FOOD SAFETY & HOSPITALITY SERVICE CAREER PATHWAY (FSH)

The **Food Safety & Hospitality Service Career Pathway (FSH)** prepares learners for food service, culinary support, hospitality, and supervisory roles across restaurants, institutional kitchens, healthcare food service, and hospitality environments. Instruction emphasizes food safety and sanitation, customer service, kitchen and service operations, quality control, and regulatory compliance. Industry credentials such as Food Handler and Food Manager will be included in the curriculum to support entry-level employment and advancement into supervisory and management roles.

SOC CODES

11-9051 — Food Service Managers
35-1011 — Chefs and Head Cooks
35-1012 — First-Line Supervisors of Food Preparation and Serving Workers
35-2012 — Cooks, Institution and Cafeteria
35-2014 — Cooks, Restaurant
35-2021 — Food Preparation Workers
35-3023 — Fast Food and Counter Workers
35-3031 — Waiters and Waitresses
35-9011 — Dining Room and Cafeteria Attendants and Bartender Helpers
35-9021 — Dishwashers
35-9031 — Hosts and Hostesses, Restaurant, Lounge, and Coffee Shop
43-4171 — Receptionists and Information Clerks

CAREER PATHWAY CERTIFICATES

Food Operations & Guest Services

This certificate prepares learners for entry-level roles in food service and hospitality environments that support daily operations, customer interaction, and safe food handling. Training emphasizes sanitation, service flow, teamwork, and professionalism to prepare learners for fast-paced front- and back-of-house roles.

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CORE COURSES

FSH 101 — Food Safety & Sanitation Fundamentals
FSH 102 — Workplace Communication & Customer Interaction
FSH 103 — Workplace Safety, Ethics & Professional Conduct

OCCUPATIONAL COURSES

FSH 201 — Food Handling, Preparation & Service Basics
FSH 202 — Service Flow, POS Systems & Operational Support
FSH 203 — Public Health in Food Service Operations
FSH 204 — Time & Temperature Control and HACCP Fundamentals

INDUSTRY CREDENTIAL
Food Handler

Food Service Management & Compliance Certificate

This certificate prepares learners for management, compliance, and oversight roles in food service and hospitality environments, including healthcare and institutional settings. Training focuses on food safety systems, regulatory compliance, inspection readiness, documentation, and corrective action processes.

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CORE COURSES
FSH 101 — Food Safety & Sanitation Fundamentals
FSH 102 — Workplace Communication & Customer Interaction
FSH 103 — Workplace Safety, Ethics & Professional Conduct

OCCUPATIONAL COURSES
FSH 205 — Food Service Operations Management
FSH 206 — Foodborne Illness Prevention & Temperature Control
FSH 207 — Shift Leadership, Scheduling & Team Coordination
FSH 208 — Food Safety Compliance, Logs & Inspection Readiness

INDUSTRY CREDENTIAL
Food Manager

FSH CORE COURSES

FSH 101 — Food Safety & Sanitation Fundamentals

This course introduces foundational food safety principles used across food service and hospitality environments. Learners focus on personal hygiene, sanitation, cross-contamination prevention, and time–temperature control to support safe food handling practices.

Upon successful completion, the trainee will be able to:
- Explain basic food safety and sanitation principles;
- Demonstrate proper personal hygiene and handwashing practices;
- Prevent cross-contamination during food handling;
- Apply time and temperature controls for food safety.

FSH 102 — Workplace Communication & Customer Interaction

This course develops professional communication skills used in food service and hospitality settings. Emphasis is placed on customer interaction, teamwork, conflict awareness, and clear communication in fast-paced service environments.

Upon successful completion, the trainee will be able to:

- Communicate professionally with customers and coworkers;
- Demonstrate appropriate front-of-house etiquette;
- Respond to customer needs and concerns effectively;
- Support positive guest experiences through teamwork.

FSH 103 — Workplace Safety, Ethics & Professional Conduct

This course introduces workplace safety practices, ethical conduct, and professionalism expectations in hospitality and food service operations. Learners focus on hazard awareness, incident reporting, and responsible workplace behavior.

Upon successful completion, the trainee will be able to:

- Identify common workplace hazards in food service settings;
- Follow basic safety and incident reporting procedures;
- Demonstrate ethical and professional conduct at work;
- Recognize situations requiring supervisor notification.

FSH OCCUPATIONAL COURSES

FSH 201 — Food Handling, Preparation & Service Basics

This course introduces foundational food handling and preparation practices used in commercial food service environments. Emphasis is placed on safe preparation methods, portion control, service standards, sanitation awareness, and teamwork in fast-paced settings.

Upon successful completion, the trainee will be able to:

- Apply safe food handling and preparation procedures;
- Follow proper sanitation and cross-contamination prevention practices;
- Demonstrate portion control and basic service standards;
- Support coordinated front- and back-of-house operations.

FSH 202 — Service Flow, POS Systems & Operational Support

This course develops understanding of service sequencing, order processing, point-of-sale (POS) systems, and customer interaction workflows. Emphasis is placed on operational efficiency, communication accuracy, and supporting smooth daily operations.

Upon successful completion, the trainee will be able to:

- Operate basic POS systems accurately;
- Process customer orders and payments correctly;
- Maintain service flow during high-volume periods;
- Communicate effectively between service and kitchen teams.

FSH 203 — Public Health in Food Service Operations

This course examines the role of food establishments in protecting community health. Topics include foodborne illness transmission, sanitation systems, outbreak awareness, reporting responsibilities, and regulatory oversight within food environments.

Upon successful completion, the trainee will be able to:

- Explain how food service impacts public health;
- Identify common causes of foodborne illness;

• Recognize sanitation breakdown risks;
• Support reporting and corrective action procedures.

FSH 204 — Time & Temperature Control and HACCP Fundamentals

This course focuses on time and temperature control standards and introduces foundational Hazard Analysis and Critical Control Point (HACCP) systems. Emphasis is placed on safe holding, cooking, cooling, reheating procedures, and monitoring critical control points.

Upon successful completion, the trainee will be able to:
• Identify safe cooking, holding, and cooling temperatures;
• Monitor time and temperature logs accurately;
• Recognize critical control points in food preparation;
• Apply basic HACCP principles in regulated environments.

FSH OCCUPATIONAL COURSES

FSH 205 — Food Service Operations Management

This course introduces operational oversight practices used in food service environments. Topics include workflow coordination, performance monitoring, inventory awareness, cost control basics, and operational decision-making.

Upon successful completion, the trainee will be able to:
• Support daily operational planning and coordination;
• Monitor productivity and service efficiency;
• Identify cost control and waste reduction strategies;
• Assist with inventory and supply oversight.

FSH 206 — Foodborne Illness Prevention & Advanced Temperature Control

This course builds upon foundational food safety principles by focusing on outbreak prevention, risk assessment, and advanced temperature monitoring systems. Emphasis is placed on corrective action protocols and regulatory compliance.

Upon successful completion, the trainee will be able to:
• Analyze causes of foodborne illness outbreaks;
• Implement corrective temperature control measures;
• Maintain regulatory compliance documentation;
• Support inspection readiness procedures.

FSH 207 — Shift Leadership, Scheduling & Team Coordination

This course develops leadership skills necessary for supervising food service teams. Topics include crew scheduling, delegation, productivity monitoring, conflict resolution, and professional accountability.

Upon successful completion, the trainee will be able to:
• Coordinate shift schedules and task assignments;
• Monitor employee performance and attendance;
• Address workplace conflicts professionally;
• Maintain productivity and safety standards during service operations.

FSH 208 — Food Safety Compliance, Logs & Inspection Readiness

This course prepares trainees to manage food safety documentation systems and regulatory inspections. Emphasis is placed on maintaining logs, audit preparation, internal compliance reviews, and corrective action documentation.

Upon successful completion, the trainee will be able to:

- Maintain required food safety logs and records;
- Conduct internal compliance reviews;
- Prepare for regulatory inspections confidently;
- Implement corrective action plans when deficiencies are identified.