

Service Trades 10

At a Glance Document

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Service Trades 10

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Learners will **evaluate** employability skills necessary to be successful in service sector trades related careers.

Rationale

It is important for learners to have opportunities to investigate the skills that employers in this sector seek in new employees and consider their own personal interests, experiences, skills, and abilities. Through self-assessment learners will make connections to postsecondary options and career pathways in the service sector trades. This will help them gain insight into personal strengths and areas for growth that may help them achieve their work-related goals.

Competencies

- Communication (COM)
- Critical Thinking (CT)
- Personal and Career Development (PCD)
- Technological Fluency (TF)

Indicators

- **Investigate** employment opportunities in service sector trades (CT, TF, PCD)
- **Question** personal suitability for careers in the service sector trades (CT, PCD)
- **Investigate** education options and career pathways in the service sector trades (CT, PCD, TF)
- **Analyse** personal interests, skills, and abilities in relation to those seen as beneficial in the service sector trades (COM, CT, TF, PCD)
- **Investigate** skills necessary to address challenges and barriers in service sector trades (COM, CT, PCD)

Concepts (and Guiding Questions)

Employment opportunities

- How are service sector workers employed in Nova Scotia?
- What is the labour market outlook for the service trades sector in Nova Scotia?
- What role does entrepreneurship have in the service sector?
- What factors may impact the longevity of working in service sector trades?
- How are the daily lives of Nova Scotians impacted by the service sector trades?

Personal Suitability

- How does my skill set match with careers in service trades?
- How do I determine the careers for which I am best suited?
- What might motivate someone to pursue a career in the service sector trades?

Education and Career Pathways

- What resources or opportunities are available to assist someone in exploring work in the service trades field?
- What factors may influence career pathways through postsecondary education or workplace training?
- What types of courses, programs and training are available for individuals interested in pursuing careers in the services sector trades?
- What strategies and resources can be accessed to further develop your skills for work in this sector?

Valuable Skills in Service Sector Trades

- What skills are seen as beneficial in the service sector trades?
- How do the skills needed in service sector trades differ from other trade areas of work?
- How do your personal interests and skills align with service sector needs and requirements?

Learners will **evaluate** employability skills necessary to be successful in service sector trades related careers. (cont.)

Employment Challenges and Barriers

- What challenges and barriers to employment may exist in the service sector trades?
- What types of employment challenges and barriers may individuals encounter working in a service sector trade?
- What types of resources can be accessed to address challenges and barriers in the service trades?
- What skills are needed to respond to seasonality of employment in service sector trades?
- What skills are needed to address employment challenges and barriers in the service sector trades?

Skills

Evaluate

Review processes and results from an inquiry. Consider and communicate varying perspectives and alternative solutions of findings. Identify potential new problems and/or issues. Justify decisions and/or findings.

Investigate

Ask and revise questions; locate several relevant and dependable details to support an answer; organize and compare details; identify relationships, recognize represented perspectives, and communicate findings.

Question

Independently and collaboratively generate questions in response to increasingly complex problems and/or issues. Choose and develop a specific question to investigate.

Analyse

Gather and select appropriate information; determine accuracy, validity, and relevance of the information; consider the implications of the information from multiple perspectives; communicate findings.

Learners will investigate workplace health and safety practices and procedures in service sector trades.

Rationale

All workplaces have expectations for safety and risk management that are determined by legislation, and company policy and protocols. Learners will explore these in relation to workplace safety as well as other factors that are further influenced by daily workplace practices and personal decisions.

Learners will explore strategies, tools and resources that help employers and employees create a safe workplace. This may include completion of job specific certification and training that would be necessary to participate safely in the workplace. Students would benefit from an introduction to safety in the culinary trades.

Competencies

- Communication (COM)
- Critical Thinking (CT)
- Personal Career Development (PCD)
- Technological Fluency (TF)

Indicators

- **Investigate** safe operating procedures associated with materials, tools, and equipment used in service trades (COM, TF, PCD)
- **Question** risks and hazards associated with working in a commercial kitchen (COM, CT)
- **Compare** risk management protocols and safety expectations required to work in service sector trades (COM, CT, PCD)
- **Apply** safety training expected in a service trades workplace setting (COM, PCD)

Concepts (and Guiding Questions)

Safety Training

- Why is WHMIS training important in the workplace?
- What types of safety training are available for service sector trades?

Risks and Hazards

- What is the significance of knowing my rights and responsibilities in the workplace?
- How can employees responsibly address unsafe workplace practices?
- How can unsafe work practices affect the well-being of employees?

Risk Management and Safety

- How do you practice safety on the job?
- How is workplace safety a shared responsibility?
- How do risk management protocols and safety expectations impact employees and customers?

Safe Operating Procedures (SOP)

- What are the benefits of Standard Operating Procedures in the workplace?
- What is the importance of personal protective equipment in a service sector trade?
- How do safe operating procedures work to minimize and mitigate risks in the workplace?

Skills

Investigate

Ask and revise questions; locate several relevant and dependable details to support an answer; organize and compare details; identify relationships, recognize represented perspectives, and communicate findings.

Question

Independently and collaboratively generate questions in response to increasingly complex problems and/or issues. Choose and develop a specific question to investigate.

Compare

Make observations; identify similarities and differences; identify relationships and offer an interpretation; communicate the findings.

Apply

Carry out, use, or complete a procedure/technique.

Learners will analyse appropriate and safe use of materials, tools, and equipment used in food preparation and storage.

Rationale

Many different types of materials, tools and equipment are used within the service trades sector, specifically in the food service industry. Learners will explore various materials, tools, and equipment to understand which are appropriate and safe for the purpose intended. They will learn about the conditions under which food may become contaminated and compare processes used for proper handling and storage. Learners will also be expected to apply safe operating procedures (SOP) specific to various materials, tools, and equipment of the service trades.

Competencies

- Communication (COM)
- Critical Thinking (CT)
- Personal Career Development (PCD)
- Technological Fluency (TF)

Indicators

- **Investigate** conditions under which food may become contaminated (CT, TF)
- **Compare** processes and requirements for proper food handling and storage (COM, CT)
- **Investigate** appropriate procedures for the safe use, storing and maintenance of materials, tools, and equipment (COM, TF, PCD)

Concepts (and Guiding Questions)

Food Contamination

- How may food become contaminated?
- What procedures can mitigate the risk of food contamination?

Proper Food Handling and Storage

- How does proper storage and maintenance contribute to reduced waste?
- What training, opportunities or resources are available to support safe food handling practices or certification?
- Why do different tools and equipment require specific steps for usage?
- How can I ensure that equipment is used appropriately?
- Where can I find information on the appropriate use of materials, tools, and equipment?

Procedures for Safe Use, storage, and Maintenance

- How can employees ensure that regular maintenance procedures are in place?
- How does an orderly workplace ensure health safety of employees and clients?
- Which factors need to be considered when moving materials, tools, and equipment?
- What determines when tools and equipment need a maintenance schedule and/or repair?

Skills

Analyse

Gather and select appropriate information; determine accuracy, validity, and relevance of the information; consider the implications of the information from multiple perspectives; communicate findings.

Investigate

Ask and revise questions; locate several relevant and dependable details to support an answer; organize and compare details; identify relationships, recognize represented perspectives, and communicate findings.

Compare

Make observations; identify similarities and differences; identify relationships and offer an interpretation; communicate the findings.

Learners will plan for precision and accuracy in measuring and ordering.

Rationale

It is important that learners develop their skills in numeracy as it applies to recipe yields and the ordering and receiving of supplies. Experience here will help learners to consider how to plan efficiently, and how to adjust recipes, tools, and materials as needed. This takes into consideration estimating and calculating measurements or data. In this outcome, learners will plan for precision and accuracy in measuring and ordering. In addition, learners will investigate and apply expectations for proper packaging of various foods in the culinary trades.

Competencies

- Communication (COM)
- Critical Thinking (CT)
- Personal Career Development (PCD)
- Technological Fluency (TF)

Indicators

- **Investigate** systems for ordering and receiving supplies (COM, CT, TF)
- **Apply** accurate measurements in response to recipe yields (COM, PCD)
- **Evaluate** the accuracy of calculations in recipe conversions (CT, TF, PCD)
- **Investigate** package and storage options to meet a variety of needs (CT, TF)

Concepts (and Guiding Questions)

Ordering and Receiving Supplies

- How can you determine the supply needed and demand for a product?
- Why is an appropriate system of measurement important when ordering and receiving supplies?
- What packaging and storage constraints need to be considered when ordering and receiving supplies?
- Why are multiple systems of measurement used in the service sector trades?

Recipe Yields

- Why is knowledge of recipe yield important?
- How is recipe yield used and adjusted to meet demand?
- How is measurement related to recipe yield?
- How can I ensure my measurement is accurate and precise?

Calculations and Conversions

- How can we determine the appropriate system of measurement for cooking task?
- Why do measurements in recipes need to be converted between systems of measurement?
- How can I ensure my calculations about weight, volume, and temperature are accurate and precise?
- How are various measurement tools used in the service sector trades?
- How can I ensure my measurement tool is accurate and precise?

Packaging and Storage

- What packaging needs to be taken into consideration when transporting and delivering food.
- What factors must be considered when determining the appropriate packaging options to meet your needs?
- What packaging and storage constraints need to be considered when ordering and receiving supplies?
- How do I determine the most appropriate packaging for a task?

Learners will plan for precision and accuracy in measuring and ordering. (cont.)

Skills

Plan

Formulate -Identify a topic of interest; brainstorm ideas; choose, prioritize, and refine ideas; evaluate choices. Devise a process to solve the problem. Execute the steps, modifying as necessary.

Investigate

Ask and revise questions; locate several relevant and dependable details to support an answer; organize and compare details; identify relationships, recognize represented perspectives, and communicate findings.

Apply

Carry out, use, or complete a procedure/technique.

Evaluate

Review processes and results from an inquiry. Consider and communicate varying perspectives and alternative solutions of findings. Identify potential new problems and/or issues. Justify decisions and/or findings.

Learners will **analyse** solutions that respond to customer needs in various service sector trades.

Rationale

There are many factors to consider when addressing the needs of clients and customers in the service sector trades. In this outcome, learners will specifically apply their understanding to the food services industry. They will consider how to address and manage responses to customers that may include a range of questions and concerns, and dietary, cultural, and medical needs. They will also assess strategies for meeting client and customer needs in various size venues from small scale to event size bookings. Learners will explore the demands of seasonal work and special events such as cultural festivals and promotional experiences. This will require learners to develop and use time management strategies across a variety of situations.

Competencies

- Citizenship (CZ)
- Communication (COM)
- Creativity and Innovation (CI)
- Critical Thinking (CT)
- Personal Career Development (PCD)

Indicators

- **Investigate** methods to address dietary, cultural, and medical needs (CZ, CI, CT)
- **Compare** time management strategies needed to meet food service requirements (CT, PCD)
- **Investigate** the impact of trends on consumer food choice and the culinary industry (CZ, CI, CT, PCD)
- **Analyse** strategies for meal or food production that respond to audience and purpose (CI, CT, PCD)

Concepts (and Guiding Questions)

Addressing Needs

- Why is an understanding of dietary, cultural, and medical needs important for proper food preparation and handling?
- What strategies can be put in place to ensure dietary, cultural, and medical needs are met?
- What resources or training related to dietary, cultural, and medical needs are available to support individuals working in the food service industry?

Time Management

- Why is effective time management important in the service sector trades?
- How does time management impact work performance and meeting food service requirements in a commercial kitchen?
- What types of strategies and tools can be used in a workplace to improve time management?
- How can you determine the effectiveness of various time management strategies and tools?

Trends and Consumer Food Choice

- Why is it important for the food service industry to track and forecast food trends?
- How can a commercial kitchen be prepared for shifting consumer eating patterns?

Responding to Audience and Purpose

- How can I generate options that could meet the needs of a specific audience and purpose?
- How do I prioritize and refine meal/food options to meet audience needs?
- How do I determine which option best meets the needs of the audience?

Learners will **analyse** solutions that respond to customer needs in various service sector trades. (cont.)

Skills

Analyse

Gather and select appropriate information; determine accuracy, validity, and relevance of the information; consider the implications of the information from multiple perspectives; communicate findings.

Investigate

Ask and revise questions; locate several relevant and dependable details to support an answer; organize and compare details; identify relationships, recognize represented perspectives, and communicate findings.

Compare

Make observations; identify similarities and differences; identify relationships and offer an interpretation; communicate the findings.

Learners will implement appropriate culinary knowledge in production and service situations.

Rationale

This outcome serves as an introduction to a variety of food preparation and serving methods. Learners will have opportunities to use industrial kitchen vocabulary as they are implementing processes and procedures required in these settings. In doing so, they will have to plan for the safety of themselves and others within the shared work environment. Learners will consider how the preparation procedures they use work in relation to audience and purpose and apply various cooking and serving techniques.

Competencies

- Communication (COM)
- Creativity and Innovation (CI)
- Critical Thinking (CT)
- Personal Career Development (PCD)
- Technological Fluency (TF)

Indicators

- **Investigate** food production and service terminology (COM, CT, PCD)
- **Plan** for safety procedures in a production and service setting (COM, CT, TF)
- **Evaluate** food preparation procedures in response to audience and purpose (COM, CT)
- **Apply** a variety of cooking and serving methods (CI, CT, PCD)

Concepts (and Guiding Questions)

Food Production and Service terminology

- How does using proper terminology impact productivity and safety in a commercial kitchen?
- How can different food service environments impact production and service terminology?
- What are the most common types of cooking knives that can be found in a commercial kitchen and what are their purpose?

Safety Procedures

- How can proper product identification procedures increase production and safety in the food service industry?
- How can I ensure the safety of myself and others in a culinary setting?
- How do food preparation procedures impact the safety of employees and clients?
- Why is it important to ensure that knives are well maintained?

Food Preparation

- How can I plan to meet the cultural, dietary and medical needs of diners/clients?
- How do food preparation procedures impact the finished product?
- How do the needs of the customer/client influence food preparation procedures?

Cooking and Serving Methods

- How can cooking and serving methods be adjusted to meet customer/client needs?
- What is the importance of understanding basic cuts and knife skills in the food service industry?
- How do I choose the right knife for my purpose?
- What opportunities exist to develop knife skills?

Skills

Implement

Select - Locate several relevant and dependable details to support an answer

Plan - Identify a topic of interest; brainstorm ideas; choose, prioritize, and refine ideas; evaluate choices. Devise a process to solve the problem. Execute the steps, modifying as necessary.

Evaluate - Review processes and results from an inquiry. Consider and communicate varying perspectives and alternative solutions of findings. Identify potential new problems and/or issues. Justify decisions and/or findings.

Apply - Carry out, use, or complete a procedure/technique.

Learners will **implement** appropriate culinary knowledge in production and service situations. (cont.)

Investigate

Ask and revise questions; locate several relevant and dependable details to support an answer; organize and compare details; identify relationships, recognize represented perspectives, and communicate findings.

Plan

Identify a topic of interest; brainstorm ideas; choose, prioritize, and refine ideas; evaluate choices. Devise a process to solve the problem. Execute the steps, modifying as necessary.

Evaluate

Review processes and results from an inquiry. Consider and communicate varying perspectives and alternative solutions of findings. Identify potential new problems and/or issues. Justify decisions and/or findings.

Apply

Carry out, use, or complete a procedure/technique.