<table>
<thead>
<tr>
<th>Outcomes/Courses &amp; Measures</th>
<th>Course #</th>
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<tbody>
<tr>
<td>PROGRAM: HIA Hospitality Industry Administration</td>
<td>HIA 110 Intro to Hospitality &amp; Measure</td>
<td>HIA 120 Dining Room Service &amp; Measure</td>
<td>HIA 130 Food Prep 1 &amp; Measure</td>
<td>HIA 128 Intro to Baking and Pastry &amp; Measure</td>
<td>HIA 150 Food Preparation and theory &amp; Measure</td>
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<tr>
<td>Outcome Statement 1 Practice the highest level of customer service and guest relations. Customer survey Feedback to students from the survey</td>
<td>T</td>
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<tr>
<td>Goal #1</td>
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<tr>
<td>Outcome Statement 2 Practice Sanitation, Safety and legal obligations regarding the operation of the business by maintaining a valid Safety and Sanitation license. Maintain a valid Safety and Sanitation license.</td>
<td>T</td>
<td>X</td>
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<td>Outcome Statement 3</td>
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<td>X</td>
<td>T &amp; A</td>
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<tr>
<td>Demonstrate the ability to produce high quality food products using appropriate ingredients, technique, and equipment.</td>
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<tr>
<td>Industry Skill Check list</td>
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<td>Goal #2</td>
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<th>Outcome Statement 4</th>
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<tr>
<td>Demonstrate the highest standard of professionalism to support a diverse staff.</td>
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<td>Customer Satisfaction survey</td>
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<td>Goal #3</td>
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<td>Outcome Statement 5</td>
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<td>Practice appropriate standards of professionalism, including ethical behavior.</td>
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<td>Daily evaluation of the student’s performance</td>
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<td>Goal # 4</td>
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<th>Outcome Statement 6</th>
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<tbody>
<tr>
<td>Demonstrate the knowledge of food ingredients, processing methods, utilization in creating recipes.</td>
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<td>Practical examination</td>
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<td>Written examination</td>
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<td>Goal # 4</td>
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