

BAC PRO - Cuisine du baccalauréat professionnel
EQF Level 4] - NORMEN E 1115107A

Output n 2: Implementation of the Pilot Project
FRANCE

*UNITS OLEARNING
OUTCOMES*

UNIT OF LEARNING OUTCOME

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	KITCHEN PRODUCTION ORGANISATION	75H00	4,25

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1 - Collect information and inform or develop documents relating to production	The Learner knows and understands: <ul style="list-style-type: none"> ▪ A company, their diversity, the aims and objectives ▪ The organizational structure chart within the company ▪ The functions and services of the company ▪ The impact of production methods on the organization of work (Applied Management) ▪ Documents related to production (Technology) 	The Learner is able to: <ul style="list-style-type: none"> ▪ Recognize the association purposes and types of businesses ▪ Identify the objectives according to purpose and type of a business ▪ Characterize the catering sector (typology of companies, the place of the sector in the local, regional, national and global economy, evolution in recent years) ▪ Analyse the structure of a business in the catering sector ▪ Identify the role and place of the main actors in the company ▪ Characterize a job profiles and its functions ▪ Identify the various services and their attributions ▪ Identify the advantages and disadvantages of the different modes of work organization for the employee and for the company ▪ Identify and characterization of the main documents relating to production: the manufacturing data sheet, the order form, the market sheet, the voucher of economat, the diagram of manufacture, the sheets of production 	The Learner: <ul style="list-style-type: none"> ▪ Collects all the information needed to manage production ▪ Distributes tasks live or delayed ▪ Follows-up and monitoring the application of the procedures
	PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> ▪ Respecting superior guidelines; ▪ Respecting the objectives defined for the establishment and its productive capacity; ▪ Applying planning and kitchen organization techniques; ▪ Taking into account an estimate of the services, reservations, orders and external supplies; ▪ Respecting occupational safety and health standards; ▪ Adapting him/herself to the context conditions and being able to solve problems and unforeseen situations. 			

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
2 Plan ones work and their team in time and space	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The kitchen staff • The production areas • Distribution methods • Documents related to production management (Technology) • The following steps in time and space to prevent cross contaminations (Applied Sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Choose staff structure according to restoration concepts • Identify the main functions occupied • Identify and characterize the different production areas (implantation and functions) • Schematize the main paths • Define and explain the "Following steps" in time / space • Define and explain the various distribution modes (direct, deferred) • Define different types of connection (hot, chilled, frozen). • Identify the main documents relating to the management of the production: the schedules of the personnel, the job descriptions, the schedule of the staff, the vouchers of manufacture or production • Develop a workflow • Regulate the "following steps" in time / in space (from examples of risks of biocontaminations during traffic personnel, food, garbage, dishes and line) • The indication of preventive and corrective actions in relation to the regulations 	<p>The Learner:</p> <ul style="list-style-type: none"> • Organizes and manages production (planning of his work and that of his team over time and in space, division of tasks, choice of raw materials and calculation of quantities, choice equipment, materials) • Distributes tasks live or delayed • Follows-up and monitoring the application of the procedures • Manages risks • Works autonomously and in a responsible way as instructed • Adjusts based on the nature and size of the business
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Following the work planning • Respecting the time • Optimizing the material resources and resources human resources (taking into account skills, ...) • Synchronizing and balancing the distribution of tasks • Taking into account risk points and materialisation on organizational documents 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

3 Set up the workstation(s) for production

The Learner knows and understands:

- The combination of factors of production applied to the workstation (Applied Management)
- Workstation Equipment and Materials: Preparation, Cooking, Storage (Technology)
- The lighting of the premises
- Use of cold water
- Ventilation and air conditioning (Applied sciences)

The Learner is able to:

- Define and characterize human (work) and technical (capital) factors
 - The identification of the factors taken into account when combining the factors of production:
 - the human factor: the right person in the right position (notion of competence)
 - the technical factor: the good use of material means (notion of wear, notion of inactivity)
 - the notion of cost of a production activity (materials and supplies, use of staff, use of equipment)
 - The organization and ergonomics of the workstation
 - Classification and function (s) of main materials
 - The identification of the security elements of equipment
 - The implementation of the main equipment and materials in the production areas
- Compare the characteristics of the different artificial light sources (halogen, fluorescence, electroluminescence)
- Translate indications on the labeling and packaging of a light source
- Justify the choice of adapted lighting: adequacy between the type of lighting (direct, indirect, mixed lighting), the professional activity and the work area (level of illumination, rendering of colors ...)
- Indicate the characteristics of a water intended for human consumption (in connection with the content of the Health Environment Prevention program)
- Characterize hard water (composition of a hard water, unit of measurement, consequences its use in different professional activities)
- Indicate the operating principle of a water softener
Identification of the health factors of the professional premises
- Define a confined, polluted atmosphere
- Justify the renewal of air and the control of temperatures and hygrometry certain professional premises (factors of safety, climatic comfort, regulation)
- Describe, simple diagrams, of the principle of ventilation and air conditioning

The Learner

- Collects all the information needed to manage production
- Sets up the workstation(s) for production (equipment, material)
- Manages risks
- Works autonomously and in a responsible way as instructed

PERFORMANCE CRITERIA			
<ul style="list-style-type: none"> Identifying the verbal and non-verbal elements (active listening) to characterize the profile and / or expectations of the clientele Identifying the customer needs Adaptating the communication to the type of restoration 			
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
4 Maintain premises and materials	The Learner knows and understands: <ul style="list-style-type: none"> The maintenance of the premises Hardware (Technology) The materials used in the professional sector Environmental and material hygiene The fight against the proliferation of pests (insects, rodents, ...) Food toxicology (Applied sciences) 	The Learner is able to: <ul style="list-style-type: none"> Identify the cleaning procedure and the disinfection of the workstation, equipment and materials List "good hygiene practices" and their justifications: the protocols decontamination (small equipment, boards, raw materials, workstation (s)), personal protective equipment List checkpoints Justify the protection of premises against pests Schematize the operating mode of equipment Characterize the main materials used in the professional activity for the surface coatings (floors, walls, work surfaces), appliances, equipment, packaging, packaging: wood, metals and alloys, glass, ceramic products, materials plastics, resins and paints, textile materials, granite, paper and paperboard Classify types of dirt Indicate the mode of action of a detergent, a disinfectant, a disinfectant detergent, an abrasive, a solvent, a stripper and a descaling agent Justify of the parameters determining the effectiveness of an interview Justify information relating to the precautions for use and use of these products Justify the different stages of a cleaning and / or disinfection plan look at supports, dirt, products, procedures, regulations (in the context of specific situations of maintenance of premises and / or materials Indicate the risks associated with the presence of pests in a professional kitchen Propose means of prevention to be implemented to prevent and fight against pests Define the toxicity of a substance (acceptable daily intake, no-effect dose), short-term and long-term toxicity 	The Learner: <ul style="list-style-type: none"> Collects all the information needed to manage production Sets up the workstation(s) for production (equipment, material) Distributes tasks live or delayed Follow-up and monitoring the application of the procedures Manages risks Works autonomously and in a responsible way as instructed

PERFORMANCE CRITERIA			
	<ul style="list-style-type: none"> ▪ Choosing appropriate equipment and tools for different food preparation and confection techniques; ▪ Complying with the norms for the requisition of equipment and tools; ▪ Respecting the food quality, hygiene and safety standards; ▪ Adapting him/herself to the context conditions and being able to solve problems and unforeseen situations. 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
5 Optimize the organization of production	The Learner knows and understands: <ul style="list-style-type: none"> ▪ The effects of the combination of production (Applied Management) ▪ Production optimization (Technology) ▪ Hot and cold contacts (Applied sciences) 	The Learner is able to: <ul style="list-style-type: none"> ▪ Define and calculate labor productivity and main productivity steps ▪ Identify opportunities and factors to improve productivity: investment, training and qualification ▪ Identifying the impacts of productivity gains: output, cost of production, quality, manpower ▪ Identify tools and approaches to optimize the organization of production ▪ Justify the protocols for hot or cold contacts (chilled, frozen) in relation with different parameters influencing bacterial growth, in application of the regulation (time, temperature) relating to the preparation, the storage, the transport and the direct or deferred distribution food preparations 	The Learner: <ul style="list-style-type: none"> ▪ Organizes and manages production (planning of his work and that of his team over time and in space, division of tasks, choice of raw materials and calculation of quantities, choice equipment, materials) ▪ Distributes tasks live or delayed ▪ Follows-up and monitoring the application of the procedures ▪ Manages risks ▪ Works autonomously and in a responsible way as instructed ▪ Adjusts based on the nature and size of the business
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> ▪ Organizing according to the fabrications, the number of seats and the type of production chosen ▪ Optimizing between the type of production chosen and the means implemented (saving time, productivity ...) ▪ Organizing the relation to the context (seasonality of products, calendar, holidays, thematic, customer attendance rate, ...) 		
OUTPUTS			

- Support clients;
- Manage and group bookings;
- Welcome customers;
- Collecte Customer Needs and Expectations;
- Present Sales Materials
- Counsel clients, proposing a business case;
- Measure customer satisfaction and customer loyalty;
- Manage complaints and objections;
- Take leave of the client.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAINTAINING THE BASIC OF THE KITCHEN	45H00	2,55
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1 Make preliminary preparations	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Preliminary preparations of raw materials (Technology) • Protocols used during preliminary preparations of raw materials • Physicochemical properties of food constituents and modifications undergone (Applied Sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • define common culinary terms • list actions and techniques • Identify necessary materials and equipment • Follow "good hygiene practices" in carrying out preliminary preparations (decontamination protocols ...) and their justifications • Identify the preliminary treatment protocol for semi-processed products • Describe the properties of the food constituents used: solubility, suspension ... • Characterize the causes and consequences of the modifications suffered by food constituents during preparations: enzymatic browning ... • Identify the gesture and precautions taken in professional practice • Indicate the nutritional and organoleptic effects of the modifications 	<p>The Learner:</p> <ul style="list-style-type: none"> • Makes preliminaries preparations for any type of products • Sets up and manages the workstation • Makes uses and respects data sheets, instructions • Complies and controls cooking in relation with products • Respects times for execution
PERFORMANCE CRITERIA			

	<ul style="list-style-type: none"> Conformity and mastery of gestures and professional techniques in complete autonomy Optimization of means (performance, time) Respect for the principle of "walking forward" Relevance of the choice of materials and equipment Respect of instructions and protocols Relevance of critical point treatment Consistency with the organization of planned work
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KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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2 Prime raw materials	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> For all the bases of the kitchen: <ul style="list-style-type: none"> The enumeration and definition of common culinary terms The identification of ingredients, how they are made, their uses and their main derivatives Characterization of the main descriptors of recognition of organoleptic qualities The identification of the names and dimensions of the main cuts and basic sizes The characterization of the interactions between the food constituents: emulsions, swelling, gelling, diffusion, osmosis ... The justification of the gesture and precautions taken in professional practice The indication of the nutritional and organoleptic effects of the modifications 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Prepare herbs / Crush and chop Squeeze tomatoes, crush “Paner à l'anglaise” Preparation of meat, poultry for roasting Cut raw poultry Dress a rack of lamb, veal, pork Lift the fish fillets Turn, climb artichoke bottoms Turn different vegetables / Root spoon 	<p>The Learner:</p> <ul style="list-style-type: none"> Uses the priming techniques of raw materials Practices the hygiene Get the relevant material and equipment Makes large basic sauces, juices and coulis Prepares meat, poultry, fish, vegetables, meals
	PERFORMANCE CRITERIA		

<ul style="list-style-type: none"> Using the conformity of gestures and professional techniques in complete autonomy (regularity, precision, finesse, ...) Optimizing the means (yield, time) Respecting the conformity of the products in the respect of the data sheet, the appellations, the professional vocabulary Finding the relevance of the choice of materials and equipment Optimizing the organoleptic qualities of the fabrications Respecting the organization of work
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KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p>3 Cut, curve, decorate</p>	<p>The Learner knows and understands the basics of cooking:</p> <ul style="list-style-type: none"> • Priming techniques of raw materials • Sizes and cuts 	<p>The Learner is able to, all the bases of the kitchen:</p> <ul style="list-style-type: none"> • List and define common culinary terms • identify ingredients, how they are made, their uses and main derivatives • Describe the main descriptors of recognition of organoleptic qualities • Identify the names and dimensions of the main cuts and basic sizes • Describe the properties of the food constituents used: coagulation... • Describe the interactions between food ingredients: emulsions, swelling, gelling, diffusion, osmosis ... • Justify the gesture and precautions taken in professional practice • Indicate the nutritional and organoleptic effects of the modifications 	<p>The Learner:</p> <ul style="list-style-type: none"> • Makes preliminaries preparations for any type of products • Sets up and manages the workstation • Makes uses and respects data sheets, instructions • Complies and controls cooking in relation with products • Respects times for execution • Uses resources rationally and in an optimal way (human, technical, material, equipment, raw materials) • Manages unused or processed food • Manages risks
PERFORMANCE CRITERIA			
<ul style="list-style-type: none"> • Confirming the gestures and professional techniques in complete autonomy (regularity, precision, finesse, ...) • Respecting the principle of "walking forward" • Optimizing the means (yield, time, products, ...) • Following the fabrications in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications 			

OUTPUTS

- Human, technical, material, equipment, raw materials means optimized
- Cooking with respect to foodstuffs controlled
- New techniques, new products, new materials adapted

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING BASIC COOKING	60H00	3,4
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1 Make marinades, brines and syrups Realize funds, aroma, essences and ice cream Make connections Make the basic sauces, juices and coulis Make the basic preparations (stuffings, purees, butters, appliances and creams) Make basic pasta	The Learner knows and understands the basics of cooking: <ul style="list-style-type: none"> • Priming techniques of raw materials • Sizes and cuts • Marinades, brines and syrups • Funds, aroma, essences and ice cream • Connections • Large basic sauces, juices and coulis • Basic preparations (stuffings, purees, butters, appliances and creams) • Basic pasta (Technology) • The physicochemical properties of food constituents and the modifications they undergo (Applied Sciences) 	The Learner is able to, all the bases of the kitchen: <ul style="list-style-type: none"> • List and define common culinary terms • identify ingredients, how they are made, their uses and main derivatives • Describe the main descriptors of recognition of organoleptic qualities • Identify the names and dimensions of the main cuts and basic sizes • Describe the properties of the food constituents used: coagulation... • Describe the interactions between food ingredients: emulsions, swelling, gelling, diffusion, osmosis ... • Justify the gesture and precautions taken in professional practice • Indicate the nutritional and organoleptic effects of the modifications 	The Learner: <ul style="list-style-type: none"> • Makes preliminaries preparations for any type of products • Sets up and manages the workstation • Makes uses and respects data sheets, instructions • Complies and controls cooking in relation with products • Respects times for execution • Uses resources rationally and in an optimal way (human, technical, material, equipment, raw materials) • Manages unused or processed food • Manages risks
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Confirming the gestures and professional techniques in complete autonomy (regularity, precision, finesse, ...) • Respecting the principle of "walking forward" • Optimizing the means (yield, time, products, ...) • Following the fabrications in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

2 Cooking set up

The Learner knows and understands:

- Cooking (Technology)
- The production of heat
- The physicochemical properties of food constituents and modifications during cooking (Applied Sciences)

The Learner is able to:

- Define common culinary terms
- Perform gestures and cooking techniques
- Characterize cooking processes
- Assess adequacy between the raw materials / the method of cooking / the materials
- Apply definition of "just temperature" cooking (target temperatures, reference time)
- Identify "critical" temperatures and their justification
- Identify the main recognition descriptors of organoleptic qualities (color, texture)
- Schematize the operating mode of the main cooking equipment
- Recall the evolution of cooking through the history of cooking, and identify today's markers
- Define the Joule effect, combustion, electromagnetic waves (microwaves, induction), infrared
- Describe from a simple diagram, the operating principle of a device using combustion (atmospheric burner), the Joule effect (dry heat oven), electromagnetic waves (microwave and induction hob)
- Indicate the effects of the action of temperature on the food constituents and foods used:
 - water (fusion, vaporization, solidification and sublimation)
 - carbohydrates (fusion, caramelization, gelatinization, gelation, dextrinisation, carbonization)
 - proteins (coagulation, denaturation, gelation) lipids (fusion, decomposition) - vitamins
- Describe the Maillard reaction
- Justify the gesture and the precautions of the precautions to be taken in the professional practice
- Indicate the nutritional and organoleptic effects of the modifications

The Learner:

- Makes preliminaries preparations for any type of products
- Sets up and manages the workstation
- Makes uses and respects data sheets, instructions
- Adapts to new techniques, new products, new materials
- Complies and controls cooking in relation with products

PERFORMANCE CRITERIA

- Confirming the gestures and professional techniques in complete autonomy (regularity, precision, finesse, ...)
- Respecting the principle of "walking forward"
- Optimizing the means (yield, time, products, ...)
- Following the fabrications in the respect of the data sheet, the appellations, the professional vocabulary
- Optimizing the organoleptic qualities of the fabrications

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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3 Optimize production

- The Learner knows and understands:**
- Elements of control of production costs (Applied management)
 - Production optimization (Technology)

- The Learner is able to:**
- Analyse management indicators relating to the consumption of raw materials, management of personnel, overheads related to the activity (energy, fluid ...),
 - Compare with target costs, objective ratios and calculation of variances
 - Identify the main dysfunctions and remediation proposals
 - Identify raw material yields in: preliminary preparations, cooking
 - Identify tools and approaches to optimize production

- The Learner:**
- Makes preliminaries preparations for any type of products
 - Sets up and manages the workstation
 - Makes uses and respects data sheets, instructions
 - Adapts to new techniques, new products, new materials
 - Complies and controls cooking in relation with products
 - Respects times for execution
 - Uses resources rationally and in an optimal way (human, technical, material, equipment, raw materials)
 - Prepares dressage and presentation of food
 - Produces on the spot or delayed
 - Divides tasks for production
 - Manages unused or processed food
 - Manages risks
 - Works autonomously and in a responsible way as instructed
 - Adjusts based on the nature and size of the business

PERFORMANCE CRITERIA

- Confirming the gestures and professional techniques in complete autonomy (regularity, precision, finesse, ...)
- Respecting the principle of "walking forward"
- Optimizing the means (yield, time, products, ...)
- Following the fabrications in the respect of the data sheet, the appellations, the professional vocabulary
- Optimizing the organoleptic qualities of the fabrications

OUTPUTS

- Professional documents: staff work schedule, production schedule; technical sheets, product sheets; instructions for use of materials and equipment; reservation status, activity forecast documents; stock cards, instructions and protocols
- Job description, procedures manual
- Regulation, guide of good practices, health control plan
- Integrated management software package

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING SAUCES	12h00	0,7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Make the basic sauces	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> For all the bases of the kitchen: <ul style="list-style-type: none"> The enumeration and definition of common culinary terms The identification of ingredients, how they are made, their uses and their main derivatives Characterization of the main descriptors of recognition of organoleptic qualities The identification of the names and dimensions of the main cuts and basic sizes The characterization of the interactions between the food constituents: emulsions, swelling, gelling, diffusion, osmosis ... The justification of the gesture and precautions taken in professional practice The indication of the nutritional and organoleptic effects of the modifications 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Make a sauce by deglazing Make butters Make a béchamel sauce Make stable cold emulsified sauces Make unstable cold emulsified sauces Make hot emulsified sauces Make a white butter, melted Make an American sauce Make a vegetable sauce 	<p>The Learner:</p> <ul style="list-style-type: none"> Uses the priming techniques of raw materials Makes large basic sauces, juices and coulis Uses the basic preparations (stuffing, purees, butters, appliances and creams) Practices the hygiene Gets the relevant material and equipment
	PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary Optimizing the organoleptic qualities of the fabrications Modifying if necessary of the fabrications Planning the organization of work 			
OUTPUTS			
<ul style="list-style-type: none"> Sauces made; Professional gestures accomplished; Professional techniques accomplished; Appropriate choice and use of products and materials; Speed and relevance relative to the situation accomplished. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING DOUGH	20h00	1,1
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Make dough	<p>The Learner knows and understands:</p> <p>For all the bases of the kitchen:</p> <ul style="list-style-type: none"> • The enumeration and definition of common culinary terms • The identification of ingredients, how they are made, their uses and their main derivatives • Characterization of the main descriptors of recognition of organoleptic qualities <ul style="list-style-type: none"> ▪ The identification of the names and dimensions of the main cuts and basic sizes ▪ The characterization of the interactions between the food constituents: emulsions, swelling, gelling, diffusion, osmosis ... ▪ The justification of the gesture and precautions taken in professional practice ▪ The indication of the nutritional and 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> - Make the broken dough, darken, pinch, cook - Make puff pastry, detail, cook - Make the puff pastry, lay down, cook, garnish - Make the sponge cake, cook - Make a leavened dough, shape, cook - Make the pancake batter and skip - Make a batter, cook 	<p>The Learner:</p> <ul style="list-style-type: none"> - Uses the priming techniques of raw materials - Prepares and cooks some basic pasta - Practices the hygiene - Get the relevant material and equipment
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> ▪ Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary ▪ Optimizing the organoleptic qualities of the fabrications ▪ Modifying if necessary of the fabrications ▪ Planning the organization of work 		
OUTPUTS			
<ul style="list-style-type: none"> - Dough made; - Professional gestures accomplished; - Professional techniques accomplished; - Appropriate choice and use of products and materials; <p>Speed and relevance relative to the situation accomplished.</p>			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING HORS D'OEUVRES	30H00	1,7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Make cold and hot hors d'oeuvres	The Learner knows and understands: <ul style="list-style-type: none"> • The characterization of culinary preparations in terms of combination of techniques: <ul style="list-style-type: none"> - Cold / hot hors d'oeuvres • The identification of the main descriptors of recognition of organoleptic qualities 	The Learner is able to: <ul style="list-style-type: none"> • Make cold and hot hors d'oeuvres 	The Learner: <ul style="list-style-type: none"> - Prepares Cold / hot hors d'oeuvres
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications • Modifying if necessary of the fabrications • Planning the organization of work 		

OUTPUTS

- Hors d'oeuvre cooked;
- Professional gestures accomplished;
- Professional techniques accomplished;
- Appropriate choice and use of products and materials;
- Speed and relevance relative to the situation accomplished.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING SOUPS	30H00	2.7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Make soups	The Learner knows and understands: <ul style="list-style-type: none"> • The characterization of culinary preparations in terms of combination of techniques: <ul style="list-style-type: none"> - Soups • The identification of the main descriptors of recognition of organoleptic qualities 	The Learner is able to: <ul style="list-style-type: none"> • Make soups: <ul style="list-style-type: none"> - Cut / velvety / cream - Past (fresh and dry vegetables) 	The Learner: <ul style="list-style-type: none"> - Prepares soups
	PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> • Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications • Modifying if necessary of the fabrications • Planning the organization of work 			
OUTPUTS			
<ul style="list-style-type: none"> - Soups cooked; - Professional gestures accomplished; - Professional techniques accomplished; - Appropriate choice and use of products and materials; - Speed and relevance relative to the situation accomplished. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	PRODUCING DISHES FROM SEA	30H00	1.7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Produce dishes made from fish, shellfish, crustaceans, molluscs	The Learner knows and understands: <ul style="list-style-type: none"> • The characterization of culinary preparations in terms of combination of techniques: <ul style="list-style-type: none"> - Culinary preparations made from fish, shellfish, crustaceans, molluscs • The identification of the main descriptors of recognition of organoleptic qualities 	The Learner is able to: <ul style="list-style-type: none"> • Product dishes based on fish, shellfish, crustaceans, molluscs: <ul style="list-style-type: none"> - Poach fish 	The Learner: <ul style="list-style-type: none"> - Produces and prepares culinary preparations made dishes made from fish, shellfish, crustaceans, molluscs
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications • Modifying if necessary of the fabrications • Planning the organization of work 		
OUTPUTS			
<ul style="list-style-type: none"> - Fish dishes cooked; - Shellfish dishes cooked; - Crustaceans dishes cooked; - Molluscs dishes cooked; - Professional gestures accomplished; - Professional techniques accomplished; - Appropriate choice and use of products and materials; - Speed and relevance relative to the situation accomplished. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	PRODUCING DISHES FROM MEAT, POULTRY, GAME, OFFAL AND EGGS	30H00	1.7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Produce dishes made from meat, poultry, game, offal, eggs	The Learner knows and understands: <ul style="list-style-type: none"> • The characterization of culinary preparations in terms of combination of techniques: <ul style="list-style-type: none"> - Culinary preparations made from meat, poultry, game, offal, eggs • The identification of the main descriptors of recognition of organoleptic qualities 	The Learner is able to: <ul style="list-style-type: none"> • Produces dishes made from meat, poultry, game, offal, eggs: <ul style="list-style-type: none"> - Poach meat and poultry cold start - Calf / hard / boiled eggs - Cook scrambled eggs - Poached eggs - Cook flat and rolled omelettes - Calf / hard / boiled eggs - Cook scrambled eggs 	The Learner: <ul style="list-style-type: none"> - Produces and prepares the culinary preparations made from meat, poultry, game, offal, eggs
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications • Modifying if necessary of the fabrications • Planning the organization of work 		
OUTPUTS			
<ul style="list-style-type: none"> - Meat dishes cooked; - Poultry dishes cooked; - Game dishes cooked; - Offal dishes cooked; - Eggs dishes cooked; - Professional gestures accomplished; - Professional techniques accomplished; - Appropriate choice and use of products and materials; - Speed and relevance relative to the situation accomplished. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING GARNISHES	30H00	1.7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Make the accompaniment garnishes	The Learner knows and understands: <ul style="list-style-type: none"> • The characterization of culinary preparations in terms of combination of techniques: <ul style="list-style-type: none"> - garnishes made from fruits, vegetables, cereals and cereal flours, seaweeds • The identification of the main descriptors of recognition of organoleptic qualities 	The Learner is able to: <ul style="list-style-type: none"> • Make the accompaniment garnishes: <ul style="list-style-type: none"> - Cook English vegetables - Cook potatoes in field dress - Cook English potatoes - Jumping potatoes, mushrooms - Fry potatoes - Cook semolina with milk - Cook vegetables in a white - Make purees of vegetables - Make a "fondu de tomate" 	The Learner: <ul style="list-style-type: none"> - Prepares the accompaniment garnishes
	PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> • Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications • Modifying if necessary of the fabrications • Planning the organization of work 			
OUTPUTS			
<ul style="list-style-type: none"> - Garnishes made; - Professional gestures accomplished; - Professional techniques accomplished; - Appropriate choice and use of products and materials; Speed and relevance relative to the situation accomplished. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAKING DESSERTS	30H00	1.7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Make the desserts	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The characterization of culinary preparations in terms of combination of techniques: <ul style="list-style-type: none"> - Desserts • The identification of the main descriptors of recognition of organoleptic qualities 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Make the desserts: <ul style="list-style-type: none"> - Cook caramel - Make a butter cream - Cook sugar (with thermometer) - Make an Italian meringue - Prepare devices with sweet and savory sides - Cook in a bain-marie creams, puddings - Make custard - Make the pastry cream - Fit Snow White / Incorporate - Cook rice for dessert - Make whipped cream, whipped cream - Make a cream of almonds - Make bavarois with eggs and fruits - Make ice cream with eggs, ice cream, sorbets - Poach fruits 	<p>The Learner:</p> <ul style="list-style-type: none"> - Prepares the desserts
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Familiarising with the products in the respect of the data sheet, the appellations, the professional vocabulary • Optimizing the organoleptic qualities of the fabrications • Modifying if necessary of the fabrications • Planning the organization of work 		
OUTPUTS			
<ul style="list-style-type: none"> - Desserts made; - Professional gestures accomplished; - Professional techniques accomplished; - Appropriate choice and use of products and materials; - Speed and relevance relative to the situation accomplished. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	SET UP AND DISTRIBUTE PREPARATIONS	30H00	1,7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1 Set and perform the preparations	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Portions and weights • Dressage (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify portion and weight based on restaurant concepts • List training equipment • Identify gestures and techniques of dressage and decor • Characterize the dressage rules of so-called classical preparations • Present the evolution of dressage through the history of cooking, identify today markers according to the concepts of restoration 	<p>The Learner:</p> <ul style="list-style-type: none"> • Makes preliminaries preparations for any type of products • Sets up and manages the workstation • Makes uses and respects data sheets, instructions • Adapts to new techniques, new products, new materials • Uses resources rationally and in an optimal way (human, technical, material, equipment, raw materials) • Prepares dressage and presentation of food
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Choosing the materials and compliance with technic of dressage • Respecting of the allotted time • Respecting the quantities (portions, weights, calibration ...) and aesthetic valuation of the product • Optimizing of organoleptic qualities • Using the mastery of forms, volumes, harmony (colors, flavors, textures, temperatures, products ...) • Justifying the choices (manufacturing, training) 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

2 Distribute production	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The forms of distribution and service • Regulation (Technology) • The dishes • Food poisoning (Applied Sciences): 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify distribution and service forms based on restoration concepts • List "good hygienic practices" during the distribution phase and their justifications: the procedure for sampling control dishes, etc. • Describe the procedure for controlling dishes • Lists foodborne illness • Links the main TIAs with the responsible microorganisms (Staphylococcus aureus, Salmonella, Clostridium botulinum, Clostridium perfringens, Listeria, Campylobacter jejuni, Bacillus cereus, Escherichia coli) • Describes TIAC • Define of the concept of asymptomatic carrier (healthy carrier) • Indicates carrier foods frequently involved in TIA • Indicates main symptoms of TIA • Indicates the obligations of a company in case of food poisoning • Justify the precautions to be taken in professional practice 	<p>The Learner:</p> <ul style="list-style-type: none"> • Assess situation and offers solutions • Manages risks associated with health situations • Identify and treats anomalies • Manages risks • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Collects all the information needed to manage production • Makes uses and respects data sheets, instructions • Respects times for execution • Maintains a professional attitudes and behavior towards customers
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PERFORMANCE CRITERIA

- Using the announcements and clarity in the transmission of information
- Using the compliant professional language
- Adapting the distribution to the concept of restoration
- Conforming the professional attitudes during the distribution phase (rigor, concentration, regularity ...)
- Taking into account the needs of the client, adaptability
- Maintaining the quality of distribution over time

OUTPUTS

- Professional documents: staff work schedule, production schedule; technical sheets, product sheets; instructions for use of materials and equipment; reservation status, activity forecast documents; stock cards, instructions and protocols;
- Regulations and health control accomplished;
- Integrated management software package.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAINTAIN PROFESSIONAL RELATIONS	30H00	1,7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Communicate within a team, structure Communicate with suppliers, third parties	The Learner knows and understands: <ul style="list-style-type: none"> • Integration into the company • Employee representation • The termination of the employment contract • Communication within the company • Relationships with other external partners (Applied Management) • Partners and Third Parties (Technology) • Applied Science: regulatory documents related to food safety production and control 	The Learner is able to: <ul style="list-style-type: none"> • Identify the main phases of the job interview, attitudes and language to favor, to avoid • Analyse the legislation relating to job interviews • Identify the mandatory formalities for hiring personnel • Analyse and identify the rights and obligations of the parties • Identify the contract adapted to various situations under the legislation • Identify the components of the remuneration • Verify of the compliance of remuneration with the legislation and the situation of the employee • Identify the representative bodies of the staff, their attributions and appointment methods: the staff representatives, the works council, the representation union • Identify the different cases of rupture: the resignation, the conventional rupture, the dismissal for personal reasons and dismissal • Qualify the different cases of rupture, the procedures, the consequences • Analyse communication situations • Identify attitudes and techniques for effective communication • Identify communication channels: oral, written, audiovisual and digital • Analysis different communication situations • List partners and third parties: suppliers, service providers (maintenance of equipment) ... • Identify food safety control bodies and indication, for each organization, of their main functions • Identify documents in various control services: traceability documents, health surveillance and self-inspection documents, daily and / or weekly cleaning protocol documents 	The Learner: <ul style="list-style-type: none"> • Adapts his/her communication style to the situation (within a team, the structure, suppliers, third parties) • Uses of communication tools rationally • Makes use of specific communication and terminology • Manages risks • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Can adjust depending on the nature and size of the business • Follows regulations • Identifies customers' needs and expectations • Presents and valorises production to customers • Adapts to the situation • Reports to superiors • Adjusts based on the nature and size of the business
	PERFORMANCE CRITERIA		

- Transmitting the information with clarity and brevity
- Using the professional vocabulary with relevance
- Adapting the communication to the recipient(s) of the information
- Following the administrative and commercial procedures (stock sheets, product sheets ...)
- Having a self-control in the face of different professional situations
- Using the communication tools, information and communication technologies
- Being rigor and precision of communication in different professional contexts
- Using an oral and written communication with quality
- Transmitting the information afterwards intervention by a third party (maintenance, troubleshooting, control services ...)

OUTPUTS

- Regulatory, Single Document, health control plan including traceability, cleaning and disinfection protocols ...;
- Information and communication technology, integrated management software package;
- Results of the analysis of the customer satisfaction questionnaires.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	COMMUNICATE FOR COMMERCIAL PURPOSES	60H00	3,4
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Communicate before the service with the staff: discuss and direct sales, promote products and dishes	The Learner knows and understands: <ul style="list-style-type: none"> • Sales Analysis: Management Indicators (Applied Management) • Techniques of valorization of the raw materials and the fabrications (Technology) 	The Learner is able to: <ul style="list-style-type: none"> • Identify and analyse the profitability of the dishes: the contribution to the gross margin • Identify and characterize the distinctive elements of the raw materials and / or the fabrications: official signs and acronyms of quality, descriptors of the organoleptic qualities, seasonality, nutritional aspect, composition,... 	The Learner: <ul style="list-style-type: none"> • Adapts his/her communication style to the situation (within a team, the structure, suppliers, third parties) • Uses of communication tools rationally • Makes use of specific communication and terminology • Manages risks • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Can adjust depending on the nature and size of the business • Follows regulations • Identifies customers' needs and expectations • Presents and valorises production to customers • Adapts to the situation • Reports to superiors • Adjusts based on the nature and size of the business
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Using the professional vocabulary (clarity, conciseness) • Giving the relevance of information: origin, seasonality, official signs of quality, organoleptic characteristics of production, nutritional aspect, allergenic risks.... 		

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
2. Communicate in a Service Situation: Respond to Announcements, Follow Orders	The Learner knows and understands: <ul style="list-style-type: none"> Relationships between services (Technology) 	The Learner is able to: <ul style="list-style-type: none"> Create an order and an ad, how to track an order Makes use of new communication between services 	The Learner: <ul style="list-style-type: none"> Adapts his/her communication style to the situation (within a team, the structure, suppliers, third parties) Uses of communication tools rationally Makes use of specific communication and terminology Manages risks
	PERFORMANCE CRITERIA <ul style="list-style-type: none"> Answering to the ads Transmitting the quality of information Using the professional vocabulary Tracking and anticipating the orders 		

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
3. Communicate with the customer: collect customer needs and expectations, offer advice to the customer, discuss in commercial terms.	The Learner knows and understands: <ul style="list-style-type: none"> Commercial communication <ul style="list-style-type: none"> - making contact - face-to-face sales interview (Applied Management) The business case (Technology) The balanced diet (Applied sciences) 	The Learner is able to: <ul style="list-style-type: none"> Identify social codes, classification of language registers, interculturality, verbal and non-verbal language Identify paralangages: articulation, flow, postures, gestures Identify the objectives of the contact: information, orientation, advice, how to convince Identify and characterize the interview phases: active listening, questioning (search for need, brakes, buying behavior), reformulation, argumentation (product characteristics, competitive advantages, proof of the veracity of the arguments), objections (sincere or pretexts) Offer technical argumentation (technical sheet), from culinary vocabulary to commercial argumentation List methods and steps in developing a business case Create menus and / or balanced benefits Characterize a balanced diet Identify the recommended contributions (qualitative), for each group (category) of consumers Link between nutritional recommendations to be implemented by professionals of Nutrition (PNNS National Health Program) and the balanced diet The statement of the main health consequences 	The Learner: <ul style="list-style-type: none"> Adapts his/her communication style to the situation (within a team, the structure, suppliers, third parties) Uses of communication tools rationally Makes use of specific communication and terminology Manages risks Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business Follows regulations Identifies customers' needs and expectations Presents and valorises production to customers Adapts to the situation Reports to superiors Adjusts based on the nature and size of the business

	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> Adapting the language (verbal, non-verbal) to the clientele Adapting the questioning, active listening Identifying and taking into account the needs and expectations of customers Offering suggestions to customers 		

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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4. Manage complaints and objections	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Face-to-face sales interview (Applied Management) The measurement of customer satisfaction (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> List the consequences of miscommunication in the sales Treat objections and complaints: nature and postures to adopt Identify the satisfaction measurement tools based on restoration concepts 	<p>The Learner:</p> <ul style="list-style-type: none"> Adapts his/her communication style to the situation (within a team, the structure, suppliers, third parties) Uses of communication tools rationally Makes use of specific communication and terminology Manages risks Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business Follows regulations Identifies customers' needs and expectations Presents and valorises production to customers Adapts to the situation Reports to superiors Adjusts based on the nature and size of the business
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PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> Identifying the causes of the complaints Implementing the corrective measures Handling complaints and objections with professionalism Transmitting the customer complaints to the hierarchy 		

OUTPUTS		
<ul style="list-style-type: none"> Regulatory, Single Document, health control plan including traceability, cleaning and disinfection protocols ...; Information and communication technology, integrated management software package; Results of the analysis of the customer satisfaction questionnaires. 		

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	TEAM AMIMANTION	60H00	3,4
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Adopt and help adopting a professional attitude and behavior	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The rules of life within the company: the rules of procedure (Applied management) • Professional attitudes and behaviors (Technology) • Hygiene and health of the workforce (Applied sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Recall corporate culture and ethics • Analyse a representative internal regulation of the professional sector • Identify the main topics and objectives • Identify the rights and obligations of the employee • Prioritize the various sanctions applicable in the event of non-compliance by the employee with the provisions of the rules of procedure • Describe the disciplinary power of the entrepreneur: conditions the application and limits • Illustrate attitudes and behaviors specific to the professional sector: similarities and differentiations according to the concepts of restoration • Identify the different rules of precedence the most usual: women / men, V.I.P., age, hierarchy or title... • Justify elements of personal hygiene and professional attire • Describe the different stages of hygienic hand washing and their justifications • Recall the frequency and justification of mandatory medical visits in relation to regulation 	<p>The Learner:</p> <ul style="list-style-type: none"> • Plans the work to be done based on instructions received and on the type of service • Uses resources to obtain quality production and service (rotation of staff, productivity, yield) • Assess and takes decisions based on the situation • Applies regulatory texts, internal regulations, instructions • Analyses and evaluates his/her work with the help of a superior
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Conforming the professional attire • Respecting the working hours (punctuality), rules of procedure • Respecting the application of the principle of walking forward • Working with a team (solidarity, mutual help) • Taking and assuming responsibilities, tasks, duties ... • Working aAutonomy • Devolving self-development • Informing the hierarchy 		

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
2. apply and let implement service schedules	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The organization of working time (Applied management) • The staff • Team management documents (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify legislation and agreements on work hours: legal and maximum duration, trigger threshold for the right to pay overtime, compensatory rest, statutory rest periods, paid leave and special leave • Distinguish the notion of part-time chosen or constrained • Characterize flexible working time tools • Describe the obligation of employment of disabled workers within the company and how to implement it • Identify the different types of personnel, and their hierarchical level according to the concepts of restoration • Characterize the different job profiles (functions) • Identify staff schedules • Draw up an hourly schedule • Identify key team management documents: staff schedules, job descriptions, staff schedule 	<p>The Learner:</p> <ul style="list-style-type: none"> • Plans the work to be done based on instructions received and on the type of service • Identify staffing need • Uses resources to obtain quality production and service (rotation of staff, productivity, yield) • Applies regulatory texts, internal regulations, instructions • Evaluates and monitor the work of the team, reports to superiors • Analyses the gaps between the forecast and the realized, offer suggestions for improvement • Supports, stimulates and motivates the staff under his/her responsibility in achieving the objectives
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Respecting the service schedules • Transmitting the information to the hierarchy and his team 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

<p>3. Register (and enroll staff under their responsibility) in a lifelong learning and / or career development project</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Lifelong training, the career development project, the right to training, the skills assessment (Applied management) • Training Documents (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify different training paths: school status, employee status • Describe the status of master trainer and the company tutor • Analyse the regulatory framework covering the alternation: internship agreements, apprenticeships, professionalisation • Characterize the passport orientation training, professional project • Define and characterize of lifelong learning: assessment of competences, validation of acquired experience • Identify the main mechanisms that allow employees to learn about working time: the training plan, the individual right to training, the individual training leave The characterization of the training follow-up booklet and the various liaison documents 	<p>The Learner:</p> <ul style="list-style-type: none"> • Identify staffing need • Assess and takes decisions based on the situation • Applies regulatory texts, internal regulations, instructions • Analyses and evaluates his/her work with the help of a superior • Evaluates and monitor the work of the team, reports to superiors • Analyses the gaps between the forecast and the realized, offer suggestions for improvement • Supports, stimulates and motivates the staff under his/her responsibility in achieving the objectives • Proposes corrective actions to his/her superiors • Participates in the evaluation and training of staff under his/her responsibility • Participates in recruitment, calculate the cost of labour
PERFORMANCE CRITERIA			
<ul style="list-style-type: none"> • Developing the richness and diversity of experience • Followig the instructions, procedures • Transmitting the information 			
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>4. Manage staff-related operational hazards</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Management of absences • Conflict Management (Applied Management) • Prevention of risks linked to physical activity (Applied Sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify the different categories of absences • Measure the impact of absences on the cost of labor • Characterize of the main types of labor disputes and their modes of resolution • Identify the competent jurisdiction for the settlement of individual labor disputes • Identify the main occupational risks related to physical activity • Justify of gestures and individual and collective postures, the ergonomics of workstations 	<p>The Learner:</p> <ul style="list-style-type: none"> • Assess and takes decisions based on the situation • Analyses and evaluates his/her work with the help of a superior • Evaluates and monitor the work of the team, reports to superiors • Analyses the gaps between the forecast and the realized, offer suggestions for improvement • Manages risks • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Adjusts based on the nature and size of the business
PERFORMANCE CRITERIA			

- Analysing the relevance of the the problem
- Solving the problem
- Transmitting the information to the hierarchy

OUTPUTS

- Procedures, instructions and regulation accomplished;
- Function sheets;
- Internal training plan, Training materials and devaluation;
- Skills booklet, Orientation and Training Passport;
- Time schedule;
- Work Flowchart.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	OPTIMIZE TEAM PERFORMANCE	15H00	0,85

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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<p>Analyze discrepancies between the forecast and the realized with the help of his upper hierarchy</p> <p>Propose and / or implement the actions optimization and / or corrective</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The individual evaluation interview • Performance analysis of a team (Applied Management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Define the objectives of the individual evaluation interview for the company and for the employee • Identify media for maintenance: skill book, objective ratios • Identify criteria and tools for measuring performance • Compare the expected performances and the realized performances; Gap Analysis and Cause Identification • Identify corrective actions 	<p>The Learner:</p> <ul style="list-style-type: none"> • Plans the work to be done based on instructions received and on the type of service • Identify staffing need • Uses resources to obtain quality production and service (rotation of staff, productivity, yield) • Assess and takes decisions based on the situation • Applies regulatory texts, internal regulations, instructions • Analyses and evaluates his/her work with the help of a superior • Evaluates and monitor the work of the team, reports to superiors
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PERFORMANCE CRITERIA

<ul style="list-style-type: none"> • Taking into account the objectives to be achieved • Proposing the corrective actions • Proposing the actions to optimize the performances of his team • Analysing the relevance of the the problem • Transmitting the information to the hierarchy
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OUTPUTS

<ul style="list-style-type: none"> • Procedures, instructions; • Skills booklet; • Rating grid(s); • Goals reached; • Productivity indicators accomplished; • Management indicators accomplished (indicators to communicate to staff: sales indicators, material costs, productivity, overhead, customer satisfaction ...); • Results of the satisfaction survey of customers; • Stimulus and motivation tools; • Information technology and Communication.
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CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MONITORING AND REPORTING ACTIVITIES AND RESULTS	30H00	1,7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
Produce a written summary Instructions; Oral presentation of the synthesis.	The Learner knows and understands: <ul style="list-style-type: none"> • Writing and broadcasting messages (Applied management) 	The Learner is able to: <ul style="list-style-type: none"> • Characterize the functioning of email • Identify the rules of good use on the internet during the drafting and transmission a message, when receiving a message • Identify the rules to write an email, an internal note, a report 	The Learner: <ul style="list-style-type: none"> • Identify staffing need • Uses resources to obtain quality production and service (rotation of staff, productivity, yield) • Assess and takes decisions based on the situation • Applies regulatory texts, internal regulations, instructions • Analyses the gaps between the forecast and the realized, offer suggestions for improvement • Supports, stimulates and motivates the staff under his/her responsibility in achieving the objectives • Proposes corrective actions to his/her superiors • Participates in the evaluation and training of staff under his/her responsibility
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Working on the quality of oral expression (clarity, language register, intonation) • Working on the quality of argumentation (structure, conciseness, adequacy with the activities carried out and the results obtained) • Structuring of the argumentation • Getting the precision and conciseness of information (qualitative data and quantitative) • Getting the relevance of information technology and communication used 		
OUTPUTS			
<ul style="list-style-type: none"> - Business Documents; - Dashboard; - Information and Communication Technologies. 			

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	RECOGNIZE SUPPLY NEEDS	60H00	3,4
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Determine need for consumables and small equipment based on planned activity	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Procurement Policy (Applied Management) • Catering supplies • Seasonality of products (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Determine the needs and the calculation of the quantities to order • Identify and characterize media and supply management tools • Define and calculate performance • Identify reference quantities • Identify equivalences weight / piece / portion, capacity • Identify food types according to the concept of catering • Identify the seasonal periods of the major product families 	<p>The Learner:</p> <ul style="list-style-type: none"> • Chooses materials and equipment based on planned activity • Optimises uses of resources (humans, materials, commodities, products) • Lists and classifies products • Makes inventory using the appropriate documents and management tools • Determines stocks levels • Manages products storage • Identify and treats anomalies
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Defining the needs according to specificity of the company (concept of restoration, type of production) • Defining the needs according to seasonality food • Choosing the media to identify needs • Estimating the needs with planned activity • Defining the needs according to management indicators. 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
2. Participate in the development of specifications (quality and price of products)	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Procurement Policy (Applied Management) • The specificities of the products supplied (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Define the role of the scope statement • Identify supply circuits • Choose the most appropriate supply path: calculation of needs, frequency, cost comparison • Identify requirements for a product or product family 	<p>The Learner:</p> <ul style="list-style-type: none"> • Chooses materials and equipment based on planned activity • Optimises uses of resources (humans, materials, commodities, products) • Lists and classifies products • Makes inventory using the appropriate documents and management tools • Determines stocks levels • Manages products storage • Identify and treats anomalies
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Defining the requirements for a product or a product family (variety, quality, certification, origin, size, period of need, quantity, temperature, frequency of supply, price, packaging, sustainable development) • Finding the arguments presented to the decision maker to select the suppliers 		

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
3. Participate in the planning of orders and deliveries	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Procurement Policy (Applied Management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Define the inventory management Calculate the rate of consumption Describe supply policies: fixed or variable quantities, fixed or variable dates, purchase opportunities (promotion, seasonality), notion of just-in-time flow Calculate the cost of delivery 	<p>The Learner:</p> <ul style="list-style-type: none"> Optimises uses of resources (humans, materials, commodities, products) Lists and classifies products Makes inventory using the appropriate documents and management tools Determines stocks levels Manages products storage
	<p>PERFORMANCE CRITERIA</p> <ul style="list-style-type: none"> Providing the information to assist in the planning of orders and deliveries Finiding the order and delivery frequency with the activity and the nature of the product supplied Choosing the opportunities (promotions, seasonality, ...) Optimization of storage cost 		

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
4. Fill in the procurement documents	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> The purchase decision (Applied management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Identify the general process of placing orders Choose the information necessary for writing the purchase order Recognise the modes of transmission of the order: postal mail, fax, internet, phone 	<p>The Learner:</p> <ul style="list-style-type: none"> Drafts procurement documents (food and non-food consumables, small materials) Lists and classifies products Makes inventory using the appropriate documents and management tools Determines stocks levels Manages products storage Identify and treats anomalies
	<p>PERFORMANCE CRITERIA</p> <ul style="list-style-type: none"> Using the procedures, instructions and the notebook charges Following the deadlines for placing the order Being rigor and precision in document intelligence supply 		

OUTPUTS

- Product sheets;
- Datasheets;
- Supply documents (commissary vouchers, market sheets, purchase orders, ...);
- Commercial documents (delivery notes, delivery notes, invoices);
- Stored equipment;
- Traceability documents;
- Raw, semi-elaborated and elaborated products;
- Regulations on hygiene, health and safety accomplished;
- Documents and computer data for inventory management, integrated management software package.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	CHECKING STOCKS MOVEMENTS	75H00	4,25
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Receive and control delivered products (on a quantitative and qualitative level)	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Receipt of products (Applied Management) Control elements at the reception (Technology) Food parasitosis (Applied sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Identify procurement documents: delivery note, receipt, invoice Identify mandatory details of the invoice, the definition and calculation of commercial (rebate, discount, rebate) and financial (discount) reductions Identify control elements upon receipt of products Calculate the purchase cost Identify qualitative and quantitative criteria by major product families List control and monitoring tools Identify refusal procedures, and treatment of anomalies Identify food parasitosis (TENASIS, Trichinosis, Anisakiasis, Toxoplasma, Echinococcosis), responsible foods and modes of transmission. Identify consequences of food parasitosis on the health of the consumer Justify control points and precautions to take 	<p>The Learner:</p> <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> Controlling the quantitative and qualitative compliance : <ul style="list-style-type: none"> Concordance of ordered products and delivered products Matching delivery notes and delivered products Concordance delivered products and specifications (quality of packaging, health labels, temperatures, DLC, DLUO, calibration ...) Identifying the quality of anomaly i Transmitting the the information transmitted to the hierarchy 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE

2. Perform packing and unpacking operations	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> ▪ Packing, unpacking (Technology) ▪ Vacuum or modified atmosphere packaging (Applied Sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> ▪ Choose equipment and procedures for packaging and deconditioning in relation to the regulations ▪ Identify and justify melting and freezing protocols ▪ Identify the cooling and conservation protocol, and its justification ▪ Define traceability and enumeration of practices according to the concepts of restoration ▪ Identify the shelf life of a commodity after conditioning and repackaging (products started, surplus production) ▪ Define the principle of vacuum and modified atmosphere packaging ▪ Analyse the Impact of Vacuuming and Modified Atmosphere on Food Preservation and Cooking ▪ Explain the regulation of packaging and preservation ▪ Describe, from a simple diagram, the operating principle of a vacuum device 	<p>The Learner:</p> <ul style="list-style-type: none"> ▪ Lists and classifies products ▪ Manages products storage ▪ Identify and treats anomalies ▪ Packs/unpacks products ▪ Decides based on the situation 	
	PERFORMANCE CRITERIA			
	<ul style="list-style-type: none"> ▪ Deconditioning and packaging operations in respect of the environment, hygiene, health and safety rules: <ul style="list-style-type: none"> - Differentiation of premises - Waste disposal - Sampling on cooked dishes - Labeling ▪ Identifying the quality of anomaly i ▪ Transmitting the the information transmitted to the hierarchy 			
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE	

3. Store products - Update inventory using appropriate documents and management tools	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Product storage (Applied Management) Storage Operations (Technology) Production and use of cold (Applied sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Define and calculate the different levels of stocks: minimum, security, alert, buffer, maximum. Identify stock update documents: vouchers, vouchers, stock cards Characterize stock valuation methods: first in, first out, weighted average unit cost after each entry and at the end of the period Evaluate and update the data sheets Identify storage areas by major product families Identify regulatory storage temperatures Characterize the different lifetimes of products (DLC, DLUO, products started, surplus production ...) Define the principle of production of mechanical cold, cryogenic cold Compare, based on simple diagrams, of the principle of operation of the main appliances producing mechanical cold (refrigerator, positive cold room, freezer, deep freeze, cooling cells) Present the regulation of cold storage 	<p>The Learner:</p> <ul style="list-style-type: none"> Lists and classifies products Makes inventory using the appropriate documents and management tools Determines stocks levels Manages products storage Identify and treats anomalies Packs/unpacks products Decides based on the situation Works autonomously and in a responsible way as part of a hierarchy Adjusts based on the nature and size of the business
	<p style="text-align: center;">PERFORMANCE CRITERIA</p> <ul style="list-style-type: none"> Finding the identification and classification of products by family Operating the storage zones and temperatures Operating the storage compliance according to the valuation method retained stock exits Identifying the anomalies and accuracy of information transmitted to the hierarchy Updating the stock cards both in quantity and value Identifying the anomalies and accuracy of the information transmitted to the hierarchy 		
KEY TECHNICAL OUTCOME			
KNOWLEDGE	SKILLS		COMPETENCE
4. Conduct an inventory	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Inventory (Applied Management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Define and make us of physical inventory Calculate actual product consumptions Define the balance sheet and the profit and loss account, the identification of the main items of these summary documents: examples of the status of actual stocks on the balance sheet and the change in inventories recorded in the income statement 	<p>The Learner:</p> <ul style="list-style-type: none"> Makes inventory using the appropriate documents and management tools Determines stocks levels Manages products storage Identify and treats anomalies Packs/unpacks products Decides based on the situation Works autonomously and in a responsible way as part of a hierarchy Adjusts based on the nature and size of the business
	<p style="text-align: center;">PERFORMANCE CRITERIA</p>		

- Being rigor in the identification and counting of products, food, drinks, materials
- Calculating: actual consumption, actualization
- Realizing inventory status, actual ratio
- Selecting the relevance of information to measure differences in quantity and value
- Analysing the quality
- Transmitting the relevance of the information to justify differences in quantity and value
- Optimizing of storage cost

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>5. Identify and treat anomalies in the inventory and storage management</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Optimization of the storage cost • Anomalies in Inventory Management (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Calculate the average stock, the rotation speed of stocks, the storage duration, the storage cost • Identify the types of anomalies in inventory management and specific remediation elements 	<p>The Learner:</p> <ul style="list-style-type: none"> • Chooses materials and equipment based on planned activity • Drafts procurement documents (food and non-food consumables, small materials) • Controls quantitative and qualitative situation of delivered products • Optimises uses of resources (humans, materials, commodities, products) • Lists and classifies products • Makes inventory using the appropriate documents and management tools • Determines stocks levels • Manages products storage • Identify and treats anomalies • Packs/unpacks products • Decides based on the situation • Works autonomously and in a responsible way as part of a hierarchy • Adjusts based on the nature and size of the business
PERFORMANCE CRITERIA			
<ul style="list-style-type: none"> • Transmitting the relevance information • Finding the information about anomalies and malfunctions • Finding the compliance of the treatment of anomalies and malfunctions 			

OUTPUTS
<ul style="list-style-type: none"> - Report for anomalies and/or malfunctions (non-compliant delivery, delivery delay, over-storage, out of stock, overconsumption, expired products, non-compliant product temperatures and speakers, unmarked unknown ...); - Purchase Orders; - Delivery notes; - Management indicators (inventory status, ratios ...).

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	CONTROLLING COSTS	75H00	4,25
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Participate in the regulation of food and beverage consumption	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Catering expenses • Load analysis • Material Cost Management (Applied Management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identification of the main loads of a catering unit: importance of • food and beverage purchases • The material cost calculation • The interest of the management dashboard • The definition and calculation of the gross margin • The definition and characterization of the food and beverage control procedure • Identification of the constituent elements of the material ratio • Calculation of one or more material ratios • Comparison with previous ratios and objective ratios • The perception of material risk: price fluctuation, material loss 	<p>The Learner:</p> <ul style="list-style-type: none"> • Compiles data sheets and reports • Monitors costs and sales to optimise resources use • Priorities tasks in order to reach set objectives • Assess situation and offers solutions for improvement, suggests corrective measures • Elaborate reports • Assess and estimates produces needs • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> • Mastering the design and use of data sheets • Updating the data sheets • Respecting the target costs and allocated budget • Following the food and beverage control procedures • Achieving the objective ratios of the company • Analysing and justifying the gaps • Using the products and materials to avoid losses, unknown markdowns • Using the energies, fluids, cleaning products 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
2. Improve productivity	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Catering expenses • Load analysis (Applied management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify the constituent elements of staff costs • Calculate the cost of production • Define and calculate the margin on main cost or premium-cost • Calculate ratios or management indicators associated with staff costs: staff ratio • Identify and calculate productivity indicators 	<p>The Learner:</p> <ul style="list-style-type: none"> • Compiles data sheets and reports • Monitors costs and sales to optimise resources use • Priorities tasks in order to reach set objectives • Assess situation and offers solutions for improvement, suggests corrective measures • Elaborate reports • Assess and estimates produces needs • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Can adjust depending on the nature and size of the business

PERFORMANCE CRITERIA	
<ul style="list-style-type: none"> Increasing the level of productivity (individual and team) and quality of service Following the respect for the organization and procedures put in place 	

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
3. Contribute to the mastery related overheads to the activity	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Catering expenses Load Analysis (Applied Management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Identify overhead costs related to the activity Calculate returns Describe an asset, the definition and the reading of a depreciation plan of an asset, the characterization of the terms of financing of fixed assets Calculate the occupation cost Calculate the gross operating result, the current result Calculate the overhead ratio 	<p>The Learner:</p> <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> Following the respect of consumption standards: <ul style="list-style-type: none"> Maintenance products, Fluids and energies. Reducing the losses and breakages Using the compliance with procedures to achieve savings of energy, to maintain equipment Achieving the objective ratios of the company 			

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
4. Calculate and analyze the cost differences between the forecast and the realized	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> Expense forecast Gap Analysis (Applied Management) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> Based on sales forecasts, calculate target costs and objective ratios: consumed materials, personnel costs, overheads, occupancy costs How "reporting" Identify of the elements in the reporting tables Calculate and analyse differences in material consumption: difference in price and quantity, identification of causes and proposals for corrective actions 	<p>The Learner:</p> <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA		

- Using the relevance of analysis and justification of price and quantity discrepancies
- Applying the quality of the application of the corrective actions.

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
5. Make use of management tools	The Learner knows and understands: <ul style="list-style-type: none"> • Management tools (Applied Management) 	The Learner is able to, In connection with the professional activities implemented: <ul style="list-style-type: none"> • use of a spreadsheet: conception and formatting of tables and graphs, • insert simple functions (sum, average, minimum, maximum), logical (SI, IF AND, IF OR), search, display of drop-down lists, data consolidation, using pivot tables • use of management tools specific to the professional sector and / or software packages management system: characterization of tools, exploitation of management indicators provided 	The Learner: <ul style="list-style-type: none"> • Compiles data sheets and reports • Monitors costs and sales to optimise resources use • Priorities tasks in order to reach set objectives • Assess situation and offers solutions for improvement, suggests corrective measures • Elaborate reports • Assess and estimates produces needs • Works autonomously and in a responsible way as part of the work instructions set by the hierarchy • Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA <ul style="list-style-type: none"> • Mastering the basic functionalities of a specific restoration software, an ERP, a spreadsheet • Exploiting the information provided by these management tools 		

OUTPUTS

- inventories
- Cards, menus, sales media
- Mercuriale
- Evaluated fact sheets
- Budget
- Management indicators (sales forecast, objective ratios of the company)
- Productivity indicators
- Job descriptions, product sheets
- Procedures, instructions
- Objective ratios of the company

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	ANALYZE SALES	90H00	5,1
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Contribute to price setting	The Learner knows and understands: <ul style="list-style-type: none"> The selling price (Applied management) 	The Learner is able to: <ul style="list-style-type: none"> Characterize sales price's determinants: material cost, multiplier, competition, customer sensitivity Identify factors for changing the price of dishes and frequency 	The Learner: <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA		
	<ul style="list-style-type: none"> Transmitting the information to the hierarchy: material cost, labor cost, etc. Following the respect of target costs and allocated budget 		
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
2. Track turnover, attendance, average addition	The Learner knows and understands: <ul style="list-style-type: none"> Sales and Other Revenue Forecast Break-even point (Applied management) 	The Learner is able to: <ul style="list-style-type: none"> Define turnover and characterization of its components Identify other operating products Value forward planning for business Define a budget The interest of a statistical base on sales for the company Make use of the elements in this statistical base: follow-up of the figure business, attendance, average addition Analyse the statistical base for sales forecasting Calculate objective ratios Differentiate between variable and fixed charges Presentate the income statement with the calculation of the margin on variable costs and results Calculate break-even and break-even 	The Learner: <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business
	PERFORMANCE CRITERIA		

	<ul style="list-style-type: none"> Transmitting the relevant information on: <ul style="list-style-type: none"> the customer profile of a period, the evolution of the buying behavior of customers, the results of card changes. Optimizing the orders and personnel forecasts based on statistics Contributing level to increase current operating income
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KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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3. Measure the contribution of the dishes to the gross margin	The Learner knows and understands: <ul style="list-style-type: none"> Indicator Analysis (Applied Management) 	The Learner is able to: <ul style="list-style-type: none"> Take into account the profitability of dishes: the ranking of dishes according to their popularity and their contribution to the gross margin Identify actions to be carried out according to the positioning of the dishes 	The Learner: <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible way as part of the work instructions set by the hierarchy Can adjust depending on the nature and size of the business
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PERFORMANCE CRITERIA

<ul style="list-style-type: none"> Knowing the gross margins of dishes Finding the relevance of correlation between incentives and number of dishes sold Informing the consistency of the ranking of the dishes according to the criterion of popularity and the contribution to the gross margin Applying the quality of the implementation of corrective actions to improve the performance of dishes Contributing the level to increase current operating income
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KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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4. Manage unsold products	The Learner knows and understands: <ul style="list-style-type: none"> Analysis of unsold indicators (Applied Management) Unsold Management (Technology) (Applied Sciences) Identification of unsold regulations 	The Learner is able to: <ul style="list-style-type: none"> Calculate unsold ratio Analyse the ratio and the identification of actions to be taken to limit the risk Identify "good practices" in the use of unsold products Manage the unsold products 	The Learner: <ul style="list-style-type: none"> Compiles data sheets and reports Monitors costs and sales to optimise resources use Priorities tasks in order to reach set objectives Assess situation and offers solutions for improvement, suggests corrective measures Elaborate reports Assess and estimates produces needs Works autonomously and in a responsible
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PERFORMANCE CRITERIA

- Optimizing the knowledge of the customers and their habits of consumption
- Optimizing the attendance forecasts
- Achieving the objective ratios
- Optimizing the unsold products

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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5. Measure the response to the "price" offer

The Learner knows and understands:

- The indicator analysis relating to the price offer (Applied management)

The Learner is able to:

- Calculate the average price of the requested dishes
- Calculate the average price offered
- Calculate and analyse the price response index

The Learner:

- Compiles data sheets and reports
- Monitors costs and sales to optimise resources use
- Priorities tasks in order to reach set objectives
- Assess situation and offers solutions for improvement, suggests corrective measures
- Elaborate reports
- Assess and estimates produces needs
- Works autonomously and in a responsible way as part of the work instructions set by the hierarchy
- Can adjust depending on the nature and size of the business

PERFORMANCE CRITERIA

- Analysing of the price response index
- Adaptating of the offer in terms of price
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KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
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6. Measure and analyze the differences in turnover between the forecast and the realized

The Learner knows and understands:

- Sales Forecast, Gap Analysis (Applied Management)

The Learner is able to:

- Make use of the reporting tables
- Calculate and analyse of gaps: identification of causes and proposals for corrective actions

The Learner:

- . Compiles data sheets and reports
- Monitors costs and sales to optimise resources use
- Priorities tasks in order to reach set objectives
- Assess situation and offers solutions for improvement, suggests corrective measures
- Elaborate reports
- Assess and estimates produces needs
- Works autonomously and in a responsible way as part of the work instructions set by the hierarchy
- Can adjust depending on the nature and size of the business

PERFORMANCE CRITERIA

- Finding the relevance of gap analysis and justification
- Applying the quality of the relative corrective actions at the opening of the range, the dispersion of prices, the highlighting, the price response index

OUTPUTS

- Evaluated fact sheets;
- Costs, charges;
- Cards, menus, sales media;
- Budget;
- Offer competitors;
- Cartes, menus;
- Sales Statistiques;
- Sales Forecast;
- Ratio of unsold;
- Break-even point, neutrality point.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	APPLYING THE QUALITY APPROACH	60H00	3,4
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Listening customers to	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The marketing approach: the clientele (Applied management) • Consumption patterns (Technology) • Dietary behaviors (Applied Sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify and classify: <ul style="list-style-type: none"> - needs, expectations, motivations and brakes of the customer in the bill of sale - different types of customers: potential, temporary, faithful - principles and rules of customer segmentation - key elements of a catchment area study - customer behavior (search, comparison, selection), purchase habits (decisive purchases, impulse purchases) and the consequences for the point of sale • Identify cultural specificities and religious consumption patterns • Identify the evolution of consumption patterns through the history of restoration • Identify today's markers based on restoration concepts • Indicate the physiological origin of hunger, thirst, satiety • Link psychosensory and sociocultural factors with behaviors food and consumption • Identify the impact of lifestyle on eating behavior 	<p>The Learner:</p> <ul style="list-style-type: none"> • Listens actively to customers, taking into account needs and expectations • Complies with regulations, rules of hygiene, health and safety • Takes into account the environment and sustainability measures • Takes into account the principles of nutrition and dietetics • Monitors the market (technical, technological, scientific, commercial ...) and the sector (innovation, creativity ...) • Adapts to consumption patterns • Manages, prevent and measures risks • Works in compliance of regulations, the health control plan, the good practices, the single document, instructions • Makes use of equipment, materials, supplies rationally • Makes use of and monitors raw materials, supplies (products maintenance, packaging), fluids and energies efficiently • Produces organoleptic analysis and makes correction
	PERFORMANCE CRITERIA		
<ul style="list-style-type: none"> • Taking account the quality of the remarks of the customers, of the behaviors of consumption • Identifying the customer needs and expectations, and accuracy of information transmitted to the hierarchy 			

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>2. Respect regulations, rules of hygiene, health and safety regulations; HACCP</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The legal environment of the company (Applied Management) • Hygiene of methods (Applied sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Characterize and prioritize the different sources of national law: constitution, law, ordinance, decree, decree, jurisprudence • Characterize and prioritize the different sources of European and international law: Community law, European directive, treaties and international agreements • List the hierarchy of sources of national and international law • Define the collective agreement • Identify the different collective agreements in restoration • Identify the main rights and obligations of employers and catering employees • Identify responsibility • Differentiate the different areas of liability: civil contract, tort, criminal • Identify the health control plan set by the so-called "hygiene package" regulation: "good hygiene practices", HACCP, traceability systems, management of non-compliant products (based on examples adapted to specific professional situations) • Characterize tools and methods of risk analysis: 5M method, "cause-and-effect" diagram, control of critical points (from adapted examples to specific professional situations) 	<p>The Learner:</p> <ul style="list-style-type: none"> • Listens actively to customers, taking into account needs and expectations • Complies with regulations, rules of hygiene, health and safety • Takes into account the environment and sustainability measures • Takes into account the principles of nutrition and dietetics • Monitors the market (technical, technological, scientific, commercial ...) and the sector (innovation, creativity ...) • Adapts to consumption patterns • Manages, prevent and measures risks • Works in compliance of regulations, the health control plan, the good practices, the single document, instructions • Makes use of equipment, materials, supplies rationally • Makes use of and monitors raw materials, supplies (products maintenance, packaging), fluids and energies efficiently • Produces organoleptic analysis and makes correction
PERFORMANCE CRITERIA			

- Identifying the risks and measures prevention
- Using and maintaining the equipment
- Verifying the quality of the good functioning used devices and their devices security
- Using the compliance with intelligence procedures systematic maintenance book
- Following the respect for good professional practices regulations, protocols and agreements:
 - Regular washing of hands
 - Body hygiene and clothing conforming
 - Complete professional attire
 - Proper use of protective equipment
 - individual and collective (disposable gloves, gloves - protective apron, paper mask ...)
 - Adapted gestures and postures, ergonomics of the post working
 - Compliance with the food traceability procedure food
 - Respect of cleaning and disinfection protocols
 - Respect for the principle of walking forward in the time and / or in space

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>3. Integrate environmental and sustainable development dimensions into professional practice</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> ▪ The societal and environmental dimension in the economic activity of the company (Applied management) ▪ Professional practices respectful of the environment (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> ▪ Define corporate citizenship ▪ Identify overhead control methods for a development goal sustainable (energy, consumables, fluids, cleaning products ...) ▪ Identify sustainable development indicators ▪ Identify of attitudes and methods allowing: <ul style="list-style-type: none"> - reducing the consumption of water, energy, - waste and grease management (sorting, composting, compaction ...) - the prevention of water pollution, - the reasoned use of chemicals, - the choice of materials, - the choice of raw materials (certifications, seasonality - proximity ...) ▪ Identify vigilance points 	<p>The Learner:</p> <ul style="list-style-type: none"> ▪ Listens actively to customers, taking into account needs and expectations ▪ Complies with regulations, rules of hygiene, health and safety ▪ Takes into account the environment and sustainability measures ▪ Takes into account the principles of nutrition and dietetics ▪ Monitors the market (technical, technological, scientific, commercial ...) and the sector (innovation, creativity ...) ▪ Adapts to consumption patterns ▪ Manages, prevent and measures risks ▪ Works in compliance of regulations, the health control plan, the good practices, the single document, instructions ▪ Makes use of equipment, materials, supplies rationally ▪ Makes use of and monitors raw materials, supplies (products maintenance, packaging), fluids and energies efficiently ▪ Produces organoleptic analysis and makes correction
PERFORMANCE CRITERIA			

- Using the relevance of the reasoned and adapted use of energies, fluids and cleaning products
- Following the compliance with the rules of recycling of packaging, waste management
- Comparing and offering the reasoned proposal (respect of seasonality, short circuits, taking into account the scarcity of the resource ...)

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>4. Apply principles of nutrition and dietetics</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Professional practices respectful of nutrition and dietetics (Technology) • Constituents of foods and their nutritional roles • The nutritional dimension of food products (Applied Sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • List the tools and procedures implemented in the various restoration concepts (for example, the choice of food and beverages (origin, composition, substitute products, etc.), the choice of materials, professional techniques preserving nutritional qualities • Identify vigilance points • Identify the different constituents of food: water, carbohydrates, proteins, mineral elements, trace elements, vitamins. • Identify characteristic foods containing them • Characterize food groups by major constituents • Identify different carbohydrates; different food proteins (albumin, collagen, casein, gluten); different lipids • Identify the roles of food constituents in the body • Identify nutritional interest: <ul style="list-style-type: none"> - food products, - Substitute products: products reduced in sugars and fats, products containing sweeteners, fortified products (minerals, vitamins, fatty acids, fibers) - food supplements, probiotics - nutraceuticals • Identifying the limits of the use of these different products on health 	<p>The Learner:</p> <ul style="list-style-type: none"> • Listens actively to customers, taking into account needs and expectations • Complies with regulations, rules of hygiene, health and safety • Takes into account the environment and sustainability measures • Takes into account the principles of nutrition and dietetics • Monitors the market (technical, technological, scientific, commercial ...) and the sector (innovation, creativity ...) • Adapts to consumption patterns • Manages, prevent and measures risks • Works in compliance of regulations, the health control plan, the good practices, the single document, instructions • Makes use of equipment, materials, supplies rationally • Makes use of and monitors raw materials, supplies (products maintenance, packaging), fluids and energies efficiently • Produces organoleptic analysis and makes correction
PERFORMANCE CRITERIA			
<ul style="list-style-type: none"> • Preserving the nutritional values of the products by an appropriate treatment (preparation, cooking ...) • Mastering the food balances: in a service, in a menu ... • Considering the concept of balanced diet in the advice to bring to customers • Calculating the energy value of a fabrication • Answering the needs of customers (choice of products, cooking techniques ...) 			

OUTPUTS

- Health control plan;
- Good practice guides;
- Health and safety regulations accomplished;
- Synergy booklet;
- Single documents (plan and safety instructions, plan evacuation, business card);
- Maintenance notebook;
- Labeling of foodstuffs;
- Labeling of cleaning products;
- Technical sheet (with mention of the energy value);
- Raw materials and product sheets;
- National nutrition health plan;
- Food plan;
- Menus, cards, sales media;
- Energy table of foods;
- Procedures, instructions, documents relating to sustainable development.

CODE	UNIT OF LEARNING OUTCOME	HOURS	CREDITS
	MAINTAINING GLOBAL QUALITY	30H00	1,7
KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
1. Control the sanitary quality of raw materials and productions / Control the organoleptic quality of raw materials and products / Control the marketability of raw materials and productions	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • Overall quality • Controls and self-checks (Technology) • Sensory perception • Valorisation and control of food quality (Applied sciences) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Define overall quality, its characterization • Identify professional approaches implemented as part of the quality approach • Identify the main steps of the problem-solving process: identification of the problem, causes, choice and implementation of solutions • Define sanitary quality, marketability, organoleptic quality • Identify the phases of the sensory analysis • Define of comparative analysis • Recognizing professional practices of sensory analysis • Identify and characterize different certifications (International System Organization, High Environmental Quality ...) • Identify the professional methods and procedures put in place in the framework of controls and self-checks • Characterize the organoleptic quality of a product • Connect the senses and the bodies concerned • Identify the main objectives of sensory perception, its principle • Identify individual and environmental factors that may alter sensory perception • Identify the mandatory and optional information on a label, a display 	<p>The Learner:</p> <ul style="list-style-type: none"> • Listens actively to customers, taking into account needs and expectations • Complies with regulations, rules of hygiene, health and safety • Takes into account the environment and sustainability measures • Takes into account the principles of nutrition and dietetics • Monitors the market (technical, technological, scientific, commercial ...) and the sector (innovation, creativity ...) • Adapts to consumption patterns • Manages, prevent and measures risks • Works in compliance of regulations, the health control plan, the good practices, the single document, instructions • Makes use of equipment, materials, supplies rationally • Makes use of and monitors raw materials, supplies (products maintenance, packaging), fluids and energies efficiently • Produces organoleptic analysis and makes correction
PERFORMANCE CRITERIA			

- Compliance with product conservation protocols during manufacturing / processing and finishes
- Compliance of self-checks and archiving of documents
- Conformity of the procedure for taking sample dishes
- Relevance of any identified defects
- Quality of the analysis of the results of the controls
- Quality of corrective action proposals in case of non-compliance
- Quality of the organoleptic analysis of the products, the fabrications
- Quality of sensory analysis
- Relevance of quality elements, and possible defects identified
- Quality of corrective action proposals in case of non-compliance
- Conformity of the production according to the order and the data sheets and / or manufacturing (nature, weight, quantity, temperature)
- Relevance of quality elements, and possible defects identified
- Quality of corrective action proposals in case of non-compliance
- Relevance of identified anomalies
- Appropriate management of priorities
- Identification of possible causes and proposal of adapted answer (s)
- Compliance of the treatment of anomalies and malfunctions
- Accuracy of the information transmitted to the hierarchy

KEY TECHNICAL OUTCOME	KNOWLEDGE	SKILLS	COMPETENCE
<p>2. Register monitoring steps, Register monitoring steps, research and development process (innovation, creativity ...)</p>	<p>The Learner knows and understands:</p> <ul style="list-style-type: none"> • The growth of the company (Applied management) • Restoration: evolution and prospective (Technology) 	<p>The Learner is able to:</p> <ul style="list-style-type: none"> • Identify product pairs / company markets: the diversification of the offer • Characterize the positioning of the company and its competitors in the markets • Characterize the commercial policy: product, price, distribution, communication • Identify growth objectives: increase of turnover, market shares • Trace the evolution of cuisine and tableware through the key figures of history, and new scientific and technical knowledge • Identify contemporary culinary currents • Identify of major contemporary developments in terms of: <ul style="list-style-type: none"> - raw materials and their derivatives, - professional techniques, - materials and equipment, - restoration concepts • List the inscription of the "gastronomic meal of the French" to the intangible heritage of UNESCO • Characterize local cuisine: specificities of a region or a local area • identify European and international influences in French cuisine and the arts of the table • Identify the different creative approaches applied to the profession 	<p>The Learner:</p> <ul style="list-style-type: none"> • Listens actively to customers, taking into account needs and expectations • Complies with regulations, rules of hygiene, health and safety • Takes into account the environment and sustainability measures • Takes into account the principles of nutrition and dietetics • Monitors the market (technical, technological, scientific, commercial ...) and the sector (innovation, creativity ...) • Adapts to consumption patterns • Manages, prevent and measures risks • Works in compliance of regulations, the health control plan, the good practices, the single document, instructions • Makes use of equipment, materials, supplies rationally • Makes use of and monitors raw materials, supplies (products maintenance, packaging), fluids and energies efficiently • Produces organoleptic analysis and makes correction
PERFORMANCE CRITERIA			
<ul style="list-style-type: none"> • Taking account the quality of trends, consumption patterns, professional uses • Taking account the quality of technology and scientific developments • Having the culture - professional curiosity (knowledge of raw materials, terroirs, specialties, professional contexts ...) 			

OUTPUTS

- Health control plan;
- Good practice guides;
- Health and safety regulations accomplished;
- Reports from veterinary services, laboratories;
- Samples of analysis of food samples and surface samples (self-checks ...);
- Product Tracking Sheets;
- Unique Document (plan and safety instructions, evacuation plan, company file ...);
- Personal and collective protective equipment used;
- Protocols and instructions accomplished;
- Datasheets, maps, menus, sales media (with photographs, schematic representations ...);
- Sensory analysis sheet;
- Internal administrative documents;
- Personal technical directory;
- Data sheets;
- Current regulations accomplished;
- Surveys, market studies, consumer behaviour.

TECHNICAL SHEET

This training referential is based on learning outcomes and adapted from the original qualification training referential for Cookery, EQF level 4, for IVET Courses, available through the French National Qualifications Catalogue.

This training referential only contains the technical component of the Course.

It was elaborated during the implementation of a Pilot Project - Intellectual Output no. 2 of the *EURspace_European IVT Recognition Gateway* Project. The adaptation of the original training referential was influenced by the methodology developed during the project implementation, presented in the *ECVET Methodological Guide for Professionals*, which is available for download at <https://eurspace.eu/>.

The partner responsible for the adaptation of this training referential is SDMI_ Sustainable Development Management Institute.

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