***Wisconsin Food Services Cooperative Education***

***Certificate Assessment***

The *Wisconsin Food Services Cooperative Education Certificate* recognizes a student’s mastery of employability skills valued by employers in a variety of worksite settings while helping students explore career interests. The program allows:

* students to document their employability skills
* employers to assess the skills they are looking for in quality employees
* educators to customize instruction to help students to acquire skills that today’s workplace requires

***Areas to Complete***

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| **Part 1- Employability Skills and Attitudes** | **Part 2- Food Service Skills** |
| ***Personal Work Habits and Attitudes Competencies*** | ***Technical Competencies*** |
| 1. Develop positive relationships with others
2. Communicate effectively with others
3. Collaborate with others
4. Maintain composure under pressure
5. Demonstrate integrity
6. Perform quality work
7. Provide quality goods or service (internal and external)
8. Show initiative and self direction
9. Adapt to change
10. Demonstrate safety and security regulations and practices
11. Apply job related technology, information, and media
 | 1. Assume responsibility to food and workplace safety
2. Prepare products using standard recipes
3. Carry out business transactions
4. Establish food service cost controls
5. Utilize kitchen equipment and practices for specific tasks
6. Prepare stocks, soups, and sauce
7. Prepare fruits and vegetables
8. Prepare potatoes, grains, and starches
9. Prepare salads, appetizers, and garnishes
10. Prepare meat, poultry, and seafood
11. Prepare breakfast foods and sandwiches
12. Prepare desserts and baked goods
13. Recommend nutrition and healthy choices
14. Promote food services and products
15. Provide quality customer service
16. Follow inventory control procedures and guidelines
17. Build a successful career in the industry
 |
| ***Personal and Professional Development Competencies***  |
| 1. Fulfill training or certification requirements for employment
2. Set personal goals for improvement
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***Directions for Employer***

Thank you for your help in mentoring an entry-level employee at the beginning of their work experiences to become a more effective future employee. Please use this student portfolio checklist to rate the employee based on the ***3-2-1 scale***. Select the appropriate ***work experience environment code or codes*** to show where the student has demonstrated the skills or attitudes. Be sure to provide as much feedback as possible to the student under ***comments***. Periodically, review these competencies with the employee throughout the year. If you cannot assess the employee on some of the items due to lack of access to practice or opportunity to observe the skill, please rank the student at a 1 level and provide ways for the student to gain this experience in the ***goal*** section after the category.

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|  | STUDENT information |  |
| Student/Employee Name      | Supervising Teacher      | Supervising Teacher’s Email      |
| Student Grade      | Student Address: (Street, City, State, and Zip)      |
| Student Email      | Student Telephone *Area/No.*      |
| School District      | School Name and Address: (Street, City, State, and Zip)      |
|  | **MENTOR/WORKSITE INFORMATION** |  |
| Workplace Mentor      | Mentor’s E-Mail Address      | Mentor’s Phone      |
| Student’s Position      | Start Date      |
| Work-Based Learning Site *(Employer name, street address, city, state, zip code)*      |
| Primary Responsibilities:       |

***School:*** Please review this ***Certificate Assessment*** (student portfolio checklist) with the participating employee and ensure that s/he understands the items to be assessed. Between the employer, community based partner, or the school, all items must be rated.

***Rating Scale: Work Experience Environment Code:***

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| **3** | ***Exceeds Expectations:*** Exceeds entry-level criteria; requires minimal supervision; consistently displays this behavior |  **SB** School Based (Supervising Teacher)  **WB** Work Based (Workplace Mentor) **CB** Community Basedor Service Agency Based |
| **2** | ***Meets Expectations:***  Meets entry-level criteria; requires some supervision; often displays this behavior |
| **1** | ***Working to Meet Expectations:*** Needs improvement; requires much assistance and supervision; rarely displays behavior |

***Part 1: Employability Skills and Attitudes***

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| ***Personal Work Habits and Attitudes*** |
| 1. **Develops positive relationships with others**

*Examples of qualities and habits that the employee might exhibit include . . .** Interacts with others with respect and in a non-judgmental manner
* Responds to others in an appropriate and non-offensive manner
* Helps co-workers and peers accomplish tasks or goals
* Applies problem-solving strategies to improve relations with others
* When managing others, shows traits such as compassion, listening, coaching, team development, and appreciation
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Communicates effectively with others**

*Examples of qualities and habits that the employee might exhibit include . . .** Adjusts the communication approach for the target audience, purpose, and situation to maximize impact
* Organizes messages/information in a logical and helpful manner
* Speaks clearly and writes legibly
* Models behaviors to show active listening
* Applies what was read to actual practice
* Asks appropriate questions for clarity
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Collaborates with Others**

*Examples of qualities and habits that the employee might exhibit include . . .** Works effectively in teams with people of diverse backgrounds regardless of sex, race, ethnicity, nationality, sexuality, religion, political views, and abilities
* Shares responsibility for collaborative work and decision making
* Uses the problem-solving process to work through differences of opinion in a constructive manner to achieve a reasonable compromise
* Avoids contributing to unproductive group conflict
* Shares information and carries out responsibilities in a timely manner
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Maintains composure under pressure**

*Examples of qualities and habits that the employee might exhibit include . . .** Uses critical thinking skills to determine the best options or outcomes when faced with a challenging situation
* Carries out assigned duties while under pressure
* Acts in a respectful, professional, and non-offensive manner while under pressure
* Applies stress management techniques to cope under pressure
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Demonstrates integrity**

*Examples of qualities and habits that the employee might exhibit include . . .** Carries out responsibilities in an ethical, legal, and confidential manner
* Responds to situations in a timely manner
* Takes personal responsibility to correct problems
* Models behaviors that demonstrate self-discipline, reliability, and dependability
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Performs quality work**

*Examples of qualities and habits that the employee might exhibit include . . .** Carries out written and verbal directions accurately
* Completes work efficiently and effectively
* Performs math accurately
* Conserves resources, supplies, and materials to minimize cost and environmental impact
* Uses equipment, technology, and work strategies to improve workflow
* Applies problem-solving strategies to improve productivity
* Adheres to worksite regulations and practices
* Maintains an organized work area
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Provides quality goods or service (internal and external)**

*Examples of qualities and habits that the employee might exhibit include . . .** Shows support for the organizational goals and principles by own personal actions
* Displays a respectful and professional image to customers
* Displays an enthusiastic attitude and desire to take care of customer needs
* Seeks out ways to increase customer satisfaction
* Produces goods to workplace specifications
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Shows initiative and self-direction**

*Examples of qualities and habits that the employee might exhibit include . . .** Prioritizes and carries out responsibilities without being told
* Responds with enthusiasm and flexibility to handle tasks that need immediate attention
* Reflects on any unsatisfactory outcome as an opportunity to learn
* Improves personal performance by doing something different or differently
* Analyzes how own actions impact the overall organization
* Supports own actions with sound reasoning and principles
* Balances personal activities to minimize interference with work responsibilities
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Adapts to change**

*Examples of qualities and habits that the employee might exhibit include . . .** Shows flexibility and willingness to learn new skills for various job roles
* Uses problem-solving and critical-thinking skills to cope with changing circumstances
* Modifies own work behaviors based on feedback, unsatisfactory outcomes, efficiency, and effectiveness
* Displays a "can do" attitude
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Demonstrates safety and security regulations and practices**

*Examples of qualities and habits that the employee might exhibit include . . .** Follows personal safety requirements
* Maintains a safe work environment
* Demonstrates professional role in an emergency
* Follows security procedures
* Maintains confidentiality
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Applies job-related technology, information, and media**

*Examples of qualities and habits that the employee might exhibit include . . .** Applies technology effectively in the workplace
* Accesses and evaluates information on the job
* Accesses training manuals, websites, or other media related to the job
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| **Personal Work Habits and Attitudes Subtotal**Student/Employee must earn a subtotal of at least 22 out of a possible 33 for certification.  |       |

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| ***Personal and Professional Development***  |
| 1. **Fulfills training or certification requirements for employment**

*Examples of this requirement may include. . .** Participation in required career-related training and/or educational programs
* Passing certification tests to qualify for licensure and/or certification
* Participation in company training or orientation
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| 1. **Sets personal goals for improvement**

*Examples of this requirement may include. . .** Setting goals that are specific and measureable
* Setting work-related goals that align with the organization's mission
* Identifying strategies to reach goals
* Reflecting on goal progress to regularly evaluate and modify goals
 | *Choose one here:*[ ]  3 [ ]  2 [ ]  1*Choose one or more here:*[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| **Personal and Professional Development Subtotal**Student/Employee must earn a subtotal of at least 4 out of a possible 6 for certification.  |       |

***Part 2: Food Services Skills***

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| 1. **Assume responsibility for food and workplace safety**

*Performance will be successful when employee:* 1-a.  Adheres to safety procedures designed to prevent burns and scalds to self and others. [performance expectation]1-b.  Adheres to safety procedures designed to prevent slips and falls without being told1-c.  Holds, uses, and passes knives correctly to prevent injury to self and others1-d.  Follows established procedures to take care of and report any work-related injuries and emergencies1-e.  Demonstrates proper procedures for operating equipment1-f.  Demonstrates frequent and thorough hand washing procedures1-g.  Demonstrates steps for avoiding contamination and cross-contamination of food1-h.  Stores, cooks, and holds different types of food using correct food safety procedures1-i.  Cleans and sanitizes foodservice areas using correct sanitation procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare products using standard recipes**

*Performance will be successful when employee:*2-a.  Reads instructions, recipes, menus, and policies quickly and with comprehension2-b.  Weighs and measures food and other resources accurately2-c.  Converts weights and measures accurately | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Carry out business transactions**

*Performance will be successful when employee:*3-a.  Balances cash register transactions using basic arithmetic computations3-b.  Give customers correct change | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Establish food service cost controls**

*Performance will be successful when employee:*4-a.  Costs out a recipe accurately4-b.  Determines a recipe s yield accurately | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Utilize kitchen equipment and practices for specific tasks**

*Performance will be successful when employee:*5-a.  Uses and handles food preparation equipment using correct procedures5-b.  Uses and handles cooking equipment using correct procedures5-c.  Uses and handles dishwashing equipment using correct procedures5-d.  Uses and handles waste-disposal equipment using correct procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare stocks, soups, and sauce**

*Performance will be successful when employee:*6-a.  Prepares and stores brown, white, or pre-prepared stock following established food service standards and procedures6-b.  Prepares and stores soups following established food service standards and procedures6-c.  Prepares and stores sauces following established food service standards and procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare fruits and vegetables**

*Performance will be successful when employee:*7-a.  Prepares and stores raw and cooked vegetables following established food service standards and procedures7-b.  Prepares and stores fruits following established food service standards and procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |

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| 1. **Prepare potatoes, grains, and starches**

*Performance will be successful when employee:*8-a.  Prepares and stores potatoes, rice, pasta, starches, and other grains following established food service standards and procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare salads, appetizers, and garnishes**

*Performance will be successful when employee:* 9-a.  Creates garnishes to enhance food texture, color and appearance9-b.  Prepares and stores salads and dressings following established food service standards and procedures9-c.  Prepares and stores appetizers following established food service standards and procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare meat, poultry, and seafood**

*Performance will be successful when employee:*10-a.  Prepares and stores fish and shellfish following established food service standards and procedures10-b.  Prepares and stores meats following established food service standards and procedures10-c.  Prepares and stores poultry following established food service standards and procedures | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare breakfast foods and sandwiches**

*Performance will be successful when employee:*11-a.  Prepares and stores sandwiches following established food service standards and procedures 11-b.  Demonstrates basic egg cooking skills (including fried, scrambled, poached, basted, omelets)11-c.  Demonstrates breakfast cooking skills (including pancakes, waffles, bacon, sausages, breads, potatoes, hot cereals) | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Prepare desserts and baked goods**

*Performance will be successful when employee:* 12-a.  Prepares and stores cakes, cookies, and pies following established food service standards and procedures12-b.  Prepares and stores puddings, custards, mousse, souffl , and other dessert items12-c.  Prepares quick breads and yeast breads12-d.  Demonstrates basic decorating techniques | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Recommend nutrition and healthy choices**

*Performance will be successful when employee:* 13-a.  Plan and prepare nutritious menus 13-b.  Recommend alternative menu items for dietary requests | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Promote food services and products**

*Performance will be successful when employee:* 14-a.  Uses knowledge of an operation s menu mix to promote sale opportunities14-b.  Describes menu items14-c.  Recommends services and items to guests14-d.  Explains the operation s theme and style of service14-e.  Utilize strategies to promote a food service establishment, operation, or event | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Provide quality customer service**

*Performance will be successful when employee:*15-a.  Stocks and replenishes food, beverages, condiments, and tablescape objects at side/server stations 15-b.  Arranges dining area for a specified type of service and for specified seating requirements15-c.  Sets a table with linen, flatware, glassware, and condiments in accordance with several types of service15-d.  Presents all menu items correctly plated and garnished15-e.  Greets and seats guests properly15-f.  Takes guest orders accurately15-g.  Serves a guest meal efficiently, including serving and removing food and beverage items15-h.  Works to handle special requests, needs, and/or complaints quickly and effectively15-i.  Processes and presents the guest sales check properly15-j.  Clears guest tables properly | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Follow inventory control procedures and guidelines**

*Performance will be successful when employee:*16-a.  Receives food and beverages using proper procedures to ensure security and food safety16-b.  Stores food and beverages using proper procedures to ensure security and food safety16-c.  Conducts a physical inventory of food, beverages, and non-food items16-d.  Complete requisition ingredients | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| 1. **Build a successful career in the industry**

*Performance will be successful when employee:*17-a.  Explains how following this pathway can lead to related occupations in the Hospitality and Tourism Cluster  | *Choose one here:*[ ]  3 [ ]  2 [ ]  1 [ ]  0 [ ]  N/A[ ]  WB [ ]  SB [ ]  CB |
| **Job Specific Examples:****Comments:****Goals:** |
| **Food Service Subtotal**Student/Employee must earn a subtotal of at least 34 out of a possible 51 for certification.  |       |

***Wisconsin Food Services Cooperative Education***

***Assessment Summary***

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| Date of Evaluation      | Grading Period *(if applicable)*      |
| Student/Employee      | School      |
| Workplace      | Position      |

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| --- | --- | --- |
| **Date** | **Employer Observations and Recommendations** | **Employee Reflection**(accomplishments, potential obstacles, goals, strategies) |
|       |       |       |
|       |       |       |
|       |       |       |
|       |       |       |
| Final Evaluation |       |       |

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| ***Evaluation Summative Chart*** |
| **Criteria** | **Points Necessary** | **Points Earned** |
| Personal Work Habits and Attitudes | 22 |       |
| Personal and Professional Development | 4 |       |
| Food Service Competencies | 34 |       |
| **Total Points** | **60** |       |
| **On-the-job hours completed** | **Hours Required** | **Hours Worked** |
| Total Hours Worked | **480** |       |

I/We, the undersigned, attest that the information in this document is correct and has been reviewed by all parties collaboratively.

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| Signature of Workplace Mentor Signature      | Date      |
| Teacher Supervisor Signature      | Date      |
| Student/Employee Signature      | Date      |

 (*Typed name is accepted for signature on forms returned via e-mail or fax*)

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| **Please direct any questions concerning the State-Certified Cooperative Education Program to:** | Career and Technical Education TeamDepartment of Public InstructionP.O. Box 7841Madison, WI 53707-7841Fax: 608-267-9275Phone: 608-267-3161 |

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