



Academic and Student Affairs  
Office of Curriculum Development and  
Learning Outcomes Assessment  
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## **PROGRAM OUTCOMES**

Updated as of 1/31/2008

### **HOSPITALITY MANAGEMENT (PROFESSIONAL BAKING) CERTIFICATE OF PROFICIENCY PROGRAM OUTCOMES**

1. Demonstrate appropriate use of interpersonal communication skills, cooperation, teambuilding, and conflict management in daily foodservice operations.
2. Develop and apply principles of self and team awareness, time awareness, and personal responsibility.
3. Demonstrate proficient baking skills in quality production of breads, cakes, cookies, pies, sauces, custards, and ice cream while applying sanitation and safety principles, and correctly using appropriate equipment.
4. Demonstrate knowledge and principles of ingredients, inventory, organization, receiving, measuring, and recipe manipulation.
5. Plan, execute, control, and consistently produce bakery and pastry products for sale in a diverse foodservice environment.
6. Apply critical thinking skills to manage people, efficiently produce product, and control quality of production in a wide range of foodservice outlets.
7. Develop and apply professional business and human interactive skills in the production and sale of baked goods.