

Unit 1

Chapter 1 – Successful Customer Relations

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| 1.1 | Importance of Customer Service |
| 1.2 | The Manager's Role in Customer Service |

Chapter 2 – Preparing and Serving Safe Food

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| 2.1 | Importance of Food Safety |
| 2.2 | Establishing a Food Safety System |
| 2.3 | The Flow of Food |
| 2.4 | A Clean and Sanitary Kitchen |

Chapter 3 – Preventing Accidents and Injuries

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| 3.1 | Workplace Safety |
| 3.2 | Preventing Fires and Burns |
| 3.3 | Preventing Slips, Trips, and Falls |
| 3.4 | Lifting and Carrying Safely |
| 3.5 | Preventing Cuts |
| 3.6 | Safe Driving and First Aide |
| 3.7 | Safety as an Ongoing Process |