

Chapter 7

Professional Expectations

Chapter Overview

This chapter introduces students to the importance of professionalism in the workplace and discusses ways to be a successful and healthy employee.

Learning Objectives

1. Define professionalism as it relates to the foodservice industry.
2. List the basic expectations for all employees in the foodservice industry.
3. Describe the optimal attitude for a restaurant employee.
4. Explain how employees demonstrate ethics in the workplace.
5. Describe the diversity of the restaurant industry and the role of diversity, equity, and inclusion (DEI) practices.
6. Define stereotype, prejudice, and bias, providing one example of each term.
7. Recognize the benefits of teamwork in the foodservice workforce.
8. Explain the link between your personal health and wellness and success in your job.
9. List ways of avoiding and managing stress.
10. Identify time management strategies.

Advance Preparation

Review	<ul style="list-style-type: none"> • Chapter 7 (sections 7.1, 7.2, 7.3) • Unit Business Case "New Prep Cook"
Prepare	<ul style="list-style-type: none"> • Printed examples or website links to codes of ethics from different businesses. • Conflict scenario for Section 7.1 activity

Chapter Breakdown

Introduction

Resources

- PPT slides 1 to 3
- Lab Manual—Chapter 7
- Activity Guide—Chapter 7

Discuss

- Encourage students to think about what being a professional means to them. What unique professional qualities, if any, might be needed to be successful in the restaurant and foodservice industry?
- How is the high school environment similar to and different from the workplace environment?

Section 7.1

The Expectations of an Industry Professional

Resources

- PPT slides 4 to 11
- Activity Guide—Activity 7.1

Reinforce and Review

- Professionalism is a combination of trained skills, polite and positive behaviors, and good judgment that a person uses at work.
- The most basic expectation of any employee is to show up for work according to the schedule.
- Employers and guests expect employees to look professional, which includes looking clean and neat and following the company's dress code.
- Employees with positive attitudes are more likely to be nice around guests and coworkers. An upbeat and calm outlook can help you get through hard things and busy times.
- The actions of successful employees include respect for others, good communication skills, a sense of personal responsibility, commitment to their work, and strong ethics.
- Ethics are moral values that a group of people holds to guide decisions.

Discuss

- Why is it important to have a professional image at work?
- How can having a positive attitude help provide better guest service?
- Why would a business establish a code of ethics? When should it be established, and who should participate in writing it?

Key Terms

- **Professionalism:** The combination of trained skills, polite and positive behaviors, and good judgment a person uses at work.
- **Professional image:** Employees' professional image is comprised of the expectation for cleanliness and neatness in their appearance every day on the job, which includes everything from clean nails and hands to washed hair and clean, well-maintained, and ironed uniforms, whether in the front or back of the house.
- **Ethics:** A set of moral values that a group of people holds that help guide the decisions they make, typically based on the principles of honesty, integrity, and respect for others; they can be influenced by cultural backgrounds, religious beliefs, personal codes of conduct, and individual experiences.
- **Workplace ethics:** In the business world, these codes set the professional tone and behaviors for employees in an operation and help everyone understand what is considered acceptable or unacceptable behavior.

<p>Classroom Activity: Critical Thinking</p>	<p>Ethical Workplace</p> <ul style="list-style-type: none"> • Divide students into small groups. • Ask students to imagine they own a business of some kind and the business needs a code of ethics. They should draft a code of ethics in their own words, covering all workplace issues that they think are important. • After students complete their code of ethics, propose a conflict that could arise in the workplace. • Give students five minutes to come up with a recommendation for managing the issue. • Allow each group to share their recommendation and explain how their code of ethics helped guide their problem-solving. <p><i>Teacher Notes: Examples of conflicts could be a restaurant is understaffed and guests are complaining about the service or two employees are having difficulties communicating professionally.</i></p>
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Knowledge Check Answers

1. An employee who is professional in appearance and behavior, shows good judgment, and performs reliably often earns the respect of coworkers and managers. Professionalism involves trained skills, polite and positive behaviors, and good judgment—all attributes that command respect.
2. Every employee directly affects the company's success by working and behaving in ways that are consistent with the company's goals (usually found in a mission statement). These attitudes and behaviors affect guest satisfaction, which is critical to the company's success.
3. Employers and guests expect employees to have a professional image. That involves looking clean and neat every day—from clean fingernails and hands to washed hair and clean, ironed uniforms in the front and back of the house. A professional image also includes following the company's dress code.
4. Workplace ethics set the professional tone and guide the decisions and behaviors of employees. Codes of conduct help everyone understand what is considered acceptable and unacceptable behavior.

Section 7.2

Your Relationships at Work

Resources

- PPT slides 12 to 17
- Activity Guide—Activity 7.2

Reinforce and Review

- The foodservice industry is very diverse. There is a wide variety of people of different races and national origins, religions, gender identities, sexual orientations, ages, abilities, experiences, and opinions.
- A stereotype is a fixed, overly simple image or idea of a type of person or thing. Prejudice is an opinion about a person, group, or thing that is not based on reason or actual experience. Bias is a tendency toward a certain perspective or idea based on prejudice.
- Teamwork is a group working together to achieve a common goal or complete a task effectively and efficiently.
- Empathy is the act of identifying with the feelings, thoughts, or attitudes of another person.

Discuss

- How can working in teams help provide better guest service? In what ways can teams be more, or less, efficient than individuals?
- How can diversity be economically valuable? Encourage students to explore ways in which creating a positive work environment can either save or generate money.
- What are some legal problems that can result from prejudiced or biased behavior in the workplace?
- How do bias and prejudice function as barriers to communication? How can they be overcome?
- Encourage students to describe experiences they've had in which someone has exhibited empathy toward them or toward another, or experiences in which they exhibited empathy themselves.
- Demonstrating empathy implies a nonjudgmental acceptance. What if you cannot accept the other person's behaviors, attitudes, or values in a particular situation? What if you feel compelled to judge that person's actions? Encourage students to discuss how to handle these incidents.

Key Terms

- **Diversity:** Refers to the great variety of people in today's world and their backgrounds, experiences, opinions, religions, ages, talents, and abilities.
- **Diversity, equity, and inclusion (DEI):** Values that promote the fair treatment and full participation of all people. A workplace with effective DEI policies and practices is a positive, safe environment for all.
- **Stereotypes:** Generalizations individuals make about particular groups that assume that all members of that group are the same.
- **Prejudice:** A general attitude toward a person, group, or organization on the basis of judgments that are unrelated to abilities.
- **Bias:** A tendency toward a particular perspective or idea based on prejudice.
- **Cultural tendencies:** Some things that a group of people may tend to do or feel based on their common shared habits and beliefs, such as religion.

- **Teamwork:** Using each team member's strengths so that the group has more success working together than working alone.
- **Empathy:** The act of identifying with the feelings, thoughts, or attitudes of another person.
- **Feedback:** Helpful information that is given to someone to say what is working or needs to be improved about a particular action or performance; feedback is the primary tool that managers use to help employees understand what they are doing correctly and incorrectly in their jobs.

Customized Instruction

- **ELL:** Ask students to search the internet for short videos that help define diversity, stereotypes, prejudice, bias, cultural tendencies, and empathy. Have them pair with a partner or work in small groups to discuss their findings.
- **Below Grade Level:** Ask students to use the internet or materials from the counselor's office to create posters for diversity, stereotypes, prejudice, bias, cultural tendencies, and empathy. Have students work in groups to create a poster for each term.
- **Above Grade Level:** Ask students to research cultural tendencies in the history of the foodservice and restaurant industry. Ask them to find examples of how they have shaped menu offerings or changes in the industry and write an essay.

Knowledge Check Answers

1. DEI promotes the fair treatment and full participation of all people, especially those who historically have been underrepresented or discriminated against. A workplace with effective DEI policies and practices is a positive, safe environment for all. It attracts and keeps employees.
2. Examples will vary. People who are stereotyped are not seen for who they really are. They can be treated unfairly, suffer emotionally, and miss out on professional opportunities.
3. With teamwork, members can achieve a common goal or complete a task in an effective and efficient way. Teams use each member's strengths for the success of the group. Effective team members respect each other's opinions, learn from each other, solve problems, and create positive results.
4. Effective managers provide positive feedback in addition to constructive criticism. They give continuous feedback that includes positive comments.

Section 7.3

Personal Health and Wellness

Resources

- PPT slides 18 to 23

Reinforce and Review

- One of the most important things you can do to be successful in your career is to take care of your body and mind. This involves avoiding and managing stress and using time management skills.

Discuss

- How can students protect themselves while being professionals? How can students know how much is too much to do?
- What are some sources of stress in the restaurant and foodservice industry? How can professionals handle these problems?

- Have you experienced a particularly stressful time? How has it impacted your health?
- What are your most important responsibilities each day? What activities take the most time? How are these two areas related?
- Have you experienced stress related to social media use? How do you create balance?

Key Terms

- **Stress:** The condition where, or feeling that, demands exceed the resources available for use.
- **Stress management:** A process people use to identify what causes stress for them in the workplace as well as in their personal lives; once a stress is identified, various strategies can be applied to minimize its effects.
- **Time management:** The use of tools to increase a person's efficiency and productivity; the skills needed for effective time management include planning, goal setting, setting priorities, and delegating.

<p>Homework Activity: Math</p>	<p>Healthy Recipes</p> <p>Poor eating habits can take a toll on your health, which can also cause stress. Sometimes, poor eating habits are caused by lack of time, which is in turn a stress factor. Healthy eating habits, on the other hand, are an important component of a balanced lifestyle.</p> <ul style="list-style-type: none"> • Ask students to create a healthy recipe that their family and friends would enjoy. The recipe should be quick and easy to produce and should include minimal amounts of fat and sugar. It can be for a dish enjoyed at any time of the day. • Record the amounts of each ingredient used in the recipe. For each ingredient used, list the number of grams of protein, carbohydrate, and fat as well as the total protein, carbohydrates, and fat grams. • What other nutrients does the dish include? • As a class, discuss why is it important to know these figures. <p><i>Teacher Notes: The U.S. Department of Agriculture has a database where students can learn the nutritional value for each ingredient in the dish.</i></p>
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Customized Instruction



- **ELL:** Asks students to use the tips from [table 7.1](#) to write a comic book describing how to maintain their health and wellness for career success.
- **Below Grade Level:** Ask students to write skits or film videos about reducing stress in the workplace using the tips in [Table 7.2](#) as guidelines.
- **Above Grade Level:** Ask students to research opportunities in your area to find help for stress management—all within the guidelines of the tips for staying healthy. Ask them to create a resource guide aimed at high school-age students to help prevent stress from turning into a serious issue.

Knowledge Check Answers

1. Eat right and stay hydrated, move your body, ~~sleep enough~~, take advantage of employer resources, and avoid illegal drugs, alcohol, and tobacco.
2. A small amount of stress can motivate you, help you perform under pressure, and complete a task on time. It can be a helpful sign that alerts you to a problem you need to handle.
3. Clues that your stress is becoming a problem include irritability, anger, depression, excessive negative thoughts, headaches, indigestion or other stomach problems, pain in the neck or lower back, changes in appetite, problems with sleep, and getting sick more often.
4. The skills needed for effective time management include planning, mindfully using time, goal setting, setting priorities, and using time-management tools.

End of Chapter

Resources

- Chapter 7 Test Bank
- PPT slide 24

Business Case Follow-Up Answers

1. William has several symptoms that indicate his stress level has become unmanageable, including feeling overwhelmed and angry, and eating and sleeping poorly. William needs to prioritize his own physical and mental health over the responsibilities he has taken on. To do that, he should first cut back on his responsibilities. He doesn't have much control over how much schoolwork he is responsible for, but he can control his extracurricular activities and how many hours he works. Since running cross-country benefits his physical health, he might decide to drop out of the school paper. He might also ask Diego to cut back on his work hours during the school year. He should also make sure to balance his responsibilities with free time and fun.
2. William should be straightforward and clear with Diego about this situation. He might explain that he has to cut back his work hours for the sake of his own health. He might apologize for the negative effects of stress on his performance and his team at Cocina Mexicana. He might express the belief that his performance will improve when he works fewer hours.

Although William's decision to cut his work hours will be inconvenient for Diego as a manager, he should respond with an understanding and empathetic attitude. As a young person, William can't be expected to always understand his own limits, and he shouldn't be pressured to work more hours than he is comfortable with.

Chapter Activities Answers

- **Language Arts: What Makes a Professional?**

Answers will vary but should include expectations of industry professionals with regard to presence, appearance, attitude, actions (personal responsibility and ethics), acceptance of diversity, teamwork, showing empathy, and receiving feedback.

- **Science: How Much Sleep Do I Need?**

Research shows that most teens need 8 to 10 hours of sleep each night. Students should be able to easily find evidence-based content on the internet.

- **Math: Track Your Time**

Answers will vary but should show that the student tracked all activities for a 24-hour period, calculated percentages of the day, and reflected on the exercise.

- **Collaboration: Classroom Code of ~~Conduct~~ for Teams**

Check that students' answers show a fundamental understanding of what a code of ~~conduct~~ should represent. They should also reflect an understanding that teamwork is important for success.

- **Career Readiness: Personal Stress-Management Plan**

Answers will vary. Students should include steps for each of the three categories listed.

- **Critical Thinking: Professional Expectations and You**

Students' answers will vary and should show some honest critical thinking in their critique of their personal characteristics and skills.

Review Questions Answers

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| 1. B (Section 7.1) | 4. D (Section 7.1) | 7. B (Section 7.2) | 10. A (Section 7.3) |
| 2. B (Section 7.1) | 5. C (Section 7.2) | 8. A (Section 7.2) | |
| 3. B (Section 7.1) | 6. A (Section 7.2) | 9. C (Section 7.3) | |