

TO: OVR Counselors serving Blind Consumers

FROM: Corey Marcum, Director  
Kentucky Business Enterprise

DATE: 10/4/18

RE: Introduction to the New KBE Vendor Training Program

I want to invite each of you to Jefferson Community College, in Louisville to review the new Blind Vendor training program that has been developed between JCTCS and KBE. This new relationship will help ensure that all future KBE vendors have the training too correctly meet the demands of operating in a highly competitive and very specialized field of service. The training has multiple components including classroom, lab, online and hands on applications. Every part of the training has a focus on accessibility to insure that every student can work through their individual disability and with their abilities to learn individualized solutions to real world problems. Along with becoming an approved KBE licensee, each student will be awarded a certificate from JCTCS in Culinary Arts Professional Development.

I hope each of you will explore the lab and classroom spaces to start to think about blind consumers that you serve that would be a good fit for KBE. I want you to review the admission requirements and classwork to understand KBE is no longer the road of last resort for consumers that did not fit anywhere else. The referrals to KBE should be the superstars and the most capable consumers you serve. I can guarantee KBE incomes will rival or exceed any other career path for most blind consumers.

The kick off for the new program will be 10-12, October 11<sup>th</sup>, in Chestnut Hall, on the JCTCS main campus. I hope to see as many of you as possible attend this event. I will supply the more technical details of the program and attach them to this letter. Please let me know if you have any questions. My direct line in Frankfort is 502-782-3404, or you can email me at [corey.marcum@ky.gov](mailto:corey.marcum@ky.gov).

JCTCS is located at:

JCTCS  
109 East Broadway  
Louisville, KY 40202

## Admission to KBE

### b) The applicant shall:

- (i) Meet a visual diagnosis of blind person as defined in the federal Randolph-Sheppard Act at 20 U.S.C. 107e(1) and the definition of blind person established in 34 C.F.R. 395.1(c);
- (ii) Be a citizen of the United States;
- (iii) Have received a high school diploma or GED certification; or alternative diploma from the Kentucky School for the Blind;
- (iv) Have math skills at an eighth-grade level or above;
- (v) Have financial skills for operating a vending business;
- (vi) Have verbal and communication skills;
- (vii) Have public relations skills;
- (viii) Pass a national background check. If the background check discloses a felony conviction, the individual will not be eligible for entry into the training program.
- (ix) Pass a drug screen if requested.
- (x) Have personal hygiene and appearance appropriate for meeting the public;
- (xi) Be independent in performing daily living activities;
- (xii) Can ambulate independently, with the use of adaptive equipment if required.
- (xiii) Have reached the age of 18.
- (xiv) Must be computer proficient.
- (xv) Must have a workable email account for communications.

## Process for admission to KBE

1. Referral from VRC, VRC must insure that the consumer meets all the requirements above.
2. KBE director will review materials
3. If selected for an interview the KBE Director will interview and make a recommendation into the selection committee from the Committee of Blind Vendors
4. The selection committee will make recommendations back to the KBE director.
5. The KBE director will make the final decision and once approved the consumer will be notified by KBE of the start of the next training class.

## Course Descriptions

**Training for Vendors-Customized Workforce Course Specialized for this Program.**

### Course Description

This course introduces the student to a basic knowledge the following areas:

- Bookkeeping
- Accounting
- Marketing
- Inventory Management

### Learning Objectives

1. Provide foundational concepts of bookkeeping and accounting
2. Gain an understanding of the 4 Ps of marketing
3. Gain an understanding of basic inventory management

This course has four meeting dates.

### Course Competencies

This course has minimal writing requirements. It is expected that student be willing to complete in-class coursework. Student will use basic math to complete some assignments.

### Course Overview- 12 Contact Hours

<b>Topic</b>
<i>Accounting/Basic Bookkeeping</i> <ul style="list-style-type: none"><li>• Debits/Credits</li><li>• Accounting Process (journals/ledgers)</li><li>• Financial Statements</li></ul>
<i>Accounting/Basic Bookkeeping continued</i> <ul style="list-style-type: none"><li>• Variable costs and fixed costs</li><li>• Break-even analysis</li><li>• Cost management strategies</li></ul>
<i>Inventory Management</i> <ul style="list-style-type: none"><li>• SKU vs UPC codes</li><li>• LIFO vs FIFO</li><li>• Working Capital Cycle</li><li>• Inventory management tips</li></ul>
<i>Marketing and Customer Service</i> <ul style="list-style-type: none"><li>• Customer Service and its effect on business</li><li>• Maintaining your place</li><li>• Tips for promotion</li></ul>

## **CUL 211 Basic Food Production 4 credits**

### **Description:**

Provides a study of basic principles of food selection, storage, and preparation; identification and classification of fruits and vegetables; preparation of stocks, soups, and sauces; basic principles of cooking; baking; kitchen operations; and a study of breakfast food.

**Components:** Lecture: 2 credits (30 contact hours). Lab: 2 credits (60 contact hours)

### **Competencies:**

Upon completion of this course, a student will be able to:

1. Identify and prepare stock, soups and sauces
2. Identify fruits, vegetables, pasta, and other starches
3. Identify and prepare items including eggs, breakfast meats and cereals
4. Discuss terminology related to preparation of vegetables, pasta, starches and breakfast foods
5. Prepare fruits and vegetables using various cooking methods including sautéing, deep-frying, steaming, oiling, simmering, baking, and broiling
6. Glaze fruits and vegetables

### **Outline:**

#### **I. Identification**

- A. Stock
- B. Soups
- C. Sauces
- D. Fruits
- E. Vegetables
- F. Starches
- G. Breakfast Foods

#### **II. Preparation and Application**

- A. Prepare stocks, soups, and sauces
- B. Prepare fruits, vegetables, starches and breakfast foods

#### **III. Identification, Discussion, and Application of Cooking Techniques**

- A. Sauteing
- B. Deep frying
- C. Steaming
- D. Boiling
- E. Simmering
- F. Baking
- G. Broiling

#### **IV. Finishing Techniques**

- A. Glazing
- B. Garnishes
- C. Plating

## **CUL 215 Basic Baking 4 credits**

### **Description:**

Applies fundamentals of baking science to preparation of a variety of products and to learn use and care for equipment in bake-shop and/or baking area.

Components: Lecture: 2 credits (30 contact hours). Laboratory: 2 credits (60 contact hours)

### **Competencies:**

Upon completion of this course, the student can: 1. Define baking terms. 2. Identify equipment and utensils used in baking and discuss proper use and care. 3. Demonstrate proper selection and use of equipment and utensils for specific application. 4. Identify ingredients used in baking. 5. Demonstrate proper scaling and measurement techniques. 6. Apply basic math skill to recipe conversions. 7. Describe properties and list the function of various ingredients. 8. Define, prepare, and evaluate yeast products. 9. Define, prepare, and evaluate quick breads. 10. Define, prepare, and evaluate a variety of pies and tarts. 11. Define, prepare, and evaluate a variety of cookies. 12. Define, prepare, and evaluate laminated doughs. 13. Discuss the application of mixes and other labor saving products.

### **Outline:**

- I. Baking Terminology and Equipment**
  - A. Professional terms
  - B. Equipment and utensils of the bake shop
  - C. Application for specific equipment and ingredients
- II. Ingredients of the Bake Shop**
  - A. Identification
  - B. Proper scaling and mixing techniques
  - C. Functions and properties
  - D. Nutritional concerns
- III. Breads**
  - A. Yeast
  - B. Quick
  - C. Specialty
- IV. Cookies**
  - A. Rolled
  - B. Dropped
  - C. Bar
  - D. Refrigerator
- V. Pies**
  - A. Custard
  - B. Fruit-based
  - C. Cream

## **CUL 125 Sanitation and Safety 2 credits**

### **Description:**

Develops an understanding of the basic principles of sanitation and safety and to be able to apply them in the food service operations. Reinforces personal hygiene habits and food handling practices that protect the health of the consumer.

Components: Lecture: 2 credits (30 contact hours)

### **Competencies:**

Upon completion of this course, the student will be able to:

1. Identify the critical control points during all food handling processes as a method for minimizing the risk of foodborne illness
2. Identify microorganisms which are related to food spoilage and foodborne illnesses; describe their requirements and methods for growth
3. Describe symptoms common to foodborne illnesses and how these illnesses can be prevented
4. Demonstrate good personal hygiene and health habits
5. use acceptable procedures when preparing potentially hazardous foods to include time/temperature principles
6. List the major reasons for and recognize signs of food spoilage
7. Outline the requirement for proper receiving and storage of both raw and prepared foods
8. recognize sanitary and safety design and construction features of food production equipment and facilities
9. Describe types of cleaners and sanitizers and their proper use
10. Review Material Safety Data Sheets (MSDS) and explain their requirements in handling hazardous materials and discuss right-to-know laws
11. Develop cleaning and sanitizing schedule and procedures for equipment and facilities
12. Identify proper methods of waste disposal and recycling
13. Describe appropriate measures for insects, rodents, and pest control eradication
14. Conduct a sanitation self-inspection and identify modifications necessary for compliance with standards
15. List common causes of typical accidents and injuries in the foodservice industry and outline a safety management program
16. Demonstrate appropriate emergency policies for kitchen and dining room injuries
17. Describe appropriate types and use of fire extinguishers used in the foodservice areas
18. Review laws and rules of the regulatory agencies governing sanitation and safety in foodservice operation

### **Outline:**

- I. Critical Control Points
  - A. Risk of foodborne illness
  - B. Define key terms
- II. Microorganisms
  - A. Relation to food spoilage
  - B. Relation to foodborne illnesses
  - C. Requirements and methods of growth
- III. Foodborne Illnesses
  - A. Symptoms
  - B. Preventions
  - C. Foods associate with each illness
- IV. Hygiene
  - A. Hand washing techniques
  - B. Lab hygiene
  - C. Personal hygiene
- V. Potentially Hazardous Foods

- A. Define
- B. Time/Temperature principles
- C. Procedures for handling
- VI. Food Spoilage
  - A. Reasons
  - B. Signs
- VII. Proper Receiving and Storage
  - A. FIFO (First In/First Out)
  - B. Inspection upon delivery
  - C. Storage
- VIII. Design
  - A. Food production equipment
  - B. Facilities
- IX. Cleaners and Sanitizers
  - A. Uses
  - B. Descriptions
- X. Material Safety Data Sheets
  - A. Definition
  - B. Requirements
  - C. Use
  - D. Laws
- XI. Cleaning
  - A. Sanitizing
  - B. Schedules for cleaning
  - C. Procedures for equipment
  - D. Procedures for facilities
- XII. Waste disposal and recycling
  - A. Identification of proper methods of disposal
  - B. Identification of proper methods of recycling
- XIII. Measures for proper insects, rodents and pest control
- XIV. Self-Inspection
  - A. How to perform
  - B. Modifications
- XV. Accidents and Injuries
  - A. Common types
  - B. Prevention
  - C. Safety management programs



## **CUL 299 Culinary Arts Cooperative Education Experience 2-3 credits**

### **Description:**

Enhances the student's transition from class to the workforce by providing a paid work experience in a setting that utilizes the skills required to achieve the student's occupational goal.

Components: Practicum: 2-3 credit hours (120-180 contact hours).

### **Competencies:**

Upon completion of the course, the student will have:

Competencies will vary based upon practicum site and requirements.

1. Apply knowledge and techniques acquired during the course of study to practical work experiences.

### **Outline:**

Competencies will vary depending upon the type of establishment and goals of the student. Will be determined with instructor and site coordinator.

### **Experiments/activities:**

1. Review current inventory practices. Research best inventory practices online and create new inventory form. Complete physical inventory.
2. Review current safety and sanitation procedures. Review current ServSafe guidelines and create a HACCP plan for one menu item.
3. Complete standard Health Inspection form for establishment and discuss findings with site coordinator. After findings are reviewed, correct each error.

## **CUL 270 Human Relations Management 3 credits**

### **Description:**

This course provides information necessary for the transition from student to a supervisory role in the Food and Beverage industry. Styles of leadership and skill development in human relations and personnel management are also covered. Lecture: 3 hours.

### **Competencies:**

Upon completion of this course, the student will be able to:

1. apply the process of management through effective communication skills
2. summarize leadership styles and analyze when each is most appropriate
3. outline the supervisor's role in decision-making, problem solving, and delegation of duties
4. explain the role of job descriptions and specifications and develop written examples
5. perform mock interviews
6. utilize procedures of new employee orientation
7. compare training methods and construct an effective employee training program to include follow-up training and cross-training.
8. analyze types and methods of employee evaluation; evaluate student work
9. describe necessity of change and ways of implementing change with the least employee resistance
10. evaluate methods of conflict resolution
11. identify reasons for disciplinary problems and discuss the supervisors role in handling them
12. describe procedures for terminating employees
13. analyze motivational techniques/problems and discuss procedures for attitudinal changes
14. analyze ways of dealing with stress in the workplace
15. apply time management and other organizational management techniques

16. understand the importance of SCANS (Secretary's Commissions on Achieving Necessary Skills) skills in human relations management

**Outline:**

- I. Management Concepts
  - A. Communication
  - B. Leadership Styles
  - C. Decision Making
- II. Employee Issues
  - A. Interviewing
  - B. Orientation
  - C. Training
  - D. Evaluations
  - E. Discipline
  - F. Motivation
  - G. Termination
- III. Issues in Management
  - A. Dealing with Stress
  - B. Time Management
  - C. Organizational Techniques
  - D. SCANS skills

**Additional Elements Within Course Framework**

Functional elements of customer service will be added into CUL 211/215 laboratory work.

Live work scenarios will be created to help students navigate common service scenarios arising within food service industry

Students will be led and instructed in live-work service dining-room and commissions service, emphasizing personal skills in customer service, and meeting the needs of the customer in food service scenarios