

**Chapter 130. Texas Essential Knowledge and Skills for Career and Technical
Education
Subchapter I. Hospitality and Tourism**

§130.224. Restaurant Management (One-Half to One Credit).

- (a) General requirements. This course is recommended for students in Grades 10-12. Recommended prerequisite: Principles of Hospitality and Tourism.
- (b) Introduction. This course will emphasize the principles of planning, organizing, staffing, directing, and controlling the management of a variety of food service operations. The course will provide insight into the operation of a well-run restaurant. Students are encouraged to participate in extended learning experiences such as career and technical student organizations and other leadership or extracurricular organizations.
- (c) Knowledge and skills.
 - (1) The student gains academic knowledge and skills required to pursue the full range of career and postsecondary education opportunities within the restaurant industry. The student is expected to:
 - (A) organize oral and written information;
 - (B) compose a variety of written documents such as agendas, menus, presentations, and advertisements;
 - (C) calculate correctly using numerical concepts such as percentages and estimations in practical situations;
 - (D) infer how scientific principles are used in the restaurant industry; and
 - (E) use mathematics and science knowledge and skills to produce quality food products.
 - (2) The student uses verbal and nonverbal communication skills to create, express, and interpret information for providing a positive experience for guests and employees. The student is expected to:
 - (A) develop, deliver, and critique presentations;
 - (B) analyze various marketing strategies for a restaurant or food venue;
 - (C) demonstrate proper techniques for answering restaurant phones;
 - (D) interpret verbal and nonverbal cues to enhance communication with coworkers, employers, customers, and clients; and
 - (E) apply active listening skills to obtain and clarify information.
 - (3) The student solves problems using critical thinking, innovation, and creativity independently and in teams. The student is expected to:
 - (A) generate creative ideas to solve problems by brainstorming possible solutions;

- (B) employ critical-thinking and interpersonal skills to resolve conflicts with individuals such as coworkers, customers, clients, and employers; and
- (C) use principles of budgeting and forecasting to maximize profit and growth.

(4) The student uses information technology tools specific to restaurant management to access, manage, integrate, and create information. The student is expected to:

- (A) use information technology tools to manage and perform work responsibilities;
- (B) use technology applications to perform workplace tasks;
- (C) prepare complex multimedia publications;
- (D) demonstrate knowledge and use of point-of-sale systems; and
- (E) evaluate Internet resources for information.

(5) The student understands roles within teams, work units, departments, organizations, and the larger environment of the restaurant industry. The student is expected to:

- (A) explain the different types and functions of departments;
- (B) investigate quality-control standards and practices;
- (C) differentiate between various styles of restaurant services such as table, buffet, and fast food;
- (D) illustrate various place settings using proper placement of dining utensils; and
- (E) demonstrate the proper service techniques in food service operations.

(6) The student understands the importance of health, safety, and environmental management systems in organizations and their importance to organizational performance and regulatory compliance. The student is expected to:

- (A) assess workplace conditions with regard to safety and health;
- (B) analyze potential effects caused by common chemicals and hazardous materials;
- (C) demonstrate first aid and cardiopulmonary resuscitation skills;
- (D) apply safety and sanitation standards common to the workplace;
- (E) research sources of food-borne illness and determine ways to prevent them; and
- (F) determine professional attire and personal hygiene for restaurant employees.

(7) The student uses leadership and teamwork skills in collaborating with others to accomplish organizational goals and objectives. The student is expected to:

- (A) apply team-building skills;
- (B) apply decision-making and problem-solving skills;
- (C) determine leadership and teamwork qualities to aid in creating a pleasant working atmosphere; and

(D) participate in community leadership and teamwork opportunities to enhance professional skills.

(8) The student knows and understands the importance of professional ethics and legal responsibilities within the restaurant industry. The student is expected to:

- (A) demonstrate ethical reasoning in a variety of workplace situations in order to make decisions;
- (B) interpret and explain written organizational policies and procedures to help employees perform their jobs; and
- (C) develop guidelines for professional conduct.

(9) The student demonstrates an understanding that personal success depends on personal effort. The student is expected to:

- (A) demonstrate a proactive understanding of self-responsibility and self-management;
- (B) identify behaviors needed to be employable and maintain employment such as positive work ethics and positive personal qualities;
- (C) analyze the effects of health and wellness on employee performance;
- (D) implement stress-management techniques; and
- (E) follow directions and procedures independently.

(10) The student develops principles in time management, decision making, effective communication, and prioritizing. The student is expected to:

- (A) apply effective practices for managing time and energy;
- (B) analyze various steps in the career decision-making process; and
- (C) discuss the importance of balancing a career, family, and leisure activities.

(11) The student knows and understands the importance of employability skills. The student is expected to:

- (A) demonstrate skills related to seeking employment in the restaurant industry;
- (B) identify the required training and educational requirements that lead toward an appropriate industry certification;
- (C) select educational and work history highlights to include in a career portfolio;
- (D) update a personal career portfolio;
- (E) complete required employment forms such as I-9, work visa, W-4, and licensures to meet employment requirements;
- (F) research the local and regional labor workforce market to determine opportunities for advancement;
- (G) investigate professional development training opportunities to keep current on relevant trends and information within the industry; and
- (H) explore entrepreneurship opportunities.

(12) The student understands the use of technical knowledge and skills required to pursue careers in the restaurant industry, including knowledge of design, operation, and maintenance of technological systems. The student is expected to:

- (A) define job-specific technical vocabulary;
- (B) analyze customer comments to formulate improvements in services and products and training of staff;
- (C) detail ways to achieve high rates of customer satisfaction;
- (D) use different types of payment options to facilitate customer payments for services; and
- (E) demonstrate technical skills used in producing quality food service.