



FOOD AND BEVERAGE SERVICE

The Food and Beverage Service can be broadly defined as the process of preparing, presenting, and serving of food and beverages. Food and beverage service and related workers perform a variety of customer service, food preparation, management, and cleaning duties in restaurants, cafeterias, bakeries, and other eating and drinking establishments.

Length of Apprenticeship: One year

COMPETENCIES

Youth apprentices must complete a **total of 13** competencies per year. **Thirteen** must be from the list below. If necessary, employers can substitute **1** competency per year with other occupationally appropriate skills. Those skills should be added to the competency list for assessment.

Required Competencies
<ol style="list-style-type: none">1. Apply service and production area safe food handling and sanitation procedures2. Assist with managing guest safety and security standards3. Manage service and production area operating procedures4. Apply customer service management skills5. Perform counter and/or table service activities6. Complete (Point of Sale) POS activities7. Operate foodservice equipment8. Manage orders9. Prepare/cook order items10. Clean service and production areas11. Perform leadership administrative activities12. Assist with inventory management13. Assist with finance management14. Apply formal dining room service skills

POST-SECONDARY PATHWAYS

There are several post-secondary pathway opportunities in this area. Following is partial list.

- Food and Beverage Management
- Culinary Arts
- Restaurant Management



Food and Beverage Service

Youth Apprenticeship

ON-THE-JOB LEARNING PERFORMANCE STANDARDS GUIDE

YOUTH APPRENTICE INFORMATION

Youth Apprentice Name	
YA Coordinator	YA Consortium
School District	High School Graduation Date

REQUIREMENTS

Youth apprentices must complete ALL the items listed below. Check completed areas.

- Competency checklist
- Employability Skills Checklist (in this OJL Guide) or the DPI Employability Skills Certificate
- Related instruction equal to 1 high school credit or at least 3 college credits
- Minimum of 450 work hours

HOURS

Record the hours the youth apprentice worked

Total Hours Employed	Company Name	Telephone Number

CAREER PLANNING (THIS SECTION IS SUSPENDED FOR THE 2020-2021 SCHOOL YEAR.)

SIGNATURES

The On-the-Job Learning Performance Standards Guide includes a list of competencies youth apprentices learn through mentoring and training at the worksite. Rate the student's achievement of each competency below. Review this document on a regular basis with the youth apprentice to record progress and plan future steps to ensure completion of the required competencies. Mentors, instructors, and the apprentice sign below.

Mentor Signature	
Mentor Signature	
Mentor Signature	
Instructor Signature	
Instructor Signature	
Apprentice Signature	

EMPLOYABILITY SKILLS

Youth apprentices must demonstrate key employability skills.

The DWD YA program employability skills requirement may be attained and demonstrated through two processes.

1. If a student has successfully completed a Wisconsin Department of Public Instruction (DPI) State-Certified Cooperative Education, [Co-Op Employability Skill certification](#) then they have met the YA Employability Skills requirement.

Earned Wisconsin Employability Skills Certificate (checked if applicable) or,

2. Rate the ability of the youth apprentice to demonstrate the employability skills below.

3	Exceeds Expectations: Exceeds entry-level criteria; requires minimal supervision; consistently displays this behavior
2	Meets Expectations: Meets entry-level criteria; requires some supervision; often displays this behavior
1	Working to Meet Expectations: Needs improvement; requires much assistance and supervision; rarely displays behavior

The following skills are required of all youth apprentices.

Employability Skills Competency and Rating Criteria	Rating		
	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
1. Develop positive work relationships with others. <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Interacts with others with respect and in a non-judgmental manner • Responds to others in an appropriate and non-offensive manner • Helps co-workers and peers accomplish tasks or goals • Applies problem-solving strategies to improve relations with others • When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Communicate effectively with others <i>Examples of qualities and habits that the employee might exhibit include . . .</i> <ul style="list-style-type: none"> • Adjust the communication approach for the target audience, purpose, and situation to maximize impact • Organizes messages/information in a logical and helpful manner • Speaks clearly and writes legibly • Models behaviors to show active listening • Applies what was read to actual practice • Asks appropriate questions for clarity 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>3. Collaborate with others</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities • Shares responsibility for collaborative work and decision making • Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise • Avoids contributing to an unproductive group conflict • Shares information and carries out responsibilities in a timely manner 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Maintain composure under pressure</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Uses critical thinking to determine the best options or outcomes when faced with a challenging situation • Carries out assigned duties while under pressure • Acts in a respectful, professional, and non-offensive manner while under pressure • Applies stress management techniques to cope under pressure 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>5. Demonstrate integrity</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Carries our responsibilities in an ethical, legal and confidential manner • Responds to situations in a timely manner • Takes personal responsibility to correct problems • Models behaviors that demonstrate self-discipline, reliability, and dependability 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Perform quality work</p> <p><i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Carries out written and verbal directions accurately • Completes work efficiently and effectively • Performs calculations accurately • Conserves resources, supplies, and materials to minimize costs and environmental impact • Uses equipment, technology, and work strategies to improve workflow • Applies problem-solving strategies to improve productivity • Adheres to worksite regulations and practices • Maintains an organized work area 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>7. Provide quality goods or services (internal and external) <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Shows support for the organizational goals and principles by own personal actions • Displays a respectful and professional image to customers • Displays an enthusiastic attitude and desire to take care of customer needs • Seeks out ways to increase customer satisfaction • Produces goods to workplace specifications 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>8. Show initiative and self-direction <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Prioritizes and carries out responsibilities without being told • Responds with enthusiasm and flexibility to handle tasks that need immediate attention • Reflects on any unsatisfactory outcome as an opportunity to learn • Improves personal performance by doing something different or differently • Analyzes how own actions impact the overall organization • Supports own action with sound reasoning and principles • Balances personal activities to minimize interference with work responsibilities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Adapt to change <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Shows flexibility and willingness to learn new skills for various job roles • Uses problem-solving and critical-thinking skills to cope with changing circumstances • Modifies own work behavior based on feedback, unsatisfactory outcomes, efficiency, and effectiveness • Displays a "can do" attitude • Maintains confidentiality 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>10. Demonstrate safety and security regulations and practices <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Follows personal safety requirements • Maintains a safe work environment • Demonstrates professional role in an emergency • Follows security procedures 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Employability Skills	Rating		
Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>11. Apply job-related technology, information, and media <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Applies technology effectively in the workplace • Assess and evaluates information on the job • Assesses training manuals, website, and other media related to the job 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>12. Fulfill training or certification requirements for employment <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Participation in required career-related training and/or educational programs • Passing certification tests to qualify for licensure and/or certification • Participation in company training or orientation 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>13. Set personal goals for improvement <i>Examples of qualities and habits that the employee might exhibit include . . .</i></p> <ul style="list-style-type: none"> • Setting goals that are specific and measurable • Setting work related goals that align with the organization's mission • Identifying strategies to reach goals • Reflecting on goal progress to regularly evaluate and modify 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

REQUIRED COMPETENCIES

Youth apprentices must perform a total of **13 competencies** from the list below. If necessary, employers can substitute **1 competency** per year with other occupationally appropriate skills. Those skills should be added to the bottom of the list for assessment.

Rating Scale

3: Exceeds entry level criteria | Requires minimal supervision | Consistently displays this behavior

2: Meets entry level criteria | Requires some supervision | Often displays this behavior

1: Needs improvement | Requires much assistance and supervision | Rarely displays behavior

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>1. Apply service and production area safe food handling and sanitation procedures</p> <ul style="list-style-type: none"> maintain principles of nationally recognized sanitation protocols (e.g., SERV Safe®) use protective gloves and clothing applicable to service or production area use, handle, clean, and sanitize equipment and utensils avoid contamination and cross-contact of food maintain safe work environment demonstrate frequent and thorough handwashing procedures maintain food items at appropriate storage requirements thaw, prepare, cook, reheat, and hold food items according to appropriate requirements as applicable follow personal hygiene standards apply food allergen safety protocols maintain food safety documentation follow blood borne pathogen and bodily fluid procedures 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>2. Assist with managing guest safety and security standards</p> <ul style="list-style-type: none"> adhere to organization-specific risk management protocols assist with performing safety and/or risk management audits review disaster response procedures/policies maintain first-aid, emergency, and crisis response supplies 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>3. Manage service and production area operating procedures</p> <ul style="list-style-type: none"> • assist with and/or perform beginning of shift production area procedures • adhere to organization uniform and appearance standards • prepare, clean, maintain tables/table-side service equipment (i.e. carts, trays, condiment dispensers) • identify operational needs and assess urgency • assist with audit of production area maintenance • assist in product recall procedures and response • follow operational chain of command to address operational needs • sets up, clean and maintain self-service areas • support team in service and production area preparation • adhere to federal, state, local and insurance directed laws and regulations for service and production areas 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>4. Apply customer service management skills</p> <ul style="list-style-type: none"> • acknowledge guest(s) • make offer of service • identify guest needs • direct guest to appropriate area • display product knowledge • thank guests • use appropriate channels for resolving guest concerns/issues • review/interpret customer feedback from multiple sources • assist in responding to customer feedback • adhere to organization-specific processes for customer follow-up • solicit guest feedback • address POS issues and respond accordingly • identify fraud and respond according to organization procedure/policy • use customer feedback to determine organization strengths and weaknesses • create action plan based on customer feedback • adhere to organization-specific processes for customer follow-up 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>5. Perform counter and/or table service activities</p> <ul style="list-style-type: none"> • take food and beverage orders accurately • perform table order services if applicable • deliver appropriate pre-service items • deliver order accurately • package orders • verify order • follow organization’s food service procedure • respond to guest dietary concerns • answer customer questions about the food or beverage item • suggestive sell, as appropriate • prepare take-away items • prepare service area for the next guests • lift and carry a loaded tray 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>6. Complete POS (Point of Sale) activities</p> <ul style="list-style-type: none"> • calculate guest check, including taxes and gratuity, accurately • process payment via all available payment options • present the guest check/receipt • give guest correct change • operate a POS (point of sale) system and/or cash register • adhere to cash control practices • adhere to credit card/debit card security practices • assesses urgency of POS issues 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>7. Operate foodservice equipment</p> <ul style="list-style-type: none"> • exhibit appropriate selection, use, and care of small and large equipment • adhere to lock out/tag out procedures for food service equipment • calibrate measurement equipment • apply measurement and portion control standards • handle equipment safely to prevent burns and scalding • handle equipment safely to prevent cuts • use, clean and sanitize equipment, as required • identify equipment failures/issues • assess urgency of equipment issues • identify equipment solutions and respond accordingly • adhere to organization-specific procedures for equipment use 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>8. Manage orders</p> <ul style="list-style-type: none"> • ensure eating and serving equipment are assembled • verify that orders are prepared as required by sequence and storage requirements • ensure garnishes and/or condiments are prepared • verify portion control, if applicable • ensure prepared orders are placed in appropriate area • monitor appropriate serving temperature maintenance • monitor order accuracy and quality • verify orders are completed in specified timeframe 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>9. Prepare/cook order items</p> <ul style="list-style-type: none"> • assist team in preparation where needed • prepare items using proper timing • adhere to quality standards and portion controls • apply basic food preparation techniques • prepare items according to standardized recipe/procedure • set up preparation station • maintain production levels 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>10. Clean service and production areas</p> <ul style="list-style-type: none"> • assist team in preparation where needed • sweep/mop floors • clean and polish stainless steel surfaces • clean floor mats • clean and maintain sink area • empty and clean trash cans • follow recycling programs • wash service equipment • wash walls and ceilings • clean production equipment • clean kitchen hoods and ventilation grills • clean and sanitize dispensing equipment • clean and sanitize work surfaces • clean reach-in/walk-in freezers/refrigerators • clean and treat drains • clean food storerooms • clean large trash bins/surrounding areas • clean carts 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>11. Perform leadership administrative activities</p> <ul style="list-style-type: none"> • assist to coordinate work schedules • use administrative technology • assist talent acquisition and retention • adhere to labor laws related to employment and scheduling • adhere to organization policies/procedures • accommodate employee workable abilities • schedule training • assist in training employees • maintain scheduling and training records • develop an organization-specific org chart • assist with scheduling based on business volume and budget • assist with ordering based on business volume and current inventory • participate in community relations/activities, where applicable • review regulatory documentation display policies/procedures • maintain regulatory documentation displays 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>12. Assist with inventory management</p> <ul style="list-style-type: none"> • assist with ordering based on business volume and current inventory • assist with performing physical inventory • review use of inventory • apply principles of inventory management • maintain inventory organization • verify inventory deliveries • manage inventory discard • maintain inventory records • follow organization-specific inventory procedures/policies 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>13. Assist with finance management</p> <ul style="list-style-type: none"> • review organization financial reports • apply financial data information to daily operations • explain organization-specific finance vocabulary • adhere to organization confidentiality policies • review accounts payable/receivable procedures • review payroll processes • adhere to cash control practices • adhere to credit card/debit card security practices 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Competency and Rating Criteria	Minimum Rating of 2 for EACH Check Rating		
	1	2	3
<p>14. Apply formal dining room service skills</p> <ul style="list-style-type: none"> • review organization financial reports • apply financial data information to daily operations • inspect dining room, table settings, and chairs • lift and carry a loaded tray for formal dining service • arrange flatware and silverware from the outside in, starting with the first course • remove any cutlery, plates, and napkins for empty seats • manage the guest reservation system • move/place glasses and silverware by holding the base • serve and remove items from the left (do not reach over or across the guest) • remove used plates and silverware at the end of every course • clear plates when everyone in the party is finished with the course • stack plates one at a time from the table to avoid making noise while clearing table • bring out dessert and drink menus before offering the check if the meal is not prix fixe • fold cloth napkins according to organization standards • ensure glassware and dish settings are correct for the service (breakfast, lunch, dinner) • present entrée and other dish ingredient and preparation details to guest(s) • serve a Family Service meal • serve an English Service meal • serve an American service meal • serve a French service meal • serve a Flying service meal • perform beverage services • perform host responsibilities 	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p>Competency Substitute (if you replaced a competency above, note the competency and rating)</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RELATED INSTRUCTION

Indicate which related instruction courses the youth apprentice completed:

Course Title	Credits	Location



Post-Program Completion Survey

Youth Apprenticeship

Information captured on this form must be entered online using the Youth Apprenticeship Online System (YODA).

This form should be given to each student completing the Youth Apprenticeship program to capture information on the student's plans after leaving the program. The form should be filled out during the final meeting between the student, mentor, and Local Youth Apprenticeship Coordinator, where the final checklist is filled out and signed.

Student Name	Expected Date of High School Graduation
School District	GPA at End of YA Program

Instructions: Indicate if the student will continue to be employed, and then check the appropriate boxes. Please include internships, opportunities to work during school breaks, and other similar situations as offers of continued employment, even if they do not start immediately.

<input type="checkbox"/> This student will be employed after completing the YA program. Check <input type="checkbox"/> Full time or <input type="checkbox"/> Part time.			
Check all that apply:		Then, fill out the following information:	
<input type="checkbox"/> Employment is related to YA program training		Employment Wage:	
<input type="checkbox"/> Employment is with same YA employer*		Employment Start Date:	
<input type="checkbox"/> Employment is seasonal and/or intermittent		Position Title (optional):	
<input type="checkbox"/> Employment is an internship		Industrial Sector [†] :	
<input type="checkbox"/> Employment is military		[†] Based on employer's NAICS Code. If unknown, describe the employer's primary income-producing line of business below.	
<input type="checkbox"/> Also entering post-secondary education/other training			
<input type="checkbox"/> Also entering a Registered Apprenticeship			
<input type="checkbox"/> Health/personal issues impacted ability for full employment			
*If student accepted a job at a different employer, please provide that employer's contact information:			
Employer Name		Street Address	
City	County	State	Zip
<input type="checkbox"/> This student will not be employed after completing the YA program.			

Check one:	Then, check all that apply:
<input type="checkbox"/> Student did not apply for further employment	<input type="checkbox"/> Entering post-secondary education or other training program
<input type="checkbox"/> Student applied, but was not interviewed	<input type="checkbox"/> Student unable to find an entry-level position to apply for
<input type="checkbox"/> Interviewed, but not offered employment	<input type="checkbox"/> Student had change in career interest or plans
<input type="checkbox"/> Student was offered continued employment, but did not accept	<input type="checkbox"/> Health/personal issues prohibited employment
Other comments:	

<i>MENTOR NAME</i>	<i>COMPANY NAME</i>
Mentor Signature	Date Completed

DWD is an equal opportunity employer and service provider. If you have a disability and need assistance with this information, please dial 7-1-1 for Wisconsin Relay Service. Please contact the Division of Employment and Training at 888-258-9966 and press 6 to request information in an alternate format, including translated to another language.

