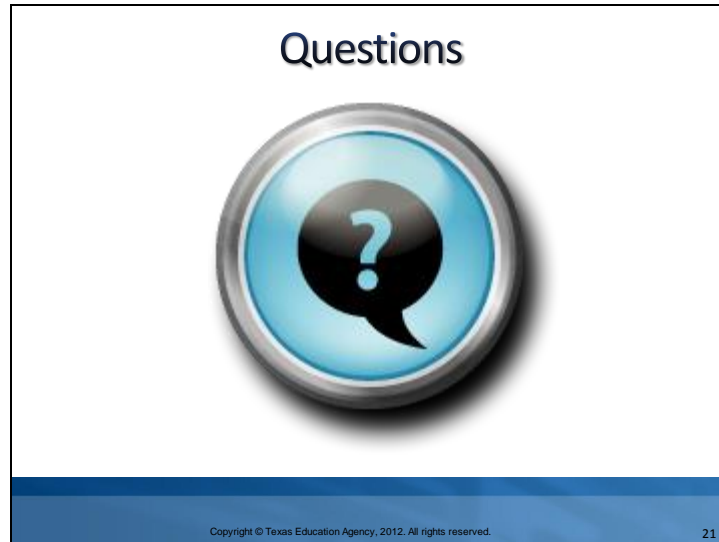
http://www.ehow.com/video_4961798_restaurant-manager-pros-cons.html

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 21



Allow time for questions about the lesson.

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 22

References and Resources

Textbook:

- *Culinary essentials*. (2010). Woodland Hills, CA: Glenco/McGraw Hill.
- *Foundations of restaurant management & culinary arts: Level one*. (2011). Boston, MA: Preston Hall.

Websites:

- Career One Stop
Pathways to Career Success
Career Videos for Hospitality and Tourism
http://www.acinet.org/videos_by_cluster.asp?id=&nodeid=28&cluster=9
- Internal Revenue Service
Form for an employer to withhold the correct federal income tax from an employee's salary.
<http://www.irs.gov/pub/irs-pdf/fw4.pdf?portlet=103>
- Occupational Outlook Handbook
Teacher's Guide
<http://www.bls.gov/ooh/About/Teachers-Guide.htm>
- Occupational Outlook Handbook
The nation's premier source for career information
<http://www.bls.gov/ooh/>

Presentation Notes

Careers in the Restaurant Industry

Connecting Education and Employment

Slide 23

References and Resources

Videos:

- **Restaurant Manager Career Information**
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http://www.ehow.com/video_4961798_restaurant-manager-pros-cons.html

YouTube:

- **Gordon Ramsay's Restaurant Tips**
Gordon gives us his top five tips for running a restaurant.
<http://youtu.be/n3jHA8sH-N0>
- **Inside Hamburger University**
McDonald's training course is more than flipping burgers.
<http://youtu.be/sICEmBpAPq0>
- **2012 Faces of Diversity – Bahjat Shariff**
The National Restaurant Association's Faces of Diversity awards program celebrates restaurants and industry professionals who contribute to and embrace the diversity that makes the restaurant industry so successful. Meet Bahjat Shariff, Senior Vice President of Operations and Operating Partner for Panera Bread/Howley Bread Group in Cumberland, R.I. – winner of the 2012 Faces of Diversity American Dream Award.
http://youtu.be/C_vhnG10AFU