



Industry Knowledge Exam (IKE)

Candidate Information Packet

Congratulations on your decision to enter the Professional Membership Process (PMP). This packet outlines the Industry Knowledge Exam (IKE) and necessary preparation materials.

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 ^[L]_[SEP]
- Consulting Assignment Management ^[L]_[SEP]
- A Professional Specialism ^[L]_[SEP]
- Business Management ^[L]_[SEP]
- FCSI Code of Ethics and Professional Conduct ^[L]_[SEP]

The core competency statements, except for a Professional Specialism, are set out under the following headings. ^[L]_[SEP]

- I. Foodservice and Hospitality Industry Knowledge
- II. Consulting Practice Management Skills ^[L]_[SEP]
- III. Business Management Skills ^[L]_[SEP]
- 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^{SEP}

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][1]}_[SEP]

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][1]}_[SEP]

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^{[1][1]}_[SEP]

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.

BODY OF KNOWLEDGE


The following table outlines the Body of Knowledge that is the basis for the 2015 update of the IKE.


Title (see footnotes)	Author	Edition	Publisher	Concentrated Focus
List of Agencies, Codes and Associations ^{1, 2, 4}	CPSTA	2014	FCSI TA	Bolded Terms
Terms Selected from FCSI-TA Glossary ^{1, 2}	CPSTA	2014	FCSI TA	Full List of Selected Terms
High Tech Foodservice: an overview of Technological Advancements ¹	Pantelidis	2009	Pantelidis, University of Brighton	All
Hospitality 2015 Game Changers or Spectators ¹	Deloitte	2010	Deloitte Reports	Pages 28-34
Management of Food and Beverage Operations ³	Ninemeier	5 th Edition 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)
Design and Equipment for Restaurants & Foodservice 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)
Understanding Hospitality Law ^{3, 4}	Jefferies & Banks	5th, 2010	Education Institute AH&LA	Chap 16-18 (pp 263- 292)

Notes:

1. Documents (in English) available on FCSI-TA's website <http://fcsi.wpengine.com/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 not included in the BOK for Brazil and Spanish speaking countries in South America 

ACQUIRING TEXTBOOKS

You have the following options for purchasing or renting the books you will need to prepare for the IKE:

- Rent from FCSI The Americas. We have a few sets of books that can be rented for \$25 for up to 3 months. Contact [Penny](#) for information.
- Purchase or rent (if available) from an online bookseller like Amazon, Barnes and Noble, Textbooks.com, etc. *Be sure to order the correct edition of each book.*

SCHEDULING THE EXAM

The Industry Knowledge Exam is now available online! Please contact FCSI The Americas Staff when you are already to take the exam so you can be registered with Meazure. Within a few days of your registration, Meazure will contact you directly to schedule your exam. You can watch a video about the scheduling and testing process [here](#).

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We wish the best of luck in your pursuit of Professional Membership! Be sure to contact anyone at FCSI The Americas should you have any questions about the Professional Membership Process or resource materials. We're here for you!

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