

Competency Guide With  
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PROGRAM

NRAEF ManageFirst

# Human Resources **Management** and Supervision

## Competency Guide

A Core Credential Topic of the NRAEF Certificate Program



National Restaurant Association  
**EDUCATIONAL FOUNDATION**

# Nraef Managefirst Customer Service W On Line Testing Access Code Card

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### **Restaurant Marketing Competency Guide**

National Restaurant Association Educational Foundation, 2007-12-01 With this program the potential to the individual and the industry is without limits Toni Kottom Quist Sr Director Training Development Perkins Marie Callender s Inc The value of the program is that it bridges industry and academia together Dr Robert H Bosselman FMP Professor and Director International Center for Hospitality Research Development Florida State University The NRAEF ManageFirst Program Better managers begin with ManageFirst Introducing the new NRAEF ManageFirst Program a competency based certificate program developed by the National Restaurant Association Educational Foundation NRAEF and presented exclusively by Pearson Prentice Hall With the NRAEF ManageFirst Program students can earn a certificate for each topic area they complete Those who master five topic areas can earn the new NRAEF ManageFirst Professional credential demonstrating their mastery of these key competencies

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are available electronically and include competency guide content notes indicating points to be emphasized recommended activities and discussion questions and answers to all activities and case studies Exams Exams accompany each topic covered in the competency guides Pencil and paper and online exam formats are offered They typically are proctored on campus at the end of a course by faculty Certificates The NRAEF provides a certificate to students upon successfully passing each exam The certificates are endorsed by the NRAEF and feature the student s name and the exam passed The certificates are a lasting recognition of a student s accomplishment and a signal to the industry that the student has mastered the competencies covered within a particular topic Credential Upon successful completion of five NRAEF ManageFirst Program exams including three predefined core topics one foundation topic and ServSafe Food Safety a student is awarded the NRAEF ManageFirst Professional MFP credential There is no additional charge for the credential The program is targeted at the academic community The program is flexible for use at two year or four year restaurant foodservice and hospitality programs proprietary schools and technical vocational career education schools

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