



Candidate Information
for
Industry Knowledge Exam (2015)

FCSI - The Americas
www.fcsi.org

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Candidate Preparation

Introduction¹

The Professional Membership Process (PMP) includes self-study and formal assessment of performance. You and FCSI-The Americas collaborate during this process so that you have the best chance of succeeding.

The PMP includes two examinations:

1. Industry Knowledge Exam (IKE)
2. Professional Skills Exam (PSE)

These exams ensure that a candidate seeking Professional member status within FCSI meets the basic standards of competency set for Professional members. Both the IKE and the PSE must be successfully completed by the end of your three-year period as a Senior Associate member. The IKE and the PSE exams may be done in any order or at the same time.

This version of the Candidate Information provides you with step-by-step guidance on how to prepare for and complete the IKE.

You best serve yourself by being aware of one procedural issue before starting preparation for the IKE.

1. There is a deadline for taking the IKE which relates to the end of your three-year period for completing the PMP as follows:

Exam	Deadline
IKE	The IKE taken at least 30 days prior to the end of your three-year period.

¹ For completeness, the first three paragraphs in this section present both the IKE and PSE even though this Manual guides you through only the IKE.

Industry Knowledge Exam (IKE)

Objective for IKE:

To measure a candidate's mastery of Hospitality and Industry Knowledge as defined in FCSI's Worldwide Core Competency Statements². The candidate demonstrates this knowledge by passing a multiple-choice exam. A list of the specific topics is shown below.

Topics for Hospitality and Industry Knowledge

- A. Terminology
- B. Industry Segments
- C. Facilities
 - 1. Facility Design
 - 2. Equipment
 - 3. Ergonomics
- D. Sanitation, Health, Safety and Environment
 - 1. Sanitation
 - 2. Microbiology
 - 3. Safety & Security
 - 4. Environment
- E. Laws & Regulations
 - 1. Laws & Regulations
 - 2. Regulatory Agencies
- F. Culinary
 - 1. Food and Beverage Knowledge
 - 2. Nutrition and Dietetics
 - 3. Cooking Techniques
 - 4. Food Science
- G. Labor
 - 1. Function and Skills
 - 2. Labor Processes
 - 3. Systems

Study/Preparation Process for IKE:

- A. The multiple-choice exam is proctored by a current FCSI Professional member or other qualified testing proctor.
- B. All questions are taken directly from the Body of Knowledge and for purposes of this exam the Body of Knowledge is the ultimate authority. The Body of Knowledge for the IKE is defined in Appendix 2.

² A partial set of the Core Competency Statements as relevant to the IKE is included in Appendix 1.

- C. You need to acquire the textbooks on your own from Amazon or another source. When purchasing you may find there are used or reduced price copies available. Please ensure that the edition is correct for each book as that could impact your performance on the exam. You may also want to ask your coach if he/she has any of the books that could be loaned to you or contact FCSI-TA Staff to determine whether the FCSI-TA Lending Library may have them.
- D. When you are ready to sit for the exam you contact FCSI-TA Staff to set up a time and place to take the exam. You have two choices:
1. Sign up to sit for the exam at the next available prescheduled conference or meeting. FCSI-TA Staff can advise you of the dates and locations or you can find this information on the FCSI-TA website.
 2. FCSI-TA Staff can attempt to find a Professional member in your geographic area who would be willing to proctor the exam in his or her office. Your coach may also be able to locate a Professional member willing to do this. Once a willing, qualified proctor is identified, you contact that proctor to find a mutually acceptable date and time for the exam. A maximum of 3 hours is allowed for the exam. Once you and the proctor have set the date and time you should inform FCSI-TA Staff about them. At least two weeks is required for the test to be made available and sent to the proctor, so schedule accordingly.
- E. Show up 15 minutes prior to the appointed exam time. You need a government issued photo identification to sign in.
- F. Do NOT bring:
- Copies of any of the Body of Knowledge
 - Digital devices of any type for computing, viewing, or communicating
- G. All necessary testing materials including pencils are provided when you take the exam at an FCSI-TA event or scheduled testing session. When you take the exam at a proctor's office you should be prepared with #2 lead sharp pencils.

Evaluation Process for IKE:

- A. After you have completed the exam, CPS - The Americas (CPSTA) sends your exam under a code number (i.e., not by your name) to an independent scoring company. The company scores the exam and sends FCSI-TA your score under the code number. Your score determines whether you pass.
- B. FCSI-TA Staff notifies you of the result within 30 days of taking the exam.

- C. If you do not pass, you receive instructions to restudy and arrange to sit for the exam again in accordance with the procedures outlined above. You may retake the exam once without paying an additional fee. Retaking the exam more than once requires payment of an additional fee. Contact FCSI-TA for the details.



Appendices



1. Core Competency Statements

Introduction

As specified in FCSI's Bylaws, a Professional Consultant member of FCSI "shall demonstrate a high level of competence in and knowledge of the following:

- Knowledge of the Foodservice and Hospitality Industry
- Consulting Assignment Management
- A Professional Specialism
- Business Management
- FCSI Code of Ethics and Professional Conduct"

The core competency statements, except for a Professional Specialism, are set out under the following headings.

- I. Foodservice and Hospitality Industry Knowledge
- II. Consulting Practice Management Skills
- III. Business Management Skills
- IV. Communication and Interpersonal Skills

Note: the IKE measures performance for only the core competency statements for "I. Foodservice and Hospitality Industry Knowledge". Thus, in the spirit of brevity, the statements for the last three headings have been removed from this document.

I. Foodservice & Hospitality Industry Knowledge

A. Terminology

A FCSI Consultant understands and can use in context, industry terms and technical language in common use.

B. Industry Segments

An FCSI Consultant knows the main segments of the foodservice industry, including overall and relative size, their main operational and financial characteristics, current trends and key organizations/operators in each segment.

C. Facilities

1. Facility Design

An FCSI Consultant is able to name the main areas in typical foodservice facilities and describe the prime functions and relationship between these areas.

An FCSI Consultant can identify these areas on plans and drawings.

An FCSI Consultant is aware of all major constraints relative to the design and layout of these areas.

2. Equipment

An FCSI Consultant knows the name and application of common items of equipment to include all current innovations.

3. Ergonomics

An FCSI Consultant understands the importance of ergonomics as it applies to facility design and operation.

D. Hygiene (Sanitation), Health, Safety and Environment

1. Hygiene (Sanitation)

An FCSI Consultant knows hygiene/sanitation requirements and best practice.

2. Microbiology

An FCSI Consultant knows the main causes and types of food poisoning and understands how to prevent food borne diseases.

3. Safety & Security

An FCSI Consultant understands the principles of security and safety practices.

4. Environment

An FCSI Consultant is aware of current environmental concerns and practices.

E. Laws & Regulations

1. Laws & Regulations

An FCSI Consultant is aware of the existence and major impact of relevant codes, laws, regulations and standards, including business & privacy, contract, labor, financial, subsidy, licensing, environment, safety, security, etc.

2. Regulatory Agencies

An FCSI Consultant knows the name and responsibilities of the relevant regulatory agencies and authorities.

F. Culinary

1. Food and Beverage Knowledge

An FCSI Consultant knows the major categories of consumable products, their characteristics, and the implications of their characteristics on foodservice operations and facilities design.

2. Nutrition and Dietetics

An FCSI Consultant knows the principles of nutrition and dietetics.

3. Cooking Techniques

An FCSI Consultant understands cooking techniques, and the operational and design impact of the various techniques.

4. Food Science

An FCSI Consultant knows the principles of food science and their impact on foodservice operations and facilities design.

G. Labor

1. Function and Skills

An FCSI Consultant knows the key labor functions and positions in foodservice operations and is aware of the skills required for each.

2. Labor Processes

An FCSI Consultant understands the impact of labor processes on the physical and operational design of facilities.

3. Education Structure

An FCSI Consultant has knowledge of the structure of education and training for those involved in the hospitality industry.

H. Systems

An FCSI Consultant is aware of management, operational and information systems in common use.



2. Body of Knowledge

The following table describes the Body of Knowledge that is the basis for the following version of the IKE examination:

1. IKE (2015)

Body of Knowledge for IKE (2015)

Title (see notes)	Author	Edition	Publisher	Portions	Exam
<u>List of Agencies, Codes and Associations</u> ^{1, 2, 4}	CPSTA	2014	FCSI-TA	Highlighted portions	IKE
<u>Terms Selected from FCSI-TA Glossary</u> ^{1, 2}	CPSTA	2014	FCSI-TA	Highlighted portions	IKE
<u>High Tech Foodservice; an overview of ...</u> ¹	Pantelidis	2009	Pantelidis, University of Brighton	All	IKE
<u>Hospitality 2015</u> ¹	Deloitte	2010	Deloitte Reports	Pages 28-34	IKE
<u>Management of Food and Beverage Operations</u> ³	Ninemeier	5th, 2010	Education Institute of AH&LA	Chap 1-3 (pp 3-62), pp 85-86, Chap 5 (pp 97-124), pp 156-157, Chap 8-13 (pp 187-386)	IKE
<u>Design and Equipment for Restaurants & Foodservice</u> ³	Thomas, Norman & Katsigris	4th, 2013	Wiley & Sons	Chap 2 (pp 17-48), Sect 5.2-5.3 (pp 103-112), Sect 5.6-5.7 (pp 124-133), Sect 6.1 (pp 137-150), Sect 8.2-8.5 (pp 217-240), Chap 9-16 (pp 243-471)	IKE
<u>Understanding Hospitality Law</u> ^{3, 4}	Jefferies & Banks	5th, 2010	Education Institute AH&LA	Chap 16-18 (pp 263-292)	IKE
<p>Notes:</p> <ol style="list-style-type: none"> 1. Documents (in English) available on FCSI-TA's website at http://www.fcsi.org/about-fcsi/divisions/the-americas/professional-growth/body-of-knowledge/ 2. Documents (in French, Spanish and Portuguese) available from FCSI-TA Staff 3. Textbooks (in English) which you can order from a book retailer or borrow from FCSI-TA 4. This document is <u>not</u> included in the BOK for Brazil and Spanish speaking countries in South America 					