

## Key Terms

### Chapter 1:

- \* **aboyeur:** Expediter who takes orders from servers and calls out the orders to the various production areas in the kitchen.
- \* **all-suite properties:** Apartment-style facilities offered at midmarket prices. They have larger spaces that include a sitting area, often with dining space, and small kitchen or bar area, in addition to a bedroom and bath.
- \* **amenity** (a-MEN-i-tee): A service or product provided to guests for their convenience, either with or without an additional fee.
- \* **American Automobile Association's (AAA) TourBook®:** The most widely recognized rating service in the United States; it uses a diamond system in judging overall quality.
- \* **back of the house:** Employees who work outside the public space. Back-of-the-house positions include chefs, line cooks, pastry chefs, dishwashers, bookkeepers, storeroom clerks, purchasers, dietitians, and menu planners.
- \* **bed and breakfasts:** Cater to guests looking for quaint, quiet accommodations with simple amenities. Bed and breakfasts are usually privately owned homes converted to have several guest rooms. Guests are served breakfast during a specified time in a small dining room.
- \* **café:** A coffeehouse usually offering pastries and baked goods.
- \* **cafeteria:** An assembly line process of serving food quickly and cheaply without the need for servers.
- \* **chain:** A group of restaurants owned by the same business organization.
- \* **chef:** A mark of respect and distinction that describes a professional cook who has reached the position through hard work and dedication to quality.
- \* **concessions:** A branch of a foodservice operation set up and operating in a place belonging to another commercial enterprise, such as a monument, museum, or ballpark.
- \* **contract feeding:** Businesses that operate foodservice for companies in the manufacturing or service industry. Contractors will manage and operate the employee dining facilities.
- \* **convention:** A gathering of people, all of whom have something in common. They are often all members of a particular organization, or they may simply be individuals who share a hobby.
- \* **convention centers:** Facilities specifically designed to house large-scale special events, including conventions, expositions, and trade shows.
- \* **economy lodging:** Clean, low-priced accommodations primarily designed for traveling salespeople, senior citizens, and families with modest incomes.
- \* **epicurean** (ep-ih-KUR-ee-an): A person with a refined taste for food and wine.
- \* **expositions:** Large shows, open to the public, that highlight a particular type of product or service. Such shows give manufacturers and service providers a chance to display their offerings to many people at a single event.
- \* **front of the house:** Employees who serve guests directly. Front-of-the-house positions include managers, assistant managers, banquet managers, dining room managers, maître d's, hosts/hostesses, cashiers, bar staff, serving staff, and busers.
- \* **full-service properties:** Properties that cater to travelers in search of a wide range of conveniences. They offer larger rooms and well-trained staff and feature amenities such as swimming pools, room service, fitness centers, or services for business travelers.
- \* **gourmet:** A lover of fine food and drink.
- \* **guilds:** Associations of people with similar interests or professions.
- \* **haute cuisine** (hote kwee-ZEEN): An elaborate and refined system of food preparation.
- \* **hospitality:** The services that people use and receive when they are away from home. This \* includes, among other services, restaurants and hotels.
- \* **kitchen brigade system:** A system that assigns certain responsibilities to kitchen staff. Developed by Georges August Escoffier.
- \* **lesche** (LES-kee): Private clubs for the ancient Greeks that offered food to members.
- \* **luxury properties:** Hotels that offer top-of-the-line comfort and elegance. While often defined as part of the full-service sector, luxury hotels take service and amenities to new heights of excellence.

- \* **Michelin Guide:** A rating system better known in Europe than the United States, but it has recently begun rating organizations in the United States and elsewhere. Restaurants are rated from one to three stars.
- \* **mid-priced facilities:** These fall somewhere between the full-service and economy sectors. They are designed for travelers who want comfortable, moderately-priced accommodations. Also known as tourist-class properties.
- \* **Mobil Travel Guides:** A major American rating resource. The *Mobil Travel Guides* rate thousands of properties with a five-star system.
- \* **monuments:** Typically either structures built to memorialize something or someone, or structures recognized for their historical significance. Examples of monuments include the Statue of Liberty, the Eiffel Tower, Mount Rushmore, and the pyramids.
- \* **pasteurization:** Process of making milk safer to drink by heating it to a certain temperature to destroy harmful bacteria. Named for Louis Pasteur.
- \* **phatnai** (FAAT-nay): Establishments that catered to travelers, traders, and visiting diplomats in ancient Greece.
- \* **POS system:** "POS" means "point of sale" or "point of service." POS refers to the place where some sort of transaction occurs. Although POS could be a retail shop or restaurant, a POS system generally indicates a computer terminal or linked group of terminals.
- \* **Property Management System (PMS) software:** This technology can serve a variety of functions by which managers and staff can improve guest experiences, such as scheduling, database maintenance, accounting, and sales.
- \* **refrigeration:** Keeps food from spoiling quickly and also helps to feed larger numbers of people.
- \* **resorts:** Locations that feature extensive facilities for vacationers who are looking for recreational activities and entertainment.
- \* **restorante:** In 1765, a man named Boulanger began serving hot soups called *restaurers* (meaning restoratives) for their health-restoring properties. He called his café a "restorante," the origin of our modern word "restaurant."
- \* **satellite/commissary feeding:** When one kitchen prepares food that is then shipped to other locations to be served.
- \* **self operators:** Employees at a manufacturing or service company who are also utilized for foodservice.
- \* **trade shows:** Restricted to those involved in the industry being featured. Producers or manufacturers rent space at trade shows to exhibit, advertise, and demonstrate their products or services to people interested in that specific field.
- \* **travel and tourism:** The combination of all of the services that people need and will pay for when they are away from home. This includes all of the businesses that benefit from people traveling and spending their money, such as transportation or restaurants.
- \* **Zagat Survey, The:** A consumer-based guide that rates restaurants on four qualities: food, décor, service, and cost.

## **Chapter 2:**

- \* **bacteria:** Cause many foodborne illnesses. Some bacteria, as they grow and die, create toxins (poisons) in food. Cooking may not destroy these toxins, and people who eat them can become sick.
- \* **bimetallic stemmed thermometer:** Can check temperatures from 0°F to 220°F. This makes it useful for checking both hot and cold types of food.
- \* **calibration:** Regular adjustments to tools to keep them accurate.
- \* **cleaners:** Chemicals that remove food, dirt, rust, stains, minerals, and other deposits.
- \* **cleaning:** Removing food and other dirt from a surface.
- \* **contact time:** The specific period of time during which objects being sanitized must be immersed in a solution. The contact time depends on the type of sanitizer being used.
- \* **contamination:** Occurs when harmful things are present in food, making it unsafe to eat.
- \* **corrective action:** Action taken to fix a problem if a critical limit hasn't been met.

- \* **critical control points (CCPs):** The points in a process where identified hazard(s) can be prevented, eliminated, or reduced to safe levels.
- \* **critical limit:** A requirement, such as a temperature requirement, that must be met to prevent, eliminate, or reduce a hazard.
- \* **cross-contact:** The transfer of allergens from food containing an allergen to the food served to a customer.
- \* **cross-contamination:** The spread of pathogens from one surface or food to another.
- \* **FAT TOM:** A way to remember the six conditions pathogens need to grow: food, acidity, temperature, time, oxygen, and moisture.
- \* **first-in, first-out (FIFO) method:** Rotation of food in storage to use the oldest inventory first. Many operations use the FIFO method to rotate refrigerated, frozen, and dry food during storage.
- \* **flow of food:** The path that food takes in an operation. It begins when you buy the food and ends when you serve it.
- \* **food allergy:** The body's negative reaction to a food protein.
- \* **food safety management system:** A group of procedures and practices that work together to prevent foodborne illness.
- \* **foodborne illness:** A disease transmitted to people by food.
- \* **foodborne-illness outbreak:** When two or more people get the same illness after eating the same food items.
- \* **foodhandlers:** This includes more than just the people who prepare food. Servers and even dishwashers are considered foodhandlers, because they either handle food directly or work with the surfaces that food will touch.
- \* **fungi:** Can cause illness, but most commonly, they are responsible for spoiling food. Fungi are found in air, soil, plants, water, and some food. Mold and yeast are two examples of fungi.
- \* **handwashing:** The most important part of personal hygiene.
- \* **hazard:** Something with the potential to cause harm. In the preparation of food, hazards are divided into three categories: biological, chemical, and physical.
- \* **Hazard Analysis Critical Control Point (HACCP):** A type of food safety management system. HACCP identifies major hazards at specific points within a food's flow through the operation.
- \* **high-risk populations:** Certain groups of people who have a higher risk of getting a foodborne illness than others.
- \* **host:** A person, animal, or plant on which another organism, such as a parasite, lives and feeds.
- \* **immune system:** The body's defense against illness.
- \* **infrared thermometers:** These thermometers, which measure the temperatures of food and equipment surfaces, do not need to touch a surface to check its temperature, so there is less chance for cross-contamination and damage to food.
- \* **inspection:** A formal review or examination conducted to see whether an operation is following food safety laws.
- \* **integrated pest management program (IPM):** A system that will prevent, control, or eliminate pest infestations in an operation.
- \* **master cleaning schedule:** A schedule that contains what should be cleaned, who should clean it, when it should be cleaned, and how it should be cleaned.
- \* **mold:** Molds grow under almost any condition, but especially in acidic food with little moisture. Molds often spoil food and sometimes produce toxins that can make people sick. Refrigerator and freezer temperatures may slow the growth of molds, but cold doesn't kill them.
- \* **parasites:** Parasites are organisms that live on or in another organism (the host). The parasite receives nutrients from the host.
- \* **pathogens:** The microorganisms that cause illness.
- \* **personal hygiene policies:** These policies must address personal cleanliness, clothing, hand care, and health in order to prevent foodhandlers from contaminating food.
- \* **pest control operator (PCO):** Experts at applying, storing, and disposing of pesticides who have access to the most current and safe methods for eliminating pests. They are trained to determine the best methods for eliminating specific pests and are knowledgeable about local \* regulations.

- \* **ready-to-eat food:** Food that can be eaten without further preparation, washing, or cooking.
- \* **sanitizing:** Reducing pathogens on a surface to safe levels.
- \* **TCS food:** Food that is most vulnerable for pathogen growth is also referred to as food that needs time and temperature control for safety (TCS).
- \* **temperature danger zone:** The temperature range between 41°F and 135°F. Pathogens grow well in food that has a temperature in this range.
- \* **thermocouples and thermistors:** Common in restaurant and foodservice operations. They measure temperatures through a metal probe and display them digitally. The sensing area on thermocouples and thermistors is on the tip of the probe.
- \* **time-temperature abused:** Food that is cooked to the wrong internal temperature, held at the wrong temperature, or cooled and reheated improperly.
- \* **viruses:** The leading cause of foodborne illness. Viruses can survive refrigerator and freezer temperatures.
- \* **yeast:** Can spoil food quickly. The signs of spoilage include the smell or taste of alcohol, white or pink discoloration, slime, and bubbles.

### **Chapter 3:**

- \* **accident:** An unplanned, undesirable event that can cause property damage, injuries or fatalities, time lost from work, or disruptions of work.
- \* **accident investigation:** Each operation needs to have forms for reporting injuries or illnesses involving both guests and employees. The investigation involves eight steps: 1. Record information as soon as possible after the event occurs, ideally within one hour. Use OSHA-required forms as well as appropriate corporate or company forms. 2. Include a description of the event, the date, and two signatures on accident report forms. 3. Collect physical evidence or take pictures at the site. 4. Interview all people involved and any witnesses. 5. Determine as clearly as possible the sequence of events, the causes and effects, and the actions taken. 6. Submit reports to OSHA, the insurance carrier, lawyer, and corporate headquarters, as appropriate. Keep copies of all reports and photographs for your files. 7. Keep all employees informed of procedures and hazards that arise from the situation. 8. If they aren't already available, post emergency phone numbers in public places.
- \* **arson:** The deliberate and malicious burning of property.
- \* **automatic systems:** These fire safety systems operate even when no one is in the facility and usually include a type of heat detector that releases dry or wet chemicals, carbon dioxide, or inert gases.
- \* **cardiopulmonary resuscitation (CPR)** (CAR-dee-oh PULL-man-air-ee ree- SUHS-i-TAY-shun): Restores breathing and heartbeat to injured persons who show no signs of breathing or a pulse.
- \* **class A fires:** Usually involve wood, paper, cloth, or cardboard and typically happen in dry-storage areas, dining areas, garbage areas, and restrooms.
- \* **class B fires:** Usually involve flammable liquids and grease and typically start in kitchens and maintenance areas.
- \* **class C fires:** Usually involve live electrical equipment and typically occur in motors, switches, cords, circuits, and wiring.
- \* **emergency plan:** A plan designed to protect workers, guests, and property in the case of an emergency or disaster.
- \* **evacuation routes:** Routes planned to give everyone at least two ways out of the building to a safe meeting place in case of emergency.
- \* **first aid:** Medical treatment given to an injured person either for light injuries or until more complete treatment can be provided by emergency service or other health care providers.
- \* **flame detectors:** Work by reacting to the movement of flames.
- \* **general safety audit:** A safety inspection of facilities, equipment, employee practices, and management practices. The purpose of a general safety audit is to judge the level of safety in the operation.

- \* **Hazard Communication Standard (HCS):** Also called Right-to-Know and HAZCOM. This safety standard requires that all employers notify their employees about chemical hazards present on the job and train employees to use these materials safely.
- \* **health hazards:** Items (including chemicals) that cause short- or long-term injuries or illnesses.
- \* **heat detectors:** Work by reacting to heat. Detect fires where there is no smoke. They are activated by the significant increase of temperature associated with fire.
- \* **Heimlich maneuver** (HIME-lick mah- NOO-ver): Removes food or other obstacles from the airway of a choking person.
- \* **liability:** The legal responsibility that one person has to another.
- \* **Material Safety Data Sheet (MSDS):** A report OSHA requires from chemical manufacturers and suppliers for each hazardous chemical they sell.
- \* **near miss:** An event in which property damage or injury is narrowly avoided.
- \* **Occupational Safety and Health Administration (OSHA):** The federal agency that creates and enforces safety related standards and regulations in the workplace.
- \* **OSHA Form No. 300:** A summary of occupational injuries and illnesses that each operation maintains throughout the year.
- \* **physical hazards:** Materials, situations, or things (including chemicals) that can cause damage to property and immediate injury.
- \* **premises:** All the property around a restaurant or foodservice establishment.
- \* **safety program guidelines:** Designed to meet the specific needs of the operation, these guidelines are based on existing safety practices and the insurance carrier's requirements.
- \* **smoke detectors:** Work by reacting to smoke. Smoke detectors require a flow of air in order to work well and should not be used in food preparation areas.

## **Chapter 4:**

- \* **as purchased (AP):** The amount of a product before it has been trimmed and cut and before being used in recipes.
- \* **baker's scale:** Also called a balance beam. The weight of the item is placed on one end and the product is placed on the other end until the beam balances.
- \* **balance beam:** Also called a baker's scale. The weight of the item is placed on one end and the product is placed on the other end until the beam balances.
- \* **borrowing:** A technique often used when subtracting large numbers. If a digit in one column is too large to be subtracted from the digit above it, then 10 is borrowed from the column immediately to the left.
- \* **conversion chart:** A list of food items showing the expected, or average, shrinkage from AP amount to EP amount.
- \* **conversion factor:**  $\text{Desired yield} \div \text{Original yield} = \text{Conversion factor}$ , the number by which to multiply the ingredients.
- \* **culinarian:** One who has studied and continues to study the art of cooking.
- \* **customary units:** The most commonly used system of measurement in the United States is based on customary units. Some examples of these customary units are ounces, teaspoons, tablespoons, cups, pints, and gallons.
- \* **denominator:** The lower portion of a fraction.
- \* **desired yield:** The number of servings that are needed.
- \* **dividend:** Larger numbers are divided using a combination of division and subtraction. The dividend is the number being divided and is placed inside the long division sign.
- \* **divisor:** The divisor is the number by which another number (the dividend) is divided. It is placed outside the long division sign.
- \* **dry measuring cup method:** Used to measure fat by packing the fat down into a cup, pressing firmly to remove air bubbles. Level off the top.
- \* **edible portion (EP):** The amount left after vegetables have been trimmed and cut, and before being used in recipes.
- \* **electronic scale:** A scale that measures resistance electronically.
- \* **equivalent:** The same amount expressed in different ways by using different units of measure.

- \* **flavor:** All the sensations produced by whatever is in the mouth, but mostly food's aroma and taste.
- \* **like fractions:** Fractions in which the denominators are the same.
- \* **lowest common denominator:** The smallest number that both denominators can be divided into evenly.
- \* **measurement:** How much of something is being used in a recipe.
- \* **metric units:** Based on multiples of 10 and includes milliliters, liters, milligrams, grams, and kilograms. The metric system is the standard system used in many parts of the world, outside of the United States.
- \* **mise en place** (MEEZ ehn plahs): French for "to put in place;" the preparation and assembly of ingredients, pans, utensils, and equipment or serving pieces needed for a particular dish or service.
- \* **numerators:** The upper portion of a fraction.
- \* **nutrition information:** May include amounts of fat (saturated and unsaturated), carbohydrates, protein, fiber, sodium, vitamins, and minerals.
- \* **percent:** Part per 100. Percentages are a particularly important mathematical operation in foodservice operations.
- \* **personal responsibility:** A term that indicates that a person is responsible for the choices he or she makes.
- \* **portion size:** The individual amount that is served to a person.
- \* **recipe:** A written record of the ingredients and preparation steps needed to make a particular dish.
- \* **respect:** Having consideration for oneself and others.
- \* **sifting:** A process that removes lumps from an ingredient and gives it a smoother consistency.
- \* **spring scale:** A scale that measures the pressure placed on the spring.
- \* **standardized recipes:** Recipes for institutional use.
- \* **step-by-step directions:** How and when to combine the ingredients.
- \* **stick method:** Used to measure fat that comes in 1/4-pound sticks, such as butter or margarine. The wrapper is marked in tablespoons and in fractions of a cup.
- \* **taring:** Accounting for the weight of the container in which the item is located when correctly weighing an item.
- \* **temperature, time, and equipment:** Includes size and type of pans and other equipment needed, the oven temperature, cooking time, and any preheating instructions.
- \* **umami:** One of the five basic tastes – salt, sour, bitter, sweet, and umami (or savory).
- \* **volume:** The amount of space an ingredient takes up.
- \* **water displacement method:** Used to measure fat by combining fat with water in a liquid measuring cup. First, do some math: subtract the amount of fat to be measured from one cup. The difference is the amount of water to pour into the measuring cup.
- \* **weight:** The measurement of an item's resistance to gravity. Weight is expressed in ounces and pounds.
- \* **work section:** A group of workstations using the same or similar equipment for related tasks.
- \* **workstation:** A work area in the kitchen dedicated to a particular task, such as broiling or salad making.
- \* **yield:** The number of servings or the amount the recipe makes.