

## ProStart Midterm Review Information

### **Chapter 1:**

In Section 1.1, you learned the following:

- The foodservice industry is divided into two segments. The commercial segment makes up 80 percent of the industry and includes operations in restaurants, catering and banquets, retail, stadium, airlines, and cruise ships. The noncommercial segment includes schools and universities, the military, health care, business and industry, and clubs. There are five restaurant segments in the foodservice industry:
  - Family dining full-service restaurants provide serving staff and orders are taken while the patron is seated. The average per-person dinner is \$10 or less.
  - Casual dining full-service restaurants provide serving staff and the order is taken while the patron is seated. The average per-person dinner is \$10- \$25.
  - Fine dining full-service restaurants provide serving staff and the order is taken while the patron is seated. The average per-person dinner is \$25 or more.
  - Quick-service (fast food) restaurants provide foodservice where patrons generally order or select items and pay before eating. Food and drink can be eaten on premises, taken out, or delivered. The average per-person dinner is \$3-\$6.
  - Quick-casual restaurants serve freshly prepared, wholesome quality, authentic foods in a reasonably fast service format. The average per-person dinner is \$7-\$9.
- The travel and tourism industry is comprised of transportation and hospitality services.
- Throughout history, social and political events have impacted the hospitality and foodservice industry:
  - In Ancient Greece and Rome, the desire for exotic foods and spices increased trade and contributed to the Roman Empire's expansion further east and north.
  - During the Middle Ages, the German tribes brought Christianity to Germany, which ended the view that gods and spirits inhabit forests, which led in turn to Europeans eventually developing a farming society. The need to develop land led to feudalism. Trade to the Far East and India was reduced when the Moors invaded Spain and blocked shipment of spices and fine goods from reaching Europe.
  - During the Renaissance, Catherine de Medici brought haute cuisine, sweet foods, and the use of silverware from Italy to France. The first café opened in which women were welcome, and eating in public became acceptable. Guilds formed, establishing many of the professional standards and traditions that exist today.
  - Settlers moving across the wide expanse of North America led to a need for food and lodging for travelers. Stagecoach routes were established, which included staging inns where travelers could expect a meal and place to sleep.
  - The Industrial Revolution resulted in mass migration to cities so that workers (who often used to be farmers) could be close to new factories. This led to the development of horse-and-buggy transit buses. The invention of the railroad allowed many more travelers to reach remote locations. Many famous hotels were built during this time.
  - Scientific advancements in the 19th century included the discovery of pasteurization by Louis Pasteur and development of the process of canning by Nicolas Appert.
  - During the 20th century, the Depression caused many hotel properties to close. The first fast-food restaurant, White Castle, opened. During World War II, the lodging industry prospered. After World War II, other quickservice restaurants were opened. The 1950s and '60s saw growth in chain restaurants.

In Section 1.2, you learned the following:

- Restaurant and foodservice opportunities include restaurants, banquets/catering, retail, stadiums, convention centers, national and state parks, theme parks, shopping areas, monuments, health services, schools and universities, the military, corrections, and lodging.
- The front-of-the-house employees serve guests directly. Positions include managers, assistant managers, hosts/hostesses, cashiers, bar staff, serving staff, and busers. The back-of-the-house employees work outside the public space. Positions include chefs, line cooks, pastry chefs,

- dishwashers, bookkeepers, storeroom clerks, purchasers, dieticians, and menu planners. Back-of-the-house employees serve the servers and front-of-the-house employees.
- Entry-level positions require little or no previous experience and usually lead to other positions with more responsibility. Entry-level positions in the foodservice industry include host/hostess, server, quick-service counter server, busser, prep cook, and dishwasher.

In Section 1.3, you learned the following:

- People travel for a variety of reasons including vacations, business, visiting relatives/friends, or experiencing a foreign culture.
- Leisure travelers want to get away from it all. They may require special services or activities, like programs or activities for children, social activities, and spas. Business travelers spend most of their time working and often need access to office equipment such as computers, copiers, faxes, wireless networks, and meeting facilities.
- The American Automobile Association's *AAA TourBook*® uses a diamond system in judging overall quality. It is the most widely recognized rating system in the United States.
- The AAA judges management and staff, housekeeping, maintenance, room décor and furnishings, bathrooms, guest services and facilities, soundproofing, security, parking, and exterior appearance.
- The *Mobil Travel Guide* rates thousands of properties using a five-star rating. It looks at the quality of the building and its furnishings inside, maintenance, housekeeping, and overall services. Fewer than 100 properties receive a five-star rating each year.
- Lodging properties differ greatly depending on the needs of the travelers:
  - Luxury properties are top of the line full-service operations that offer comfort and elegance at a premium price.
  - Full-service properties offer large rooms, well-trained staff, and amenities (pools, room service, fitness center, services for business travelers, banquet rooms).
  - Mid-priced facilities provide comfortable, moderately priced accommodations.
  - Economy lodging provides clean, fully furnished rooms at budget prices. They have smaller staff and provide limited amenities.
  - All-suite properties offer apartment-style facilities with an "at-home" atmosphere.
  - Resorts feature extensive facilities for vacationers looking for recreational activities and entertainment.
  - Bed and breakfasts provide quiet accommodations with simple amenities. They are usually privately owned homes converted to have several guest rooms.
- The front office is the heart of all lodging properties. It has four main responsibilities: check-in, reservation, information, and checkout.

## **Chapter 2:**

In Section 2.1, you learned the following:

- A foodborne illness is a disease transmitted to people by food. A foodborne-illness outbreak is when two or more people get the same illness after eating the same food.
- The costs of a foodborne-illness outbreak include financial costs to the restaurant or foodservice operation and human costs: loss of time at work, medical expenses, long-term disability, and possibly death.
- High-risk populations include people with weakened immune systems: the elderly, infants, preschool-age children, pregnant women, and people with HIV/AIDS or cancer, as well as people on chemotherapy and transplant recipients. They have a higher risk of getting a foodborne illness.
- Pathogens need six conditions to grow. These conditions can be remembered by FAT TOM: food, acidity, temperature, time, oxygen, and moisture.
- Those foods that need time and temperature control for safety, such as milk or fish, are called TCS foods. Ready-to-eat food also needs careful handling to prevent contamination.
- Contamination from biological toxins can be prevented by purchasing from approved, reputable suppliers and then cooking and holding dishes correctly.
- To store chemicals properly, you must keep them in a separate area away from food, utensils, and equipment used for food. Then follow safe storage rules.

- A food defense system helps to prevent people from purposely contaminating food. One important way to prevent tampering is to make sure access to an operation's food is controlled through use of uniforms and name tags.
- The most common allergens include milk and dairy products, eggs and egg products, fish, shellfish, wheat, soy, peanuts, and tree nuts. To prevent allergic reactions, servers must be able to answer questions about any ingredients in menu items. In addition, kitchen employees must be sure that allergens are not transferred by cross-contact.
- The restaurant and foodservice industry is monitored by many agencies. The FDA writes the *FDA Food Code*, and each state adopts the code as it sees fit. State and local health departments then enforce these laws.

In Section 2.2, you learned the following:

- The following personal behaviors of foodhandlers can contaminate food:
  - Having a foodborne illness
  - Having wounds that contain a pathogen
  - Having contact with a person who is ill
  - Touching the hair, face, or body and then not washing their hands
  - Touching anything that may contaminate their hands and not washing them
  - Having symptoms such as diarrhea, vomiting, or jaundice
  - Eating, drinking, smoking, or chewing gum or tobacco while preparing or serving food
- The steps to proper handwashing are as follows:
  - Wet hands and arms with running water as hot as you can comfortably stand (at least 100°F).
  - Apply enough soap to build up a good lather.
  - Scrub hands and arms vigorously for 10 to 15 seconds. Clean under fingernails and between fingers.
  - Rinse hands and arms thoroughly under running water.
  - Dry hands and arms completely with a single-use paper towel or warm-air hand dryer.
- Hands should be washed before starting work. They also must be washed after these activities: using the restroom; handling raw meat, poultry, or seafood; touching the hair, face, or body; sneezing, coughing, or using a tissue; eating, drinking, smoking, or chewing gum or tobacco; handling chemicals that might affect food safety; taking out garbage; clearing tables or busing dirty dishes; touching clothing or aprons; handling money; and touching anything else that may contaminate hands.
- Personal cleanliness practices include bathing or showering before work, keeping hair clean, wearing clean clothes, removing jewelry from hands and arms, and keeping nails clean.
- Proper work attire includes always covering hair, wearing clean clothes, removing aprons and storing them in the right place after leaving the prep area, and removing jewelry from hands and arms.
- Using bare hands to handle ready-to-eat food can increase the risk of contaminating it. Use gloves, tongs, or deli tissue when handling ready-to-eat food.
- Employees shouldn't work with or around food when they have a sore throat with a fever. They should be prevented from being in the operation when they are vomiting, have diarrhea or jaundice, or have a foodborne illness.

In Section 2.3, you learned the following:

- Cross-contamination can be prevented by making sure workstations, cutting boards, and utensils are clean and sanitized; not allowing ready-to-eat food to touch surfaces that have come in contact with raw meat, seafood, or poultry; preparing different kinds of foods at different times; and cleaning and sanitizing work surfaces and utensils between each product.
- To prevent time-temperature abuse, minimize the amount of time that food spends in the temperature danger zone.
- Three types of thermometers commonly used in operations are bimetallic stemmed thermometers, thermocouples, and thermistors. In addition, infrared thermometers use infrared technology to produce accurate external temperature readings of food and equipment surfaces.

- An approved food source (supplier) is one that has been inspected and meets all applicable local, state, and federal laws.
- The criteria for accepting or rejecting food during receiving are as follows:
  - **Temperature:** Cold TCS should be 41°F or lower, hot TCS should be 135°F or higher, and frozen food should be frozen. Reject any frozen food that has ice crystals on the product or packaging or if any fluids or frozen liquids appear in the bottom of its case.
  - **Packaging:** For both food and nonfood items, packaging should be intact and clean. Reject any item that has a package with tears, holes, punctures, leaks, dampness, water stains, signs of pest damage, or an expired use-by date.
  - **Product quality:** Reject any food that has an abnormal color, slimy or sticky texture, soft flesh that leaves an imprint when you touch it, or abnormal or unpleasant odor.
  - **Shellfish:** Raw, shucked shellfish are packaged in containers for one-time use only. Containers must be labeled with the packer's name, address, and certification number. Live shellfish must be received with identification tags. Employees must write on the tags the date that the last shellfish was sold or served from the container, and keep the tags as records. Reject shellfish if they are muddy, have broken shells, or are dead.
  - **Eggs:** Shell eggs must be clean and unbroken. Reject shell eggs received at an air temperature higher than 45°F.
  - **Milk and dairy products:** These products must be received at 41°F or lower unless otherwise specified. They must be pasteurized and meet FDA Grade A standards.
- All TCS foods must be stored at 41°F or lower or at 135°F or higher. Label all ready-to-eat TCS food prepped in-house that will be held for more than 24 hours. These foods can be stored in-house for a maximum of seven days at 41°F or lower. Rotate food to use the oldest inventory first, and wrap or cover food. Refrigerate raw meat, poultry, and seafood separately from ready-to-eat food. Store raw meat, poultry, and seafood in coolers in the following top-to-bottom order: seafood on top, then whole cuts of beef and pork, then ground meat and ground fish, and at the bottom, whole and ground poultry.
- The following are minimum internal temperature requirements for cooking TCS foods:
  - **165°F for 15 seconds:** Poultry, stuffing made with TCS ingredients, stuffed meat/seafood/poultry/pasta, dishes that include previously cooked TCS ingredients
  - **155°F for 15 seconds:** Ground meat, injected meat, ground seafood, eggs that will be hot-held for service
  - **145°F for 15 seconds:** Seafood, including fish, shellfish, and crustaceans; steaks/chops of pork, veal, and lamb; eggs that will be served immediately
  - **145°F for 4 minutes:** Roasts of pork, beef, veal, and lamb
  - **135°F:** Commercially processed ready-to-eat food that will be hot-held for service; fruits, vegetables, grains, and legumes that will be hot-held for service
- Hold hot TCS food at 135°F or higher, and hold cold TCS food at 41°F or lower. Cool TCS food from 135°F to 41°F or lower within six hours-135°F to 70°F within the first two hours, and then to 41°F or lower in the next four hours.
- Reheat TCS food for hot-holding by heating it from storage temperature to an internal temperature of 165°F in less than two hours. Then make sure that the food stays at that temperature for 15 seconds.
- Kitchen staff should handle ready-to-eat food with tongs, deli sheets, or gloves; use separate utensils for each item; clean and sanitize after each serving task; and store serving utensils in the food with the handle extended above the rim of the container. The service staff should hold dishes by the bottom or edge; hold glasses by the middle, bottom, or stem; carry glasses in a rack or on a tray; hold flatware by the handle; store flatware so servers grasp handles; minimize bare-hand contact with ready-to-eat food; and use ice scoops or tongs to get ice.
- Food prepared and served off-site must be packed in insulated food containers and checked for internal food temperature regularly. The vehicle used to transport food must be clean.

In Section 2.4, you learned the following:

- The HACCP principles are as follows:
  - Principle 1: Conduct a hazard analysis

- Principle 2: Determine critical control points (CCPs)
- Principle 3: Establish critical limits
- Principle 4: Establish monitoring procedures
- Principle 5: Identify corrective action
- Principle 6: Establish verification procedures
- Principle 7: Establish procedures for record keeping and documentation
- A HACCP system is important because it focuses on identifying specific points within a food item's flow through the operation that are essential to prevent, eliminate, or reduce hazards to safe consumption.

### **Chapter 3:**

In Section 3.1, you learned the following:

- Restaurants and foodservice operations are responsible for providing a safe environment and ensuring safe practices for their guests and employees.
- The Occupational Safety and Health Administration (OSHA) is the federal agency that creates and enforces safety-related standards and regulations in the workplace.
- The Hazard Communication Standard (HCS) requires that all employers notify their employees about chemical hazards present on the job and train employees to use these materials safely.
- Material Safety Data Sheets (MSDSs) describe hazards of the chemicals in a restaurant or foodservice operation. Each product has its own MSDS.
- General safety audits give an overview of the levels of safety in a restaurant or foodservice operation. Safety audits cover facilities, equipment, employee practices, and management practices.
- Accident reports are important because they signal that the safety program may need improvement.
- An emergency plan in a restaurant or foodservice operation protects property, workers, and guests in the case of an emergency or disaster.
- Protective clothing and equipment protect employees from potential hazards on the job.

In Section 3.2, you learned the following:

- Frayed cords, plugs with same-size prongs, too many plugs in an outlet, cracked switchplates, cracked receptacle plates, ungrounded plugs, and ungrounded outlets are electrical hazards that contribute to accidental fires.
- The different classifications of fires and fire extinguishers are class A (wood, paper, cloth), class B (flammable liquids, greases, gases), and class C (live electrical equipment) fires.
- Clean hoods and ducts at least every six months using a qualified cleaning contractor. Clean more often depending on use and grease buildup.
- In the event of a fire, remain calm and start evacuating people immediately, call the fire department, shut off the gas valve, meet at the designated assembly point, and inform a firefighter if someone is missing.
- When cleaning up spills on the floor, verbally warn guests and employees, block the area, post a "Caution-Wet Floor" sign, and direct people around the spill.
- The safest way to use a ladder is for two employees to work together. One person should hold the bottom of the ladder and the other should climb up and pass or receive items.
- Proper lifting steps include establishing a solid footing, aligning the body, making the lift, and setting down the load. Proper carrying procedures include looking for any hazards, using the whole hand to grip the load, keeping the load close to the body, keeping stomach muscles firm and tucking in the lower back, and moving the feet instead of twisting at the waist when turning.
- The correct and safe use of knives includes the following:
  - Keep knives sharpened.
  - Never touch the sharp edges of knife blades.
  - Use the knife for its intended purpose.
  - Place a damp cloth under a cutting board to prevent slipping.
  - Stop cutting and place the knife on a flat, secure surface if interrupted.

- Never leave knives soaking under water.
- Never try to catch a falling knife.
- Carry knives with the cutting edge angled slightly away from the body.
- Store knives in proper racks, scabbards, or sheaths.

In Section 3.3, you learned the following:

- First aid is medical treatment given to an injured person either for light injuries or until more complete treatment can be provided by emergency services.
- CPR stands for cardiopulmonary resuscitation. CPR restores breathing and heartbeat to injured persons who show no signs of breathing or pulse.
- The Heimlich maneuver removes food or other obstacles from the airway of a choking person.
- External threats to an operation include arson, theft, and food tampering.

## **Chapter 4**

In Section 4.1, you learned the following:

- Professionalism means being courteous, honest, and responsible in one's dealings with customers and coworkers. It also indicates that a person is maintaining standards for his or her work and behavior.
- Professional culinarians have knowledge, skill, taste, judgment, dedication, pride, respect, and personal responsibility.
- A kitchen brigade is a system of staffing a kitchen so that each worker is assigned a set of specific tasks. These tasks are often related by cooking method, equipment, or the types of foods being produced.
- A traditional dining-room brigade is led by the dining-room manager (maitre d') who generally trains all service personnel, oversees wine selections, works with the chef to develop the menu, organizes the seating chart, and seats the guests.

In Section 4.2, you learned the following:

- The basic math calculations using numbers and fractions are addition, subtraction, multiplication, and division.
- A standardized recipe includes details such as the list and amounts of ingredients, yield, equipment, and cooking time and temperature. This information will help to ensure that cooks prepare the recipe the same way each time they make it.
- To increase or decrease recipe yields, do the following:
  - Decide how many servings are needed or the desired yield.
  - Determine the conversion factor, the number that each ingredient amount is multiplied by in order to adjust the yield of the recipe.
  - Multiply each ingredient amount by the conversion factor.
  - Convert ingredient amounts into logical, measurable quantities.
  - Make any necessary adjustments to equipment, temperature, and time.
- Customary units include ounces, teaspoons, tablespoons, cups, pints, and gallons. Metric units are based on multiples of 10 and include milligrams, grams, kilograms, milliliters, and liters.
- It isn't necessary to convert between customary and metric measurements if a prep area has the correct measuring equipment.
- To measure temperature, use a thermometer; to measure fat, use the stick, dry measuring cup, or water displacement method; and to measure by weight, use a scale.
- To determine how much of an item is needed (the as purchased or AP amount) to yield an edible portion (EP) amount, divide the EP amount needed by the yield percentage. Get the yield percentage from a conversion table.
- To find the total cost of a standard recipe, a manager must know both the ingredient amounts needed and the market price of each one. Then he or she must multiply or divide the ingredient amounts by the prices.