

Chapter 7

Professional Expectations

Activity 7.1 Defining Professional Expectations

When you go to a restaurant, or really any establishment, you probably have certain expectations of the staff. You expect them to behave and present themselves in a particular way. Your future employer and guests will also have expectations of you.

Directions

Based on the textbook content, list the expectations of a restaurant or foodservice professional in your own words.

Professional expectations for presence and behavior:

Professional expectations for front-of-the-house appearance:

Professional expectations for back-of-the-house appearance:

Professional expectations for attitude:

Professional expectations for personal responsibility and ethics:

In addition to the textbook content, what expectations do you have for restaurant and foodservice staff? Do you think that you could meet these expectations?

Activity 7.2 Teamwork and Communication

Directions

You will be working in teams to plan a small, catered dinner meeting for 20 business community members who are visiting local establishments in preparation for hosting their annual meeting of 200 members. The business guests will be looking for creativity and affordability.

To successfully complete the task, you will need to stay within budget, design a three-course meal that retails for not more than \$18 per person, determine room decorations, write a description of each dish on the menu, and complete the task within 30 minutes. If you go over budget or don't complete the menu, you will be disqualified.

| Item | Cost | Serving size |
|---------------------------|-------------------------------------|-----------------|
| Entrées | | |
| Fish (salmon fillet) | \$10.99/lb | 6 oz |
| Chicken breast (boneless) | \$8.99/lb | 6 oz |
| Steak (sirloin) | \$7.99/lb | 4 oz |
| Side dishes | | |
| Rice (long grain) | \$0.10/oz | 3 oz |
| Pasta (dry) | \$0.11/oz | 3 oz |
| Potato (baked) | \$0.80/lb | each |
| Vegetables | | |
| Green beans (frozen) | \$0.25/oz | 4 oz |
| Carrots | \$0.99/lb | 4 oz |
| Cauliflower | \$3.99/head | 4 oz |
| Broccoli | \$2.39/head | 4 oz |
| Desserts | | |
| Cheesecake | \$8.99/7-inch cake (12 slices/cake) | 1 slice |
| Cookies (bake and scoop) | \$9.99/40-oz tub | 1 cookie (1 oz) |
| Ice cream (vanilla) | \$4.50/0.5 gal | ½ cup |

