Front of House

Content Area: **Family and Consumer Science**
Course(s): **Foods 1**
Time Period: **Semester 1 & 2**
Length: **3 weeks**
Status: **Published**

Standards - NJCCS/CCSS

CRP.K-12.CRP4	Communicate clearly and effectively and with reason.
CRP.K-12.CRP6	Demonstrate creativity and innovation.
CRP.K-12.CRP9	Model integrity, ethical leadership and effective management.
CRP.K-12.CRP10	Plan education and career paths aligned to personal goals.
CAEP.9.2.12.C.3	Identify transferable career skills and design alternate career plans.

Enduring Understandings

1. Customer service is vital to the food industry
2. Customers who do not receive service to their standards are more likely to not return even if the food is exceptional
3. The foundation of the success of a business begins with the initial experience when a customer walks through the door

Essential Questions

1. How does food service affect the overall customer experience?
2. How can presentation of the front of house area affect the success of a business?
3. How can you be creative with the limited tools for presentation or menu items?

Knowledge and Skills

- Students will be able to understand the components of quality customer service
- Students will be able to maintain a front of house area, including stocking and cleaning
- Students will be able to create various coffee drinks
- Students will be able to manage a POS system

- Students will be able to present and serve food in an appealing manner

Resources

- Unit Plan
- Just the Facts Food and Kitchen Safety DVD
- Top Chef Masters: Season 1: Episodes 1, 9 and 10
- The Great British Baking Show: Seasons 1 through 4
- Textbook: Discovering Foods
- Julie and Julia DVD
- Kitchen equipment
    - Nasco
    - Hubert
- Google Suite - https://gsuite.google.com/
    - Google forms
    - Google classroom
    - Google slides
- Factile - https://www.playfactile.com/
    - use for review

Assessments

Assessments

Modifications

Modifications