## Monitoring the Duties and Activities of the Kitchen Team

### Learning Outcomes

After completion of this learning module, you will be able to:

- Check the production requirements for the day

- Check that the number of associates at work match both the rota and production requirements

- Adjust the duty rota according to requirements

- Tackle the absent associates with appropriate methods

- Take appropriate steps to motivate staff to avoid absenteeism

- Monitor the use of associate al hygiene and wear appropriate chef's uniform throughout shift by associates

- Monitor the extent to which associates maintain a safe hygienic and secure working environment

- Observe and check that associates work effectively as part of a hospitality team and communicate efficiently with each other throughout shift

- Ensure that associates attend briefing and be aware of daily requirements and other issues

- Monitor the extent to which associates check that all equipment is in good working order and check the quality and quantity of food delivered to the section

- Observe and check that associates maintain food safety when storing, preparing and cooking food

- Discuss and agree on methods and formats of communication with the Executive Chef

- Agree with the Executive Chef daily and medium term areas for delegated responsibilities

- Support the Executive Chef in managing kitchen activities and responsibilities

- Ensure that every day food and beverages requirements of section are signed off by Executive Chef

- Ensure that Chefs de Partie and other associates are punctual and efficient in carrying out their duties

- Communicate instructions and other information clearly to Chefs de Partie and other associates

- Motivate the Chefs de Partie and other associates in a timely and efficient manner to complete all their duties

- Ensure that all staff are performing at the optimum level when preparing, cooking and finishing dishes for guests

- Create a friendly, professional environment which inspires teamwork within own kitchen section

- Monitor the extent to which high quality dishes are presented for service

# Learning Unit 01: Check that Kitchen Staff are Present and Manage Absence Issues for Food Production Areas

## Overview

In this learning unit you will learn to check the production requirements for the day, including bookings, number of dishes, special requirements or events .

After completion of this learning unit you will be able to implement procedures for production requirements in the kitchen and manage food production orders

| Saute |
| --- |
| A dish consisting of ingredients that have been sautéed |

## Check the Production Requirements - [1]

It is very important for a kitchen supervisor / head chef to plan and control the daily production requirements such as

- Usual guests number for each day, including weekends
- Plan accordingly to the levels of booking number of guests expected
- Volume of the dishes to be cooked & produce
- plan for every event to be happened such as parties , anniversaries, etc...

A good chef always plan in advance for the day production and do the Mis-N-Place for the production

Food item required
- Meat
- Vegetables
- Spices
- Herbs etc
- Dairy Products

| Omelets |
| --- |
| a dish of beaten eggs cooked in a frying pan and served plain or with a savory or sweet topping or filling. |

| Sous Chef |
| --- |
| A sous chef is second to executive chef of a commercial kitchen and responsible to supervise the shift. |

### Gather ingredients Required for Production
Ingredients can be Vegetables, fruits, grains and nuts as well as herbs and spices come from plants, while meat, eggs, and dairy products come from animal sources. Recipe knowledge is also required.

For example to make Pakistani omelets, following Ingredients are required:
Eggs, Oil, Tomato, Onion, Green Chilies, Coriander, Seasoning Etc. You have to organize and arrange the above mentioned ingredients in order to cook Pakistani omelet.

### Assemble required tools and gadgets to ease required task
As mentioned above in order to make Pakistani omelet following set of utensils is required: Frying pan, Spatula, egg turner, mixing bowl, whisk etc.

## Checking the Required Equipment to Perform the Task

Different equipments are required to perform various tasks That can be oven, cooking stove, deep fryers etc. You should set the equipments ready prior to perform the required task. After completion of required task you should put the equipment at the previous position.

| Mincing |
| --- |
| To cut or chop meat into very small pieces uses for the production |

For example:
Task is Mincing Meat
You should fix attachments and plug in the mincing machines.
After completion of task you should unplug the machine, remove attachments, send them for washing and wipe clean the machine and put it back to actual position.

* Select and gather tools and equipment as per requirement
* Storing of equipment, including store cupboards, in kitchen preparation areas, on shelves near work area

| Mincing |
| --- |
| A device or instrument designed to perform a specific function, especially an electrical device, such as a toaster. |

### Sauté Pans

Sauté pans, or frying pans, are distinguished by size, what they are made of, and the angle of the sides of the pan

* Copper pans
* Stainless steel, Silver steel
* Aluminum pans

## Utensils and Gadgets

So many different utensils and gadgets are available that just thinking about it is daunting. Put the following on the short list of basic utensils that are really vital to a well-supplied kitchen:

* Wooden and slotted spoons
* Rubber and metal spatulas
* Ladle
* Whisk
* Sturdy set of tongs
* Rolling pin
* Juice and bottle opener
* Can opener
* Grater, zester, and peeler
* Colander and a fine meshed strainer
* Timer
* Meat thermometer
* Pastry brushes
* Citrus reamer
* Kitchen shears
* Funnel
* Measuring spoons
* Clear measuring cup for liquids

**Electrical Appliances**

A few electric appliances will enable you to perform just about any task you desire.
- Food processors
- Standing mixers
- Blenders
- Toaster ovens

## Staff Rotation and Scheduling [2]

Before the commencement of your work you should be familiar with your team, your staff members, the strengths and weakness and ability and availability. Check rosters to match your staff according to your kitchen production need

**Staff Rotation & Scheduling**

Whether it's weekly or monthly, a well-prepared work schedule will keep workflow smooth and encourage camaraderie between workers.

Divide the workload equally to ensure proper work and life balance amongst your staff without overloading any individuals

A work shift or duty Chart shows the typical workload for Kitchen members in kitchen, There work shifts may vary with off and peak business hours. This also ensures that the staff has sufficient time to note their working schedule for the following week / month.

**Staff Rotation**

The practice of moving employees between different tasks to promote experience and variety

**Staff Duty Chart**

A work shift or duty Chart shows the typical workload for employees in kitchen.

**Staff Duty Chart**

| Staff Name | Date | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 |
|---|---|---|---|---|---|---|---|---|---|
| | January | | | | | | | | |
| 1 | Plan | M | M | M | M | W | A | A | A |
| | Actual | A | M | M | M | W | A | A | A |
| 2 | Plan | | | | | | | | |
| | Actual | | | | | | | | |
| 3 | Plan | | | | | | | | |
| | Actual | | | | | | | | |
| 4 | Plan | | | | | | | | |
| | Actual | | | | | | | | |
| 5 | Plan | | | | | | | | |
| | Actual | | | | | | | | |
| 6 | Plan | | | | | | | | |
| | Actual | | | | | | | | |

| Duty Roster |
|---|
| Duty Roster are usually prepared by the supervisors and then authorized by the HOD / Manager of the department. |

Legend
07:00 - 15:00 M
15:00 - 00:00 A
Week Off    W
Fill rest of the plan according to the need and availability of staff

## Process of Duty Rota [3]

| Wage |
|---|
| A fixed regular payment earned for work or services, typically paid on a daily or weekly basis |

Adjust the duty roster according to your weekly and daily production plans

- Know your staff for
- Absenteeism
- Reasons behind absenteeism
- Trends of absenteeism

Your job as sous chef is to analysis and adjust the following:

- Why are they absent
- They have any kind of sickness
- Lack of confidence
- Lacking abilities
- Scared of management
  - Take proper Action
    - Counseling
    - Training

**Process of Duty Rota**

- First design the roster without individual names.  This is 'position roistering'

- Costing rosters should be linked to writing rosters. Traditionally, the functions have been separate, and the bad news on costs is only revealed on pay day. Modern services reveal costs as the roster is written, allowing accurate forecasting and budget control.

- Set a wage budget and work backwards. If the head chef or manager is responsible for their roster, don't stop at having the hours covered.

- All staff should know how the business works during days, nights, weekends and week days.

- Save hours for the best selling days.

Typically, rosters are written Monday to Sunday, from the quietest to the busiest days.

## Steps for Motivation of Staff [4]

**Creating Friendly Work Environment**

- Create a pleasant atmosphere. If you create a friendly and comfortable atmosphere for your Kitchen members, then they will be more eager to go to work every day.

- Take advantage of your wall space to promote activities.

- Use food as incentive.

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- Use food as incentive.

- Institute casual dress days. Casual dress days will make people more excited to go to work, and will make them feel more comfortable in the work environment.

- Buy their loyalty

- Appreciate for a good work

- Provide knowledge

- Make a team work environment

| **Motivation** |
| --- |
| The act or process of giving someone a reason for doing something |

## Recognizing and Rewarding Your Kitchen Members

- Recognize your Kitchen members on an individual basis. If they've done something truly outstanding, then you should take the time to let them know.

- Recognize your Kitchen members as a group. Here's how to do it:

  o Hold a meeting to discuss the company as a whole, and to show how your Kitchen members' efforts are contributing to the mission of the company.

  o something valuable, so take the time to make them feel special.

  o Send weekly emails, updates, or newsletters that tell your Kitchen members that their hard work is paying off.

  o Make a mental note of praising your Kitchen members more than you give them negative feedback. This will make them feel much more positive about the hard work that they do.

- Reward your Kitchen members for hard work. Setting up a system of rewards is an excellent way to motivate your Kitchen members.

**Developing Great Relationships in the Workplace**

- Get to know your Kitchen members. You may feel like you are too busy to take the time to get to know your Kitchen members -- well, think again.

- Create social events. Having a few social events on the calendar will help people in your office get to know each other. People will be much more excited to come to work and to do their work if they are friendly, or even friends, with their coworkers.

- Use theme days to your advantage.

| Description | Kitchen Staff Motivation |
|---|---|
| Purpose | To understand the need and implementation of motivation techniques in kitchen |

**Instruction for Learners**

- Motivating your kitchen staff is actually easier than you might think. Try out a below outlined here for motivating your staff, and prepare yourself for a team that's ready to get to work.

- Daily/Weekly Competitions: Tapping into your Kitchen staff's competitive nature can not only drive sales, but incentivize your team to suggest specific menu items and provide great service to guests

- Ideal Ticket: Every time a customer orders a drink, appetizer, entree, and dessert, the server gets his/her name dropped into a random drawing for a prize.

- Customer Satisfaction: Any time a manager is told by a customer that a specific server went above and beyond, that associate 's name is put into a monthly drawing for a gift certificate or cash prize.

- Kitchen Crew: Once a month, the head chef nominates a kitchen crew member who did an excellent job for a prize

- Ongoing Training: Restaurant employees, just like any type of employee, need and want to be trained beyond the on boarding stage. Not only does it make them feel like a valued member of the business, but it shows that the organization is invested in their ongoing development and advancement

- Give the Tools & Equipment They Need: There's nothing more frustrating than being limited by old, clunky tools at work–especially in a scenario in which customers tend to want to get in and out on their own schedules. When outdated tools slow down your team, the customers notice Make sure that staff is working with working, updated tools such as:

  - POS system

  - Kitchen equipment

  - Scheduling software

  - Cleaning equipment

# Learning Unit 02: Observe and Check that Professional Kitchen Standards are Maintained throughout Preparation and Cooking of Food and Completion of Shift

## Overview

| Sous Chef | In this learning unit you will learn about Principles of professional standards , working effectively |
|---|---|
| Is a chef who is "the second in command in a kitchen | After completion of this learning unit you will be able to implement Principles of professional standards in the kitchen throughout preparation and cooking of food till completion of shift |

## Principles of Professionalism [1]

| Positive Work Environment | Associate's responsibility means that a associate is responsible for the choices he or she makes. Associate's responsibility means that a associate accepts accountability and is in control. |
|---|---|
| Covers open communication channels between employees and supervisors, a focus on compensating employees & flexibility for a smooth work flow | **Principle of Professionalism**<br><br>• Associate al hygiene<br>• Be in uniform properly neat and clean<br>• Occupational Health and safety<br><br>The emphasis of a food-service education is on learning a set of skills. But in many ways, attitudes are more important than skills because a good attitude will help you not only learn skills but also persevere and overcome |

the many difficulties you will face.

**Positive Attitude Toward the Job**

To be a good professional cook, you have to like cooking and want to do it well. Being serious about your work doesn't mean you can't enjoy it. But the enjoyment comes from the satisfaction of doing your job well and making everything run smoothly.

A cook with a positive attitude works quickly, efficiently, neatly, and safely. Professionals have pride in their work and want to make sure it is something to be proud of.

The importance of a professional attitude begins even before you start your first job. The standard advice for a successful job interview applies to cooks as well as to office professionals: Dress and behave not for the group you belong to but for the group you want to join.

Arrive neat, clean, appropriately dressed, and on time. Get noticed for the right reasons. Carry this attitude through every day on the job.

**Staying Power**

Food service requires physical and mental stamina, good health, and a willingness to work hard. It

is hard work. The pressure can be intense and the hours long and grueling. You may be working evenings and weekends when everyone else is playing. And the work can be monotonous.

### Ability to Work with People

Few of you will work in an establishment so small you are the only associate on the staff. Foodservice work is teamwork, and it's essential to be able to work well on a team and to cooperate with your fellow workers.

### Eagerness to Learn

There is more to learn about cooking than you will learn in a lifetime. The greatest chefs in the world are the first to admit they have more to learn, and they keep working, experimenting, and studying. The food-service industry is changing rapidly, so it is vital to be open to new ideas

### Dedication to Quality

Many people think only a special category of food can be called gourmet food. It's hard to say exactly what that is. Apparently, the only thing so-called gourmet foods have in common is high price

## Work Effectively [2]

Understanding the importance of making sure each associate understands and supports the roles and responsibilities of others, including delivering a clear briefing, asking questions, encouraging team working

| **Professional Relationship** |
| --- |
| A professional relationship is an ongoing interaction between two people that observes a set of established ethical standards |

Mutual respect between individuals with productive work relationships allows co-workers to listen to input from one another when working together to find the best solutions. An individual who is mindful of the impact of his actions on others always avoids creating negative emotions in other people. A associate with good work relationships tends to communicate in an open and honest manner.

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To create productive work relationships, an individual must develop

- good people skills, such as effective communication.

- Schedule time to build relationships after identifying what is crucial to growing such relationships.
- Being positive,
- appreciating others
- and by practicing active listening.

An individual benefits from cultivating good work relationships with the major stakeholders in his career and work, such as an employer or customers. Proving the ability to work together as a team for the greater good of the company is usually noticed and rewarded when it comes time for promotions and raises.

## Important Qualities for Food Preparation Workers

**Empower Employees**

Empower employees by giving them flexibility, encouraging communication, presenting challenging situations, rewarding success and by example

- **Dexterity.** Food preparation workers chop vegetables, cut meat, and perform many other tasks with sharp knives. They must have the ability to work quickly and safely with sharp objects.

- **Listening Skills.** Food preparation workers must understand customers' orders and follow directions from cooks, chefs, or food service managers.

- **Physical Stamina.** Food preparation workers stand on their feet for long periods while they prepare food, clean work areas, or lift heavy pots from the stove.

- **Physical Strength.** Food preparation workers should be strong enough to lift and carry heavy food supply boxes, which often can weigh up to 50 pounds

Good communications with all types of associates and communication methods to use, including verbal, written, using clear technical language

- **Effective Communication**

**Unfair Treatment**

Unfair treatment in the workplace refers to differences in the ways in which workers are treated, either by colleagues or supervisors

Effective communication is an important life skill that enables us to better understand and connect with the people around us. It allows us to

- build respect and trust,
- resolve differences and
- foster environments where problem solving, caring, affection and creative ideas can thrive

## How to Build Supporting Work Relationships in Kitchen

**Develop Your People Skills:** Good relationships start with good people skills. "Soft skills" such as collaboration, communication and conflict resolution.

**Identify Your Relationship Needs:** Look at your own relationship needs. Do you know what you need from others? And do you know what they need from you? Understanding these needs can be instrumental in building better relationships.

**Schedule Time to Build Relationships:** Devote a portion of your day toward relationship

building, even if it's just 20 minutes, perhaps broken up into five-minute segments. These little interactions help build the foundation of a good relationship, especially if they're face-to-face.

**Focus on Your Emotional Intelligence:** Among other things, this is your ability to recognize your own emotions, and clearly understand what they're telling you.

**Appreciate Others:** Show your appreciation whenever someone helps you. Everyone, from your boss to the office cleaner, wants to feel that their work is appreciated.

**Be Positive:** Positivity is attractive and contagious, and it will help strengthen your relationships with your colleagues. No one wants to be around someone who's negative all the time.

**Avoid Gossiping:** Gossiping about the situation with other colleagues will only exacerbate the situation, and will cause mistrust and animosity between you.

| **Briefing** |
| --- |
| A meeting for giving information or instructions |

**Listen Actively:** Practice active listening when you talk to your customers and colleagues. People respond to those who truly listen to what they have to say.

**Good Briefing**: Briefing are very important to achieve your goal, your briefing should be

- About knowledge of work

- Staff abilities and assign tasks

- Provide training and knowledge

- Discus level of booking

- Special Guests needs

- Motivation is the key and your staff is your strength

## Cleaning and Sanitizing Kitchen [3]

### Steps to a Clean and Sanitize Kitchen

A spotless commercial kitchen is extremely important, for health & safety reasons. With regular maintenance, commercial cleaning does not have to be a particularly difficult or time-consuming task.

| **Cleaning tools** |
| --- |
| Cleaning tools are what you use for any cleaning chore that you undertake |

| **Sanitizing** |
| --- |
| A substance or preparation for killing germs, designed for use especially on food-processing equipment |

**Step 1.** Wash all surfaces, pots, pans and utensils with warm soapy water. Food particles and dirt can harbor germs, so be sure to remove all food and dirt from kitchen surfaces and cookware. Use some 'elbow grease' if you need to. Plain dish soap and water is best- there is no need to use an antibacterial soap. Soap is designed to lift dirt off surfaces, sometimes with scrubbing, and warm water will help soap to work most effectively.

**Step 2.** Rinse surfaces, pots, pans and utensils to remove dirt and soapy residue. Use warm, running water to rinse away food particles, dirt, and soapy residue.

**Step 3.** Sanitize rinsed surfaces to kill remaining germs. Once surfaces, pots, pans and utensils have been washed and rinsed, it's a good idea to follow up with a sanitizing step. A sanitizing step will help kill any germs that might remain on a cleaned surface.

What will need:

- mop bucket

- broom and dustpan

- mop

- paper towels or clean, lint-free towels/microfiber cloths

- non-abrasive scrubbing pad

- non-food contact brush or scouring pad

- a multi-purpose cleaner

- a floor cleaner, such

- disposable gloves (if sensitivity to cleaning solutions is a concern)

## Cleaning Hard Surfaces

- Set any storage items off to the side.

- Remove any loose debris from the surface, and discard it into a trash can.

| **Disinfect** |
| --- |
| Clean (tools and equipment, infrastructure), especially with a chemical, in order to destroy bacteria |

- To properly disinfect, allow the surface to remain wet for 10 minutes.

- When the surface is dry, replace any items generally stored on the surface.

- If used, remove and discard disposable gloves.

- Wash your hands before returning to work.

## Disinfect

- For others' safety, put out a wet floor sign in the area to be mopped.

- Fill a 4-gallon mop bucket to the fill line with warm water.

- Lightly twist the mop in the wringer, leaving enough solution in the mop to thoroughly wet the floor.

- Remove wet floor sign only when the surface is thoroughly dry.

## Cleaning Trash Cans



- Remove each trash bag from each trash can.

- Making sure no trash-bag liquid drips onto the floor, dispose of the trash bags properly.
- Remove each trash bag from each trash can.

- Making sure no trash-bag liquid drips onto the floor, dispose of the trash bags properly.

- Empty the dirty water into the mop sink.

- Using Professional Disinfecting Cleaner, scrub the trash containers inside and out with a non-food contact brush or scouring pad.

- Rinse with water.

- Allow the trash containers to air-dry.

- Place new trash bags in the containers.

- Place containers back into their proper locations.

| Trash Can |
| --- |
| A container that holds materials that have been thrown away |

## Commercial Grill Cleaning Instructions



Commercial Grill Cleaning

- Turn off the grill and make sure it cools. Empty the grease catcher into the grease disposal container.

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<tr><td>

**Use Clean Towel**

Use a damp cleaning towel to wipe away residue

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- Put on heat resistant gloves, in case there are still warm areas of the grill. Use the grill scraper to scrape the grill and get off cooked-on food particles. Grill scrapers are excellent for this purpose.

- Read the manufacturers guide about any specific instructions about how to clean your grill. Some commercial grills can be cleaned using a grill brick. Other grills may be cleaned using a grill brush. Some grills should not be cleaned with a grill brick or grill brush or anything abrasive to protect their surface. With this type of commercial grill you may need special grill cleaner and soapy cleanser in order to clean them.

- Wipe the cleaned grill surface with a dry, absorbent cloth.

- Clean the controls and outer grill surfaces with mild cleaner or soapy water and wipe them clean.

## Cleaning the Grease Receptacles

In order to properly clean a commercial kitchen exhaust hood, several parts must be dismantled. The first step is to remove and clean the grease receptacles. The grease receptacles are easy to remove, as they just slide out from the sides of the commercial hood.
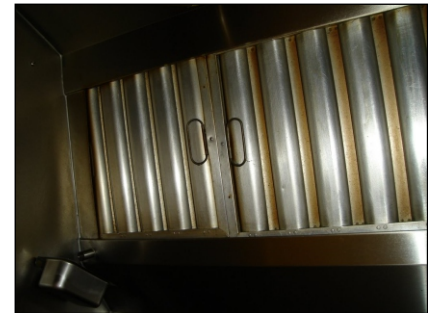
## Cleaning the Filters

Once the grease receptacles are removed, take down the filters from the commercial hood. Allow the filters to soak in a solution of detergent and hot water. Depending on the severity of the buildup, the filters may need to soak for a few minutes, a few hours or even overnight to sufficiently loosen the grease. After soaking, light scrubbing can help to take off the last of the baked on residue.

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**Use Clean Towel**

An exhaust hood is a device containing a mechanical fan. It removes airborne grease, combustion products, fumes, smoke, odors, heat, and steam from the air by evacuation of the air and filtration

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## Cleaning the Hood's Surface

Next, start spraying a degreasing compound on the surfaces of the commercial hood. The degreaser will quickly start to break up the residue, making it much easier to wipe off using a soft cloth or nylon sponge. This will effectively remove most of the greasy residue. However, it's likely that there will be some stubborn spots that will require more vigorous scrubbing to remove the residue. If scraping is required, the best tools are plastic scrapers and nylon sponges, in order to clean the hood and avoid damaging the surface of it

## FOOD SAFETY [4]

A head chef should be a role model for her / his staff members by showing good hygiene practices, One should have good knowledge of safety standard such as

- Storage of food
- temperature for safe keepings of food
- hot, cold or frozen foods
- dry storage
- type of storage areas
- staff member are sick should report
- pest control
- report writing etc
- HACCP standards

## FOOD STORAGE MANAGEMENT [5]

### Food Storage Management

The objective food storage are:

- Protect inventory from theft.
- 
- Food inventory should be stored in an organized manner in a clean area.

- The storage system should let management know what is on hand.

- The system should minimize spoilage and waste.


### The Storeroom (Dry Storage)

The dry storage room should have the following characteristics:

- There should be adequate space. The storeroom should be designed to handle the food service operations needs. Care should be taken the space is not too large as there may be a tendency to fill empty area. The space requirements should be based on the menu and frequency of deliveries. The general formula is 0.5 sq. feet per meal served or food requirements for two weeks

- The storeroom should be located reasonably close to the receiving and food production areas.

- Access to storeroom should be limited to storeroom personal and management.

- Temperature, humidity and lighting considerations should be built in to the storeroom:

  o Since high temperatures can accelerate dry foods spoilage of temperatures need to be maintained in the 60 to 70 degrees F. range; 50 degrees is better

- ○ Maintain humidity to 50 to 60 percent.

- ○ Provide for air circulation, changing room air volume four times per hour.

- ○ Limit sunlight to prevent susceptible goods from spoiling; however maintain adequate light of 2 to 3 watts per sq. foot

- Arrange shelving and arrangement of contents with the following characteristics:

  - ○ Required that goods be out of cartons.

  - ○ Shelves should be adjustable and made of wood or metal.

  - ○ Shelves should be no higher than 7.5 feet.

  - ○ Bulk goods can be store on pallets 6 to 7 inches off the floor.

  - ○ Keep goods off the walls and floor to facilitate circulation and cleaning; also prevents moisture absorption.

  - ○ Store goods in an organized manner; use a numbering system

  - ○ Store goods to facilitate finding items and taking inventory.

  - ○ Use the "FIFO system; provide for rotation; utilize date stamps.

- Protection from food products from vermin and insect:

  - ○ Seal the room as tightly as possible.

  - ○ Clean and spray on regular basis.

  - ○ Leave no trash in the storage area.

  - ○ Bulk cereals and other susceptible goods should be in tightly closed metal or plastic containers; keep labeled and on rollers.

**Use Clean Towel**

The oldest inventory items are recorded as sold first but do not necessarily mean that the exact oldest physical object has been tracked and sold

- In summary management should strive for the following:

  - ○ A thermometer in storeroom to warn of high temperatures.

  - ○ Maintain control of access to storeroom.

  - ○ Date mark goods and rotate them on a "FIFO." basis.

  - ○ Store goods 6 to 10 inches above floor and 2 inches from wall.

○ Assign adequate space for each class of goods.

○ Keep the storeroom clean and spray on regular basis.

○ Keep clear glass goods out of sunlight.

○ Bulk goods should be kept in plastic containers, sealed tight and off the floor on rollers.

### Issuing

It keeps records and costs information on issues. Costing information can be accomplished by means of perpetual inventory records or periodic versus physical inventories

| Issuing |
| --- |
| The issuing function is the process of supplying food from storage area to the kitchen for production |

## Maintenance Problems In Kitchen Equipment [6]

### Maintenance Problems In Commercial Kitchen Equipment

Problems with the operation of kitchen equipment should be reported to the concern Department

### Electrically Operated Equipment

• Tripping of miniature circuit breakers because of wrong selection in terms of capacity, short-circuit etc

• Overloading of circuit by using high rated kitchen equipment

• Failure of insulation of PVC wires due to overheating of circuit or continuous use of electrical equipment

• Short-circuit of air heaters being used in hot cases and service counters owing to continuous usage

• Short-circuit of electrical wiring by putting water on electrical switches while cleaning the kitchen during night hours by unskilled worker

• Damaging the immersion heaters or tea/coffee boilers and milk boilers by not monitoring the quantity of water in tea boiler and that of milk in milk boiler

### LPG Operated Equipment

• The supply of LPG in the cooking ranges should be constant and maintained properly or else it may eventually lead to fire in kitchen

- LPG operated equipment have burners which should be cleaned regularly to avoid mishap

- The oil, ghee used for cooking should be handled properly or else spillage over LPG operated equipment can lead to fire

> **LPG**
>
> Liquefied petroleum gas (LPG), a propane or butane gas, are flammable mixtures of hydrocarbon gases used as fuel in heating appliances, & cooking equipment

- The hoods over the ranges should have filters to control oil and grease, otherwise the smoke carried along with oil and grease shall cause problems of fire is exhaust chimney

### Water Operated Equipment

- Dish washing machines need both electricity and water. As water mixed with chemical is used for cleaning the plates, glasses, etc, proper care should be taken to handle the same to avoid any mishap

- The water used in pot wash and dish wash sinks should be disposed of properly or else drainage problems may arise

- Open channel drainage is recommended in commercial kitchen as pipe drainage is always found choked owing to spoon, forks and bones of food items going in drain pipe either by mistake or mishandling by unskilled kitchen staff

- The commercial kitchens are cleaned with hot water/steam during night hours. Proper care should be taken to ensure that the water used for cleaning of tiles, wall stones, floor stone etc doesn't get into the electrical equipment. This practice will assure that the equipment lasts longer

## Common Problems

- Electricity, water, LPG and coal is normally used in operating kitchen equipment, as a result it becomes essential that these items are handled properly to avoid fire

- Refrigerators, deep freezers and cold storage should be maintained at the desired temperature. This would not only help save on costs but also the food items stored in them

- Preventive maintenance (on monthly basis) of electrical panels and distribution boards is required to be done for keeping the system healthy against any short circuit/overheating of feeders circuits

- The exhaust chimney should be cleaned periodically (at least twice in a year) to avoid any mishap of fire

## Source of the risks

The risks for hazardous manual tasks in kitchens come from a range of sources including:

- design and layout of work areas e.g. restricted spaces, storage of heavy items on high or low shelves

- the nature of the item, equipment or tool e.g. trolleys that are not appropriate for the task or are poorly maintained making them difficult to push/pull

- the nature of the load (including heavy pots, bulky or awkward dry goods)

- the working environment e.g. high temperatures and humidity

- systems of work, work organization and work practices e.g. repetitive tasks, inadequate breaks or task variety, unreasonable time frames/workload

| Risk |
| --- |
| Risk is the potential of gaining or losing something of value |

## Risk Controls

Once hazardous manual tasks have been identified and assessed, determine what controls you need to implement to minimize the risk of injury. This may involve a single control measure or a combination of two or more different controls. Eliminating the risk is the most effective control measure. If it is not reasonably practicable to eliminate, minimize the risk so far as is reasonably practicable.

## Minimizing the Risk

Your first priority should always be to avoid the risks entirely, if reasonably practicable. Many manual tasks can be redesigned, modified, altered or substituted to minimize the risk of the hazards.

It is also good practice to provide breaks or use job rotation to minimize the time each worker spends on particular tasks.

### Changing the design or layout of work areas

- Reorganize the layout of the kitchen to avoid unnecessary stretching and/or lifting.

- Use a dishwashing machine/pot and pan washer.

### Improving workplace conditions

- Replace or repair uneven or slippery floors.

- Provide trolley ramps at changes in floor level.

- Ensure all catering equipment is well maintained.

- Ensure shelving is not overloaded.

- Install automatic doors if workers need to carry things through them frequently.

### Using mechanical aids

- Use four-wheeled trolleys (with adjustable height or lockable castors, if needed).

- Use large mixer bowls on wheeled dollies.

- Use sack trucks.

- Provide false bottoms in deep sinks to reduce awkward bending at the waist.

- Use spring-loaded heated plate dispenser.

Redesigning individual tasks

<table>
<tr><td>
**Risk Mitigation**

Risk is the potential of gaining or losing something of value
</td><td>
- Reduce the amount of twisting, bending, stooping, stretching, pushing and pulling.

- Reduce the number of times it is necessary to do the task (without increasing the load each time).

- Store heavy items on shelves at waist height.
</td></tr>
</table>

- Use teamwork for tasks such as moving a heavy pot.

Making loads easier to handle

- Where goods are provided by suppliers in large, awkward or heavy containers/bags/boxes, negotiate for them to be provided in smaller sizes/weights or more appropriate containers (e.g. replacing sacks with boxes/containers with sturdy, built-in handles or grips).

- Break goods down into smaller loads prior to their movement or loading onto storage shelving.

- Use smaller containers for cleaning chemicals and/or appropriate siphons or pumps to avoid handling bulk containers.

- Put heavy equipment on (lockable) castors to make cleaning routines easier

## Action Plan to Allocate and Roles and Responsibilities [7]

**Action Plan to Allocate and Roles and Responsibilities Effectively:**

**Step 1:** Plan how the kitchen team will undertake its work
**Step 2:** Organize individual daily work plans
**Step 3:** Check ongoing performance of allocated tasks

**Responsibilities of kitchen staff:**

**Chefs**

Modern kitchens show less specialization, but the fundamental roles are the same. At the top is the executive chef, who is primarily a manger. If the chef owns multiple Kitchens, each Kitchen will typically have its own chef de cuisine managing the kitchen under the executive chef's direction.

Large operations might have an executive sous-chef to ease the executive chef's workload. Under these top managers, are the sous-chefs. A large hotel might have several sous-chefs, or a small Kitchen might have only a lead cook, but the role is the same as in a classical brigade. In many establishments the pastry chef runs a semi-autonomous kitchen in collaboration with the executive chef.

## Line Cooks

In modern Kitchen kitchens the roles of individual cooks aren't as clearly defined, and except in large hotels or institutions there aren't as many single-purpose work stations. Most cooking tasks are performed by line cooks, with more skilled and experienced cooks handling the most demanding jobs.

## Preparation Cooks, Apprentices and Others

Large kitchens, and some smaller ones, employ preparation chefs to perform basic duties such as peeling, cutting and portioning raw ingredients, or making stock and sauces. This frees up more experienced cooks for more skilled labor. Preparation cooks are sometimes called cooks' assistants, and help by continuously stocking a busy station during service. Apprentices are cooks in formal training programs, learning through a combination of on-the-job and classroom instruction. They're typically given opportunity to learn all positions in the kitchen, beginning with prep work and then moving onto the line. The dishwasher also plays a role in the kitchen, speeding needed utensils back into service and occasionally helping out with food preparation

### Skilled Labor

Skilled labor is a segment of the work force with a high skill level that creates significant economic value through the work performed

## Learner's Activity 1

| Description | Action Plan to Allocate and roles and responsibilities effectively: |
|---|---|
| Purpose | To understand the allocation of roles and responsibilities of kitchen staff effectively |

**Step 1: Plan How the Team Will Undertake its Work:**

- Analyze the work structure and objectives.

- Identify and discuss the working targets together with the team members.

- Identify and describe tasks and activities needed to attain these targets.

- Identify what skills and methods are required to accomplish each of these tasks.

- Consider standards or level of expected performance for every task.

- Consider how requirements of these tasks match resources available to your team.

- Identify individual capabilities and talents that can be exclusively useful on this work.

- Consider level and scope of individual competency of every associate in your team in regard to the outstanding tasks.

- Consider and prioritize the workloads already appointed to the team members to put on hold any items which can discarded or wait for a while.

- Summarize ability of certain team members to undertake certain tasks from the list.

- Draft tasks and responsibilities to be assigned to appropriate individuals within the team.

- Discuss these assignments with the team members to check their readiness and opinions.

**Step 2: Organize Individual Daily Work Plans:**

- Estimate amount of time and resources required to get each of the listed tasks done.

- Compose special schedule of tasks to regulate general workflow and its milestones.

- Allocate tasks to appropriate team members, considering their skills, knowledge, experience, outstanding workloads and desired opportunity for development.

- Brief the team on the jobs they have been assigned to, and introduce the performance criteria suiting each of the tasks.

- Introduce the work timeline to the team and request the assigned team members to

elaborate their individual working plans and solutions to fit the master schedule.

- Provide all the necessary management assistance and expertise to facilitate this effort.

- Encourage the team members to ask their questions and make suggestions on clarification and specification of their tasks.

- Renegotiate responsibilities to add changes to the workplaces and roles where appropriate.

- Check individual plans and alter them to fit certain master requirements.

- Make sure all allocated assignments are appropriate to interests and competency of the team members.

- Make sure all performance standards and responsibilities are communicated and accepted.

- Make sure everyone is motivated to do the assigned work.

## Step 3: Check Ongoing Performance of Allocated Tasks:

- Keep control over the progress and quality of the work.

- Make sure standard or level of expected performance is mostly observed.

- Make sure prompt and constructive feedback is always provided to support team members.

- Make sure competency of Kitchen members work as it is expected.

- Quickly address all problems and unforeseen events.

- Support team members in identifying and dealing with upcoming issues.

- Ensure motivation and interest of the team members.

- Make sure competency of team members get improved.

- Provide reserved resources to support completion where justified

## Learner's Activity 2

| Description | Kitchen Checklist |
|---|---|
| Purpose | To understand the maintenance of kitchen |

**Instruction for Learners**

**Daily Operating Checklist**

**General Sanitation/ Maintenance:**

- All equipment in good working condition.
- Floor clean and free of debris and spills.
- Mops and brooms stored properly in mop closet.
- Work areas clean and neat.
- Hood clean and inspected regularly.
- Grease trap cleaned and inspected regularly.
- Food production equipment clean.
- Utility carts clean and in good working order.
- Insulated food containers clean and stored properly.
- Trash cans clean and odor free; covered when not in use.
- Receiving area free of clutter including boxes and milk crates.
- Soap, trashcans, and paper towels provided at each hand washing sink
- Steam table and wells clean.
- Ceiling tiles clean, walls clean
- Fire extinguishers inspected regularly.

**Storeroom and Storage Areas:**

- Floor and corners clean and free of waste.
- Food stored in a clean container, covered, labeled, and dated.

- Food stored in date order with oldest toward front for use first (FIFO).

- Bulk foods such stored in a clean, covered, and labeled container.

- Paper and chemicals kept separate from food.

## Food Preparation:

- Raw fruits and vegetables washed in a separate sink.

- Sink and garbage disposal cleaned after use.

- Recipes used.

- Menus followed.

- Prep sheet posted and signed off by associates noting progress.

- All hot foods will be cooked to a temperature given in recipe .

- Food thermometer sanitized after use.

- Foods will be thawed in refrigerated units or under cold running water.

- Leftovers stored promptly and correctly (covered, labeled, and dated).

## Guest Service:

- Food Prepare on time, with same quality and quantity

- Service platters garnished.

## Event Service:

- Tables setup per diagram, skirted

- Service platters and utensils as per the menu.

- Guest tables evenly draped with tablecloths on all sides.

- Event instructions followed.

- Food garnished attractively

- Pre-service meeting held well in advance, staff given assignments, and prepared for service recovery.

## Learner's Activity 3

| Description | Briefing Plan |
|---|---|
| Purpose | To understand the effective briefing |

**Instruction for Learners**

| One Info: | Two Specifies |
|---|---|
| Date: | Target Audience: |
| Summary (Provide brief overview) | |
| | |
| | |
| | |
| | Specific Goals: |
| | |
| | |
| | |
| | |
| Current situation: (What do you feel isn't working, what needs to be improved upon, what is working etc. ?) | |
| | Due Date: |
| | |

# Learning Unit 03: Support the Executive Chief

## Overview

In this learning unit you will learn about methods and formats for communication standards, Areas for responsibilities Sous Chef, Managing kitchen activities and responsibilities

After completion of this learning unit you will be able to implement methods and formats for communication and assign responsibilities

## Methods and Formats for Communication [1]

### Communication

You should have the ability to adopt methods and formats for communication with executive chef including

| Letters |
| --- |
| Written, typed, or printed communication, sent in an envelope by post or messenger |

- verbal ,
- in writing using the log book
- positive body language
- eye contact
- body gestures
- speak laud and clear to the point

Formal Methods and formats for communication with the Executive Chef below as:

**Letters and Memos:** Letters and memos are the most traditional written business communication.

| Memos |
| --- |
| Usually brief written message from one person or department in an organization, company, etc., to another |

**Meetings:** Meetings offer organizations a way to convey information using a associate al format. Meetings may include managers, Kitchen members or customers.

**Email:** Email is an electronic form of written communication. This communication format has become more popular as organizations increase the use of associate al computers in their business operations.

**Verbal Communication:** Effective verbal or spoken communication is dependent on a number of factors and cannot be fully isolated from other important interassociate al skills such as non-verbal communication, listening skills and clarification.

**Opening Communication:** Everyone has expectations and norms as to how initial meetings should proceed and people tend to behave according to these expectations.

**Reinforcement:** The use of encouraging words alongside non-verbal gestures such as head nods,

a warm facial expression and maintaining eye contact, are more likely to reinforce openness in others.

The use of encouragement and positive reinforcement can:

* Encourage others to participate in discussion (particularly in group work)

* Signify interest in what other people have to say

* Pave the way for development and/or maintenance of a relationship

* Allay fears and give reassurance

* Show warmth and openness.

* Reduce shyness or nervousness in ourselves and others.

**Effective Listening:** Active listening is an important skill and yet, as communicators, people tend to spend far more energy considering what they are going to say rather than listening to what the other associate is trying to say.

The following points are essential for effective and active listening:

| **Briefing** |
| --- |
| A briefing is a meeting at which information or instructions are given to people, especially before they do something |

* Arrange a comfortable environment conducive to the purpose of the communication, for example a warm and light room with minimal background noise.

* Be prepared to listen.

* Keep an open mind and concentrate on the main direction of the speaker's message.

* Avoid distractions if at all possible.

* Delay judgment until you have heard everything.

* Be objective.

* Do not be trying to think of your next question while the other associate is giving information.

* Do not dwell on one or two points at the expense of others.

**Questioning:** Effective questioning is an essential skill. Questioning can be used to:

* Obtain information.

* Start a conversation.

* Test understanding.

- Draw someone into a conversation.

- Show interest in a associate .

- Seek support or agreement.

**Summarizing:** A summary is an overview of the main points or issues raised. Summarizing can also serve the same purpose as 'reflecting'.

## Agreement on Communication Methods [2]

For effective communication you should have ability to make set rules and methods for communication with team members and executive chef. So, everyone should be cleared and informed everyone must be agree on set methods for communication during and after work such as

- Formal

- Informal

- Verbal

- In writing

- through the log book

## Agreement on Communication Methods [2]

### Areas of Responsibility

A Sous Chef is the culinary chef located just below the executive or head chef in a kitchen's chain of command. Therefore, the Sous Chef has a vital role in any commercial kitchen. As second-in-command, he/she has a large amount of responsibility in the kitchen.

Sous Chef Duties and Responsibilities:

- Responds to and handles guest problems and complaints.

- Able to make recommendations to the Executive Chef regarding succession planning.

- To be aware of all financial budgets and goals.

- To ensure that guests are always receiving an exceptional dining experience representing true value for money.

- Ensure that all recipes and product yields are accurately coasted and reviewed regularly.

- Ensure that all food items are prepared as per standard recipe cards whilst maintaining portion control and minimizing waste.

- Ensure that food stock levels within the culinary department areas are of sufficient quantity and quality in relevance to the hotel occupancy and function forecasts.

  - Ensure that associate meals and associate dining services are of a consistently high standard.

  - Ensure that chefs are always in clean tidy uniforms and are always presentable to be in guest view.

  - Ensure that all food preparation equipment is being used safety and correctly and that it is cleaned and maintained.

  - Ensure that all culinary operations manuals are prepared and updated.

  - Ensure that the Department's overall operational budgets are strictly adhered too.

  - Ensure that the culinary department adheres to all company and hotel policies and procedures.

  - Ensure that a consistent first class product of the highest quality is achieved and maintained in all culinary areas, whilst adhering to operational deadlines.

  - Ensure that meetings are well planned and results-orientated.

  - Creative menu planning and correct food preparation for each outlets including banquets.

  - To work in close conjunction with the Food and Beverage Manager and respective & teams, to create a yearly marketing Plan for the outlet.

  - Ensure that all relevant banquet set-ups are prepared ahead of guest's arrival and in adherence with hotel standards.

  - Be aware of new items, which are introduced onto the market and keep up with the lasted product trends.

  - To fully understand the market needs and desires for each outlet and ensure that the menus are developed to reflect those needs.

  - To initiate relevant maintenance reports and work orders supported

  - To manage associates fairly and take a associate al interest in knowing all culinary associates.

  - To project a positive and motivated attitude amongst all associates.

  - To spend time in the Kitchen to ensure that the operation is managed well by the outlet team.

  - To frequently verify that only the highest quality products are used in food preparation.

  - To ensure that all food products received into the hotel are of the required standard and

- To ensure that all food products received into the hotel are of the required standard and quality and that they are stored and rotated correctly.

- Responsible for the supervision of all stewards and their activities within the culinary department.

- Ensure that weekly work schedules and annual leave planners are administered and filed correctly.

- Ensure that the overall culinary department is motivated and that positive feedback on work performance is given.

- To delegate responsibilities to subordinates as required.

- Coach and counsel Kitchen members in a timely manner and in accordance with Company policy.

- To act as manager on duty for the hotel as scheduled.

- To recruit and select a suitable culinary team who are able to work within a decentralized management philosophy.

- Identify strengths and weaknesses and provide timely feedback to the individual.

## Managing Kitchen Activities and Responsibilities [3]

**Kitchen managers:** A kitchen manager is responsible for the overall operations for the back of house and kitchen area of a Kitchen. Kitchen managers hire staff, purchase food and stock, and make sure everyone is trained on proper food preparation and kitchen safety techniques

### Estimating Food Consumption

List the ingredients of the dish you are appraising. Include even small amounts of food, including a squirt of ketchup or spoonful of mayonnaise.

Calculate the cost of each ingredient in each dish. Include a proportion of any delivery fees, interest, returns charges or other expenses directly related to purchasing foods.

Add the total cost of the ingredients to calculate your food costs for that dish. Do not include the labor costs to prepare or serve the dish.

Divide the menu price by the food cost to determine the percentage of the price that comes from food to begin determining if you have priced the meal correctly.

Calculate your overhead cost per meal served. This includes all of the non food costs to run your Kitchen, such as labor, rent, marketing, taxes and other expenses.

Determine the target food-cost percentage you want for your menu items. Use your overhead costs to guide you.

Determine whether you need to calculate different food cost percentages for different services or items.

Analyze your sales by item to see if your food-cost percentages can support your business.

### Standardizing Recipes

It produces a consistent quality and yield every time when the exact procedures, equipment, and ingredients are used

### Menu Pricing

The prices on the menu directly affect your Kitchen's profitability and these guidelines can help you get the most out of your pricing decisions.

- Ideal Food Cost Pricing Method

- Raw Food Cost of Item + Desired Food Cost Percentage = Price.

- Competition Pricing Method.

- Demand-Driven Pricing Method.

**Standardizing recipies**

A standardized recipe is a recipe that has been tried, tested, evaluated and adapted for use by a food service

**Menu pricing**

Menu pricing may refer to: the pricing of menus. product versioning, a form of price differentiation

## Food and Beverages of Section [4]

The Chef de cuisine, the sous chef, the line chefs, runners, and other staff; all need to work harmoniously in the kitchen. They need to communicate clearly to avoid any unwelcomed outcomes in the process of food preparation as well as service of food.

### Executing Orders

The server manually hands over the order in the kitchen to begin preparation of the dishes. Once the order is in hand, the team work shows up in execution.

To avoid communication loopholes, each member of the kitchen staff must −

- Understand the role and responsibility of oneself as well as other team members.

- Be willing to share information and experiences with each other. It is important especially when the duty shift changes.

- Must know all the areas in the kitchen and the places of preparation equipment, serving equipment, and ingredients store.

- Be willing to support less-skilled or new staff member.

- Be able to deliver the best results in the least possible time.

**Efficient Flow of Work**

The layout and design of the central kitchen is based on efficiency of product flow through the foodservice system. The flow of food should move in one direction, do as little crossing paths as possible, and move the shortest distances possible.

**Food Service Management**

The organization of work in the kitchen will depend on the type and size of operation, and the ratio of semi skilled or unskilled to skilled workers being used.

Mechanization and the use of convenience foods have altered jobs in the kitchen significantly, and shrinking profit margins require more efficient and profitable working.

It is essential to control materials (now an increasing cost factor in receipt), storage, preparation, cooking and service, and the elimination of waste.

Quality control is practiced on a more sophisticated basis, and standardized operational instructions call for precise menu production to consistent standards.

# Learning Unit 04: Supervise Chefs de Partie and Other associates

## Overview

In this learning unit you will learn about to encourage punctuality and efficiency, motivate staff effectively, Optimum allocation of roles and responsibilities

| Punctuality |
|---|
| Punctuality is the state of being prompt |

After completion of this learning unit you will be able to encourage and motivate staff  and assign responsibilities

## Check the Production Requirements - [1]

**Steps to Encourage Punctuality**

- Identify the behavior: It's understandable if an staff has a legitimate reason for being late every once in a while.

- Be proactive: Don't let a associate 's excessive tardiness go so long that you react in anger. Deal with the situation as soon as you see a pattern arise; then be proactive. Schedule a time to talk and address the issue one-on-one.

- Verbalize your disappointment: Most people tend to be disappointed in them when someone they respect is disappointed in them. When a team member doesn't follow through on a commitment, explain the consequences of his actions.

- Respect a associate 's privacy: Always try to have difficult discussions in private, especially when disciplinary action might be necessary.  Allow the staff to absorb what you've said and respond. Practice effective listening. Your staff will be more apt to respect a fair, honest and forthright approach.

- Clearly outline the consequences: Develop a policy that addresses the consequences for tardiness.

- Reward improvements: Reinforce change through praise. When you notice an staff has altered his behavior in a positive way, say so.

- **Work Efficiency:** One or more of these techniques to keep Kitchen members engaged at work.

  - Recognize and incentivize good staff work.

  - Ask for help from Kitchen members.

  - Embrace an attitude of gratitude.

  - Move quickly on staff needs.

- Clearly express your expectations.

- Lead by example.

- Communicate regularly and effectively.

- Quantify workloads.

- Illustrate the big picture

- Reward periodically

- Minimize distractions

## How to Motivate Staff Effectively [2]

Effective ways for you to motivate your staff and ensure the continuous growth of your Kitchen

**Share the Kitchen Vision With Each Member:** If everyone is aware of the collective vision, which will lead to prosperity and success of each team member, motivation and enthusiasm become the indivisible parts of all activities.

**Communicate With Your Staff:** Chef can't learn about ideas, attitude or concerns of your team members without constant communication.

**Make People Feel Appreciated:** One of the greatest needs of each associate is the need of being appreciated. Very often appreciation is a greater reward than money.

**Support New Ideas:** Each team member will feel empowered by the opportunity to not only implement day to day tasks, but as well as suggest new ideas and make them a reality.

**Encourage Creativity:** Supervising doesn't mean controlling each and every step. It means making sure that all the kitchen activities are being implemented at the highest level.

**Give Each One Opportunity to Grow:** They should be sure that the devotion and hard work will lead to new associate al and professional achievements.

**Empower Each Individual:** Very often people need just a little encouragement to believe in themselves and to realize that they have a greater potential within.

**Manage Each One Individually:** Every associate has their strengths and weaknesses. Someone may be amazing at public speaking, while the other one has great writing skills.

**Don't Let Your People Become Bored:** Make the work as interesting and engaging as you can.

**Create Healthy Competition:** Kitchen associate contribute their efforts and ideas to the maximum when they know that outstanding excellence will lead to rewards.

**Celebrate Each Success:** Even the smallest achievements are worth being celebrated.

**Make Sure There is a Good Working Environment:** This is a great chance for you to create extra motivation for your staff by making the work environment a beautiful place to work, rest and have fun at the same time.

**Create and Maintain a Team Spirit:** Team is like a family, where mutual support and trust are the most important values. Organize team activities both during working time and after

## Optimum Allocation of Roles and Responsibilities [3]

CHEF need to allocate roles to team members in such a way that the roles are coordinated to achieve the team's goals and that team members take responsibility for their individual roles. Allocating appropriate roles and coordinating these roles can lead to increased morale and motivation.

Allocating Roles to Kitchen Members: There are a number of factors that chef need to consider when allocating roles to ensure that the team is effectively meeting its goals.

Chef need to ensure that team members:

- Understand their roles

- Understand the roles of their team mates

- Understand how the roles interrelate in the achievement of the team's goals

- Have authority to coordinate activities with team mates

Allocating Tasks to Kitchen Members: One method for allocating the appropriate type of tasks to Kitchen members is Responsibility Charting.

These are:
- Information provider

- Consultant

- Decision maker

- Knowledge recipient

## Producing the Highest Quality of Product [4]

Chef de Partie and other associates are producing the highest quality of product using following inputs

**Scheduling Inputs:** Having decided on the level of production that is needed to meet anticipated sales for the next week or month, it is then necessary to schedule all of the inputs that will be needed to produce the required amount of product. These include not only the components of the products, (raw materials, ingredients, packaging, labels, distribution cartons etc.) but also the

number of staff required (especially if they are hired on a daily or weekly basis), cleaning materials, water requirements etc.

**Health and Safety:** The provision of facilities for staff are important for improved efficiency and staff morale, but the entrepreneur also has a responsibility to staff to provide a safe and healthy working environment

**Safety of Products:** The safety of fruit and vegetable products can be assured by implementation of a management method known as the Hazard Analysis Critical Control Point (HACCP) system. This is designed to prevent problems from arising, rather than curing them.

**Raw Materials and Ingredients:** The main quality factors associated with food products are the characteristic flavor and color, the absence of contamination, and in some products, a characteristic texture. However few quality characteristics of food products can be measured objectively and fewer still can be measured by machines. Therefore reliance should be placed on subjective assessment by operators and the more operators that examine the raw materials, ingredients, process and product, the greater will be the level of control.

**Production Preps:** After initial inspection, meat, fruits and vegetables are washed in potable water, which is chlorinated if necessary. It is important that the process staffs are trained to remove any pieces that are rotten as these would quickly contaminate the wash-water and infect good quality raw materials. They should also remove all leaves, insects and other wastes that could contaminate the final product.

**Hygiene and Sanitation:** Together, a manager and processing staff should apply the HACCP approach to identify all areas of potential hazard in the production of a food and then develop a cleaning plan and associate al hygiene rules that ensure safe preparation of the product.

## Portioning

The amount of food allowed per portion depends upon the following criteria:

**The Type of Customer or Establishment:** There will be a difference in the size of portions served in a café, where the customers are largely manual workers, and in a Kitchen situated amongst shops and frequented by ladies-who-lunch.

**The Quality of the Food:** Better quality food usually yields a greater number of portions than poor quality food.

| Buying Tips |
| --- |
| Portion control is closely linked with the buying of food |

**The Buying Price of the Food:** A clever buyer will ensure that the price paid for the food corresponds to its quality. A good price should mean good quality, which in turn should mean a good yield, which will help ensure the establishment of good portion control.

**Portion Control Equipment:** Certain items of equipment are necessary in maintaining good portion control. For instance, scoops should be used for mashed potato and ice-cream, ladles for soup and sauces, and specific sized dishes for soup and desserts

## Summary of Module

- Chef maintain kitchens, care for uniforms, attend to basic grooming, treat the ingredients that work with and interact with others defines how others perceive industry

- Associate al responsibility means that a associate is responsible for the choices he or she makes. Associate al responsibilitymeans that a associate accepts accountability and is in control.

- **Electrical Appliances**

  A few electric appliances will enable you to perform just about any task you desire.

  - Food processors.
  - Standing mixers
  - Blenders
  - Toaster ovens

- **Utensils and Gadgets**

  So many different utensils and gadgets are available that just thinking about it is daunting. Put the following on the short list of basic utensils that are really vital to a well-supplied kitchen:

  - Wooden and slotted spoons
  - Rubber and metal spatulas
  - Ladle
  - Whisk
  - Sturdy set of tongs
  - Rolling pin
  - Juice and bottle opener
  - Can opener
  - Grater, zester, and peeler
  - Colander and a fine meshed strainer
  - Timer
  - Meat thermometer
  - Pastry brushes
  - Citrus reamer
  - Kitchen shears
  - Funnel
  - Measuring spoons
  - Clear measuring cup for liquids

- **Sauté Pans**

  Sauté pans, or frying pans, are distinguished by size, what they are made of, and the angle of the sides of the pan

- Copper pans
- Stainless steel
- Aluminum pans

- **Gather Ingredients Required for Production:** Ingredients can be Vegetables, fruits, grains and nuts as well as herbs and spices come from plants, while meat, eggs, and dairy products come from animal sources. Recipe knowledge is also required

- **Creating a Friendly Work Environment**

  - Create a pleasant atmosphere. If you create a friendly and comfortable atmosphere for your Kitchen members, then they will be more eager to go to work every day.

  - Take advantage of your wall space to promote activities.

  - Use food as incentive.

  - Institute casual dress days. Casual dress days will make people more excited to go to work, and will make them feel more comfortable in the work environment

  - The objective food storage are:

  - Protect inventory from theft.

  - Food inventory should be stored in an organized manner in a clean area.

  - The storage system should let management know what is on hand.

  - The system should minimize spoilage and waste

- **Issuing:** The issuing function is the process of supplying food from storage area to the kitchen for production; it also entails the keeping records and costs information on issues. Costing information can be accomplished by means of perpetual inventory records or periodic versus physical inventories

- **LPG Operated Equipment**

  - The supply of LPG in the cooking ranges should be constant and maintained properly or else it may eventually lead to fire in kitchen

  - LPG operated equipment have burners which should be cleaned regularly to avoid mishap

  - The oil, ghee used for cooking should be handled properly or else spillage over LPG operated equipment can lead to fire

  - The hoods over the ranges should have filters to control oil and grease, otherwise the smoke carried along with oil and grease shall cause problems of fire is exhaust chimney

- **Electrically Operated Equipment**

  - Tripping of miniature circuit breakers because of wrong selection in terms of capacity, short-circuit etc

  - Overloading of circuit by using high rated kitchen equipment

  - Failure of insulation of PVC wires due to overheating of circuit or continuous use of electrical equipment

  - Short-circuit of air heaters being used in hot cases and service counters owing to continuous usage

  - Short-circuit of electrical wiring by putting water on electrical switches while cleaning the kitchen during night hours by unskilled worker

  - Damaging the immersion heaters or tea/coffee boilers and milk boilers by not monitoring the quantity of water in tea boiler and that of milk in milk boiler

- **Water Operated Equipment**

  - Dish washing machines need both electricity and water. As water mixed with chemical is used for cleaning the plates, glasses, etc, proper care should be taken to handle the same to avoid any mishap

  - The water used in pot wash and dish wash sinks should be disposed of properly or else drainage problems may arise

  - Open channel drainage is recommended in commercial kitchen as pipe drainage is always found choked owing to spoon, forks and bones of food items going in drain pipe either by mistake or mishandling by unskilled kitchen staff

  - The commercial kitchens are cleaned with hot water/steam during night hours. Proper care should be taken to ensure that the water used for cleaning of tiles, wall stones, floor stone etc doesn't get into the electrical equipment. This practice will assure that the equipment lasts longer

- **Source of the risks**

  The risks for hazardous manual tasks in kitchens come from a range of sources including:

  - Design and layout of work areas e.g. restricted spaces, storage of heavy items on high or low shelves

  - The nature of the item, equipment or tool e.g. trolleys that are not appropriate for the task or are poorly maintained making them difficult to push/pull

  - The nature of the load (including heavy pots, bulky or awkward dry goods)

  - The working environment e.g. high temperatures and humidity

- **Risk Controls:** Once hazardous manual tasks have been I identified and assessed, determine what controls you need to implement to minimize the risk of injury. This may involve a single control measure or a combination of two or more different controls. Eliminating the risk is the most effective control measure. If it is not reasonably practicable to eliminate, minimize the risk so far as is reasonably practicable

- **Letters and Memos:** Letters and memos are the most traditional written business communication.

- **Meetings:** Meetings offer organizations a way to convey information using a associate al format. Meetings may include managers, Kitchen members or customers.

- **Effective Listening:** Active listening is an important skill and yet, as communicators, people tend to spend far more energy considering what they are going to say rather than listening to what the other associate is trying to say

- **Verbal Communication:** Effective verbal or spoken communication is dependent on a number of factors and cannot be fully isolated from other important interpersonal skills such as non-verbal communication, listening skills and clarification

- **Opening Communication:** Everyone has expectations and norms as to how initial meetings should proceed and people tend to behave according to these expectations

- **Kitchen Managers:** A kitchen manager is responsible for the overall operations for the back of house and kitchen area of a Kitchen. Kitchen managers hire staff, purchase food and stock, and make sure everyone is trained on proper food preparation and kitchen safety techniques

- **Estimating Food Consumption:** List the ingredients of the dish you are appraising. Include even small amounts of food, including a squirt of ketchup or spoonful of mayonnaise

- **Standardizing Recipes:** A standardized recipe is a recipe that has been tried, tested, evaluated and adapted for use by a food service. It produces a consistent quality and yield every time when the exact procedures, equipment, and ingredients are used

- **Efficient Flow of Work:** The layout and design of the central kitchen is based on efficiency of product flow through the foodservice system. The flow of food should move in one direction, do as little crossing paths as possible, and move the shortest distances possible

- **Efficiency:** One or more of these techniques to keep Kitchen members engaged at work.

  - Recognize and incentivize good staff work.

  - Ask for help from Kitchen members.

  - Embrace an attitude of gratitude.

  - Move quickly on staff needs.

  - Clearly express your expectations.

- Lead by example.

- Communicate regularly and effectively

- **Portion Control Equipment:** Certain items of equipment are necessary in maintaining good portion control.  For instance, scoops should be used for mashed potato and ice-cream, ladles for soup and sauces, and specific sized dishes for soup and desserts

## Frequently Asked Questions (FAQs)

**FAQ 1:** What is meant to be a daily routine of a Sous Chef?

**Answer:** Chef maintain kitchens, care for uniforms, attend to basic grooming, treat the ingredients that work with and interact with others defines how others perceive industry

**FAQ 2:** Write down Utensils and Gadgets mainly used in Kitchen?

**Answer:** So many different utensils and gadgets are available that just thinking about it is daunting. Put the following on the short list of basic utensils that are really vital to a well-supplied kitchen:

- Wooden and slotted spoons
- Rubber and metal spatulas
- Ladle
- Whisk
- Sturdy set of tongs
- Rolling pin
- Juice  and bottle opener
- Can opener
- Grater, zester, and peeler
- Colander and a fine meshed strainer
- Timer
- Meat thermometer
- Pastry brushes
- Citrus reamer
- Kitchen shears
- Funnel
- Measuring spoons
- Clear measuring cup for liquids

**FAQ 3:** How you create a Friendly Work Environment in kitchen?

**Answer:** Create a pleasant atmosphere. If you create a friendly and comfortable atmosphere for your Kitchen members, then they will be more eager to go to work every day.

- Take advantage of your wall space to promote activities.

- Use food as incentive.

- Institute casual dress days. Casual dress days will make people more excited to go to work, and will make them feel more comfortable in the work environment

**FAQ 4:** Write down objectives of food storage?

**Answer:** The objectives of food storage are:

- Protect inventory from theft.

- Food inventory should be stored in an organized manner in a clean area.

- The storage system should let management know what is on hand.

- The system should minimize spoilage and waste

**FAQ 5:** How you maintain LPG operated equipment?

**Answer:** The supply of LPG in the cooking ranges should be constant and maintained properly or else it may eventually lead to fire in kitchen
LPG operated equipment have burners which should be cleaned regularly to avoid mishap

The oil, ghee used for cooking should be handled properly or else spillage over LPG operated equipment can lead to fire

The hoods over the ranges should have filters to control oil and grease, otherwise the smoke carried along with oil and grease shall cause problems of fire is exhaust chimney

**FAQ 6:** How you maintain electrically operated equipment?

**Answer:** Tripping of miniature circuit breakers because of wrong selection in terms of capacity, short-circuit etc

Overloading of circuit by using high rated kitchen equipment

Failure of insulation of PVC wires due to overheating of circuit or continuous use of electrical equipment

Short-circuit of air heaters being used in hot cases and service counters owing to continuous usage

Short-circuit of electrical wiring by putting water on electrical switches while cleaning the kitchen during night hours by unskilled worker

Damaging the immersion heaters or tea/coffee boilers and milk boilers by not monitoring the quantity of water in tea boiler and that of milk in milk boiler

**FAQ 7:** How you maintain water operated equipment?

**Answer:** Dish washing machines need both electricity and water. As water mixed with chemical is used for cleaning the plates, glasses, etc, proper care should be taken to handle the same to avoid any mishap

The water used in pot wash and dish wash sinks should be disposed of properly or else drainage problems may arise

Open channel drainage is recommended in commercial kitchen as pipe drainage is

always found choked owing to spoon, forks and bones of food items going in drain pipe either by mistake or mishandling by unskilled kitchen staff

The commercial kitchens are cleaned with hot water/steam during night hours. Proper care should be taken to ensure that the water used for cleaning of tiles, wall stones, floor stone etc doesn't get into the electrical equipment. This practice will assure that the equipment lasts longer.

**FAQ 8:** Write down source of the risks in Kitchen?

**Answer:** The risks for hazardous manual tasks in kitchens come from a range of sources including: design and layout of work areas e.g. restricted spaces, storage of heavy items on high or low shelves the nature of the item, equipment or tool e.g. trolleys that are not appropriate for the task or are poorly maintained making them difficult to push/pull the nature of the load (including heavy pots, bulky or awkward dry goods) the working environment e.g. high temperatures and humidity

**FAQ 9:** How you explain Efficient Flow of Work in Kitchen?

**Answer:** The layout and design of the central kitchen is based on efficiency of product flow through the foodservice system. The flow of food should move in one direction, do as little crossing paths as possible, and move the shortest distances possible

**FAQ 10:** Can you name some Portion control equipments used in Kitchen

**Answer:** Certain items of equipment are necessary in maintaining good portion control. For instance, scoops should be used for mashed potato and ice-cream, ladles for soup and sauces, and specific sized dishes for soup and desserts

## Test Yourself!

**Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.**

1.   **What things should you do before you start cooking?**

   a. Wash your hands     b. Make sure benches and equipment are clean
   c. Put on an apron     d. All of the above

2.   **If you are using a saucepan, where should the handle be facing?**

   a.Out     b. Inwards     c. Over the edge of stove     d. Over another hotplate/jet

3.   **What should you use to take something out of a hot oven?**

   a. Tea towel     b. Oven mitts     c. Paper towel     d. Your hands

4.   **_____ is a Portion control equipment used in kitchen**

   a. Scoops     b. Bowel     c. Spoon     d. Knife

5.   **_____ is a Source of the risk in kitchen**

   a. Uniform     b. design and layout of work areas     c. Cooking range     d. Absent staff

6.   **_____ of circuit by using high rated kitchen equipment**

   a. Under loading     b. Neutral     c. Overloading     d. None of above

7.   **_____ operated equipment have burners which should be cleaned regularly to avoid mishap**

   a. Wood     b. Electricity     c. Plastic     d. LPG

8.   **What should you use to measure temperate of cooked meat?**

   a. Using meat thermometer     b. By touching food     c. By testing food     d. All of above

9.   **A _____ recipe is a recipe that has been tried, tested, evaluated and adapted for use by a food service**

   a. Perfectly cooked     b. General     c. Perfectly baked     d. standardized

10.   **_____ are the most traditional written communication**

   a. Letters and memos     b. Briefing     c. Meeting     d. Observation

## Answer Key

| Question # | Answer |
|------------|--------|
| 1 | d |
| 2 | a |
| 3 | b |
| 4 | a |
| 5 | b |
| 6 | c |
| 7 | d |
| 8 | a |
| 9 | d |
| 10 | a |

## Module 2: Co-ordinate the operation of the food preparation and cooking area

**Learning Outcomes:**

After the completion of this learning module, you will be able to:

- Access information on a daily basis about different bookings and functions from appropriate sources

- Assist the executive chef in taking inventory

- Assist the executive chef with the ordering of kitchen supplies

- Ensure that all kitchen areas are informed at appropriate times of bookings and functions and are fully prepared

- Ensure staffing levels are sufficient to respond to bookings and functions

- Collect and use appropriate information to maintain kitchen Production sheet

- Check previous log records and use information to plan operations

- Consult with Sous Chef or next shift and advise of logged issues that will impact on planning operations

- Offer ideas and suggestions to the executive chef to help with planning menus and improving overall kitchen performance

- Agree with other department heads on the most appropriate written, verbal and technological methods of communicating different types of information

- Ensure that agreed methods of communication are used clearly, coherently and promptly to provide information about the food and beverages service to other departments

- Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended

- Ensure that other departments have the opportunity to ask questions and checking their understanding

- Present a positive image of own self and the food and beverage service department

- Check that equipment are working correctly in the kitchen and other work areas

- Ensure that all relevant kitchen equipment are maintained, calibrated or replaced on a regular basis

- Ensure that work areas are kept in a neat and clean condition at all times and report any maintenance requirements to the appropriate department

- Ensure that kitchen areas are refurbished at appropriate and agreed intervals

- Organize appropriate staff training activities to promote efficient usage of kitchen equipment and awareness of maintenance requirements

- Give relevant people the opportunity to provide information on the resources the team needs

- Make recommendations for the use of resources

- Monitor the use of resources under own control at appropriate intervals

- Observe and check that the use of resources by the team is efficient and takes into account the potential impact on the environment

- Ensure that records relating to the use of resources are complete, accurate and available to authorized people only

- Consider food combinations, flavors and dietary requirements when introducing new recipe and menu suggestions

- Calculate ingredient ratios, cooking times and temperatures to produce a recipe in varying quantities

- Identify suitable supply sources

- Identify methods for presenting, holding and distributing the recipe item

- Cost recipe suggestions taking into account the resources available

- Follow organizational procedures for registering and passing on relevant information about the suitability of new menu items

- Make suggestions on the layout and presentation of the menu

- Produce recipe suggestions in accordance with the style and policy of the organization, available resources, and the expectations and standards of guests

- Ensure staff have the resources needed to carry out responsibilities in relation to new menu items

# Learning Unit 01: Check bookings and functions for food service areas

## Overview

In this learning unit you will learn about accessing information on reservations, bookings & functions and assisting executive chef for inventory and staffing levels.

After completion of this learning unit you will be able to use accessed information about bookings & functions for assisting executive chef in ordering kitchen supplies and maintaining staff levels.

> **Reservation**
>
> It is a booking in advance for a space for a specified period of time

## Information About Different Books [1]

Sous chef observe, analyze and develop daily plans from the information collected through sources of bookings and functions daily events sheets, bookings diaries, consultations with senior team members (including Chefs de Partie)

### What is a reservation?

It is a booking in advance for a space for a specified period of time

### Types of Reservations

**Guaranteed Reservation:** Insures that the restaurant will hold a table for the guest until a specific time of guest's scheduled arrival date and time.

- The guest must provide us a method of payment.

- A brief introduction of booking types would be sufficient.

- In order to guarantee a reservation, guests can choose one of the following methods:

- Non-Guaranteed Reservation: Insures that the restaurant agrees to hold a table for the guest until a stated reservation cancellation

A table reservation is an arrangement made in advance to have a table available at a restaurant. While most restaurants in the vast majority of the world do not require a reservation, and some have no policy or simply any channel for making one, so-called higher-end restaurants mainly in overcrowded cities often require a reservation, and some may have tables booked for weeks in advance.

## Planning Menus for Bookings and Functions [2]

Planning meals ahead requires a small investment of time, but can reap great rewards:

- A menu plan saves money.

- Reducing trips to the supermarket, a menu plan reduces impulse spending.

- Using leftovers efficiently

- Cut food waste,

- While planning buying in bulk makes it easy to stock meals at reduced prices

## Sketch a Mock-Up of the Basic Menu Layout.

A menu should reflect the order in which people actually eat the dishes you offer. If you offer a large variety of foods, you may need

- Main sections (Breakfast, Lunch, Dinner)

- Subsections (Fish, Poultry, Vegetarian, Pasta, Salads).

- Other subsection possibilities include:

- Region (Asian, European, Chinese)

- Style (Barbecue, Stir Fry, Soup, Stew)

- Popularity (Staff Recommendations, Customer Favorites)

**List the Food Items and Prices:** The easiest way to do this is by writing columns (Food Item, Description, Price)

**Describe Each Dish:** The food items themselves should have descriptive titles. Ex: "Burger"

Menus with a very large selection often give each dish its own number, and the numbers continue chronologically through sections

**Special Menus** based on the event and size of the participants Here are some additional items you must consider when planning your menu:

- Prices
- Food costs
- Cross utilizing ingredients
- Portion sizes
- Labor considerations
- Up sells and down sells
- Meal combinations

**Select the Final Layout:** Make sure the restaurant owner, manager and chef sign off on the design and content

Proofread and print the final design. Go through the entire menu with a fine-tooth comb, as errors in the menu send a poor message about the quality of the establishment.

## Inventory of Food and Beverage Services [3]

**Inventory Control**

The goal for a business is to invest the least amount in inventory, while maintaining specific operating requirements. Ideally, the inventory control in place allows the business to supply needs in regards to production or to the customer at the precise moment needed, at the minimal price. The successful inventory control keeps waste and surplus at a minimum and efficiently handles storage, production and distribution of inventory.

### Balancing Supply and Demand

Balancing supply and demand involves replacing consumed items, and liquidating seasonal items

### Safety Stock

When controlling inventory, one function is maintaining safety stock. This involves having a buffer stock in case of an unexpected delay in replenishing inventory or excess sales

## Manage Appropriate Staffing Levels[4]

**Staffing and Management**

*Planning Roles and Responsibilities*

- It is important to manage appropriate staff as per production and the needs of the functions, bookings and menu. Then decide what level of staff is needed. Additionally, what kind of

cuisine and how many chefs are required.

- No. of guests, estimated workload, and arranging trained and efficient staff.

## Staffing Estimation Worksheets

A six step process for estimating the number of employees needed:

- Step 1: Identify the type of position you wish to analyze

- Step 2: Determine employee availability

- Step 3: Determine your turnover rate

- Step 4: Select the appropriate formula and analyze all positions

- Step 5: Compare the number of staff you have with the number you need

- Step 6: Do a reality check using quality indicators.

## Learner's Activity 1:

| Description | Staff Need Analysis |
|---|---|
| Purpose | To understand the needs of the staff in Kitchen |
| Instruction for Learners | |

| | Compare Current Staffing With Estimated Staffing Need | | | |
|---|---|---|---|---|
| Work | Total Call volume:<br>Total Emergency calls:<br>Average Processing Time:<br>Hourly Processing Capability: | | | |
| Workers | | | Current Staffing | Estimated Need |
| | Coverage Positions: | | | |
| | | | | |
| | | | | |
| | | | | |
| | Volume Influence Positions | | | |
| | | | | |
| | | | | |
| | Function Positions: | | | |
| | | | | |
| | | | | |
| | | | | |
| | | | | |

To complete this table following elements must be kept in mind for each record,  Total Call Volume, Total Emergency Calls, Average Processing Time, Hourly Processing Capability, Coverage Position, Volume Influence Positions and Function Positions with Respect to Current and Future Needs

## Learner's Activity 2:

| Description | Food & Beverage Checklist |
|---|---|
| Purpose | To Understand the Food & Beverage Requirements |

Instructions for the Learners

**Food & Beverage Checklist**

| | | |
|---|---|---|
| Projected Versus Actual Attendance | | |
| Number, Type of Functions | | |
| Menus, Including Special Dietary or Religious Restrictions | | |
| Number, Type of Drinks Served per Person at Meals | | |

To complete this table following elements must be kept in mind for each record Projected Versus Actual Attendance, Number, Type of Functions, Menus, Including Special Dietary or Religious Restrictions, Number, Type of Drinks Served per Person at Meals

# Learning Unit 2: Ensure the Kitchen Section Opens and Finalizes the Shift Effectively

## Overview

In this learning unit you will learn about kitchen production sheet, log books, menus and recipes for improving the kitchen performance.

After completion of this learning unit you will be able to maintain kitchen production sheet and plan menus with consulation of executive chef to improve kitchen performance.

> **Log Book**
>
> Systematic daily or hourly record of activities, events, and/or occurrences.

## Menus and Recipes [1]

Sous Chef must keep the following characteristics in mind to keep the work going in the kitchen:

**Menu**

- Menu is a list meal.

- It is an important management tool. Nearly every aspect of the operation of a food-service business related to the   dishes served or available to be served which   depends on the menu.

- In fact, it is fair to say that the menu is the single most important document .

- Purchasing, production, sales, cost & accounting, labor management, even the kitchen layout and equipment selection of a new facility—all are based on the menu.

- Recipes can be said to be the building blocks of the menu. Each item on the menu can be represented by the recipe or the procedure for preparing it. Therefore, recipes, like menus, are important management tools. They indicate ingredients to be purchased and stored, and they give measuring and preparation instructions to the kitchen staff.

**Menu Forms and Functions**

- Catering and banquet operations depend on the menus that are easily prepared for large numbers and are lavish enough for parties and special occasions.

- Fast-food and take-out quick-service operations requires limited menus featuring inexpensive, easily prepared, easily served foods for people in a hurry.

- Full-service restaurants range from simple neighborhood diners to expensive, elegant restaurants. Menus, of course, must be planned according to the customers' needs.

- A high priced menu with in a luxury food providing café cannot possibly succeed in a working class neighborhood.

## Kind of Meal

Menus vary not only by kind of operations, but by the meals as well.

- Breakfast
- Lunch
- Dinner

## Building the Menu

A course is a food or group of foods served at one time or intended to be eaten at the same time. In a restaurant, the courses are normally served in sequence, allowing enough time for each to be eaten before the next is served. In a cafeteria, the customers may select all their courses at once—appetizer, salad, main dish and vegetables, and dessert, for example—but eat them in a particular order.

## Measurement

There are two important kinds of measurement in the kitchen:

- Ingredient measurement

- Portion measurement, or portion control

## Recipes Yield

The product or a finished portion we get from the raw food is called a yield.

## Food Production

Sous chef must keep in mind to keep the production record's, record the following information for food production.

| Food Production |
| --- |
| Food production is the process of transforming raw ingredients into prepared food products |

- No. of Guests

- Order Taken

- Order Once Filled

- Order Re Used

- No. of KOT'S (Kitchen Order Tickets).

- All Records on Production Sheet

## Recipe Problems

Many recipes have flaws, either in the quantities, ingredient types or in the cooking procedures. When the item is made in small quantities, these flaws may not be noticeable, or the cook may almost unconsciously or automatically make adjustments during the production.

When the recipe is multiplied, however, the flaws may suddenly become apparent and the product quality gets lower. The only solution here is to carefully test recipes and to have a good understanding of basic cooking principles

## Maintain Kitchen Log [2]

From the business aspect of the kitchen operations, record keeping is needed for

- Future analysis of food production methods,

- Production history,

- And decision making.

Record keeping provides valuable information concerning what is done and what is not possibly done.. It is also about knowing reasons why something did not turn out as planned

### Food Production Record Keeping

Food production records document breakfast, lunch and dinner meals served meet the meal pattern. Production records provide information to the staff and enable the staff to record information of the meals served.

## Inventory of Raw Food Prepared [3]

Sous chef must be keep in mind when stock is taken to identify the requirement of production needs according to the plans for bookings, shifts and daily routine. Sous chef must order to get suppliers for stock as per need. Sous chef keeps a check and balance of the record.

### Food & Beverage Inventory Cost Control

- Order only items you need for production.

- Extra unused items will be expired and bring losses.

- Inventories must be properly and effective.

- Receive items those have long expiry dates.

- Do not allow garbage cans to leave the premises without close examination.

- Clear plastic garbage can liners will greatly assist in this effort. If that is not available, have a manager or supervisor inspect all garbage before it leaves the building.

> **F & B manager know:**
> Food production is the process of transforming raw ingredients into prepared food products

## Kitchen Log of Food Production Activities [4]

Sous chef creates and maintain the kitchen production log book recording policies and proceduresto create a log book. Following points are to be considered for this purpose,

1) Create a list of inventory-related transactions, such as normal/unexpected stock receipts,

2) Develop a step-by-step guide on how material transactions will be recorded, usually with a combination of a computer system and manual submission such as, hanging a clipboard at every exit of the building to serve as a reminder for employees to record any inventory movement

3) Once the policies are in place, it is everyone's responsibility to ensure that material transactions are recorded at all the times

4) Creating these policies should be a collaborative effort amongst everyone involved in the inventory process - to ensure nothing is left unaccounted for and everyone has "bought into" the procedures

| Dishes Produced | Problems Encountered | Actions Taken |
|---|---|---|
| 10 - Curry | 1 | Salt excess, minimize by adding yogurt |
|  |  |  |
|  |  |  |
|  |  |  |
|  |  |  |

To complete this table following elements must be kept in mind:
   a.    Dishes produced
   b.    Problems encountered in respective dishes
   c.    What was your action?

## **Learner's Activity 1:**

| Description | Waste Record Keeping |
|---|---|
| Purpose | To understand the management of Waste record keeping |
| Instruction for Learners | |

Log Book - Sample

| Time | Record by | Food type produce | Wastage | Loss Reason | No of portions prepared | Remarks |
|---|---|---|---|---|---|---|
| 9:30 | Umer Sous chef | Breakfast Omelet | 0 | nil | 02 | ok |
| | | | | | | |
| | | | | | | |
| | | | | | | |
| | | | | | | |

To complete this table following elements must be kept in mind for each record .

Time of recording data, the person's name who is recording data, what type of food produced, wastage count, reasons of wastage, and no. of portions produced

## Learner's Activity 2:

| Description | Food Production Log book |
|---|---|
| Purpose | To understand the working and recording of food production |
| Instruction for Learners<br><br>Production Record | |

| Time | Record By | Food Type Produce | Consumables | | | No of Portions Prepared | Order No |
|---|---|---|---|---|---|---|---|
| | | | Meat | Fish | Veg | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |
| | | | | | | | |

To complete this table following elements must be kept in mind for each record

Time of recording data, the person's name who is recording data, what type of food produced, weight and volume of consumables, and no. of portions produced

# Learning Unit 3: Manage communication between food and beverage service areas and other departments

## Overview

In this learning unit you will learn about importance of communication between food and beverage service areas and other departments.

After completion of this learning unit you will be able to implement procedures for communication in kitchen section team, food & beverage service team and other departments to build positive image by proposing solutions for problems.

## Interdepartmental Communication [1]

Communicate appropriate information with other departments and make sure the communication has been delivered and received as intended

**Inter Departmental Communication** is largely a formal affair. There are various documents used in the inter departmental communication,

They are:

- **A memorandum** is a note or record for future use. It is convenient and useful for informal communication.

- **Office circulars** are used to convey the information to a large number of employees. It is used for internal communication, so it is brief and formal.

- **Suggestions** are given by employees.

- **Complaints** are a part of office routine. As, the size of the organization increases, the number of complaints also increases. In many cases, complaints may relate to the lack of proper infrastructure and non observance of rules etc.

> **Interdepartmental communication**
>
> Inter departmental communication will be effective when it is supported by good infrastructural facilities

## Value of Presenting a Positive Image [2]

Positive self-Image gives the strength and flexibility to take charge of professional life and grow from mistakes without the fear of rejection. To improve the image following points are to be considered whileworking in a professional kitchen.

**Effective Speaking**

Your voice says a lot about you and learning how to use it more effectively has many benefits.

**Presenting a Positive Image of Yourself**

This career unit requires you to communicate and work with a range of people. You may also have

> **Positive image**
>
> When you feel good about yourself and see yourself as deserving the respect of others

to take part in various events, where you will be expected to present a positive image of yourself and your organization. It is important that you can:

- Listen to and absorb the information that others are giving you

- Ask questions when necessary

- Provide information to other people clearly and accurately

- Contribute to, and allow others to contribute to, discussions

- Select and read written information that contains the information you need

- Communicate well in writing

- Establish good working relationships with other people

- Prepare effectively for situations where you should present a positive image of yourself and your organization

- Present yourself and your organization in a positive way

- Be sensitive to what you should and should not say or do.

## Types of Problems Arise In Workplace [3]

Common workplace issues that employees have to face includes:

- Interpersonal Conflicts
- Communication Problems

Here are seven-steps for an effective problem-solving process.

**1. Identify the Issues.**

- Be clear about what the problem is.

- Remember that different associates might have different views of what the issues are.

- Separate the listing of issues from the identification of interests

**2. Understand Everyone's Interests.**

- This is a critical step that is usually missing.

- Interests are the needs that you want satisfied by any given solution. We often ignore our true interests as we become attached to one particular solution.

- The best solution is the one that satisfies everyone's interests.

- This is the time for active listening. Put down your differences for a while and listen to each other with the intention to understand.

- Separate the name of interests from the solutions listings

## 3. List the Possible Solutions

- This is the time to do some brain storming. There may be lots of room for creativity.

- Separate the listing of options from the evaluation of the options.

## 4. Evaluate the Options

- What are the pluses and minuses? Honestly!

- Separate the evaluation of options from the selection of options.

## 5. Select an Option or Options

- What's the best option, in the balance?

- Is there a way to "bundle" a number of options together for a more satisfactory solution?

## 6. Document the Agreement(s)

- Don't rely on a memory.

- Writing it down will help you think through all the details and implications.

## 7. Agree on Contingencies, Monitoring, and Evaluation

- Conditions may change. Make contingency agreements about foreseeable future circumstances (If-then!).

- How will you monitor compliance and follow-through?

- Create opportunities to evaluate the agreements and their implementation

## Learner's Activity 1

| Description | Memorandum |
|---|---|
| Purpose | To understand the how to design memo |

Instruction for Learners

Memo is short for memorandum, a document or other communication.

**MEMO**

**TO:** _____

**FROM:** _____

**SUBJECT:** _____

**DATE:** _____

_____
_____
_____
_____
_____

Instructions to Write Down Memo:

- Memos are meant to be read quickly.
- Therefore, the content has to be concise, but precise in its message.
- Mark and note down the important key facts in a situation and task – at the moment there is no need to order the items.

**Format of memo**
1. Create the heading. Type "MEMORANDUM" at the top of the page. Create lines for: TO, CC, FROM, DATE, and SUBJECT, and fill them in.
2. Write the body. Introduce the problem in the first paragraph, and give some context. Suggest actions that the reader should take. Close with a positive summary.
1. Finalize it. Format your memo properly, then proofread it. Hand write your initials by your name.

## Learner's Activity 2:

| Description | Notice |
|---|---|
| Purpose | To understand the working and designing of Notice |

Instruction for Learners

**Introduction**

Notice:   Writing is an important part of communication in thes kitchen

**Features**

A good notice should have following features
1) Brief a notice should provide information in the minimum number of words .About 40 to 50 words are enough. Sentences should be short. No repetition; No introduction; only to the point information.

2) Complete Notice should provide complete information.

3) Authority  Notice must include name of authority who is issuing the notice.

4) Clarity There should not be any ambiguity in the information. The message should be straight forward. Thus, brevity, completeness and clarity are the main ingredients of a good notice.

**Syntax**

A notice has three parts- head, body and authority /contact person

1)    Head  it is the eye catcher. It tells the main topic or issue of the notice.

2)    Body  all information is provided here

3) Authority /contact person  Name or/ and signature of notice issuing authority should be included in the end. If the notice requires meeting with someone to submit name, paper or other things, contact person's name, phone and meeting place and time should also be included. A contact person is also required for further clarification and information.

## Learner's Activity 3:

| Description | Complaints |
|---|---|
| Purpose | To understand the how to design and work on Complaints |

Instruction for Learners

**How to Write a Complaint Letter**
- Include your name, address, and home and work phone numbers.
- Type your letter if possible. If it is handwritten, make sure it is neat and easy to read.
- Make your letter brief and to the point. Include all important facts about your purchase, including the date and place where you made the purchase and any information you can give about the product or service such as serial or model numbers or specific type of service.
- State exactly what you want done about the problem and how long you are willing to wait to get it resolved. Be reasonable.
- Include all documents regarding your problem. Be sure to send COPIES, not originals.
- Avoid writing an angry, sarcastic, or threatening letter. The person reading your letter probably was not responsible for your problem but may be very helpful in resolving it.
- Keep a copy of the letter for your records.

## Learner's Activity 4

| Description | Conflict management |
|---|---|
| Purpose | To understand the how to design and work on conflicts |

Instruction for Learners

**Conflict resolution steps**

Step 1: Identify the source of the conflict.

Step 2: Look beyond the incident.

Step 3: Request solutions.

Step 4: Identify solutions both disputants can support.

# Learning Unit 4: Establish and maintain the condition of kitchen work areas and equipment

## Overview

In this learning unit you will learn about checking the working order of equipment, refurbishment requirements, corrective use of equipment, importance of neat & clean working conditions and staff training activities to promote efficient usage of kitchen equipment

After completion of this learning unit you will be able check, calibrate, maintain & replace equipment, ensure neat & clean working condition and report refurbishment to improve safety of work areas.

## Equipment Functions and Maintenance [1]

Thorough knowledge of equipment in the kitchen. Few food-service operations depend on nothing more than a range and an oven, an assortment of pots and pans, and knives and other hand tools. Modern technology continues to develop more and more specialized and technically advanced tools to reduce kitchen labor.

### Cooking Equipment

The range is still the most important piece of cooking equipment in the kitchen, even though many of its functions have been taken over by other tools such as steamers, steam kettles, tilting skillets, and ovens.

### Ovens

The oven and the range top are the two workhorses of the traditional kitchen, which is why they are so often found in the same unit. Ovens are enclosed spaces in which food is heated, usually by hot air or, in some newer kinds of ovens, by microwaves or infrared radiation.

### Broilers and Salamanders

Broilers are sometimes called overhead broilers to avoid confusing them with grills. Overhead broilers generate heat from above, and food items are placed on a grate beneath the heat source. Broiling is a favorite way of preparing steaks, chops, chicken, and many other items.

**Ring-top range**
Courtesy of Manitowoc Foodservice.

**Portable induction cooktop**
Courtesy of Fagor America, Inc.

## Grills

Grills are used for the same cooking operations as broilers, except the heat source is below the grid that holds the food rather than above it. Many people like grilled foods because of their charcoal taste, which is created by the smoke from meat fats, that drip into the heat source

## Deep Fryers

A deep fryer has only one use: to cook foods in hot fat. Yet because of the popularity of fried foods, this function is an important one.



**Heavy-duty broiler**
Courtesy of Vulcan Hart Company.



**Salamander (above range)**
Courtesy of Vulcan Hart Company.

## Processing Equipment
## Mixers

Vertical mixers are important and versatile tools for many kinds of food mixing and processing jobs, both in the bakeshop and in the kitchen.

## Slicer

The slicer is a valuable machine because it slices foods more evenly and uniformly than can be done by hand. This makes it valuable for portion control and for reducing cutting loss.



**Small table-model mixer**
Courtesy of Hobart Corporation.



**Large floor-model mixer**
Courtesy of Hobart Corporation.

## Pots and Pans

Sheet pan

Saucepan

Stockpot

Stockpot with spigot

Fish poacher
Courtesy of RSVP International, Inc.

Double boiler

Saucepot

Brazier

Wok

Cast-iron skillet

Straight-sided sauté pan

Hotel pan

Bake pan

Slope-sided sauté pan

## Measuring Devices

1. Scales. Most recipe ingredients are measured by weight, so accurate scales are important. Portion scales are used for measuring ingredients as well as for portioning products for service. Traditional portion scales are spring-operated and usually have a dial to indicate weight. More accurate digital scales are electrically operated and provide a digital readout.

2. Volume measures used for liquids have lips for easy pouring. Sizes are pints, quarts, half-gallons, and gallons. Each size is marked off into fourths by ridges on the sides.

3. Measuring cups are available in 1-, 1⁄2-, 1⁄3-, and 1⁄4-cup sizes. They can be used for both liquid and dry measures.

4. Measuring spoons are used for measuring very small volumes: 1 tablespoon, 1 teaspoon, 1⁄2 teaspoon, and 1⁄4 teaspoon. They are used most often for spices and seasonings.

## Knives

Serrated slicer

Butcher knife

Scimitar

Chinese cook's knife

Cleaver

Oyster knife

Vegetable peeler

Clam knife

Swiss-style vegetable peeler

## Work Areas Maintenance and Refurbishment [2]

The management of a food-service operation must see to it that the structure and equipment have necessary safety features.

- Structure, equipment, and electrical wiring in good repair.

- Adequate lighting on work surfaces and in corridors.

- Non slip floors.

- Clearly marked exits.

- Equipment supplied with necessary safety devices.

- Heat-activated fire extinguishers over cooking equipment, especially deep fryers.

- Conveniently located emergency equipment, such as fire extinguishers, fire blankets, and first-aid kits.

- Clearly posted emergency telephone numbers.

- Clearly posted emergency procedures, including the Heimlich maneuver for victims of choking. One or more employees should have received formal training in this procedure

- Smooth traffic patterns to avoid collisions between workers.

## Calibration or Replacement Requirements of Equipment [3]

For calibration or replacement requirements for specific items of equipment must consider the following:

- If your commercial refrigerator is nearing or more than 10 years old, start keeping close tabs on what it's costing you in repairs and energy usage.

### Calibration Range

Calibration is the setting or correcting of a measuring device or base level.

- If key components like the door seals, hinges, and interior liner are showing excessive wear, it may be time to consider replacement, as the commercial refrigeration repair will likely cost more than a new unit.

- A ventilation system is an important part of any kitchen.

- If yours is showing grease buildup that professional cleanings aren't removing or if you notice your HVAC costs going up, possibly due to improper air flow, your ventilation is likely nearing the end of its life. If your system is older and you're doing a kitchen remodel, that's always a good time to consider replacement, so you can get a hood configured properly for any new equipment.

### Replacement

The action or process of replacing faulty things , tools or equipment

- A commercial ware washer breakdown can leave a restaurant kitchen in a panic, so keep an eye out for water leaking from the tank or boosters, as this is often a sign of failed welding due to age. Also, watch for items not coming out clean and controls not working properly. When a griddle is nearing the end of its life, it may begin heating more slowly, but the more obvious signs will be visible. Corrosion, pitting, or rust on the surface can have a negative impact on how your food turns out and generally means it is time to look for a replacement.

- When your ice maker may be not long for this world, keep track of its production to make sure it is making what it should.

- If you notice the machine having trouble harvesting the ice it has made, this is generally a sign of a warped evaporator. That particular ice maker repair is typically so expensive that you are likely better off shopping for a new machine.

## Corrective Action to Improve The Safety of Work Areas [4]

Safety of work areas describes policies and procedures in place to ensure the safety and health of employees within a workplace. It involves hazard identification and control, according to the organizational standards and ongoing safety training and education for employees. 5S is a foundation for more disciplined actions.

The 5S are:

- Cleaner and safer work areas -- when a work area is clean and organized tripping hazards and other dangers are eliminated.

- Less wasted time through more workplace organization -- when tools and materials are

accessible and orderly, workers need less time to "go get" and less time to search.

- Less space -- when unneeded items are eliminated and the needed ones are organized, required floor space is dramatically reduced.

- Improved self-discipline -- the 5S system, especially its visual nature, makes abnormal conditions noticeable and makes ignoring standards more difficult.

- Improved culture -- when 5S is applied systematically, it fosters better teamwork and enthusiasm.

## Learner's Activity 1:

| Description | Improve Kitchen through the HACCP |
| --- | --- |
| Purpose | To understand the how to design and implement HACCP |
| Instruction for Learners | |



**CLEAN**
Your hands, tools, and food preparation area should all be clean before you cook.

**SEPARATE**
Steer clear of cross-contamination by keeping raw meat, poultry, seafood & eggs separate from all other foods.

**COOK** | Cook to proper temperature and serve hot: Don't stay in the danger zone!
Cook your food completely and make sure it reaches the proper temperature before eating. Use 165º for leftover re-heating. *Avoid the danger zone between 40º and 140ºF.* See foodsafety.gov for the USDA safe meat temperature guide.

Chill quickly: Don't be in the danger zone! **CHILL**
Chill leftovers quickly or within 1-2 hours. Defrost food in the refrigerator or under cold running water. Serve and store cold food cold below 40F.

# Learning Unit 5: Contribute to the Management of Physical Kitchen Resources

## Overview

In this learning unit you will learn about importance of providing opportunities for utilization of resources and reliability of record for use of resources and to communicate effectively.

After completion of this learning unit you will be able to draw recommendations on need & use of resources, analyze potential environmental impact and maintain accurate record to comply with regulations & standards.

| Communication |
| --- |
| Communication is a two way process |

## Equipment Functions and Maintenance [1]

Communication is a two way process, so improving communication involves both how we send and receive messages.

The following list includes links to other pages at Skills You Need that can help you further improve your communication skills.

| Empathies |
| --- |
| Empathy is trying to see things from the point-of-view of others |

**Learn to Listen the executive chef recommendations**
Use the techniques of clarification and reflection to confirm what the other executive chef has said and avoid any confusion.

**Be Aware of Other Emotions**
Be sympathetic to other misfortunes and congratulate their positive landmarks.

**Empathies**
Empathy is trying to see things from the point-of-view of others. When communicating with others, try not to be judgmental or biased by preconceived ideas or beliefs - instead view situations and responses from the other person's perspective.

**Encourage**
Offer words and actions of encouragement, as well as praise, to others. Make other people feel welcome, wanted, valued and appreciated in your communications

## Procedure for Making Recommendations  [2]

The term 'employee relations' refers to a company's efforts to manage relationships between employers and employees. In kitchen while forwarding recommendations from Sous Chef will consider the following points:

- The chef solicits new topics for consideration from the field through a periodic notice in the kitchen.

- Kitchen members may also generate new topics for consideration.

- To efficiently utilize available resources, the chef has implemented new procedures to review previous topics and update recommendations for continued inclusion in the current library.

## Steps for an Effective Recommendation Improvement with Executive Chef

- Identify the Need for Change:

The first step in the kitchen process is to identify the need for change.

| Improvement Strategy |
| --- |
| It refers to the vision, goals and set of steps that will enable an organization's processes to achieve a sustainable competitive advantage |

- Analyze Current Process:
  Once you have decided which process you are going to improve you need to analyze the current procedure.

- Obtain Commitment and Support:
  The third step in the process is to solicit senior management commitment and convey your message through executive chef.

- Suggest Improvement Strategy:
  It is recommended that you include what steps in the process are broken, why and how they should be improved and any financial and resource implications.

## Recommendations Consistent with Policies [3]

### Recommendations for Developing Team Objectives

As a team leader, you communicate the objectives that the team needs to achieve on a daily basis. Then you coach them to accomplish them. Ensuring that these daily objectives are achieved is part of a long term plan and essential to being an effective leader.

### Setting Goals - SMART

- **S** Specific and clear. The objective is identified

- **M** Measurable. There is some form of measurement built in.

- **A** Achievable. The team has the capacity to achieve it.

- **R** Realistic. The goal must be within the capabilities of the team.

- **T** Time related. There is a defined time frame to achieve the goal.

**Organizational Policies** are guidelines that outline and guide actions within an business or agency. The exact types of policies will vary depending on the nature of the kitchen organization. and can include policies such as

- Directions, to work in the kitchen

- Laws, regarding labor, the environment, and others

- Principles, of profession as chef

- Rules or regulations of the kitchen organization to do work smoothly. These policies and schemes outline the responsibilities of both employers and employees.

- Company policies help protect the rights of workers and the business interests of organizations.

## Management of Resources [4]

Responding to new trends, changes in the skill levels of associates

Chefs predict trends, embrace them, spread them or reject them and develop changes in the skill levels of associates

The following actions are directed and develop changes in the skill levels of associates are as below

- Make sure the use of resources by the team is efficient and take into account the potential impact on the environments.

- Correct and use appropriate information to maintain a proper log of all dishes produced, including quantity and sizes on a daily basis.

- Produced recipe suggestions in accordance with the style and policy of the organization available resourced and the expectations and standard of customers.

- Able to agree and monitor finishing and presentation of dishes to ensure that portion control meets the requirements for the food outlet and kitchen.

- Cost recipe suggestions taking into account the resources available.

- Know the appropriate methods to prepare food for cooking, including, beating, blending, clarification, cleaning, cooling, cutting, defrosting, dicing, dipping, flavoring, grading, greasing, kneading, marinating, measuring, mixing, moistening, pan greasing, polishing, portioning, pre washing, proofing, sanitizing, seasoning, sheeting, slicing, sorting spraying, trimming, and washing.

## Management of Resources [4]

Trends and developments that may influence the future use of food production resources, some of written below:

- Cooking by Life Stage. food and recipes will no longer be based solely around a traditional family of four, but instead will be offered by life stage rather than age-related demographics. This also allows for all ages to turn cooking together an evening of entertainment rather than a chore.

- Spice Alchemy. There is a proliferation of global spices and spice combinations, and consumers are experimenting with the spices.

- The Loss of Ethnic. While people are happy to introduce new global flavors to their

palates, the tendency is to mix them into something they already understand. The single flavor palate is gone; long live the global palate.

- Seasonal Transitions. Tension has developed around "eating seasonally" for maximum health benefits, The new twist on it all is called "transition food"—a combination of two seasons in between.

- Food Incubators. Culinary, or food incubators, are simply shared commercial kitchens where those with a food idea can develop, test, and try to get their idea to market—all in licensed, health-inspected space.

**Food Trends**

- Meats, seafood and produce that are locally sourced

- Environmental sustainability, including sustainable seafood

- Gluten-free cuisine

- Children's nutrition

- Non-wheat noodles and pasta such as rice, buckwheat and quinoa (see the gluten-free trend, above)

- Items "branded" by a farm

- Reducing food waste by using all of the animal or plant

- Grazing (small-plate sharing and snacking rather than eating a traditional large meal)

- Fruits and vegetables for children's side items

- Smaller and half-portions

## Environmental Impact of the Resources [6]

The three key areas of environmental impact are energy, water, and waste.

- Energy - Excessive energy use is extremely costly and with minor adjustments, it can lead to massive cost savings.

- Waste - Commercial kitchens are not only resource intensive and that waste generation is one of the most visible effects on the environment.

- Water - In kitchen always require a clean and dependable supply of water for survival, including drinking, cooking and cleansing.

## Learner's Activity 1:

| Description | Menu Development |
|---|---|
| Purpose | To understand the how to design new menus and recipes |

Instruction for Learners

**Introduction of New Menus and Recipes**

Looking to introduce a new menu item? There's no better testing ground than your dining room. But don't just add the item to your list of specials and hope for the best. Try serving small, complimentary portions to newly seated guests.



Intelligent menu engineering is also dependent on a savvy layout.

Design a menu based on the below

For deigning the menu following points are to be considered:

**Consumer Psychology.** According to research, most people will first look at the menu's top right corner so this is a great place to list your most popular items.

**Item Organization and Order.** One common method is to categorize dishes in the order that people eat them: Breakfast, Starters, Salads/Soups, Lunch, Dinner.

**Highlighting.** The next step in the process is highlighting menu items that deserve extra attention, customer favorites or your up-and-coming stars. Use eye-catching graphics for "Chef's Special" or "New" items. Special call outs, boxes, borders and other graphics are also great strategies for showcasing your best dishes.

**Color Scheme.** The color scheme of your menu should reflect the theme of your restaurant and your brand

# Learning Unit 6: Contribute to the Development and Introduction of Recipes and Menus

## Overview

In this learning unit you will learn about considerations for new recipes, supplies, cost, production and resources needed to carry out responsibilities in relation to new menu items,

After completion of this learning unit you will be able to calculate ingredient ratios, cooking times & temperature and apply methods for presenting, holding, distributing &producing recipe items in relation to new menu items.

| Menu |
| --- |
| A list of dishes available in a restaurant. |

## Existing Style, Policy and Guidelines of Recipes and Menu [1]

Recipes can be said to be the building blocks of the menu. Each item on the menu can be represented by the recipe or the procedure for preparing it. Therefore, recipes, like menus, are important management tools. They indicate ingredients to be purchased and stored, and they give measuring and preparation instructions to the kitchen staff. In addition, recipes are important tools for the cook because they are means of recording and passing along essential information.

Menus must be planned for the people eating the food. This sounds like a simple rule, but it is frequently forgotten. You must never forget the customer is the main reason for being in business. This rule means that, in most operations, the taste and preferences of the cooks or chefs are of little importance when planning the menu.

| The balanced diet |
| --- |
| A diet that contains the proper proportions of carbohydrates, fats, proteins, vitamins, minerals, and water necessary to maintain good health |

## Procedure for Making Recommendations  [2]

A course is a food or group of foods served at one time or intended to be eaten at the same time. In a restaurant, the courses are normally served in sequence, allowing enough time for each to be eaten before the next is served. In a cafeteria, the customers may select all their courses at once—appetizer, salad, main dish and vegetables, and dessert, for example—but eat them in a particular order.

**Modern Menu:**

In modern menu design the main dish is the centerpiece of the modern meal. If the meal consists of only one dish, it is considered the main course, even if it is a salad or a bowl of soup. There is usually only one main course, although large banquets may still have more than one, such as a poultry dish followed by a meat dish.
One or more dishes may be served before the main dish. These are usually light in character so the customer is not satiated before the main course.

**THE MODERN MENU**

- first courses Appetizer

- Soup

- (Fish)

- Salad

- Main Dish Meat, poultry, or fish

- Vegetable accompaniment

- Dessert dishes Salad

- Fruits and cheeses

- Sweets

## Special Diets [3]

### The Balanced Diet

In order to stay healthy, we must consume a varied diet that contains all the essential nutrients. In addition, we must limit our intake of foods that can be harmful in large quantities.

| **Balanced Diet** |
| --- |
| A diet consisting of a variety of different types of food and providing adequate amounts of the nutrients necessary for good health |

Although researchers still have much to learn about nutrition and our knowledge is constantly changing, there is strong evidence about what good eating patterns are

- Get adequate nutrients within calorie needs.

- Manage weight

- Engage in physical activity

- Select from the right food groups

- Manage consumption of fats

- Manage consumption of carbohydrates.& other Salts

| **Quality Control** |
| --- |
| Processes and policies enforced to guarantee that consistent standards for product quality are met with standard recipe |

### Special Diets.

You always committed to helping customers with their dietary needs.

- Allergies and Gluten intolerance. ...

- Food Allergies. ...

- Celiac Disease and Gluten Intolerance. ...

- Religious Dietary Restrictions. ...

- Essential Nutrients on Vegan/Vegetarian Diet. ...

- Protein.

## Quality Standards for Recipe [4]

Standardized recipes are used every day in nutrition operations as a guide to preparing the foods served to customers.

A standardized recipe is a recipe that has been carefully adapted and tested to ensure that it will produce a consistent product Every time it is used.

It  is important to use standardized recipes because:

- Consistent Food Quality: Standardized recipes help ensure that the best possible food items are produced every time.

- Predictable Yield: Knowing how much of an item the recipe will

- Produce helps prevent food waste and shortages on the serving line.

- Accurate Nutrient Content: Standardized recipes help ensure

- That the best possible food items are produced every time.

- Food Cost Control: When the same ingredients and quantities are used each time the recipe is prepared, the cost per serving remains the same.

- Efficient Purchasing: The quantity of ingredients needed for production can be easily calculated based on the information provided on the recipe.

- Inventory Control: If a standardized recipe is followed, the quantity of food inventory used each time the recipe is produced can be estimated.

- Labor Cost Control: Written procedures allow workers to make good use of their time and move through their work day more efficiently.

- Employee Confidence: Workers can feel more satisfied and confident because eliminating guesswork decreases the likelihood of mistakes and poor food quality.

- Reduced Record Keeping: Information from standardized recipes can be easily transferred to daily food production records.

## Concept of a Balanced Diet [5]

### The Basics

To maintain good health, your body needs healthy foods and regular exercise. If you are interested in adopting a more balanced diet or creating a tailored diet plan, understanding and mastering the basics below will help you get started. Below are eight tips that cover the basics of maintaining a balanced diet and choosing the healthier option:

- Eat at least five portions of fruit and vegetables a day. If you can, try to include more. It is said that only a small number of the population reach the full five.

- Cut down your sugar and saturated fat intake.

- Drink plenty of water, six to eight glasses are the recommended amount. Add a fresh squeeze of lemon if you want a bit of flavor.

- Aim for at least two portions of fish every week, with such a variety available you will find it hard to get bored.

- Reduce your salt intake. It is advised to eat no more than 6g a day. Avoid adding it to your meals, you'll be surprised at how much is already there.

- Always eat breakfast, it gives you energy for the day. Try to fit in one of that 5 a day!

- Use starchy foods as the base of your meals. These act as your fuel for the day.

- Get active. Adults aged 19 - 64 are required to conduct 150 minutes moderate exercise a week. Try a brisk walk for 30 minutes daily.

## Basic Portion Sizes

Carbohydrates, such as rice, pasta, cereal and potato should generally be the size of your fist. Butter and spreads are often high in fat and sugar, the ideal portion should only be the tip of your thumb. It is suggested that a portion of protein, like meat and fish, is best matching the palm of your hand. Professionals advise the fruit and vegetable portion is the largest. This is a great way to include a range of vegetables to reach that 5 a day. Portion size for products such as cereal, rice and pasta is often printed on the packaging.
To get support and help creating a diet plan tailored to you, contact a nutritionist.

## The Daily Recommendation

The reference intakes you see listed on the back of food and drink packaging are based on the average adult (for example, an average UK woman doing the average amount of physical activity). These guidelines are a good starting point when understanding our recommended allowance and what we should be aiming for each day. If you would like further information on maintaining a balanced diet, this is where a nutritionist can help.

|  | Women | Men |
|---|---|---|
| Energy | 2000 kcal | 2500 kcal |
| Total fat | 70g | 95g |
| Carbohydrates | 230g | 300g |
| Protein | 45g | 55g |
| Saturates | 20g | 30g |
| Total sugars | 90g | 120g |
| Salt | 6g | 6g |
| Fiber | 24g | 24g |

**5 A Day**

How do you know if you're getting your 5 a day? You'll find that it's actually very easy to slip in five portions of fruit and vegetables if you share them between meals. Here is a simple example of how it can be done:

- **Breakfast** - Have a medium glass of orange juice with your breakfast choice (one portion).

- **Mid-morning snack** - Eat one medium-sized banana, or three whole dried apricots (one portion).

- **Lunch** - Toss a handful or two of fresh lettuce into your sandwich or as a side (one portion).

- **Dinner** - Serve your dinner with a handful of broccoli florets (one portion).

- **Pudding** - Six strawberries (one portion).

There are many food products that we believe are beneficial to our healthy diet plans. There are readily available in most supermarkets and eating in excess can also be damaging.
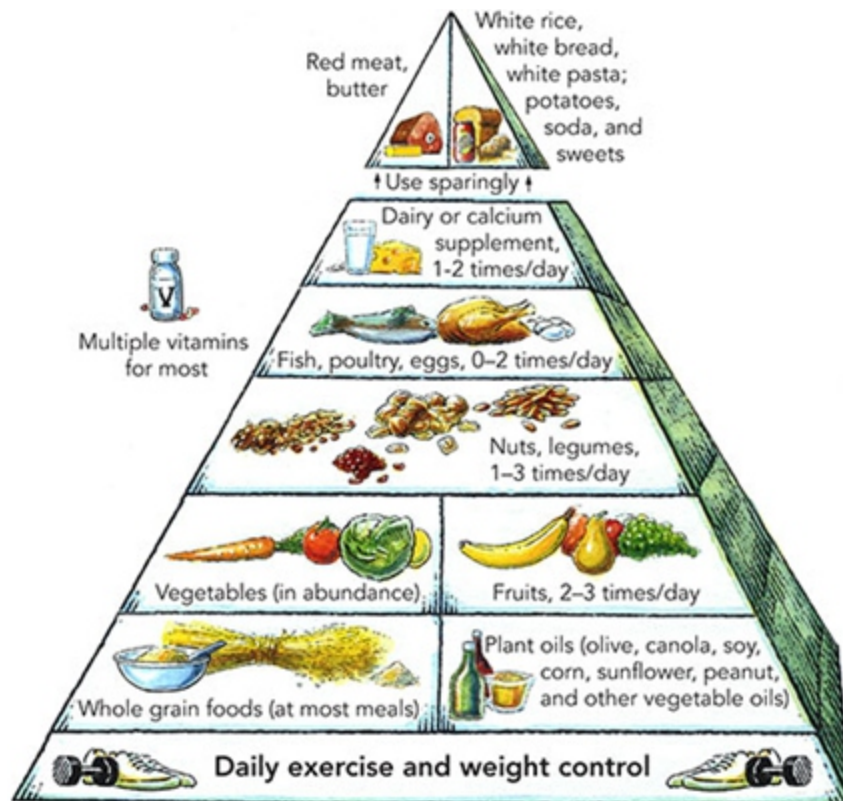
## Nutritional values of different groups [10]

Nutrients are chemical compounds that are present in foods and that fulfill one or more of the following functions:

- Supply energy for body functions.

- Build and replace cells that make up body tissues.

- Regulate body processes.

There are six categories of nutrients:

- Carbohydrates

- Vitamins

- Fats

- Minerals

- Proteins

- Water

The food pyramid showing:

- **Use sparingly**: Red meat, butter; White rice, white bread, white pasta; potatoes, soda, and sweets
- Dairy or calcium supplement, 1-2 times/day
- Multiple vitamins for most
- Fish, poultry, eggs, 0–2 times/day
- Nuts, legumes, 1–3 times/day
- Vegetables (in abundance); Fruits, 2–3 times/day
- Whole grain foods (at most meals); Plant oils (olive, canola, soy, corn, sunflower, peanut, and other vegetable oils)
- Daily exercise and weight control

## Summary of Module

- Ability to access the information about different bookings and functions from appropriate sources, including daily events sheets, bookings diaries, consultations with senior team members (including Chefs de Partie)

- A table reservation is an arrangement made in advance to have a table available at a restaurant. While most restaurants in the vast majority of the world do not require a reservation, and some have no policy or simply any channel for making one, so-called higher-end restaurants mainly in overcrowded cities often require a reservation, and some may have tables booked for weeks in advance.

- Planning meals ahead requires a small investment of time, but can reap great rewards:

  - A menu plan saves money.

  - Reducing trips to the supermarket, a menu plan reduces impulse spending.

  - Using leftovers efficiently cuts food waste, while planned, buying in bulk makes it easy to stockpile freezer meals at reduced prices

- Special menus based on the event and the sizes of the participants   Here are some additional items you must consider when planning your menu:

  - Prices
  - Food costs
  - Cross utilizing ingredients
  - Portion sizes
  - Labor considerations
  - Up sells and down sells
  - Meal combinations

- **Inventory Control**

The goal for a business is to invest the least amount in inventory while maintaining specific operating requirements. Ideally, the inventory control in place allows the business to supply needs in regards to production or to the customer at the precise moment needed, at the minimal price. The successful inventory control keeps waste and surplus at a minimum and efficiently handles storage, production and distribution of inventory.

- **Safety Stock**

When controlling inventory, one function is maintaining safety stock. This involves having a buffer stock in case of an unexpected delay in replenishing inventory or excess sales

- **Staffing and management**

*Planning roles and responsibilities*

- It is important to manage appropriate staff as per production and the needs of the functions bookings and menu. Then we decide what level of staff, we need.  What kind of cuisine and how

- many chefs we require.

- No. of guests and estimate the workload and arrange trained and efficient staff.

## STAFFING ESTIMATION WORKSHEETS
A six step process for estimating the number of employees needed:

Step 1: Identify the type of position you wish to analyze;
Step 2: Determine employee availability
Step 3: Determine your turnover rate
Step 4: Select the appropriate formula and analyze all positions
Step 5: Compare the number of staff you have with the number you need
Step 6: Do a reality check using quality indicators

## Menu

- Menu is a list meal.

- It is an important management tool. Nearly every aspect of the operation of a food-service business of dishes served or available to be served at a depends on the menu.

- In fact, it is fair to say the menu is the single most important document in the business.

- Purchasing, production, sales, cost accounting, labor management, even the kitchen layout and equipment selection of a new facility—all are based on the menu.

- Recipes can be said to be the building blocks of the menu. Each item on the menu can be represented by the recipe or the procedure for preparing it. Therefore, recipes, like menus, are important management tools. They indicate ingredients to be purchased and stored, and they give measuring and preparation instructions to the kitchen staff.

- **Building the Menu**

  A course is a food or group of foods served at one time or intended to be eaten at the same time. In a restaurant, the courses are normally served in sequence, allowing enough time for each to be eaten before the next is served. In a cafeteria, the customers may select all their courses at once—appetizer, salad, main dish and vegetables, and dessert, for example—but eat them in a particular order

- **Recipes Yield**

  The product or a finished portion we get from the raw food is called a yield

- **Food Production**

  - It's very important to keep production records.
  - No. of guest
  - Order taken
  - Order once filled
  - Order re used
  - No. of KOT kitchen order tickets.

- All records on production sheet

- **Food Production Record Keeping**

Food production records document breakfast, lunch and dinner meals served meet the meal pattern. Production records provide information to the staff and enable the staff to record information on the meals served

- **Food & Beverage Inventory Cost Control**

    - All F&B managers know the "common sense" things to do within their operation in order to control costs.

    - Order only items you need.

    - Extra, unused items will be expired and bring losses.

    - Inventories must be properly and effective.

    - Receive items those have long expiry dates.

    - Do not allow garbage cans to leave the premises without close examination. Clear plastic garbage can liners will greatly assist in this effort. If that is not available, have a manager or supervisor inspect all garbage before it leaves the building.

- **Inter departmental communication** is largely a formal affair. There are various documents used in inter departmental communication,
  They are:

    - A **memorandum** is a note or record for future use. It is convenient and useful for informal communication.

    - **Office circulars** are used to convey the information to a large number of employees. It is used for internal communication, so it is brief and formal.

    - **Suggestions** are given by employees.

    - **Complaints** are a part of office routine. As the size of the organization increases, the number of complaints also increases. In many cases, complaints may relate to lack of proper infrastructure, non observance of rules etc.

- The management of a food-service operation must see to it that the structure and equipment have necessary safety features.

    - Structure, equipment, and electrical wiring in good repair.

    - Adequate lighting on work surfaces and in corridors.

    - Nonslip floors.

    - Clearly marked exits.

- Equipment supplied with necessary safety devices.

- Heat-activated fire extinguishers over cooking equipment, especially deep fryers.

- Conveniently located emergency equipment, such as fire extinguishers, fire blankets, and first-aid kits.

- Clearly posted emergency telephone numbers.

- Clearly posted emergency procedures, including the Heimlich maneuver for victims of choking. One or more employees should have received formal training in this procedure

- Smooth traffic patterns to avoid collisions between workers.

- **Steps for an Effective Recomendation Improvement with Executive Chef**

  - Identify the Need for Change:
  The first step in the kitchen process is to identify the need for change.

  - Analyze Current Process:
  Once you have decided which process you are going to improve you need analyze the current procedure.

  - Obtain Commitment and Support:
  The third step in the process is to solicit senior management commitment and convey your message through executive chef.

  - Suggest Improvement Strategy:
  It is recommended that you include what steps in the process are broken, why and how they should be improved and any financial and resource implications

- **Developing Team Objectives**

As a team leader, you communicate the objectives that the team needs to achieve on a daily basis. Then you coach them to accomplish them. Ensuring that these daily objectives are achieved is part of a long term plan and essential to being an effective leader

- **Setting Goals - SMART**

  - **S**  Specific and clear. The objective is identified

  - **M**  Measurable. There is some form of measurement built in.

  - **A**  Achievable. The team has the capacity to achieve it.

  - **R**  Realistic. The goal must be within the capabilities of the team.

  - **T**  Time related. There is a defined time frame to achieve the goal.

**Food Trends**

- Meats, seafood and produce that are locally sourced

- Environmental sustainability, including sustainable seafood

- Gluten-free cuisine

- Children's nutrition

- Non-wheat noodles and pasta such as rice, buckwheat and quinoa (see the gluten-free trend, above)

- Items "branded" by a farm

- Reducing food waste by using all of the animal or plant

- Grazing (small-plate sharing and snacking rather than eating a traditional large meal)

- Fruits and vegetables for children's side items

- Smaller and half-portions

- **5 a day**

  How do you know if you're getting your 5 a day? You'll find that it's actually very easy to slip in five portions of fruit and vegetables if you share them between meals. Here is a simple example of how it can be done:

  - **Breakfast** - Have a medium glass of orange juice with your breakfast choice (one portion).

  - **Mid-morning snack** - Eat one medium-sized banana, or three whole dried apricots (one portion).

  - **Lunch** - Toss a handful or two of fresh lettuce into your sandwich or as a side (one portion).

  - **Dinner** - Serve your dinner with a handful of broccoli florets (one portion).

  - **Pudding** - Six strawberries (one portion).

## Frequently Asked Questions (FAQs)

**FAQ 1:** Define table reservation?
Answer: A table reservation is an arrangement made in advance to have a table available at a restaurant.

**FAQ 2:** Write down the advantage of menu planning?
Answer:

- Planning meals ahead requires a small investment of time, but can reap great rewards.

- A menu plan saves money.

- Menu plan reduces impulse spending. Using leftovers efficiently cuts food waste, while planned, buying in bulk makes it easy to stockpile freezer meals at reduced prices

**FAQ 3:** What you will consider when planning your menu?
Answer: Special menus based on the event and sizes of the participants  Here are some additional items you must consider when planning your menu:

- Prices
- Food costs
- Cross utilizing ingredients
- Portion sizes
- Labor considerations
- Up sells and down sells
- Meal combinations

**FAQ 4:** Identify the need of inventory Control in kitchen?
Answer:**Inventory Control**
The inventory control in place allows the business to supply needs in regards to production or to the customer at the precise moment needed, at the minimal price. Successful inventory control keeps waste and surplus at a minimum and efficiently handles storage, production and distribution of inventory.

**FAQ 5:** Define Safety stock?
Answer:**Safety Stock**
When controlling inventory, one function is maintaining safety stock. This involves having a buffer stock in case of an unexpected delay in replenishing inventory or excess sales

**FAQ 6:** Define Planning roles and responsibilities of staffing?
Answer:  *Staffing and management*
Planning roles and responsibilities

- It is important to manage appropriate staff as per production and the needs of the functions bookings and menu. Then we decide what level of staff, we need.  What kind of cuisine and how many chefs we require.

- No. of guests and estimate the workload and arrange trained and efficient staff.

**FAQ 7:** Explain menu and its importance in kitchen?
Answer: Menu

- Menu is a list meal. But a menu is more than this

- It is an important management tool. Nearly every aspect of the operation of a food-service business of dishes served or available to be served at a depends on the menu.

- In fact, it is fair to say the menu is the single most important document in the business.

- Purchasing, production, sales, cost accounting, labor management, even the kitchen layout and equipment selection of a new facility—all are based on the menu.

- Recipes can be said to be the building blocks of the menu. Each item on the menu can be represented by the recipe or the procedure for preparing it. Therefore, recipes, like menus, are important management tools. They indicate ingredients to be purchased and stored, and they give measuring and preparation instructions to the kitchen staff.

**FAQ 8:** Write down steps of Building the Menu?
Answer:**Building the Menu**
A course is a food or group of foods served at one time or intended to be eaten at the sometime. In a restaurant, the courses are normally served in sequence, allowing enough time for each to be eaten before the next is served. In a cafeteria, the customers may select all their courses at once—appetizer, salad, main dish and vegetables, and dessert, for example—but eat them in a particular order

**FAQ 9:** What is the recipe yield?
Answer:**Recipes yield,**
The product or a finished portion we get from the raw food is called a yield

**FAQ 10:** Explain menu and its importance in kitchen?
Answer: **Menu**

- Menu is a list meal.

- It is an important management tool. Nearly every aspect of the operation of a food-service business of dishes served or available to be served at a depends on the menu.

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## Test Yourself!

**Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.**

**1.What style restaurant serves Chicken Chow Mein?**

a. Chinese        b. Italian        c. Greek        d. Japanese

**2. Which kids' dishes come with a choice of side?**

a. Chicken Breast        b. Turkey Sandwich        c. Cheeseburger        d. Grilled Cheese

**3. What two food groups are balanced on My Plate?**

a. Fruits and Vegetables        b. Grains and Vegetables        c. Dairy and Protein

d. Protein and Grain

**4. Menu is a list of _____ ?**

a. Meal        b. Ingredients        c. Raw material        d. None of above

**5. The product or a finished portion we get from the raw food is called _____**

a. Yield        b. Finished food        c. Processed food        d. Store food

**6. A _____ is an arrangement made in advance to have a table**

a. Table reservation        b. Office trip        c. Ceremony        d. Meeting

**7. Special menus based on the following elements**

a. Type of the event        b. Participants of the event        c. Location of the event

 d. Event and sizes

**8. When controlling inventory, one function is maintaining ____**

a. Safety stock        b. Stock rotation        c. Purchase        d. Supplies

**9. A ____ is a note or record for future use. It is convenient and useful for informal communication**

a. Letter        b. Circular        c. Memorandum        d.Notice

**10. _____ are used to convey the information to a large number of employees**

a.Memorandum        b. Office circulars        c. Letter        d.Notice

## Answer Key

| Question # | Answer |
|------------|--------|
| 1 | a |
| 2 | c |
| 3 | a |
| 4 | a |
| 5 | a |
| 6 | a |
| 7 | d |
| 8 | a |
| 9 | c |
| 10 | b |

# MONITORING SUPPLIES FOR KITCHEN OPERATIONS

## Learning Outcomes

After completion of this learning module, you will be able to:

- Prepare estimates for food items required on the basis of orders received
- Generate food order requisitions to meet the estimated requirements of food
- Ensure that all requisitions are delivered at appropriate locations and sections for the preparation of food in line with food orders
- Follow-up for the store issues and other stock requisitions
- Deal with any issues regarding discrepancies with requisitions, including quantity, size, presentation and quality.

# Learning Unit 01: Check Quality and Quantity of Food Deliveries and Other Products in Store

## Overview

In this learning unit you will learn about estimates for food items & food order requisitions and discrepancies with requisitions, including quantity, size, presentation and quality.

After completion of this learning unit you will be able to compile and sign off requisition orders, ensure chef de partie and associates receive inventory and apply corrective & preventive actions for noncompliance with requisitions.

### PLOC

I. Planing
ii. Leading
iii. Organizing
iv. Controlling

## Kitchen Operation [1]

### Stock Room

A pantry or storeroom connected with the kitchen

Sous Chef responsibilities in kitchen operation:
**Keep Track of Your Materials**
An inventory helps you keep track of your ingredients as they move in and out of your stock room. To make sure you are managing your materials efficiently, you will need two systems of keeping inventory:

- Physical Inventory
- Perpetual Inventory

This system keeps track of all materials entering and leaving your restaurant on a daily basis, giving you a record of how fast your inventory moves.

**Ingredients for Efficiency**
When choosing ingredients, keep convenience and consistency in mind to be able to serve dishes on time and at a consistent quality your diners expect.

**Equipment & Utensils for Kitchen**
Keep your kitchen efficient and productive by having the right equipment and utensils, no more no less. With the right equipment, you will be able to avoid high maintenance cost as well as a space constraint.

**Organizing Manpower**
Your staff are a valuable resource; maximize their potential to optimize the productivity of your restaurant.

**Assign Responsibilities**
From the head chef down to the dishwasher, making sure everyone has a specific responsibility to ensure a smooth and productive workflow.

**Ensuring Work Safety**
Accidents in your kitchen disrupt the workflow and lower productivity. A safe kitchen not only ensures smooth kitchen operations, but also makes your staff feel more secure about their work environment.

**Assess Efficiency**
An efficient kitchen means maximizing the number of diners you serve with minimal waste of time and resources. Look for new ways to improve your kitchen operations, like introducing bouillons and more efficient methods to save time.

**Staff Rotation & Scheduling**
Whether it's weekly or monthly, a well-prepared work schedule will keep workflow smooth and encourage camaraderie between workers. Divide the workload equally to ensure proper work and life balance amongst your staff without overloading any individuals.
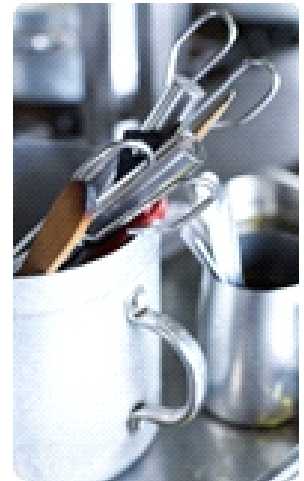
# Learning Unit 02: Check Quality and Quantity of Food Deliveries and Other Products in Store

| Regular Menu |
| --- |
| A complete meal in a restaurant for a stated price with a limited number of options to choose from for each course offered regularly |

## Quality and Quantity of Food for Regular Menus [2]

A standard recipe has been tested, proven and researched before being published. It includes the appropriate quantities and brand qualities required for the particular dish that the user wishes to make. These recipes also procure a particular consistency and method that is used as a main base for similar dishes

- Consistent food quality—The use of standardized recipes ensures that menu items will be consistent in quality each time they are prepared and served.

 Predictable yield—The planned number of servings will be produced by using standardized recipes. This can help to reduce the amount of leftover food if there has been over production, and also will help to prevent shortages of servings on the line. A predictable yield is especially important when food is transported from a production kitchen to other serving sites.

- Customer satisfaction—Well-developed recipes that appeal to customers  are an important factor in maintaining and increasing participation levels. Standardized recipes provide this consistency and can result in increased customer satisfaction.

- Consistent nutrient content—Standardized recipes will ensure that nutritional values per serving are valid and consistent.

- Food cost control—Standardized recipes provide consistent and accurate information for food cost control because the same ingredients and quantities of ingredients per serving are used each time the recipe is produced.

- Efficient purchasing procedures—Purchasing is more efficient because the quantity of food needed for production is easily calculated from the information on each standardized recipe.

- Inventory control—The use of standardized recipes provides predictable information on the quantity of food inventory that will be used each time the recipe is produced.

- Labor cost control—Written standardized procedures in the recipe make efficient use of labor time and allow for planned scheduling of food service personnel for the work day. Training costs are reduced because new employees are provided already written specific instructions for preparation of  each recipe.

| Commercial Cooking |
| --- |
| Food production that happens on a large scale where the product is intended to be sold |

## Managing Food Preparation and Cooking Processes [3]

### Commercial Cooking Process

Baking – The technique of prolonged cooking of food by dry heat acting by convection, normally in an oven, but can also be done in hot ashes or on hot stones.

Boiling – The rapid vaporization of a liquid, which occurs when a liquid is heated to its boiling point, the temperature at which the vapor pressure of the liquid is equal to the pressure exerted on the liquid by the surrounding environmental pressure.

Blanching – Cooking technique which food substance, usually a vegetable or fruit, is plunged into boiling

water, removed after a brief, timed interval, and finally plunged into iced water or placed under cold running water (shocked) to halt the cooking process.

Braising – Combination cooking method using both moist and dry heat; typically the food is first seared at a high temperature and then finished in a covered pot with a variable amount of liquid, resulting in a particular flavor.

Coddling – Food is heated in water kept just below the boiling point.
Infusion – Going to a health cafe and ordering tea without the milk or sugar.

Pressure cooking – Cooking in a sealed vessel that does not permit air or liquids to escape below a preset pressure, which allows the liquid in the pot to rise to a higher temperature before boiling.

Simmering – Foods are cooked in hot liquids kept at or just below the boiling point of water, but higher than poaching temperature.

Poaching – Process of gently simmering food in liquid, generally milk, stock

Steaming – Boiling water continuously so it vaporizes into steam and carries heat to the food being steamed, thus cooking the food.

Double Steaming – Chinese cooking technique in which food is covered with water and put in a covered ceramic jar and the jar is then steamed for several hours.

Steeping – Saturation of a food (such as an herb) in a liquid solvent to extract a soluble ingredient into the solvent. E.g., a cup of tea is made by steeping tea leaves in a cup of hot water.

Stewing – Food is cooked in liquid and served in the resultant gravy.

Broiling: Cooking with charcoal on a barbecue grill
Grilling – a form of cooking that involves dry heat applied to the surface of food, commonly from above or below.

Frying – Cooking food in oil or other fat, a technique that originated in ancient Egypt around 2500 BC.

Deep Frying – Food is submerged in hot oil or fat. This is normally performed with a deep fryer or chip pan.

Pan Frying – Cooking food in a pan using a small amount of cooking oil or fat as a heat transfer agent and to keep the food from sticking.

Microwave Oven – Type of oven that heats foods quickly and efficiently using microwaves. However, unlike conventional ovens, a microwave oven does not brown bread or bake food.

Roasting – Cooking method that uses dry heat, whether an open flame, oven, or other heat source. Roasting usually causes caramelization or Mallard browning of the surface of the food, which is considered by some as a flavor enhancement.

Barbecuing – Method of cooking meat, poultry and occasionally fish with the heat and hot smoke of a fire, smoking wood, or hot coals of charcoal.

Grilling – Applying dry heat to the surface of food, by cooking it on a grill, a grill pan, or griddle.

Rotisserie – Meat is skewered on a spit - a long solid rod used to hold food while it is being cooked over fire in a fireplace or over a campfire, or while being roasted in an oven.

Searing – Technique used in grilling, baking, braising, roasting, sautéing, etc., in which the surface of the food (usually meat, poultry or fish) is cooked at high temperature so a caramelized crust forms.

Smoking – The process of flavoring, cooking, or preserving food by exposing it to the smoke from burning or smoldering plant materials, most often wood. Hot smoking will cook and flavor the food, while cold smoking only flavors the food.

Brining –Brining is a process similar to marinating in which meat or poultry is soaked in brine before cooking Blending: Using a machine called blender to grind ingredients.

| **Cost Accounting** |
| --- |
| The recording of all the costs incurred in kitchen in a way that can be used to improve its management. |

## Requisition for Food and Ingredients [4]

A stores requisition is a form that a user fills out when removing parts from storage. The form is used by the organization's cost accounting system to charge the cost of the parts for a job. The information to be added to the form includes the following:
- Removal date
- Job number to be charged
- Part number and description
- Number of units removed
- Approval signature

A stores requisition is used in a manual materials handling process. In a computerized system, a screen takes the place of the form.

| **Danger Zone** |
| --- |
| Perishable foods must be kept out of the Food Danger Zone—41°F to 135°F (5°C to 57°C)—as much as possible, because these temperatures support bacterial growth. |

## Store Management [5]

### Food Storage

The following rules of safe food storage have two purposes:

1. To prevent contamination of foods.
2. To prevent growth of bacteria that may already be in foods.
Temperature control is an important part of the food storage..

### Receiving

Consider the following points
1. Safe food handling begins the moment food is unloaded from the delivery truck. In fact, it begins even earlier than this, with the selection of good, reputable suppliers. Keep the receiving area clean and well lit
2. Inspect all deliveries. Try to schedule deliveries during off-peak hours to allow proper time to inspect the items. For the same reason, try to schedule deliveries so they arrive one at a time
3. Reject shipments or parts of shipments that are damaged or not at the proper temperature. Frozen foods should show no signs of having been thawed and refrozen
4. Label all items with the delivery date or a use-by date
5. Transfer items immediately to proper storage.

**Dry Food Storage**

Dry food storage pertains to those foods not likely to support bacterial growth in their normal state. These foods include Flour
- Sugar and salt
- Cereals, rice, and other grains
- Dried beans and peas

- Ready-prepared cereals
- Breads and crackers
- Oils and shortenings
- Canned and bottled foods (unopened)

The storing methods are

1. Store dry foods in a cool, dry place, off the floor, away from the wall, and not under a sewer line.
2. Keep all containers tightly closed to protect from insects, rodents, and dust. Dry foods can be contaminated, even if they don't need refrigeration.

## Portion Control [6]

### Portion Control

Portion control is the measurement of portions to ensure the correct amount of an item is served. In order for portion control to be carried out, cooks and service personnel must be aware of proper portion sizes. These are usually indicated on the house recipes and on the working menu used in the kitchen and service areas.

### Portion Control in Preparation

Portion control actually begins with the measuring of ingredients. If this is not done correctly, then the yield of the recipe will be thrown off.

### Portion Control in Plate Service

Portioning for service may be done by the cook, as in a short-order restaurant, or by the service personnel, as in a cafeteria. The following tools and techniques are used

> **Portion control Sample:**
>
> 1 hamburger patty, 2 tomato slices, 1 wedge of pie—then the units must be measured or cut according to instructions: 4 ounces meat per patty; 1⁄4-inch slices of "5 × 6" tomatoes; 8 equal wedges per i.

## Learner's Activity 1:

| Description | Portion Control |
|---|---|
| Purpose | To understand the working of Portion control Instruction for Learners |

Instruction for Learners

1.  **Count**. 1 slice of ham per order; 5 shrimp per order. This is accurate if cutting and other prep work have been done correctly.
2.  **Weight**. 4 ounces of sliced ham per order. A portion scale must be at the serving station for this method of portion control.
3.  **Volume**. Ladles, scoops, and kitchen spoons come in standard volume sizes and are used for portioning. The exact size of the ladle or scoop needed for a portion must be determined in advance and indicated on service instructions. Kitchen spoons, either solid or perforated, are not as accurate for portioning but are often used for convenience and speed. You must be able to judge by eye how full to fill the spoon (rounded, heaped, etc.). Check a spoonful on a portion scale from time to time to make sure you are being consistent.
4.  **Even Division**. Cutting a pie into 8 equal wedges; cutting a pan of lasagna 4 × 6 to make 24 equal portions
5.  **Standard Fill**. Standard-size dishes, cups, or glasses are filled to a given level, as judged by eye. A glass of orange juice. This is actually a form of volume measure.

# Learning Unit 03: Prepare Food Order Requisitions to Meet Requirements of Food Production

| Incoming Inventory | Overview |
|---|---|
| When receiving procedures are carefully performed, mistakes that could cost the restaurant time and money are avoided | In this learning unit you will learn about Kitchens inventory operations and requisitions process, and yield calculations

After completion of this learning unit you will be able to manage inventory management & control and find out yield calculations |

| Invoice | Requirements of Restaurant Business [1] |
|---|---|
| An invoice shows the quantity, price per kilogram or unit, and, in some cases, the complete extension of the cost chargeable avoided | **Inventory**
A key component in effective kitchen management is inventory control. An inventory is everything that is found within your establishment. Produce, dry stores, pots and pans, uniforms, linens, or anything that costs money to the business should be counted as part of inventory. Kitchen items should be counted separately from the front of house and bar inventory and so forth |

## Requisitions

To control inventory and to determine daily menu costs in a larger operation, it is necessary to set up a requisition procedure where anything transferred from storage to the kitchen is done by a request in writing

The requisition form should include the name and quantity of the items needed by the kitchen. These forms often have space for the storeroom clerk or whoever handles the storeroom inventory to enter the unit price and total cost of each requested item.

In an efficiently run operation, separate requisition forms should be used by serving personnel to replace table supplies such as sugar, salt, and pepper.

**Example:**

Date: _____
Department: Food Service

| Quantity | Description | Unit Cost | Total Cost |
|---|---|---|---|
| 6 #10 cans | Kernel corn | | |
| 25 kg | Sugar | | |
| 20 kg | Ground beef | | |
| 6 each | Carrot | | |

Charge to:     Catering Dept.                          Chef

## Inventory Summary Chart

| Item : Canned Peaches Re Order Point: 10 | | | | Purchase unit: 500 mL Par Stock: 15 | | | |
|---|---|---|---|---|---|---|---|
| | In | Out | Balance | | In | Out | Balance |
| Date | Carried forward: 15 | | | Date | | | |
| 6/16 | | 3 | 12 | | | | |
| 6/17 | | 3 | 9 | | | | |
| 6/18 | 6 | | 15 | | | | |
| | | | | | | | |

## Steps of the Procurement Cycle

Management in any Kitchen must understand the art of obtaining products and services. The procurement cycle follows specific steps for identifying a requirement or need of the kitchen through the final step of the award of the product or contract.

### Step 1: Need Recognition:

The Kitchen staff must know it needs a new product, whether from internal or external sources. The product may be one that needs to be reordered, or it may be a new item for the Kitchen.
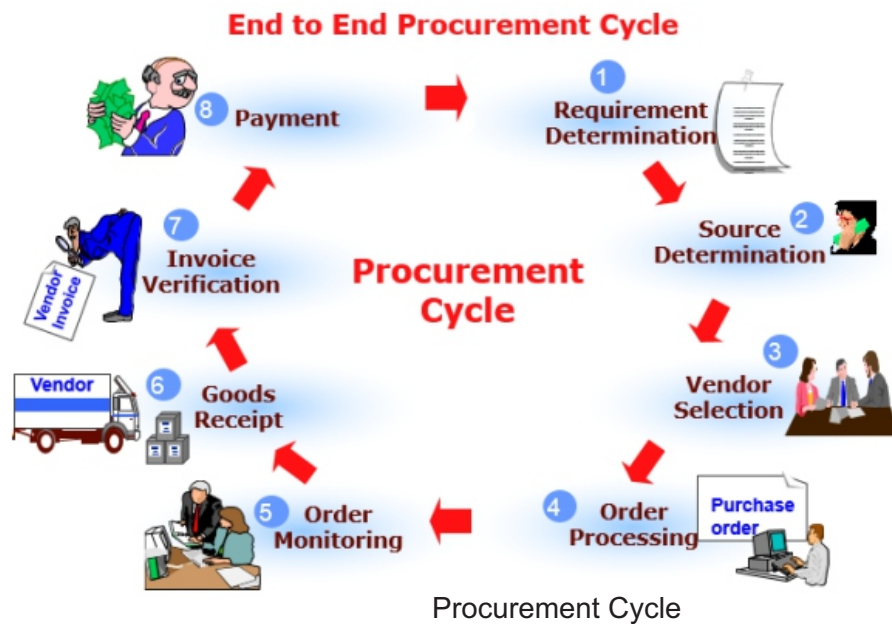
### Step 2: Specific Need

The right product is critical for the Kitchen. Some Kitchen has standards to help determine specifications. Part numbers help identify these for some kitchens.

### Step 3: Source Options

The Kitchen needs to determine where to obtain the product. The Kitchen might have an approved vendor list. If not, the Kitchen will need to search for a supplier using purchase orders or research a variety of other sources such as magazines, the Internet or sales representatives. The Kitchen will qualify the suppliers to determine the best product for the Kitchen.

### Step 4: Price and Terms

The Kitchen will investigate all relevant information to determine the best price and terms for the product. This will depend on if the Kitchen needs commodities (readily available products) or specialized materials. Usually the Kitchen will look into three vendors and quotations before it makes a final decision.

> **Quotation**
>
> For procurement of goods and services that warrants a competitive process justify an written tender exercise, quotations are usually invited from a selected number of suppliers/ service providers

Procurement Cycle

## Step 5: Purchase Order

The purchase order is used to buy materials between a buyer and seller. It specifically defines the price, specifications and terms and conditions of the product or service and any additional obligations.

## Step 6: Delivery

The purchase order must be delivered, usually by fax, mail, personally, email or other electronic means. Sometimes the specific delivery method is specified in the purchasing documents. The recipient then acknowledges receipt of the purchase order. Both parties keep a copy on file.

## Step 7: Expediting

Expedition of the purchase order addresses the timeliness of the service or materials delivered. It becomes especially important if there are any delays. The issues most often noted include payment dates, delivery times and work completion.

## Step 8: Receipt and Inspection of Purchases

Once the sending Kitchen delivers the product, the recipient accepts or rejects the items. Acceptance of the items obligates the Kitchen to pay for them.

## Step 9: Invoice Approval and Payment

Three documents must match when an invoice requests payment - the invoice itself, the receiving document and the original purchase order.

## Step 10: Record Maintenance

In the case of audits, the Kitchen must maintain proper records. These include purchase records to verify any tax information and purchase orders to confirm warranty information. Purchase records reference future purchases as well.

## In Case of Special Bookings, Special Requirements

- Preparing, cooking and presenting dishes within for special booking
- Helping demi-chef de parties or commas working with you
- Helping the sous chef and head chef to present dishes according menus
- Ensure adequacy of supplies at the cooking stations
- Prepare ingredients that should be frequently available (vegetables, spices etc.)
- Put effort in optimizing the cooking process with attention to speed and quality
- Ensuring you and your team have high standards of food hygiene and follow the rules of health and safety
- Monitoring portion and waste control to maintain profit margins

# Yield Management [2]

Yield in culinary terms refers to how much you will have of a finished or processed product

In order to do accurate costing, yield testing must be carried out on all ingredients and recipes. When looking at yields, you must always consider the losses and waste involved in preparation and cooking. There is always a dollar value that is attached to vegetable peel, meat and fish trim, and packaging like brines and syrups. Any waste or loss has been paid for and is still money that has been spent. This cost must always be included in the menu price.

**Yield Test**

This is a technique to determine the number of portions produced after the required processing has been performed

**The Procedure for Testing for Yields ( Trainee Activity)**

1. Record the original weight/volume of your item. This is your raw weight or **as purchased (AP) weight**.

A) Whole tenderloin – 2.5 kg
B) Whole sockeye salmon – 7.75 kg
C) Canned tuna flakes in brine – 750 mL

2. Process your product accordingly, measure and record the waste or trim weight.

A) Tenderloin fat, sinew, chain, etc. – 750 g tenderloin trim
B) Salmon head, bones, skin, etc. – 2.75 kg salmon trim
C) Brine – 300 mL canned tuna waste

**Yield of cook rice**

Most rice will triple when cooked, so 1 cup of raw rice will yield 3 cups cooked

3. Subtract the amount of trim weight from the AP weight and you will have what is referred to as your processed or **edible product (EP) weight**. The formula is: AP weight – waste = EP weight.

A) 2500 g – 750 g = 1750 g processed tenderloin
B) 7750 g – 2750 g = 5000 g processed salmon
C) 750 mL – 300 mL = 400 mL processed canned tuna

4. Get your yield percentage by converting the edible product weight into a percentage. The formula is EP weight ÷ AP weight x 100 = yield %.

A) (1750 ÷ 2500) x 100 = 70% of the tenderloin
B) (5000 ÷ 7750) x 100 = 64.51% of the salmon
C) (400 ÷ 750) x 100 = 53.33% of the canned tuna

## Using Yield to Calculate Food Costs

Once you have your yield percentage, you can translate this information into monetary units. Considering the losses incurred from trimmings and waste, your actual cost of your processed ingredient has gone up from what you originally paid, which was your raw cost or AP cost. These calculations will provide you with your processed cost or EP cost.

## The Procedure for Determining Ep Cost

1. Record the AP cost, what you paid for the item:

A) Whole tenderloin – Rs 23.00/kg
B) Whole sockeye salmon – Rs5.00/kg
C) Canned tuna flakes in brine – Rs 5.50/750 mL can

2. Obtain your factor. This factor converts all your calculations into percentages. The formula is:

100 ÷ yield % = factor
A) 100 ÷ 70 tenderloin = 1.42
B) 100 ÷ 64.51 salmon = 1.55
C) 100 ÷ 53.33 canned tuna = 1.875

3) Once the factor has been determined, it is now an easy process to determine your EP cost. The formula is:
Factor x as purchased cost per (unit) = edible product cost per (unit)
A) Tenderloin Rs23.00 x 1.42 = Rs32.66/kg
B) Salmon Rs5.00 x 1.55 = Rs7.75/kg
C) Canned tuna Rs5.50 x 1.875 = Rs10.78/750 mL

There could be a considerable difference in costs between the raw product and the processed product, which is why it is important to go through all these steps. Once the EP cost is determined, the menu price can be set

| Importance of yield % |
| --- |
| It tells us How much usable product you will have after processing; how much raw product to actually order; and the actual cost of the product per money spent |

**The portion cost is determined by multiplying the cost of a usable kg by the portion size.**

That is,
pPortion cost = portion size x cost of usable kg
Using the correct units is very important. The portion size should be converted into kilograms as the cost per usable kg has been found.

### Portion Size Equation

Portion cost = portion size x cost of usable kg
= 0.250 kg x Rs21.78/kg
= Rs5.44

**Cost Factor:** If the price of pork loin changes, the monetary values entered on the meat cutting yield sheet become invalid. This column in Figure 12 attempts to reduce the chance that all this work is suddenly for naught. The cost factor will probably not change drastically, but the wholesale cost of purchasing the meat might. By having a cost factor on hand, you can quickly apply it to the wholesale price of the purchased product and determine what an appropriate selling price should be. The cost factor per kilogram is determined by dividing the cost per usable kg by the original cost per kilogram

## Cost Factor Equation

Cost factor per kg = cost per usable kg/original cost per kg
In this example,
Cost factor per kg = cost per usable kg/original cost per kg
= Rs21.78/Rs12.14
= 1.79
This cost factor can be used to find the cost of a usable kg if the wholesale cost changes with the following formula.

| Recipe Conversion Factor |
| --- |
| Desired yield / Original yield = Recipe Conversion Factor (RCF) |

## Finding the Cost of Usable Kg if Wholesale Cost Changes

New cost of usable kg = cost factor per kg x new wholesale cost
For example, if the cost of pork loin should rise to Rs13.00 a kilogram from the Rs12.14 per kilogram given on the cutting yield test sheet, the new cost per usable kg can be quickly calculated:

New cost of usable kg = cost factor per kg x new wholesale cost
= 1.79 x Rs13.00
= Rs23.27
Notice the size of the increase is in usable kg cost. The wholesale cost rose by (Rs13.00 – Rs12.14) Rs0.86 a kg, but the new cost of usable meat rose by Rs1.49 a kg.

## Cost Factor Per Portion Equation

The cost factor per portion is found by multiplying the portion size by the cost factor per kilogram. In this example,
Cost factor per portion = portion size x cost factor per kg
= 0.250 kg x 1.79
= 0.45

The cost factor per portion is important because it can be used to find the cost per portion from the wholesale cost of meat. This is done by multiplying the two quantities. For example, if the wholesale price of pork loin should rise to Rs13.00 a kg, the portion cost will become:
new portion cost = cost factor per portion x new wholesale cost
= 0.45 x Rs13.00
= Rs5.85

The cost factor per kilogram and the cost factor per portion are the most important entries on a meat cutting yield test as they can be used to adjust to changing wholesale costs.

Today, the meat cutting yield test is losing some of its popularity because of the introduction of pre-portioned meats. But there remain several benefits to performing meat cutting tests:

- Exact costs are determined so menu pricing can be more accurate.
- Tests done periodically verify that the meat wholesaler is providing meat to stipulated specifications. If the amount of trim and waste rises, so do food costs.
- By comparing the results from two or more wholesalers who have provided the same sample cuts, a critical evaluation can be done to determine which one is supplying the better meat.
- Comparing yields between people doing the cutting will tell you who is being the most efficient.

Since individual pieces of meat or fish may vary slightly, doing yield tests on several of the same items and taking an average will give you the best idea of your standard yield

## Summary of Module

- Ingredients for Efficiency
  When choosing ingredients, keep convenience and consistency in mind to be able to serve dishes on time and at a consistent quality your diners expect.
- Assign Responsibilities
  From the head chef down to the dishwasher, making sure everyone has a specific responsibility ensures a smooth and productive workflow.
- Consistent Food Quality—The use of standardized recipes ensures that menu items will be consistent in quality each time they are prepared and served.
- Inventory Control—The use of standardized recipes provides predictable information on the quantity of food inventory that will be used each time the recipe is produced.
- Food Cost Control—Standardized recipes provide consistent and accurate information for food cost control because the same ingredients and quantities of ingredients per serving are used each time the recipe is produced.
- Equipment & Utensils for Kitchen
  Keep your kitchen efficient and productive by having the right equipment and utensils, no more no less. With the right equipment, you'll be able to avoid high maintenance cost as well as space constraint.
- Kitchen Brigade
  Kitchen Position & responsible for all aspects of food production, including;
  i. Planning
  ii. Leading
  iii. Organizing
  iv. Controlling
- Labor Cost Control
  Written standardized procedures in the recipe make efficient use of labor time and allow for planned scheduling of food service personnel for the work day. Training costs are reduced because new employees are provided specific instructions for preparation in each recipe.
- Customer Satisfaction—Well-developed recipes that appeal to customers are an important factor in maintaining and increasing student participation levels. Standardized recipes provide this consistency and can result in increased customer satisfaction

## Frequently Asked Questions (FAQs)

FAQ 1:      How to choose the ingredients for efficiency?
Answer      When choosing ingredients,
            keep convenience and consistency in mind to be able to serve dishes on time and
             at a consistent quality your diners expect.

FAQ 2:      Please identify the specific responsibilities of head chef?
Answer      From the head chef down to the dishwasher, making sure everyone has a specific
             responsibility to ensure a smooth and productive workflow.

FAQ 3:      Prepared consistent food quality?
Answer      The use of standardized recipes ensures that menu items will be consistent in
            quality each time they are prepared and served.

FAQ 4:      How to control the inventory?
Answer      The use of standardized recipes provides predictable information on the quantity of
             food inventory that will be used each time the recipe is produced.

FAQ 5:      Discuss food cost control?
Answer      Standardized recipes provide consistent and accurate information for food cost
            control because the same ingredients and
            quantities of ingredients per serving are used each time the recipe is produced.

FAQ 6:      Equipment & utensils for kitchen?
Answer      Keep your kitchen efficient and productive by having the right equipment and
             utensils, no more no less. With the right equipment, you'll be
             able to avoid high maintenance cost as well as space constraint.

FAQ 7:      Describe kitchen brigade?
 Answer     Kitchen Position &responsible for all aspects of
            food production, including; (PLOC)
            i. Planning
            ii. Leading
            iii. Organizing
            iv. Controlling

FAQ 8:      Define labor cost control?
Answer      Written standardized procedures in the recipe
            make efficient use of labor time and allow for planned scheduling of food service
            personnel for the work day. Training costs are reduced because new employees
            are provided specific instructions for preparation in each recipe.

FAQ 9:      Define customer satisfaction?
Answer      Well-developed recipes that appeal to customers  are an important factor in
            maintaining and increasing customer participation levels.

FAQ 10:     How you organize manpower?
Answer      Your staff are a valuable resource;
             maximize their potential to optimize the productivity of your restaurant.

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1.  This part of the restaurant includes the kitchen and where food is prepped and ready to be served to guests.

    a.          Kitchen
    b.          Back of the House
    c.          Prep Room
    d.          Front of the House

2.  This service position is the "under chef" that reports directly to the executive chef and supervise and assist others in the kitchen

    a.          Sous Chef
    b.          Line/Station Cook
    c.          Prep Cook
    d.          Pastry chef

3.  This service position includes managing all kitchen operations, decisions, ordering supplies, scheduling, etc.

    a.          Restaurant Manager
    b.          Executive Chef
    c.          Pastry Chef
    d.          Dining Room Supervisor

4.  The use of _____ ensures that menu items will be consistent in quality each time they are prepared and served
    a.          Menu planning
    b.          Cooking methods
    c.          standardized recipes
    d.          Cooking tools

5.  Standardized recipes provide _____ information for food cost control
    a.          Consistent and accurate
    b.          Regular
    c.          Incomplete
    d.          Structured

6.  Quantities of _____ per serving are used each time the recipe is produced
    a.          Produced food
    b.          Ingredients
    c.          In process food
    d.          Packed food

**7.** Standardized recipes will ensure that nutritional values per serving are _____
a.                 Not valid
b.                 Not consistent
c.                 valid and consistent
d.                 Other opinion

**8.** Desired yield / Original yield = _____
a.                 Recipe Conversion Factor (RCF)
b.                 Yield
c.                 Yield test
d.                 Cost

**9.** _____ = portion size x cost of usable kg
a.                 portion cost
b.                 Yield
c.                 Yield test
d.                 Recipe Conversion Factor

**10.** cost factor per portion = portion size x _____

a.                 Yield
b.                 Cost factor per kg
c.                 Desired yield
d.                 Yield test

# Answer Key

| MCQ Number | Correct Answer |
|---|---|
| 1 | b |
| 2 | a |
| 3 | b |
| 4 | c |
| 5 | a |
| 6 | b |
| 7 | c |
| 8 | a |
| 9 | a |
| 10 | b |

# MONITORING THE QUALITY OF FOOD PRODUCTION

## Learning Outcomes

After completion of this learning module, you will be able to:

- Check that associates understand the requirements for preparing food
- Check that associates have the correct tools and equipment for preparing food correctly
- Check that associates are using appropriate methods to prepare food for cooking
- Check that the preparation of food meets quality requirements
- Check that associates understand the requirements for cooking food
- Check that associates have the correct tools and equipment to cook food correctly
- Check that associates are using appropriate methods to cook food correctly
- Check that the dish has the correct flavor, consistency and quantity
- Check that cooking of food meets quality requirements
- Ensure that portion control requirements are met
- Ensure that work areas are cleared of equipment and food products
- Ensure that all equipment and surfaces are cleaned and sanitized
- Ensure that all surplus food, equipment and materials are returned to the appropriate department
- Ensure that the team hands over to the next shift if appropriate

# Learning Unit 01: Check that Preparation of Food Meets Requirements

## Overview

In this learning unit you will learn about requirements and tools & equipment to prepare quality food.

After completion of this learning unit you will be able to engage associates as per requirement for preparing quality food.

## Kitchen Production Operations [1]

### The Basis of Kitchen Organization

| Cold hors d'oeuvres |
| --- |
| This is the French word meaning "appetizer" |

The purpose of kitchen organization is to assign or allocate tasks so that it can be done efficiently and properly. This will be helpful for all workers in knowing their responsibilities.
The way a kitchen is organized depends on several factors.

1. The menu. The kinds of dishes to be produced obviously determine the jobs that must be done. The menu is, in fact, the basis of the entire operation
2. The type of establishment.

### The Organization of Modern Kitchen Key Points to Review
- Development of new equipment;
- Availability of new food products;
- Greater understanding of food safety and nutrition
- How have international cuisines influenced and changed cooking
- Carry-out or take-out food facilities,
- Full-service restaurants
- The size of the operation (the number of customers and the volume of food served).
- The physical facilities, including the equipment in use.

The following are the most important station chefs.

- The sauce chef, or saucier (so-see-ay), prepares sauces, stews, and sautés foods to order.
- The fish cook, prepares fish dishes.
- The vegetable cook, prepares vegetables, soups, starches, and eggs.
- The roast cook, prepares roasted and braised meats and their gravies. The cook also broils meat and other items to order.
- The pantry chef, is responsible for cold foods, including salads and dressings, pâtés, cold hors d'oeuvres, and buffet items.
- The pastry chef, prepares pastries and desserts.

Cooks and assistants in each station or department help with the duties assigned to them. For example, the assistant vegetable cook may wash, peel, and trim vegetables. With experience, assistants may be promoted to station cooks and then to the station chefs.

## Operational Management Systems [2]

Hazard analysis and critical control points or HACCP is a systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished

product to be unsafe, and designs measurements to reduce these risks to a safe level.

## Principal of HACCP

**HACCP**



### 1. Conduct a Hazard Analysis

Plans determine the food safety hazards and identify the preventive measures, the plan can apply to control these hazards. A food safety hazard is any biological, chemical, or physical property that may cause a food to be unsafe for human consumption.

### 2. Identify Critical Control Points

A critical control point (CCP) is a point, step, or procedure in a food manufacturing process at which control can be applied and, as a result, a food safety hazard can be prevented, eliminated, or reduced to an acceptable level.

### 3. Establish Critical Limits for Each Critical Control Point

A critical limit is the maximum or minimum value to which a physical, biological, or chemical hazard must be controlled at a critical control point to prevent, eliminate, or reduce that hazard to an acceptable level.

### 4. Establish Critical Control Point Monitoring Requirements

Monitoring activities are necessary to ensure that the process is under control at each critical control point. In the United States, the FSIS requires that each monitoring procedure and its frequency be listed in the HACCP plan.

### 5. Establish Corrective Actions

These are actions to be taken when monitoring indicates a deviation from an established critical limit. The final rule requires a plant's HACCP plan to identify the corrective actions to be taken if a critical limit is not met. Corrective actions are intended to ensure that no product is injurious to health or otherwise adulterated as a result if the deviation enters commerce.

### 6. Establish Procedures for Ensuring the HACCP System is Working as Intended

Validation ensures that the plants do what they were designed to do; that is, they are successful in ensuring the production of a safe product. Plants will be required to validate their own HACCP plans. FSIS will not approve HACCP plans in advance, but will review them for conformance with the final rule.

The verification ensures the HACCP plan is adequate, that is, working as intended. Verification procedures may include such activities as review of HACCP plans, CCP records, critical limits and microbial sampling and analysis. FSIS is requiring that the HACCP plan includes verification tasks to be performed by plant personnel. Verification tasks would also be performed by FSIS inspectors. Both FSIS and industry will undertake microbial testing as one of several verification activities.

Verification also includes 'validation' – the process of finding evidence for the accuracy of the HACCP system (e.g. Scientific evidence for critical limitations).

### 7. Establish Record Keeping Procedures

The HACCP regulation requires that all plants maintain certain documents, including its hazard analysis and written HACCP plan, and records documenting the monitoring of critical control points, critical limits, verification activities, and the handling of processing deviations. Implementation involves monitoring, verifying, and validating of the daily work that is compliant with regulatory requirements in all stages all the time. The differences among those three types of work are given by Saskatchewan Agriculture and Food.
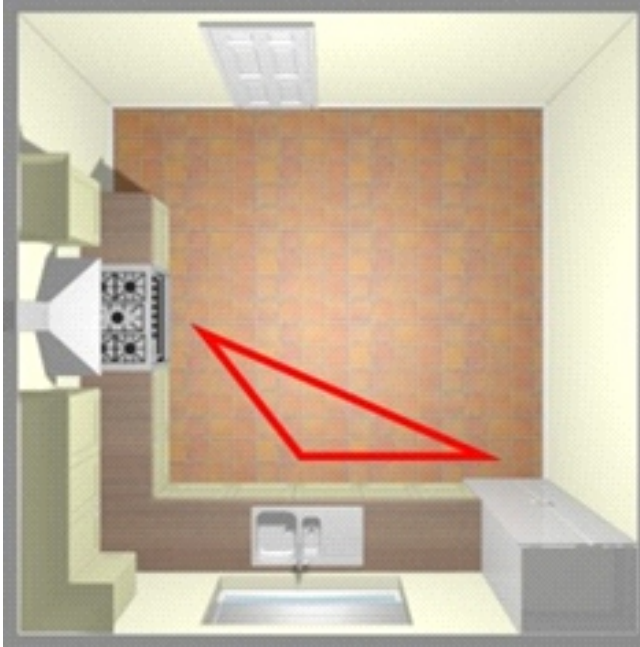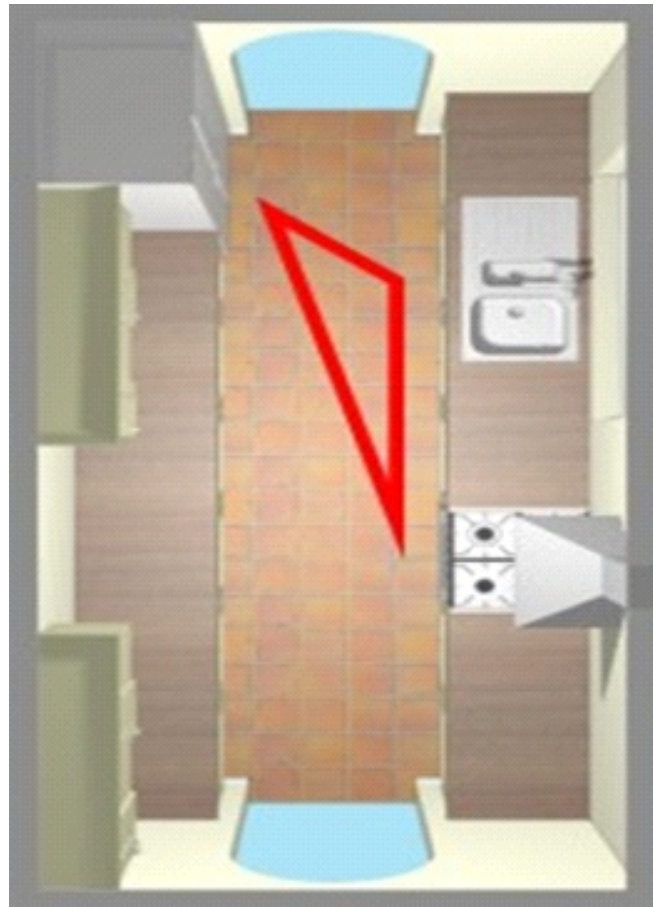
## Kitchen Layout [3]

The Kitchen Work Triangle rules can be applied to most kitchen shapes, but the idea is based around 5 designs:
- The **L Shaped** kitchen
- The **Galley** kitchen
- The **U Shaped** kitchen
- The **Single Wall** kitchen
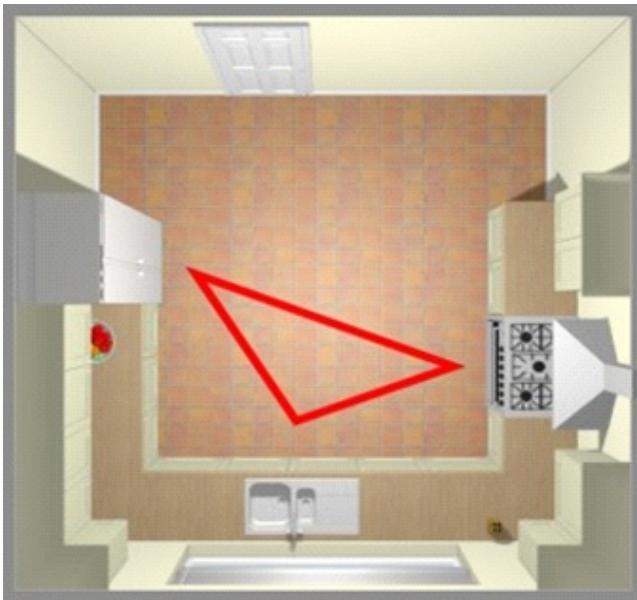- The **Island** kitchen
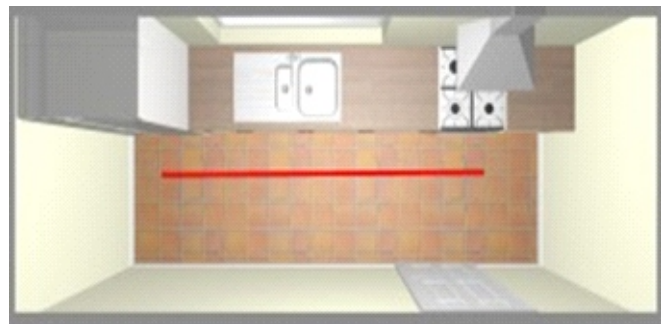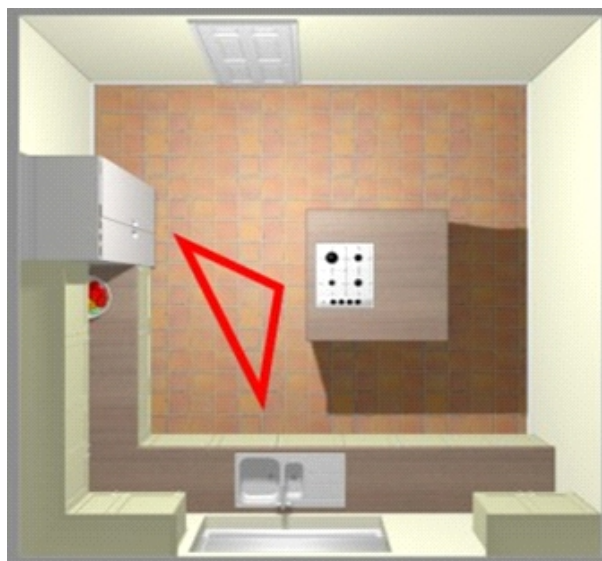
The L Shaped Kitchen



The Galley Kitchen



The U Shaped Kitchen



The Single Wall Kitchen



The Island Kitchen

## Correct tools and equipment for preparing food correctly [4]



grater     wire wisk     pastry blender     ladle     rolling pin

mixing spoons     glass measure cup     peeler     rubber or silicone spatula     sifter

**Stoves**          **Ovens**

# Learning Unit 02: Check that Cooking of Food Meets Requirements

## Overview

In this learning unit you will learn about cooking of food that meets requirements.

After completion of this learning unit you will be able to implement procedures of cooking to meets food requirements

## Correct Tools and Equipment For Preparing Food [1]Food Types

1. **Soup**
2. **Vegetable**
3. **Meat**
4. **Rice & Pasta**
5. **Fish**
6. **Sweets and bakery**

### Mulligatawny Soup

The origins of mulligatawny soup are in India during its occupation as a colony by Great Britain, and modified by English cooks

## Clear Vegetable Soup

Clear vegetable soups are made from a clear stock or broth, not necessarily clarified, with the addition of one or more vegetables and, sometimes, meat or poultry and/or pasta or grains. Most vegetable soups are made from meat or poultry stock or broth. Meatless or vegetarian soups are made from vegetable broth or water.

## Thick Soup

Thick soups are classified depending upon the type of thickening agent used: purées are vegetable soups thickened with starch; bisques are made from puréed shellfish or vegetables thickened with cream; cream soups may be thickened with béchamel sauce; and veloutés are thickened with eggs, butter, and cream

### Seasoning of Chicken Buffet

Mix the salt, basil, rosemary, garlic powder, mustard, paprika, black pepper, thyme, celery seed, parsley, cumin, cayenne pepper, and chicken bouillon together until blende

Tenderness and Appropriate Cooking Methods
The heat of cooking affects tenderness in two ways:
1. It tenderizes connective tissue if moisture is present and cooking is slow.
2. It toughens protein. Even meats low in connective tissue can be tough and dry if cooked at excessively high heats for too long.

The Principles of Low-Heat Cooking

1. High heat toughens and shrinks protein and results in excessive moisture loss. Therefore, low-heat cooking should be the general practice for most meat cooking methods.
2. Broiling seems to be a contradiction to this rule. The reason carefully broiled meat stays tender is that it is done quickly. It takes time for the heat to be conducted to the interior of the meat, so the inside never gets very hot. Meat broiled to the point of being well done, however, is likely to be dry
3. Roasts cooked at low temperatures have better yields than those roasted at high heat—that is, they shrink less and lose less moisture.
4. Because both liquid and steam are better conductors of heat than air, moist heat penetrates meat quickly. Therefore, to avoid overcooking, meat should be simmered, never boiled

## Cooking Frozen Meats

Some sources recommend cooking some meats from the frozen state, without thawing, in order to eliminate drip loss that occurs during defrosting. However, it is usually better to thaw before cooking because of the following reasons:

| Rice cooking |
| --- |
| The standard ratio for cooking rice is 2 parts water to 1 part rice by volume. The ratios do vary depending on the type of rice being cooked |

1. Frozen meats lose no moisture from defrosting but lose more during cooking. The total loss is about the same as for thawed meats. Besides, the perception of juiciness depends as much or more on fat content than on moisture content.

2. Cooking frozen meats complicates the cooking process and requires adjustments in procedure. It is possible for roasts to be cooked on the outside but still frozen in the center. Frozen steaks, too, are more difficult to cook evenly than thawed steaks.
Thawed meats, on the other hand, are handled like fresh meats.

3. Cooking frozen meats requires extra energy, and energy is expensive. A hard-frozen roast may take 3 times as long to cook as a thawed roast.

## Preparation Methods for Poultry:
- Trussing: tie up the wings and legs of (a chicken or other bird) before cooking
- Checking the cavity,
- Seasoning,
- Marinating poultry method below
  - Pour olive oil into a 2-cup liquid measuring cup.
  - Mix together salt, pepper, paprika, cumin, and cayenne pepper and add to olive oil. Add garlic, onions, and parsley. ...
  - Pour marinade over the chicken in the zip top bag. ...
  - Place the bag flat on a small, rimmed kitchen sheet pan and into the refrigerator
- Weighing,
- Cutting (portioning, dicing, boning),
- Skinning,
- Stuffing,
- Coating.

## Guide to Selecting Pastas:

### The Pasta:
Choosing the right pasta is the very first step and most important. There is a very wide range of available dried/fresh pastas, from super cheap supermarket brands to fancy imported pastas

### Consider the Sauce:
The most important thing to know about cooking pasta: have the sauce ready to go before you throw your pasta into the water. You want your pot of water coming to a boil just as your pan of sauce ready to go — just keep the sauce warm on a burner right next to the pot. (Or, in the case of uncooked sauces, in a bowl next to the stove.)

### The Best Pot for Cooking Pasta:
Choose a pot that's large enough so that the water can boil rapidly without spilling over and so that the pasta has plenty of room. It's also helpful to have a designated pasta pot so that you can just eyeball how much water to put in it and avoid measuring it manually every time. Some people prefer a high-sided pot for spaghetti and other long, thin pasta shapes so that as much of the pasta as possible is submerged in the water and can immediately begin to cook and soften, allowing the pasta to submerge as quickly as possible.

### How To Cook Rice:
Some rice may require washing before cooking. Washing rice removes some starches present on the surface and doing so can inhibit the proper preparation of dishes that require substantial starches such as risotto or sticky rice. If you desire a more starchy content do not wash the rice. For some rice, such as basmati, it is recommended you wash before cooking to remove impurities rather than to remove starches.

## Sequence of Cooking Food [2]

Sequence of cooking having following steps
- Preparation
- Cooking
- Cooling and storing food

### Preparation

Always wash hands with warm water and soap for 20 seconds before and after handling food.
Don't cross-contaminate. Keep raw meat, poultry, fish, and their juices away from other food. After cutting raw meats, wash cutting board, utensils, and countertops with hot, soapy water.
Cutting boards, utensils, and countertops can be sanitized by using a solution of 1 tablespoon of unscented, liquid chlorine bleach in 1 gallon of water.
Marinate meat and poultry in a covered dish in the refrigerator.

### Cooking

Cook all raw beef, pork, lamb and veal steaks, chops, and roasts to a minimum internal temperature of 145 °F (62.8 ºC) as measured with a food thermometer before removing meat from the heat source. For safety and quality, allow meat to rest for at least three minutes before carving or consuming. For reasons of personal preference, consumers may choose to cook meat to higher temperatures.

Ground meats: Cook all raw ground beef, pork, lamb, and veal to an internal temperature of 160 °F (71.1 ºC) as measured with a food thermometer.

Poultry: Cook all poultry to an internal temperature of 165 °F (73.9 °C) as measured with a food thermometer.
Bake To cook breads, cookies, veggies, casseroles and some meats in an oven.

### Cooling and Storing Food

If you need to store food for later use, wait until the steam stops rising, cover the food and put it in the fridge. This helps keep the food out of the temperature danger zone as fast as possible. Large portions of food cool faster when you put them into shallow trays or divide them into smaller pieces.

## Tools and Equipment for Preparing Food [3]

The following are the requirements to prepare different meats for cooking:

- **Knives (Different Types)**
  Whether you're slicing an apple or boning a chicken, the right knife for the task at hand makes life easier (and safer) in the kitchen.

- **Graters**
  They are commonly used to grate cheese and lemon or orange peel (to create zest), and can also be used to grate other soft foods.

- **Measuring Scales**
  Weighing scales (weigh scales, scales, etc.) are devices to measure weight

- **Chopping Boards**
  The kitchen cutting board is commonly used in preparing food; other types exist for cutting raw materials such as leather or plastic. Kitchen cutting boards are often made of wood or plastic and come in various widths and sizes



- **Pots and Pans**
  Hold food, generally for cooking on a range. Sometimes pots and pans are used in an oven or microwave

- **Bowls**
  A mixing bowl is a deep bowl that is particularly well suited for mixing ingredients together in.

- **Mincing Machine**
  A meat grinder or meat mincer is a kitchen appliance for fine grinding ('mincing'), or mixing of raw or cooked meat, fish, vegetables or similar food.

- **Meat Saw Machine**
  Ideal machine for cutting meat, bone, frozen meat, poultry and fish. Widely used in hotels, restaurants, food processing factories and slaughter-houses.



- **Buffalo Chopper**
  A buffalo chopper is a food mixer used to cut food into pieces or to grind it.



- **Patty Machine**
  Meat Patty Machine is ideal meat or vegetables patty molding equipment.

## Equipments

1) Ovens/Ranges / Hobs/ Convotherms
2) Grills/ Salamanders
3) Fryers
4) Bain Marine
5) Hot Plates

## Power Driven Equipment

· Mixing Machines
· Slicers
· Potato Chip Machines
· Garlic Peeling Machine
· Masala Grinders
· Pureeing Machine
· Rolling Machine -
· Mixers And Rob Coupe

· Deep Fat Fryer
· Oven
· Salamander
· Dough Sheeter
· Microwave Ovens



## General Safety Precautions

1) Equipment must be correctly turned off/remove plug. Before dismantling for cleaning.
2) Use correct cleaning materials.
3) Any specific instructions should be observed.
4) After cleaning, washing & drying the equipment & parts thoroughly reassemble and check that it is ready for use.
5) Any attachments should be stored correctly.
6) Ensure there is no particle of food left in the equipment, or else it can contaminate other foods when the machine is next used.
7) Use gloves if using any reactive detergent.
8) In the event of equipment not working satisfactorily, do not ignore it; report the fault to your supervisor.

## Methods for Cooking [4]

Chef do much of the preparation for the dishes that are served. This includes chopping vegetables, breaking down, cutting or grinding meat, weighing and mixing ingredients, washing and preparing vegetables, storing food, and more

Cuisine – specific set of cooking traditions and practices. A cuisine is primarily influenced by the ingredients that are available locally or through trade.



## Stock Rotation [5]

### Rotate Stock

Stock rotation (turning) means moving older stock to the front of shelves so it is used before newer stock. This is so older stock is used up before it becomes out of date, stale or unsafe to eat and has to be thrown out.
Always follow the FIFO process. When rotating stock you will be physically handling many items, so it is a good opportunity to also make these checks:
- Check the use-by dates on existing stock
- Check for signs of pest and rodent attack or infestation
- Check the quality of the product to see if it is deteriorating (losing quality) in storage or has been damaged in storage.

### Record Stock Levels

Your workplace will have a procedure to record how much stock they have, so they don't run out or order too much.

**Manage Excess Stock**

*Excess* stock means that there is more stock than the kitchen can use in a reasonable period of time. It can be caused by over-ordering, goods not selling as well as expected or poor stock rotation.

## Storage of Food Guidelines [6]

**First In, First Out (FIFO)**

Follow the First In, First Out (FIFO) process for all food so that older stock is used before new supplies.

**Label Supplies**

Labels may contain:
- Name of product and a description e.g. What is contained in cooked items
- Date of delivery
- Use-by date
- Directions to staff, such as 'Old bananas – save for cake' or 'This is for the party on Saturday'.
- Labels should not come into direct contact with the goods

***Frozen Food***

Frozen food goes into the freezer. Chef should:
- Pack loosely to allow for air to circulate
- Double wrap to prevent *freezer burn*
- Label and date food.

**Perishable and Semi-Perishable Food**

Perishable and semi-perishable foods go into the fridge or cool room.
Chef should:
- Cover the food so it does not spoil and to prevent the transfer of smells
- Label and date the food
- Keep food away from the cool room floor and walls to allow air to circulate
- Never store raw and cooked meat on the same tray
- Store different types of meat separately
- Place meat and poultry in single layers on trays with the fat side up; cover the trays
- Store fish in the coolest part of the cool room.

**Non-Perishable Food**

Non-perishable food goes into the dry goods store.
- Store goods in their correct place in the storeroom so they can be found easily.
- Put commonly used items where they are easy to reach.
- Some bulk goods might have to be put into bulk bins e.g. flour, sugar and rice.
- Don't store things on the floor.
- This reduces the risk of pests, makes it easier to sweep and allows air to circulate.
- Put heavier items on the middle shelves to reduce strain on backs.

## Risks Associated with Storage of Food [7]

**Storage Risk Assessment**

Risk assessment include
- Identify hazards caused by your storage of goods
- Analyze the likelihood of their occurring
- Determine who and what might be at risk

**Types of possible hazard need to consider include:**

- Goods falling from shelving or racking
- Stock or materials blocking fire exit routes
- Increase of used packaging
- Poor storage causing increased manual-handling risks
- Spillages of goods causing environmental damage
- Badly stored hazardous substances
- The use of mechanical-handling equipment, eg loads falling from forklift trucks
- Vandalism, theft and arson causing pollution
- Flammable substances

**Shelf-life of Food**

"Use by" dates; are found on food that goes off quickly, for example; smoked fish, meat products and ready-prepared salads. Don't use any food or drink after the end of the 'use by' date on the label, even if it looks and smells fine.

## Physical & Chemical Contaminants in Food [8]

**Physical Hazards** can get into food by contamination or poor procedure practices throughout the food chain. Physical contaminants include dirt, hair, nail polish flakes, insects, broken glass, nails, staples, plastic fragments, bones, or bits of packaging.

**Chemical Contaminants in Food**

Chemical contaminants can be present in foods mainly as a result of the use of agrochemicals, contamination from environmental sources (water, air or soil pollution), cross-contamination or formation during food processing, migration from food packaging materials, presence or contamination by natural toxins or use of unapproved food additives and adulterants.

# Learning Unit 03: Check the Clear Down is Carried Out Efficiently

## Overview

In this learning unit you will learn about importance of checking teams for efficient clear down, charge hand over between shifts and procedure of returning surplus material & inventory to other departments. After completion of this learning unit you will be able to ensure clearing of equipement & food products, clear down of working area and charge hand over between teams.

## Teams are Managing Efficient Work [1]

Chef must show the ability to:
- Observe and check that teams are managing efficient clear downs,
- Check procedures and policies for cleaning and storing equipment,
- Check policies and procedures for returning food to stores,
- Cleaning and sanitizing equipment and surfaces

### Managing Efficient Clear Downs

**Efficiency** signifies a level of performance that describes a process that uses the lowest amount of inputs to create the greatest amount of outputs. Efficiency relates to the use of all inputs in producing any given output, including personal time and energy.

**Productivity** hand is an average measure of the efficiency of production. It can be expressed as the ratio of output to inputs used in the production process, i.e. output per unit of input. When all outputs and inputs are included in the productivity measure, it's called total productivity.

**Define Roles and Tasks Clearly:** Miscommunication can lead to a lot of disarray, but if you take care of that, the team can proceed smoothly with the work. For this purpose, tasks must be given with clear-cut instructions and what is expected of the team members. When there is clarity about who does what, people are much more likely to take ownership of their individual tasks.

### Procedures and policies for cleaning and storing equipment:



*Hot-Side Equipment*
- Check hinges and gaskets on ovens to confirm strong seals are in place to ensure safe operating temperatures
- Confirm the pilot and other flames are burning blue indicating proper operating temperatures
- Burn out any excess build-up on the burning elements of ranges and broilers to increase energy efficiency.
- Properly manage the fryer oil filter and perform the necessary boil out procedures to extend oil life and produce high-quality products

*Cold-Side Equipment*
- Check the gaskets on freezer and cooler units to confirm strong seals are in place to ensure safe operating temperatures
- Clean out the condensers, compressors and evaporator coils on all freezer and cooler units with compressed air on a regular basis to increase energy efficiency
- De-lime and defrost ice machines on a regular basis and have a professional cleaning done on a quarterly basis to increase the food safety of the ice Ware washing Equipment

- Empty out the filter baskets to make sure the water drains easily
- Check the curtains and door guides for wear to ensure the machine is sealed properly and maintaining a high temperature for all wash cycles

**Sanitizing**, which is the process of reducing bacteria to a safe level, can be achieved by applying a solution of one tablespoon of bleach and one gallon of warm water to reduce harmful bacteria. Soak your kitchen equipment in the solution for two minutes, rinse with hot water, then air-dry.

## Store Leftovers Safely

Refrigerate leftovers within two hours of preparation. Although it seems energy-efficient to cool foods on the counter before putting them in the refrigerator, if they are left out too long or cooled too slowly, bacteria can grow and reach levels that can cause illness if foods are not cooled quickly.

The smell and look of leftovers aren't always good indicators for whether foods are safe or not. A general rule of thumb is to use refrigerated leftovers within three to four days; frozen foods should be eaten within four months.

## Thawing Leftovers

Leftovers can be thawed in the refrigerator, in cold water, or in a microwave. Thawing in the refrigerator is the safest way to thaw leftovers; however, it is also the slowest.

When thawing leftovers in cold water, place them in a leak-proof package or plastic bag to prevent food from becoming contaminated from the air, water or surrounding environment. Change the water every 30 minutes to speed up thawing.

Whether using a microwave or reheating leftovers thawed with another method, make sure that the leftovers reach an internal temperature of 165 degrees F before they are served.

If your leftovers have been frozen and you would like to eat only a portion of them, thaw the leftovers in the refrigerator, remove the portion you'd like to reheat, and refreeze the remainder of the thawed leftovers without reheating.

## Reheating Leftovers

Leftovers should be reheated to 165 degrees F.  A food thermometer should be used to check the internal temperature of food.

Soups, sauces and gravies should be brought to a rolling boil.

Leftovers retain their moisture and heat more evenly when covered.

When possible, stir foods in the middle of heating.

Let foods stand for a few minutes after taking them out of the microwave. Heat will continue to distribute during this "standing time.

Storage Conditions

**Perishable** (Cooked food, raw vegetables, fruits, marinated items, cooked sauces, soup bases, egg bases, breads, dairy products, bakery items, prepared salads, dressings etc.) goods should be stored in chiller (temp. below 4C).

## Monitor Procedures for Handing Over to the Next Shift [2]

Chef have the skill to:
- Monitor procedures for handing over to the next shift,
- Exchanges of information between section chefs de partie transfer of operational information (including levels of bookings) and critical information
- Communicate problems with supplies, equipment,
- Communicate guests  special requirements

### Closing the Kitchen

Specific tasks for closing differ with each kitchen. As time permits, each station cook should begin closing their respective stations during the last hour of service. Soiled bowls, tools, boards, pans, etc. that is least likely to be needed again should be sent to the pot washer. This reduces an overload in the washing station. As much as is practical, keep bringing dirty items to the pot washer as the breakdown and cleaning progresses rather than dumping all of the soiled cookware on the pot washer at the last minute.

As soon as the last order is sent out, all heating equipment should be shut off and wiped down when cool enough.

Food should be dealt with before general cleaning tasks commence. All food should be re-packed as necessary. Sanitation (and reducing the need for refrigerated storage space)dictate the details of this re-packing activity. Hot foods should be stored in shallow, wide containers. This speeds up the cooling process. All food should be labeled, dated and sealed. Leftovers should be dated in a way that states when they were first prepped not just when they were last put away.

If it hasn't already happened, any foods needed for the next shift should be pulled from freezers and/or processed according to the needs of the menu for the next shift or day(s).

Other tasks commonly attended  by cooks in most closing procedures include:

- Wash and sanitize the hand tools: knives, special cutters
- Unplug, wash and sanitize small appliances.
- Wash and sanitize the station fixtures: tables, shelving, cabinets, and heat lamps.
- Empty, wash and sanitize under-counter line refrigerators. Re-assembles.
- Lock up special tools and cooking alcohols.
- Write any notes for the next shift.
- Fill out any production reports, inventory par sheets.
- Write additional items on Ordering Sheets.
- Turn in the dining room order forms: dupes or print-outs
- Make final checks of the coolers and freezers. Write temps on log sheets.
- Lock all cabinets and coolers. Put the keys in their storage place (no pockets!).
- Re-Check that all ovens, ranges, grills, etc. are shut off.
- Put soiled towels and uniforms in the proper hampers.
- Clock out.

**The dish / pot washer (or night porter) should:**
- Complete putting away all items after washing and allowing to air dry.
- Breakdown, clean and re-assemble dish machine. Leave open to air-dry.
- Wash down walls and shelving all around and under washing area.
- Check and refill chemicals as necessary.
- Wash and dry slides.
- Store cleaning tools: scrapers, squeegees.
- Collect all trash receptacles. Empty, wash, leave to air dry. Re-line when dry.
- Straighten chemical and cleaning supplies cabinets.
- Gather the floor mats, clean and hang to dry.
- Sweep and wash floors.
- Check laundry bins for correct contents: Sort as needed. Store in pick-up area.
- Reline laundry hamper frames with new laundry bags.
- Clock out.

## Communications for Handing Over to Next Shift [3]

Chef have the capacity and implementation strategy to
- Communicate for handing over to next shift,
- Verbal (between colleagues) and
- In writing (completing and reading kitchen logs),

**There is following basic procedure for Shift handover Daily Prep. Sheet Review**

Following is the prep. Sheet template that should be reviewed at the end of the shift, and maintained by shift incharge and supervised by Chef de Partie.

ItemsUnitMorningEveningCommentMarinated MeatgmDressingsgmBattersgmSauces gmSoup BasesgmVegetable cutsgmGrated CheesegmWashed Salad greensgmDairy ItemsgmBakery Itemsgm

| Items | Unit | Morning | Evening | Comment |
|---|---|---|---|---|
| Marinated Meat | gm | | | |
| Dressings | gm | | | |
| Batters | gm | | | |
| Sauces | gm | | | |
| Soup Bases | gm | | | |
| Vegetable cuts | gm | | | |
| Grated Cheese | gm | | | |
| Washed Salad greens | gm | | | |
| Dairy Items | gm | | | |
| Bakery Items | gm | | | |

**Final Closing Walk**
- Double-check that no perishable foods have been left out.
- All refrigeration equipment should be checked to be sure that it is on and working and locked.
- Any cabinets that should be locked need to be re-checked and the presence of the kitchen keys needs to be verified.
- All heating equipment should be re-checked to be certain all units are off.
- Monitor the general cleanliness and orderliness.
- Determine that everyone else has left.
- Secure the office and the sales receipts.
- Shut off the fans and the lights.
- Lock interior doors as needed.
- Activate the alarm system.
- Exit, checking that the exterior door is secure

## Summary of Module

- The sous chef is directly in charge of production and works as the assistant to the executive chef or chef de cuisine. (The word sous is French for "under.") Because the executive chef's responsibilities may require a great deal of time in the office, the
  sous chef takes command of the actual production and the minute-by-minute supervision of the staff.
- The Basis of Kitchen Organization:
  The purpose of kitchen organization is to assign or allocate tasks so that can be done efficiently and properly and so all workers know what their responsibilities are.
  The way a kitchen is organized depends on several factors.
  1. The menu. The kinds of dishes to be produced obviously determine the jobs that must be done. The menu is, in fact, the basis of the entire operation
  2. The type of establishment.
- The organization of modern Kitchen Key points to review
  How have the following developments changed the food-service industry: development of new equipment; availability of new food products; greater understanding of food safety and nutrition?
  How have international cuisines influenced and changed cooking
  Carry-out or take-out food facilities, including supermarkets
  Full-service restaurants
  3. The size of the operation (the number of customers and the volume of food served).
  4. The physical facilities, including the equipment in use.
- The chef is the person in charge of the kitchen.
  In large establishments, this person has the title of executive chef. The executive chef is a manager who is responsible for all aspects of food production, including menu planning, purchasing, costing, planning work schedules, hiring, and training.
- If a food-service operation is large, with many departments (for example, a formal dining room, a casual dining room, and a catering department), or if it has several units in different locations, each kitchen may have a chef de cuisine. The chef de cuisine reports to the executive chef.
- Cooks and assistants in each station or department help with the duties assigned to them. For example, the assistant vegetable cook may wash, peel, and trim vegetables. With experience, assistants may be promoted to station cooks and then to station

- **Principal of HACCP**

1. Conduct a hazard analysis
2. Establish critical limits for each critical control point
3. Establish critical control point monitoring requirements
4. Establish corrective actions
5. Establish procedures for ensuring the HACCP system is working as intended
6. Establish record keeping procedures
- Cleaning Your Cooking Area
  Cleaning your cooking area makes cooking safer and helps bring out your inner chef.
- Appliances & Cooking Tools
  Appliances & Cooking Tools are necessary to have in your kitchen. The correct tool or appliance can turn a difficult task into an easy one. Learn about the difference between copper and stainless steel pots and pans, non-stick cookware and much more.

## Frequently Asked Questions (FAQs)

**FAQ 1:** Discuss the basis of kitchen organization?

**Answer** The purpose of kitchen organization is to assign or allocate tasks so that can be done efficiently and properly and so all workers know what their responsibilities are. The way a kitchen is organized depends on several factors.
1. The menu. The kinds of dishes to be produced obviously determine the jobs that must be done. The menu is, in fact, the basis of the entire operation
2. The type of establishment.

**FAQ 2:** Write the organization of modern kitchen key points to review?

**Answer** How have the following developments changed the food-service industry: development of new equipment; availability of new food products; greater understanding of food safety and nutrition?
How have international cuisines influenced and changed cooking Carry-out or take-out food facilities, including supermarkets
Full-service restaurants
3. The size of the operation (the number of customers and the volume of food served).
4. The physical facilities, including the equipment in use.

**FAQ 3:** Who's the person in charge of the kitchen?

**Answer** The chef is the person in charge of the kitchen. In large establishments, this person has the title of executive chef. The executive chef is a manager who is responsible forall aspects of food production, including menu planning, purchasing, costing, planning work schedules, hiring, and training.

**FAQ 4:** Explain food service with example?

**Answer** If a food-service operation is large, with many departments (for example, a formal dining room, a casual dining room, and a catering department), or if it has several units in different locations, each kitchen may have a chef de cuisine. The chef de cuisine reports to the executive chef.

**FAQ 5:** What duties should be done by cooks and assistants?

**Answer** Cooks and assistants in each station or department help with the duties assigned to them. For example, the assistant vegetable cook may wash, peel, and trim vegetables. With experience, assistants may be promoted to station cooks and then to station

**FAQ 6:** Principal of HACCP?

**Answer**
1. Conduct a hazard analysis
2. Establish critical limits for each critical control point
3. Establish critical control point monitoring requirements
4. Establish corrective actions
5. Establish procedures for ensuring the HACCP system is working as intended
Establish record keeping procedures

**FAQ 7:** Cleaning your cooking area?

**Answer** Cleaning your cooking area makes cooking safer and helps bring out your inner chef.

FAQ 8:     Explain appliances & cooking tools?

Answer     Appliances & Cooking Tools are necessary to have in your kitchen. The correct tool or appliance can turn a difficult task into an easy one. Learn about the difference between copper and stainless steel pots and pans, non-stick cookware and much more.

FAQ 9:     Cooling and storing food?

Answer     If you need to store food for later use, wait until the steam stops rising, cover the food and put it in the fridge. This helps keep the food out of the temperature danger zone as fast as possible Large portions of food cool faster when you put them into shallow trays or divide them into smaller pieces.

FAQ 10:     How to baking?

Answer     Baking How-to is a helpful guide that will get you prepared for creating outstanding dishes in the oven. Learn about the difference between baking powder and baking soda, how to use yeast and the basics to become the go to baker in your kitchen.

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1.  What is the "danger zone" range of temperature in food handling"
    a.          50 - 100 deg F
    b.          80 - 120 deg F
    c.          40 - 140 deg F
    d.          100 - 212 deg F

2.   What is the safest temperature to keep your refrigerator?
    a.          No warmer than 55
    b.          No warmer than 50
    c.          No warmer than 45
    d.          No warmer than 40

3.  The safest cutting board materials include all of the following except?
    a.          Marble
    b.          Wood
    c.          Plastic
    d.          Glass

4.  The purpose of kitchen organization is to assign or allocate tasks so that
            can be done _____
    a.          Smoothly
    b.          Energetically
    c.          Efficiently
    d.          Legal

5. _____ is a systematic preventive approach to food safety
    a.          HACCP
    b.          CCP
    c.          FDA
    d.          None of above

6.  A _____ is the maximum or minimum value to which a physical, biological, or chemical
            hazard
    a.          Diminishing limit
    b.          Critical limit
    c.          Executing limit
    d.          Maximum limit

7.  The heat of cooking affects tenderness in _____ ways
    a.          Two
    b.          Four
    c.          Six
    d.          Eight

8. Cooking _____ meats complicates the cooking process and requires adjustments in procedure
   a.     Boiled
   b.     Frozen
   c.     Steamed
   d.     Grilled

9. _____means moving older stock to the front of shelves so it is used before newer stock.
   a.     Stock reciving
   b.     Stock issung
   c.     Stock rotation
   d.     Stock controlling

10. _____ can get into food by contamination or poor procedure practices throughout the food chain
   a.     Absentisim
   b.     Uniform
   c.     Illness
   d.     Physical Hazards

## Answer Key

| MCQ Number | Correct Answer |
| --- | --- |
| 1 | d |
| 2 | b |
| 3 | b |
| 4 | c |
| 5 | a |
| 6 | b |
| 7 | a |
| 8 | c |
| 9 | b |
| 10 | d |

# SUPERVISE THE DELIVERY OF EFFECTIVE KITCHEN SERVICE TO FOOD SERVICE TEAM

## Learning Outcomes

After completion of this learning module, you will be able to:

- Be professional to promote a positive image of kitchen section
- Adapt behavior to take into account the food service team's  methods of communication and working
- Trust and respect among associate at work place
- Listen to requests and adhere to any promises made
- Communicate relevant information to colleagues
- Ensure that kitchen team plan, prepares and organizes the production of food with due attention to the needs of the food service team
- Ensure that service delivery to food service teams is maintained during very busy periods and unusually quiet periods
- Ensure that service delivery to food service teams is maintained when systems, people or resources have failed
- Consistently meet the expectations of the food service team
- Respond positively to service problems for the food service team following organizational guidelines
- Solve service problems for the food service team within own sufficient authority
- Work with others to solve service problems for the food service team
- Keep the food service team informed of the actions being taken and check that they are comfortable with the actions being taken
- Solve problems with service systems and procedures that might affect the food service team before they become aware of them
- Inform managers and colleagues of the steps taken to solve specific problems
- Identify repeated service problems for the food service team and options for solving them
- Actively use comments and guest feedback to establish reliability/quality of service provided to guests
- Use a variety of investigative and research tools to determine the quality of service provided
- Improve service standards by setting targets of achievement initiated by data collected
- Recommend service reliability improvements from guest surveys and feedback
- Maintain service reliability improvements by monitoring guest service responses
- Collect and record feedback on the effectiveness of guest service
- Analyze and interpret feedback and share findings on the effectiveness of guest service with others
- Summarize the advantages and disadvantages of the effectiveness of guest service
- Use analysis and interpretation of feedback on the effectiveness of guest service to identify opportunities for further improvement

# Learning Unit 01: Develop and Maintain Positive Working Relationships Between Kitchen and Food Service Teams

## Overview

In this learning unit you will learn about innovative methods to improve relationships with team, importance of positive image building and positive working relationships between kitchen and food service teams.

After completion of this learning unit you will be able to establish positive professional working relationship between kitchen and food service teams for promoting trust and respect.

> **Verbal Communication**
>
> is the use of sounds and words to express yourself, especially in contrast to using gestures or mannerisms

## Methods of Communication [1]

### Methods of Communication

The standard methods of communication are speaking or writing by a sender and listening or reading the receiver. Most communication is oral, with one party speaking and others listening.

However, some forms of communication do not directly involve spoken or written

> **Non Verbal Communication**
>
> has been defined as communication without words

language. **Nonverbal communication** (body language) consists of actions, gestures, and other aspects of physical appearance that, combined with facial expressions (such as smiling or frowning), can be powerful means of transmitting messages. At times, a person's body may be "talking" even as he or she maintains silence. And when people do speak, their bodies may sometimes say different things than their words convey. A *mixed message* occurs when a person's words communicate one message, while nonverbally; he or she is communicating something else.

Although technology such as e-mail has lessened the importance of verbal communication, the majority of organizational communication still takes place through face-to-face interaction. Receivers interpret messages by taking in meaning from everything available. When nonverbal cues are consistent with verbal messages, they act to reinforce the messages. But when these verbal and nonverbal messages are inconsistent, they create confusion for the receiver.

The actions of management are especially significant because subordinates place more confidence in what managers do than what they say. Unless actions are consistent with communication, a feeling of distrust will undermine the effectiveness of any future social exchange.

### Oral Communication Skills

- **Active Listening.** Listening is making sense of what is heard and requires paying attention, interpreting, and remembering tone. Effective listening is active, requiring the hearer to "get inside the head" of the speaker so that he or she can understand the communication from the speaker's point of view. Effective listeners do the following:
    - Make eye contact.
    - Schedule sufficient, uninterrupted time for meetings.
    - Genuinely seek information.
    - Avoid being emotional or attacking others.
    - Paraphrase the message you heard, especially to clarify the speaker's intentions.
    - Keep silent. Don't talk to fill pauses, or respond to statements in a point-counterpoint fashion.
    - Ask clarifying questions.
    - Avoid making distracting gestures.

## Appropriate Styles of Communication [2]

Good communication skills require a high level of self-awareness. Once you understand your own communication style, it is much easier to identify any shortcomings or areas which can be improved on, if you want to start communicating in a more assertive manner.

If you're serious about strengthening your relationships, reducing stress from conflict and decreasing unnecessary anxiety in your life, practice being more assertive. It will help you diffuse anger, reduce guilt and build better relationships both personally and professionally.

Use following five Communication Styles for building positive relationship:

- Assertive.
- Aggressive.
- Passive-aggressive.
- Submissive.
- Manipulative.

## Innovative Methods to Improving Relationships [3]

Innovative methods to improving relationships with the food service team, are team meetings and team building exercise, developing working groups, developing team members, recognizing and valuing contributions from associates in kitchen and food outlet teams, creating and supporting a meaningful and needed work atmosphere, being flexible to change, developing expectations and recognizing achievements

### Improve Communication

Sending out a memo or email to inform employees of important company information is inefficient and impersonal. Workers can start to think that they are an afterthought to the overall running of the company. Your employees are among the most important resources in your organization, so you should work to improve communication with the staff. Have regular company meetings to introduce important information to employees, and allow employees to ask questions as well.

### Career Development

To decrease employee turnover, the company needs to take an active role in staff career development. Encourage your managers to work closely with employees on improving staff skills and answering any questions. Use annual performance appraisals to set up a development plan for the coming year that will help employees reach their career goals. The company also should consider a tuition reimbursement program that will assist employees in furthering their education while working for the company. It creates a smarter workforce and increases employee morale.

### Share the Vision

To make employees feel better about the company, it is important to share the company's plans with the staff. Hold meetings to explain the company's plans for growth and expansion, and get the entire staff to understand and take pride in the company's future. Seek input from employees on ways to improve company productivity going forward, and reward employees who offer ideas that make company growth more efficient.

## Challenge Employees

When employees fall into a routine, it can be difficult to motivate them. Spend time finding ways to challenge employees and make their work interesting and rewarding. You can use incentive plans such as profit sharing to entice employees to find ways to make the company more productive and profitable. Set production goals for each department, and give rewards such as paid days off or quarterly bonuses to the groups that exceed their goals.

## Training and Motivation of Associates [4]

- o Supervisor and peer coaching
- o Cross-training
- o Rotating work assignments
- o Committee and task force assignments
- o Mentoring
- o Internships
- o Campus staff organizations
- o Professional associations
- o Skill assessment programs
- o University degree and Extension programs

**Low Commitment Inhibits Employee Development**
**Causes of Low Commitment:**

- Lack of appreciation, reinforcement
- Low satisfaction, motivation
- Low employee ownership/involvement
- Misunderstood/unrealistic expectations
- Lack of trust
- Lack of self-confidence
- Lack of attention to employee's needs
- Differences in values, personality type, style (with manager, peers, customers, etc.)
- Workload level (too much, too little)
- Current responsibilities unconnected with career ambitions
- Conflict
- Personal problems

## Actions to Raise Commitment and Competence

Talk with the employee - Consider:
- Opportunities to learn, practice, perform
- Revised, realistic expectations
- Delegation of challenging assignments
- Special projects
- Job change (additional scope, responsibilities)
- Coaching and feedback on specific skills
- Mentoring
- Sharing of knowledge, experience (from you or others)
- Observing/ Apprenticing with competent associates
- Motivated self-study
- Training on essential skills and competences

# Learning Unit 02: Ensure that the Kitchen Team Deliver Effective Service to Food Service Team

## Overview

In this learning unit you will learn about team plans for production of food and importance of effective service to food service team to consistently meet the expectations of food service team.

After completion of this learning unit you will be able to ensure kitchen team plans, prepares and organizes production of food to consistently meet the expectations of food service team.

| Work Plan |
|---|
| Work plans show all the tasks involved in a kitchen, who is responsible for each task, and when the tasks will be completed |

## How to Plan Work [1]

Planning of work include identifying and arranging supplies, calculating staffing levels from Kitchen operation information and preparing rot's accordingly, allocation of duties, timing, briefing staff, in order to deliver a quality service to the food service team

Precision planning is the key to any successful Kitchen operation, no matter its size. Planning can help workplace stress and increase productivity. Rather than plan work for your small Kitchen operation too far in advance, do it daily, modifying your agenda for the next day according to new priorities and unfinished Kitchen operation from the day before.

### Make a List of All of the Tasks

that you need to complete, and break everything down into single days. You don't have to make your list in any order, just write down the necessary tasks as they come to you.

### Prioritize Your List.

Now that you know all that needs to be done in the course of the day, start prioritizing your tasks. If necessary, break large tasks down into small ones. Figure out what needs to be done now, what needs to be done before the end of the day and what can be completed another day.

### Schedule According to Production Priorities.

If you need to finish a project as soon as possible, set aside enough time at the beginning of your day to complete this task. Schedule lesser priorities after lunch or at the close of Kitchen operations.

Take your work habits into account. Prioritizing and scheduling is one thing, but making that work within your own schedule is an entirely different matter. If you tend to focus better on tasks before lunch, make sure that all of your complicated tasks are completed before this time. If you are more productive an hour before the close of your Kitchen operation, use this time to get your important tasks done. Understanding how you work can help you be more efficient and increase your productivity.

Write down anything that did not get accomplished during your day, and make it a priority for your next day's list of tasks. While we would all love to finish our to-do lists at the day's end, it is not always possible. Prioritizing the previous day's unfinished tasks will prevent them from getting forgotten as the new day brings new challenges.

### The Importance of Scheduling

Scheduling is the art of planning your activities so that you can achieve your goals and priorities in the time

you have available. When it's done effectively, it helps you:

## Understand what you can realistically achieve with your time.

Make sure you have enough time for essential tasks.
- Add contingency time for "the unexpected."
- Avoid taking on more than you can handle.
- Work steadily toward your personal and career goals.
- Have enough time for family and friends, exercise and hobbies.
- Achieve a good work-life balance.
- Time is the one resource that we can't buy, but we often waste it or use it ineffectively.
- Scheduling helps you think about what you want to achieve in a day, week or month, and it keeps you on track to accomplish your goals.

**Scheduling** is the process by which you plan how you'll use your time. Doing it well can maximize your effectiveness and reduce your stress levels.

## Follow process is to prepare your schedule:

Identify the time you have available.
- Schedule high-priority urgent tasks and vital "housekeeping" activities.
- Plan contingency time to handle unpredictable events and interruptions.
- Schedule the activities that address your priorities and personal goals in the time that remains.
- Analyze your activities to identify tasks that can be delegated, outsourced or cut altogether.
- It's important that your schedule makes time for your professional and personal goals.

## Respond to Unexpected Additional Workloads [2]

Everyone has their unique level of over-commitment that leads to stress at work. Knowing when you are approaching this level and taking positive steps to keep control are key to maintaining your performance and productivity

**Key Points**

- The feeling of being overloaded is increasingly common in today's workplace.
- Prolonged exposure to stress can lead to anxiety, exhaustion and burn-out.
- One of the main contributors to stress and overload is an inability to say 'no'.
- It is important to think realistically about your workload.
- Be careful of trying to accommodate too many demands on your time.
- If you are not confident of doing a job well, then it may be best to decline it.
- Task-orientated people tend to make objective, task-related, decisions.
- People-orientated individuals tend to make subjective decisions based on relationships.
- Your existing work will suffer or the work is beyond your level of competence.
- Make your points clearly and concisely and don't come up with too many objections.
- Use the opportunity to offload some routine work, making time for the current request.

**Mitigating Strategies:**

1. The to-do list.
2. Review your workload regularly. .
3. Remember the 80:20 rules of workloads.
4. Set realistic deadlines for your tasks.

5.  Allow time for interruptions.
6.  Structure your workload.
7.  Don't let your inbox drive your workload.
8.  Fun, fun, fun.
9.  Keep multitasking to a minimum.
10. Keep a log of your workload.

## Systems for delivering service [3]

### Policy and Procedures

Policies and procedures can vary depending on the nature of the organization, but may include:
- Personnel Practices (Staff Recruitment, Training, Holiday Leave Arrangements, Promotions, Performance Appraisals, Supervision)
- Complaints And Disputes Procedures
- Case Management Procedures (How The Agency Determines Eligibility For The Service, Assesses Client Need And Individual Goal Setting To Address Needs Identified)
- Occupational Health And Safety Procedures
- Conflict Resolution Processes
- Communication
- Delegations (Who Can Make Decisions About What, Eg Approval Process For Spending Money)
- Notification Of Child Abuse Procedures
- Critical Incidents Procedures
- Confidentiality
- Referral
- Duty Of Care
- Coordination/Networking with External Agencies.

### Point of Sale key in Procedure:

- Double check all the key in order before send.
- Barman should serve the drinks with the specific POS ticket.
- Key in order into the POS system accordingly.
- If any wrong order key in, look for assistant manager or above to void it immediately.
- When barman gives the drinks to the waiter it should be with the POS ticket.

### Order Delivery Service:

- Waiter reviews the order and put on tray.
- Quality check by every staff.
- Acknowledge the guest 2 steps before approaching the table.

## Expectations of Food Service Teams [4]

Expectations of food service teams, covers  delivery of quality dishes, in the agreed manner, at the agreed time; anticipating the needs of food service teams and responding accordingly; aspiring to excellence

# Learning Unit 03: Solve problems for food service team

## Overview

In this learning unit you will learn about service problems for food service team.

After completion of this learning unit you will be able respond and solve service problems for food service team.

## Working Relationships with the Food Service [1]

Chef must show the ability to
- Improve working relationships with the food service team by solving problems,
- Staffing issues resolution,
- Management of resources,
- Food (quality and quantity), to be served
- Timing to produce a standard recipe

### How to Build Good Work Relationships

- Develop Your People Skills.
- Good relationships start with good people skills. ...
- Identify Your Relationship Needs.
- Look at your own relationship needs.
- Schedule Time to Build Relationships.
- Appreciate Others.
- Be Positive.
- Manage Your Boundaries.
- Avoid Gossiping.

### Problem Solving:

Create a Framework for Identifying Issues, As team leader, at any given time you should be aware of any significant problems that require resolution.

Encourage Your Team to Take Apart the Problem

The first step (and key) to taking any problem apart in an effort to reach a solution is to ensure you've correctly identified the real problem. Strategies that encourage efficient problem solving may include categorizing the problem.

Guide the Implementation of the Solution That Works Best For Your Team. Once your team has identified the proper problem (the WHAT), WHY it happens, and WHO should be involved in creating the solution, then the resolution should become obvious. If your team is still struggling to find the answer, encourage them to go back and rework the breakdown of the problem. Maybe you missed a critical issue when taking apart the bigger picture. Maybe there was more to the problem than initially identified. If the solution is clear, your team can present solutions and create an implementation plan that will ensure those problems are solved—and remain solved.

## Problem Solving With Service Team [2]

Chef have the ability to negotiate with and reassure the food service team while their problems are being solved, including keeping the team and/or individual associates informed in a positive and clear manner, including informing them of steps being taken to solve any production or service problems, prompt and polite advice to food service associates, ensuring the Captain is aware of the situation and monitors it

### Below are some problem solving techniques Brainstorming

Workplace sometimes benefit from new ideas and this can call for brainstorming. Service team and Kitchen staff come together in a room and start writing down the first ideas that come to their minds. Then the group expands on what it perceives as being the best ideas until the foundation of a solution is created. Brainstorming is an excellent way to get input from a variety of staff members and associate that can give your kitchen the options it needs to create a workable solution.

### Delegation

Each associate of a work group has his own set of responsibilities. Those responsibilities are based on that staff member's experience and educational background. Part of workplace problem-solving is respecting the delegation of responsibility and allowing each employee and manager to contribute his bit of information to the overall problem. Respecting delegated responsibility also helps the work group to become more efficient as a team and will increase overall team productivity.

### Committees

Committees can be permanent or temporary portions of work groups that are responsible for solving specific workplace issues. For example, if the logistics department is experiencing challenges with a particular shipping company, then a committee can be created to look into the issue and develop a solution. It is common for committees to be made up of employees who have the specific skills needed to get the job done.

### Evaluations

Monitoring employee and department progress versus company goals is an ongoing workplace problem-solving process to maintain productivity. Evaluations are used by senior team associates and executives to compare actual performance against the goals laid out in the kitchen operational plan, or in a specific production plan. The analysis of those results is used to determine what issues need to be addressed, and then a plan is created to address the issues.

## Avoid Repetition of Problems [3]

Avoid repetition of a repeated guest service problem, including better briefing, more staffing, changes to the menu, changes to workflow patterns and procedures, better working practice, additional training

Here are some customer-oriented tips
1. Listen carefully to what the service team has to say, and let them finish. Don't get defensive. The service team is not attacking you personally; he or she has a problem and is upset. Repeat back what you are hearing to show that you have listened.
2. Ask questions in a caring and concerned manner.
3. Service team needs to feel like you're on his or her side and that you empathize with the situation.
4. Apologize without blaming. When a service team senses that you are sincerely sorry, it usually diffuses the situation.
5. Ask the service team, "What would be an acceptable solution to you?"
6. Whether or not the service team knows what a good solution would be, I've found it's best to propose one or more solutions to alleviate his or her pain. Become a partner with the service team in

solving the problem.

7.  Solve the problem, or find someone senior in management who can solve it— quickly!

## Balancing the Expectations of the Food Service Team [4]

Chef work with others to select the best option for solving a repeated service problem, balancing the expectations of the food service team with the needs of the organization

Many successful kitchens became so given their ability of balancing food service team expectations and needs. They are able to provide a uniform high-quality service to all members during every interaction. While putting together strategies for better production service, a company must ensure that the balance between customer expectations and Kitchen operation needs is maintained sustainably. Without understanding the needs of the Kitchen operation, a company would make crucial mistakes with regard to their customers – mistakes such as over promising, inconsistent service and product quality and other such company damaging errors.

Everyone in the company should be responsible for maintaining the balance between customer expectations and Kitchen operation needs. It is in everyone's best interest that the company's customers remain happy leading to the success of the company- without customers there would be no company and no jobs. Hence, managing resources, putting in optimum effort and doing whatever it takes to keep customers happy while meeting Kitchen operation requirements should be part of the key performance indicators for each person in the organization, irrespective of level or job position. Each person must have equal accountability toward balancing customer expectations and Kitchen operation needs such that core processes improve, inefficiency reduces, costs are lowered and there is an overall increase in customer satisfaction and company profits.

There are a number of ways for companies to maintain a balance between serving their customers and ensuring that their budget is not disturbed. Surprisingly, the balance between customer expectations and Kitchen operation needs could be disturbed also due to over delivery of service levels. Companies must consistently monitor their service levels – too low could cause customer ire and over delivery could cause customers to get habituated to it and even a slight drop would be noticeable. When a company understands what their customers need and is able to match those expectations to their company's capabilities and limitations, they would be more successful at balancing customer expectations and Kitchen operation needs.

## Summary of Module

- How to plan work
  Planning of work include identifying and arranging supplies, calculating staffing levels from Kitchen operation  information and preparing rot's accordingly, allocation of duties, timing, briefing staff, in order to deliver a quality service to the food service team

- The Importance of Scheduling
  Scheduling is the art of planning your activities so that you can achieve your goals and priorities in the time you have available. When it's done effectively,

- Understand what you can realistically achieve with your time.
  Make sure you have enough time for essential tasks.
  Add contingency time for "the unexpected."
  Avoid taking on more than you can handle.
  Work steadily toward your personal and career goals.
  Have enough time for family and friends, exercise and hobbies.
  Achieve a good work-life balance.

- Restaurant service sequence
  Guest should be greeted and welcome with recognition, And should be helped with their coats and bags.

  - All guest are welcomed at the entrance.
  - Guest are greeted warmly.
  - Ask guest name to acknowledge them.
  - Use guest name at least twice during conversation.
  - Offer choice of seating.
  - Table setting are adjusted to the number of guest

- Order Taking Service Standards:
  - Staff should have a warm smile and polite attitude, Approach guest table within 10 seconds whenever they need to order.
  - Always prepare a note pad and a pen.
  - Be attentive at the guest table.
  - Offer recommendation.
  - Always repeat the guest order.
  - Inform guest the expected service time.
  - Estimate the serving time.

- Order Delivery Service:
  - Waite reviews the order and put on tray.
  - Quality check by every staff.
  - Acknowledge the guest 2 steps before approaching the table.
  - Offer to pour beverage.
  - Leave the table by saying: " Is there anything I can assist you at the moment?"

- Guest Departure and Fond Farewell:
  - Thank the guest by name and bid farewell to all members of the party.
  - Help customers leave their table.
  - When assisting the guest, ensure ladies first.
  - Always says: "Hope to see you again."
  - Table should be reset immediately

- How to Build Good Work Relationships
  Develop Your People Skills. Good relationships start with good people skills. ...
  Identify Your Relationship Needs. Look at your own relationship needs. ...
  Schedule Time to Build Relationships. ...
  Focus on Your EI. ...
  Appreciate Others. ...
  Be Positive. ...
  Manage Your Boundaries. ...
  Avoid Gossiping.

- Ask questions in a caring and concerned manner.
  The more information you can get from the customer, the better you will understand his or her perspective. I've learned it's easier to ask questions than to jump to conclusions.

## Frequently Asked Questions (FAQs)

FAQ 1:      How to plan work?
Answer      Planning of work include identifying and arranging supplies, calculating staffing levels from
            Kitchen operation  information and preparing rot's accordingly,  allocation of duties, timing,
            briefing staff, in order to deliver a quality service to the food service team

FAQ 2:      What is the Importance of Scheduling?
Answer      Scheduling is the art of planning your activities so that you can achieve your goals and
            priorities in the time you have available. When it's done effectively,

FAQ 3:      Understand what you can realistically achieve with your time?
Answer      Make sure you have enough time for essential tasks.
            Add contingency time for "the unexpected."
            Avoid taking on more than you can handle.
            Work steadily toward your personal and career goals.
            Have enough time for family and friends, exercise and hobbies.
            Achieve a good work-life balance.

FAQ 4:      Discuss restaurant service sequence?
Answer      Guest should be greeted and welcome with recognition, And should be helped with their
            coats and bags.

            All guest are welcomed at the entrance.
            Guest are greeted warmly.
            Ask guest name to acknowledge them.
            Use guest name at least twice during conversation.
            Offer choice of seating.
            Table setting are adjusted to the number of guest

FAQ 5:      Order Taking Service Standards?
Answer      Staff should have a warm smile and polite attitude, Approach guest table within 10 seconds
            whenever they need to order.

            Always prepare a note pad and a pen.
            Be attentive at the guest table.
            Offer recommendation.
            Always repeat the guest order.
            Inform guest the expected service time.
            Estimate the serving time.

FAQ 6:      Order Delivery Service?
Answer      Waiter reviews the order and put on tray.
            Quality check by every staff.
            Acknowledge the guest 2 steps before approaching the table.
            Offer to pour beverage.
            Leave the table by saying: " Is there anything I can assist you at the moment?"

FAQ 7:      Guest Departure and Fond Farewell?
Answer      Thank the guest by name and bid farewell to all members of the party.
            Help customers leave their table.
            When assisting the guest, ensure ladies first.
            Always says: "Hope to see you again."

Table should be reset immediately

FAQ 8:      How to Build Good Work Relationships?
Answer      Develop Your People Skills. Good relationships start with good people skills. ...
            Identify Your Relationship Needs. Look at your own relationship needs. ...
            Schedule Time to Build Relationships. ...
            Focus on Your EI. ...
            Appreciate Others. ...
            Be Positive. ...
            Manage Your Boundaries. ...

FAQ 9:      Ask questions in a caring and concerned manner?
Answer      The more information you can get from the customer, the better you will understand his or her
            perspective. I've learned it's easier to ask questions than to jump to conclusions.

FAQ 10:     Ask the customer, "What would be an acceptable solution to you?"
Answer      Whether or not the customer knows what a good solution would be, I've found it's best to
            propose one or more solutions to alleviate his or her pain. Become a partner with the
            customer in solving the problem.

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1. Food establishment plan review is recognized as an important food program that allows
   a.    Regulatory agencies to ensure that food establishments are built or renovated according to current regulations or rules.
   b.    Industry to establish an organized and efficient flow of food.
   c.    Regulatory agencies to eliminate code violations.
   d.    All of the above.

2. "Acceptable food equipment" means
   a.    Any equipment designed for food.
   b.    Only equipment that is certified of classified for sanitation by certification program.
   c.    Equipment that is constructed in accordance with the Food Code.
   d.    Only equipment that is made from stainless steel.

3. A least _____ foot candles in walk-in refrigerator units and dry storage areas and in other areas and rooms during periods of cleaning.
   a.    20, 30, 50
   b.    50, 20, 10
   c.    10, 20, 50
   d.    20, 50, 10

4. The correct tool or appliance can turn a difficult task into an _____

   a.    Easy one
   b.    Move on
   c.    Running condition
   d.    None of above

5. The _____, is responsible for cold foods, including salads and dressings
   a.    Sous chef
   b.    Pantry chef
   c.    Executive chef
   d.    Helper

6. _____is making sense of what is heard and requires paying attention, interpreting, and remembering tone
   a.    Listening
   b.    Reading
   c.    Writing
   d.    Cooking

7. Good communication skills require a high level of _____
   a.    Satisfaction
   b.    Self-awareness
   c.    Technology

d.        Positive image

8.  _____is the art of planning your activities
a.        Staffing
b.        Hiring
c.        Scheduling
d.        Training

9.  _____is an excellent way to get input from a variety of staff members and associate that can give your kitchen the options it needs to create a workable solution
a.        Meeting
b.        Briefing
c.        Brainstorming
d.        cooking

10.  ____employee and department progress versus company goals is an ongoing workplace problem-solving process to maintain productivity

a.        Monitoring
b.        Training
c.        Hiring
d.        Promoting

## Answer Key

| MCQ Number | Correct Answer |
|------------|----------------|
| 1 | d |
| 2 | b |
| 3 | a |
| 4 | a |
| 5 | b |
| 6 | a |
| 7 | b |
| 8 | c |
| 9 | c |
| 10 | a |

# MANAGE COMMENTS AND COMPLAINTS RELATING TO FOOD PRODUCTION

## Learning Outcomes

After completion of this learning module, you will be able to:

· Develop good relationship with the food service team to get regular verbal feedback
· Ask guests for feedback during food service
· Ensure that written guest feedback is collected and discussed with the team
· Ensure that feedback is gathered from different channels and recorded for further improvement in the system
· Monitor the food production team to ensure improvement based on feedback from various sources
· Gather sufficient information to enable assessment of the nature and severity of the complaint
· Respond to the person making the complaint if the complaint cannot be resolved within required timescales
· Report any complaints that are outside own authority to deal with to the appropriate person
· Make appropriate notes and a record of the complaint and the actions taken
· Identify any changes to the organization's procedures which are necessary to avoid future similar complaints
· Comply with legal requirements, industry regulations, including ethical standards and health and safety, organizational policies and professional codes

# Learning Unit 01: Manage Comments Relating to Food Production

## Overview

In this learning unit you will learn about importance of good relations with food service team and need to record feedback.

After completion of this learning unit you will be able to develop good relationship with food service team and record feedback for improvement in the system.

| Comments Card |
| --- |
| A customer comment card invites clients of a company to give feedback and express their opinions |

## Comment on the Range of Products and Services [1]

Virtually everyone working in the food service industry will have to deal with customer complaints at some point in their career. Whether it's something as simple as getting the wrong drink at a fast food restaurant or a service complaint at a high-end gourmet restaurant, how you handle the complaint makes all the difference. chef must have the ability to comment on the range of products and services provided by the organization, including menus, dishes, food and beverage service, kitchen service provided to the food outlet team

Few of the comments on menus are as follows:

1.  Poor Presentation of the Menu
2.  Difficulty in Reading Menu
3.  Disorganized Menu
4.  Updating Menu with Handwritten Changes
5.  Inappropriate Size of the Menu
6.  Photocopied Version of the Menu
7.  Use of Unfamiliar terms in the Menu
8.  Lack of Coordination between the Theme and Food Offering
9.  Foods Servings do not Match with their photos in the Menu
10. Missing of Dessert Selections in the Menu
11. No Children's Menus
12. Presenting the Same Menu over the Years
13. No Heart-healthy Choices on the Menu
14. Too many or too few Items in the Menu

**Learners Activity:**
**Sample Questions for a Comment Card**

Lease rate the following areas on a scale of:

1.  Unacceptable
2.  Needs improvement
3.  Fair
4.  Good
5.  Excellent

Your server:

- Friendly
- Knowledgeable
- Prompt

Food:
- Portions
- Taste
- Presentation

Cleanliness
- Dining room
- Waiting area
- Bar
- Restrooms

Menu
- Variety Description
- Prices

Please add any other comments that will help us improve your dining experience.

Comment cards should be printed on good quality paper and feature your restaurant logo and mailing address, on the off chance that a patron wants to take the card home and fill it out and mail it back. To further increase customer feedback, you can offer prizes or gift certificates as incentive.

## Channels of Feedback [2]

Chef analyze Channels of feedback, including verbal comments, written feedback, feedback from senior management; formal and informal comments

Seven common feedback channels are as written below:
1. Verbal comments
2. Written feedback
3. Social Media
4. Surveys
5. Colleagues / Internal Customers
6. Customer Interviews & Focus Groups
7. In-App Feedback

### Feedback Analysis:

Proper analysis provides a kitchen operation with a better view of what it has to change, what it has to improve on, and what it has to do, to retain and grow revenue and profit.

In line with this, it is imperative that your kitchen operation be equipped with the right strategies and tools to analyze verbal comments, written feedback, feedback from senior management; formal and informal comments & feedback.

The following are the best considered strategies that a kitchen must possess to do a more proper job of analyzing feedback.

1. Categorize the comments. Reading through verbal comments, written feedback, feedback from senior management; formal and informal comments would enable you to see that there are recurring patterns to what your associates are saying about the way you handle or run your kitchen operations. These would include things like the speed of your product deliveries, the state of your after-production services, the helpfulness of your customer service department, and others. Look for these categories, while analyzing customer feedback content, and note them down accordingly.

2. Divide the categories into sub-categories. Once you've had your feedback sorted out into categories, there's bound to be some specified items that deserve their own branding and attention. This can be done by creating sub-categories.

3. Specify according to the nature of the feedback. Your feedback would naturally come with negative and positive comments. This is okay. Deal with both. The positive comments would provide a concrete idea of what you are doing correctly, and thus, what you need to continue doing. In the same way, the negative comments would guide you towards changing some aspects of your kitchen operations that your associates do not really approve of..

4. Consolidate your results and make a plan to determine your next move. After you have created categories, sub-categories and separated the pleasant comments from those that you can learn from, get all your results together, and then make a plan of action as to how you intend to respond to each of the issues raised. Make a feasible and effective plan that would address all the problems. This particular strategy is going to help you arrive at something that is going to pave the way for better feedback the next time you ask your associates.

## Procedures for Information & Responding to Comments [3]

Develop procedures for gathering information and responding to comments, including responding within a certain time limit, recording the comment including who made it, when, in what format; recording the response given, by whom, in what format

Procedure for gathering information:
For better kitchen operations chef collects feedback from customers or food service team. You want to tailor your kitchen products and services to the specific and most important needs of your customers. The best way to find out what these needs are is to ask them.

. Following are the key points how a Chef handles situations:

- A food complaint issuebrings thatthe kitchenthe number one in kitchen the executive chef to come out with his fully responsibility to face the guests .
- The chef has to move immediately to the customer's complaint without saying a word. Listen without interrupting the story. This shows that you are concerned about this issue and value his comments. Taste the food in front the guests if they ask for.
- Ask to see the food in a polite way. You will want to remove the food as soon as possible, but do not ask to see the plate in an accusatory way.
- The important thing to remember is that you wouldn't like hair in your food either or over salty food or tasteless food. Be sympathetic with your guest.
- Remain on the customer's side. Never argue with a customer, even if you are positive none of your cook staff would allow a meal to be prepared with a hair in it or not following the accurate recipe.
- Arguing with a customer makes it seem like there is something to hide or that you do not value the customer's opinion.
- Tell the customer that you will quickly get them a replacement dish and ask if there is anything else you can do.
- Focus your complete attention on the unhappy customer and allow him to express his complaint without interruption. Listen fully to what he is saying.
- Apologize to the customer for the problem, empathize with his situation and assure him you will act immediately to address his complaint..
- Ask the customer what you can do to resolve the problem. At a minimum, volunteer to replace cold food or a mistaken order immediately and make sure the kitchen staff understands the urgency of the situation.

- If the customer's complaint is more involved, or he remains unhappy in spite of your efforts, offer to bring your manager to speak with him.

Customer complaints often identify specific service or process issues that need improvement. Implement changes as appropriate, to prevent problem situations from recurring. Be sure all employees are trained and aware of how to handle customer complaints, what types of things they are empowered to do themselves to address them and when they should request a manager's involvement.

# Learning Unit 02: Manage Complaints Relating to Food Production

## Overview

In this learning unit you will learn about nature and severity complaints relating to food production.

After completion of this learning unit you will be able to implement procedures for resolving complaints relating to food production in the kitchen

| Complaints |
| --- |
| Expression of dissatisfaction made to an organization, related to its products, or the complaints handling process itself, where a response or esolution is explicitly or implicitly expected |

## Types of Kitchen Complaints [1]

### The Aggressive Customer

The exact opposite of the Meek Customer, the Aggressive Customer will loudly voice any complaints and will not accept excuses.
**How to Respond:** Thank the customer for sharing their concern and listen. Be polite, agree on the definition of the problem, and explain what's being done to resolve the situation and when.
**The Risk:** In heated customer situations, it's easy to become confrontational. Mirroring the customer's aggressive behavior will only make the situation worse. Thanking the customers for sharing their concerns lets them know you are sincerely interested in hearing what they have to say and reaching a mutually-beneficial resolution.

### The High Roller Customer

Perhaps your enterprise customers, these individuals pay well, and expect premium support. A High Roller Customer is likely to complain in a reasonable manner, unless he or she is an Aggressive Customer hybrid.
**How to Respond:** This customer wants the best. Listen respectfully, acknowledge that a problem exists, understand the details of the situation, and work to resolve the issue as quickly as possible.
**The Risk:** Like The Aggressive Customer, the High Roller Customer doesn't want to hear excuses. They want the problem resolved in a timely manner.

### The Rip-Off Customer

Instead of looking for an answer or satisfactory support experience, the Rip-Off Customer is looking for a handout.
**How to Respond:** Maintain composure and respond objectively. If the customer constantly and repetitively says your solution isn't good enough, use accurate quantified data to back up your response.
**The Risk:** If not handled correctly, this customer may take advantage of your company and end up with something he or she doesn't deserve.

### The Chronic Complainer Customer

The Chronic Complainer Customer has been never happy and continuously reportissuedes.
**How to Respond:** Although it may be frustrating, it's still your responsibility to provide excellent support to the Chronic Complainer. He or she wants an apology. Listen respectfully, provide a sympathetic ear, and put forth an honest effort to correct the situation.
**The Risk:** It's very likely that the Chronic Complainer will contact support again. However, unlike the Rip-Off Customer, this customer will accept and appreciate your efforts to fix the situation. Despite their constant complaints, Chronic Complainers often repeat customers and will tell others about positive support experiences.

No matter the complainer, actively take note of what your customer is saying. Complaints, although

frustrating, present an opportunity to strengthen your support experience. After a support issue is resolved, use customer feedback as inspiration for new community content.

For example, create a best practices checklist or new tutorial video based on a lesson learned from a conversation with an unhappy customer. This will create a more powerful self-service experience that benefits not only your customer, but also your support team.

## Level of Seriousness of a Complaint [2]

The level of seriousness of a complaint, are depending upon format, tone of language, visual clues; developing an appropriate response

### Receive the Complaint

The key actions for staff when receiving a complaint are too:
Actively listen to the complainant;
Empathies, understand and acknowledge their viewpoint;
Express regret that they have had a poor experience, and
Assure them steps will be taken to investigate and resolve their concerns.

### Assess the Complaint

The purpose of the assessment process is to:
* Classify the complaint appropriately to determine appropriate action
* Ensure the process is commensurate with  the seriousness of the complaint and the issues raised
* Ensure fairness to any clinician/staff concerned.
There are several steps a health service must take in assessing a complaint as set out in the Complaint Management Policy
* Identify the issues raised
* Identify the parties involved
* If necessary, obtain patent authorities
* Rate the severity of the complaint.
Rating the severity of a complaint helps determine the course of action to be taken. The following Complaint Management, Risk Assessment Matrix is offered to assist in this process by using a

### Look for solutions

* Ask the associate what they want to happen to address their concerns.
* Try to meet reasonable requests to resolve the matter.
* If you can, respond by making an offer to remedy the situation.
* Provide relevant information that will assist the associate to better understand the decision or action that they are aggrieved about.
* If there are things you can do straight away, do so.
* Give reasons for what happened and, if appropriate, apologies.
* Focus on solving the problem rather than blaming or finding fault.
* Explain clearly what can and cannot be done.
* Offer possible resolution methods. Providing alternatives will empower the person and give them a feeling of entering into a partnership in the process of resolving the complaint.
* If an action needs consideration or approval by a supervisor, inform the supervisor and work out when and how you will inform the complainant of the outcome.
* Decide the appropriate action to adopt and, if possible, get agreement from the person for this action.

- Explain to the client that to deal with the complaint properly, you may need to give their information to another person or obtain further information relevant to the complaint from their medical record or other health service provider.
- Log the complaint and the action taken for later trend analysis.
- Make sure something is done, say something like: "I'll make sure this information gets to the right person".
- Provide a name and contact number and an approximate time frame for action. If you are forwarding the person to a colleague, follow up with that colleague.
- Let the client know what you intend to do and when you will get in touch with them. Contact them the on the day and at the time you said you would, even if you haven't made any further progress, just to keep them informed.
- Inform the complainant when you have taken this action.
- Make sure you follow-up on a promised action.
- In more complex or difficult complaints or complaints where you have not had a more direct involvement, some of the considerations mentioned above may need to be addressed as management of the complaint progresses.

## Handling Complaints [3]

Handling Complaints involving service recovery methods, including anticipating the need for recovery, quick decision making, delegating responsibilities, providing training

**Useful Tips for Dealing with Complaints**
- Try to remain calm when dealing with a complaint - even if the customer becomes irate or confrontational.
- Complaints should always be resolved as quickly as possible.
- Keep comprehensive records of all customer complaints, from the initial problem to the eventual solution.

## Analyze Difficult/Sensitive Situations/Issues [4]

There are two distinct types of difficult, difficult/sensitive situations/issues & conversation,
1. Planned and
2. Unplanned

Planned conversations occur when the subject has been given thought, they are planned as the time, place and other circumstances have been arranged or are chosen for a reason.

Unplanned difficult conversations take place on the drive of the moment; these are often fuelled by anger which can, in extreme cases, lead to aggression

**Chef's Job, How to Handle Situations:** Whatever your line of work, there will be times when, you will need to be able:
- To communicate difficult information effectively to others. This is an important employability skill.
- Once you are sure that something needs to be communicated then do so in an assertive way.
- Do not find yourself backing down or changing your mind mid-conversation, unless of course there is very good reason to do so
- Often a difficult situation requires a certain amount of negotiation, be prepared for this.
- Speak clearly avoiding any jargon that other parties, may not understand, give eye contact and try to sit or stand in a relaxed way.
- Do not use confrontational language or body language

- Use clarification and reflection techniques to offer feedback and demonstrate that you were listening
- Communication becomes easier when we are calm, Keep focused on what you want to say, don't deviate or get distracted from the reason that you are communicating.

## Ethical Standards [5]

Ethical standards, covering,  ensuring that all behavior and operations are fair, honest, not detrimental to the business or its guests

### Employee Relations

Employee relations is an area of ethics that food establishments too often neglect. With a number of exceptions, food restaurants generally pay minimum wage or only slightly higher for high-stress jobs. Scheduling issues are notorious in restaurant settings as well, with employees working double shifts or working early-morning shifts immediately after late-night shifts. Food establishments should commit to breaking the trend of overworking and underpaying employees.

### Food Safety

Although most people do not realize it, patrons of food establishments place their lives in the establishments' hands. Improper storing and labeling of food items or selling slightly-expired food can be tempting from a financial perspective, but can lead to serious injury or worse due to food poisoning, cross-contamination or allergic reactions. Food establishments should include firm commitments to food safety in their codes of ethics, always placing food safety above financial concerns. This includes going beyond the letter of the law to enforce the highest product quality standards.

### Supplier Standards

Food establishments should be familiar with their suppliers. Again, financial considerations can tempt food establishment owners to purchase the most inexpensive ingredients with no questions asked. To show a commitment to ethics, food establishments should perform due diligence before signing a contract with a new supplier. Codes of ethics should require food establishments to know where suppliers source their livestock, how livestock is raised and treated, which hormones or artificial additives are added to feedstocks and other ethical considerations related to the humane treatment of animals and equitable employment practices.

### Public Health Issues

Twenty-first century food establishments are beginning to see that the law allows for serious breaches of ethics in the food industry. A code of ethics should include a commitment to sell only healthy products and never to use harmful ingredients. Twentieth-century fast-food establishments, for example, paid little or no attention to fat content and harmful additives, addicting a generation of consumers at the expense of their health — and sometimes their lives. Twenty-first century fast-casual chains, on the other hand, serve the same types of food, but use fresh, healthy ingredients to minimize fat and additive content.

## Summary of Module

- The Aggressive Customer
  The exact opposite of the Meek Customer, the Aggressive Customer will loudly voice any complaints and will not accept excuses.
  How to Respond: Thank the customer for sharing their concerns and listen. Be polite, agree on the definition of the problem, and explain what's being done to resolve the situation and when.

- Receive the complaint
  The key actions for staff when receiving a complaint are to:
  · Actively listen to the complainant;
  · Empathies, understand and acknowledge their viewpoint;
  · Express regret that they have had a poor experience, and
  · Assure them steps will be taken to investigate and resolve their concerns.

- Assess the complaint
  The purpose of the assessment process is to:
  o Classify the complaint appropriately to determine appropriate action
  o Ensure the process is commensurate to the seriousness of the complaint and the issues raised
  o Ensure fairness to any clinician/staff concerned.
  There are several steps a health service must take in assessing a complaint as set out in the Complaint Management Policy
  o Identify the issues raised
  o Identify the parties involved
  o If necessary, obtain patent authorities
  o Rate the severity of the complaint.

- Useful Tips for Dealing with Complaints
  Try to remain calm when dealing with a complaint - even if the customer becomes irate or confrontational. ...
  Complaints should always be resolved as quickly as possible.
  Keep comprehensive records of all customer complaints, from the initial problem to the eventual solution

- Improve customer skills through training and coaching
  Ensure that high performance standards are embedded throughout your organization – including senior management. In particular, your Frontline employees should have the required customer service skills– so when even they are under pressure, they can deliver the desired service standards and are comfortable in handling customer complaints effectively

- Monitor and improve
  Set key performance indicators and monitor these. Where possible, identify pinch-points where frequent problems occur, perhaps due to ineffective systems and processes. And finally ensure that your business rewards and recognizes team members that handle difficult complaints effectively.

- Employee Relations
  Employee relations are an area of ethics that food establishments too often neglect. With a number of exceptions, food restaurants generally pay minimum wage or only slightly higher for high-stress jobs. Scheduling issues are notorious in restaurant settings as well, with employees working double shifts or working early-morning shifts immediately after late-night shifts. Food establishments should commit to breaking the trend of overworking and underpaying employees.

- Chef analyze Channels of feedback, including verbal comments, written feedback, feedback from senior management; formal and informal comments

Seven common customer feedback channels in depth:

1. • Social Media
2. • Surveys
3. • Colleagues / Internal Customers
4. • Customer Interviews & Focus Groups
5. In-App Feedback

## Frequently Asked Questions (FAQs)

FAQ 1:      How to Respond the Aggressive Customer?

Answer      Thank the customer for sharing their concerns and listen. Be polite, agree on the efinition of the problem, and explain what's being done to resolve the situation and when.

FAQ 2:      How to receive the complaint?

Answer      The key actions for staff when receiving a complaint are to:
Actively listen to the complainant;
Empathies, understand and acknowledge their viewpoint;
Express regret that they have had a poor experience, and
Assure them steps will be taken to investigate and resolve their concerns.

FAQ 3:      How to handle complex situations?

Answer      Whatever your line of work, there will be times when, you will need to be able:

- To communicate difficult information effectively to others. This is an important employability skill.
- Once you are sure that something needs to be communicated then do so in an assertive way.
- Do not find yourself backing down or changing your mind mid-conversation, unless of course there is very good reason to do so
- Often a difficult situation requires a certain amount of negotiation, be prepared for this.
- Speak clearly, avoiding any jargon that other parties, may not understand, give eye contact and try to sit or stand in a relaxed way.
- Do not use confrontational language or body language
- Use clarification and reflection techniques to offer feedback and demonstrate that you were listening
- Communication becomes easier when we are calm, Keep focused on what you want to say, don't deviate or get distracted from the reason that you are communicating.

FAQ 4:      Explain the purpose of complaint assessment?

Answer      The purpose of the assessment process is to:
o classify the complaint appropriately to determine appropriate action
o ensure the process is commensurate to the seriousness of the complaint and the issues raised
o ensure fairness to any clinicians/staff concerned.
There are several steps a health service must take in assessing a complaint as set out in the Complaint Management Policy
o Identify the issues raised
o Identify the parties involved
o If necessary, obtain patent authorities
o Rate the severity of the complaint.

FAQ 5:      Discuss the useful tips for dealing with Complaints?

Answer      Try to remain calm when dealing with a complaint - even if the customer becomes irate or confrontational. ...
Complaints should always be resolved as quickly as possible. ...
Keep comprehensive records of all customer complaints, from the initial problem to the eventual solution

FAQ 6:      Improve customer skills through training and coaching?

Answer      Ensure that high performance standards are embedded throughout your organization – including senior management. In particular, your frontline employees should have the

required customer service skills– so when even they are under pressure, they can deliver the desired service standards and are comfortable in handling customer complaints effectively

FAQ 7: How to set the keys of monitor and also to improve?

Answer Set key performance indicators and monitor these. Where possible, identify pinch-points where frequent problems occur, perhaps due to ineffective systems and processes. And finally ensure that your business rewards and recognizes team members that handle difficult complaints effectively

FAQ 8: Define Employee Relations?

Answer Employee relations are an area of ethics that food establishments too often neglect. With a number of exceptions, food restaurants generally pay minimum wage or only slightly higher for high-stress jobs. Scheduling issues are notorious in restaurant settings as well, with employees working double shifts or working early-morning shifts immediately after late-night shifts. Food establishments should commit to breaking the trend of overworking and underpaying employees.

FAQ 9: Analysis the feedback of common customer?

Answer Chef analyze Channels of feedback, including verbal comments, written feedback, feedback from senior management; formal and informal comments

Seven common customer feedback channels in depth:
1. Social Media
2. Surveys
3. Colleagues / Internal Customers
4. Customer Interviews & Focus Groups
5. In-App Feedback

FAQ 10: How a chef look for solutions in difficult situations?

Answer Try to meet reasonable requests to resolve the matter.
If you can, respond by making an offer to remedy the situation.
Provide relevant information that will assist the person to better understand the decision or action that they are aggrieved about.
If there are things you can do straight away, do so.
Give reasons for what happened and, if appropriate, apologies.
Focus on solving the problem rather than blaming or finding fault.
Explain clearly what can and cannot be done.

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1. If you are trying to learn whether a customer is satisfied with the construction of a product, what type of factor are you examining?
   a.        Quality
   b.        Service
   c.        Price
   d.        Value

2. What is a typical method for a business to investigate customer satisfaction?
   a.        Survey
   b.        Telemarketing
   c.        Case studies
   d.        Interviews

3. Which of the following statements is true?
   a.        It is more expensive to keep customers than to attract new customers
   b.        Existing customers demand more services
   c.        It is more expensive to attract new customers than to retain existing ones
   d.        All above

4. _____ for gathering information and responding to comments
   a.        Develop procedures
   b.        Develop plans
   c.        Develop strategies
   d.        Develop programs

5. Provide relevant ____ that will assist the associate to better understand the decision or action that they are aggrieved about
   a.        Equipments
   b.        Tools
   c.        Machines
   d.        Information

6. Use clarification and reflection techniques to offer feedback and demonstrate that you were
   a.        Reading
   b.        Listening
   c.        Writing
   d.        Demonstrating

7. ___ is an area of ethics that food establishments too often neglect
   a.        Employee relations
   b.        Training
   c.        Hiring
   d.        HRM

8. Be polite, agree on the definition of the problem, and explain what's being done to _____ the situation
   a.         Support
   b.         Hanle
   c.         Resolve
   d.         Execute

9. Ensure that high ___ are embedded throughout your organization
   a.         Performance standards
   b.         SOPs
   c.         Programs
   d.         Strategies

10. Set key performance _____ to smoothly operate kitchen functions

   a.         Indicators
   b.         Notes
   c.         Programs
   d.         Tools

# Answer Key

| MCQ Number | Correct Answer |
|---|---|
| 1 | b |
| 2 | a |
| 3 | d |
| 4 | a |
| 5 | d |
| 6 | b |
| 7 | a |
| 8 | c |
| 9 | a |
| 10 | a |

# MONITORING HEALTH AND SAFETY ISSUES IN FOOD PRODUCTION AREAS

## Learning Outcomes

After completion of this learning module, you will be able to:

- Assess the risks in kitchen environments
- Check the extent to which all associates are aware of and follow health and safety requirements in line with organizational requirements
- Ensure that associates follow safe working practices at all times
- Monitor the extent to which associates identify any hazards or potential hazards and deal with these correctly
- Monitor the reports made by associates on any accidents or near accidents
- Monitor the way that associates practice emergency and security procedures correctly
- Ensure that appropriate records are completed as required to demonstrate that section team follows health and safety requirements
- Ensure that all equipment is working correctly in own section of the kitchen
- Arrange for appropriate maintenance for all equipment available in own section of the kitchen on a regular basis
- Ensure that appropriate equipment is properly calibrated according to operating instructions in own section of the kitchen
- Check that associates are using equipment correctly, efficiently and effectively in own section of kitchen
- Take corrective action where required to improve the safety of work areas
- Ensure that all associates understand their role in undertaking cleaning duties
- Monitor the number of associates to undertake the cleaning program effectively
- Observe and check that associates have the cleaning tools and materials they need to undertake cleaning duties for their area of work
- Check that there are no hazards present that would affect the cleaning program
- Observe and check that associates are using cleaning tools and materials safely, effectively and efficiently
- Monitor appropriate checklists to ensure that the cleaning program has been completed correctly and according to organizational standards

# Learning Unit 01: Ensure that all Kitchen Associates Follow Organizational Requirements for Health and Safety

## Overview

In this learning unit you will learn about gudilines for monitoring associates regarding types of risks in kitchen environments, health and safety requirements, safe working practices, accident reports and emergency & security procedures.

After completion of this learning unit you will be able to assess the risks in kitchen environments and ensure safe working practices amongst associates.

## Implementation of HACCP [1]

The HACCP system is science-based and uses a systematic approach to the identification of specific hazards and measures for their control or prevention to ensure the safety of food. The preventive measures must be described in detail and people who have to execute them must be trained. HACCP involves careful recording of all details and actions in order to provide documentation that the system is in operation and in full control of all hazards in food processing.

The HACCP plan must include:
 Preventative measures;
 Control limits;
 Monitoring procedures;
 Corrective actions;
 Record keeping; and
 Ways to verify that control procedures are followed and are adequate.

The **seven principles of HACCP** based and to ensure safe and correct in all aspects of food production and processing are:
1. Conduct a hazard analysis
2. Determine the Critical Control Points (CCPs)
3. Establish critical limit(s)
4. Establish a system to monitor control of the CCP
5. Establish the corrective action to be taken when monitoring indicates that a particular CCP is not under control
6. Establish producers for verification to confirm that the HACCP system is working effectively
7. Establish documentation concerning all procedures and records appropriate to these principles and their application.

The 7 basic principles are implemented into the system through the 12 steps:
1. Assemble HACCP team
2. Describe the product
3. Identify intended use
4. Construct flow diagram
5. On-site confirmation of flow diagram
6. List all potential hazards associated with each step, conduct a hazard analysis, and consider any measures to control the identified hazards (Principle 1)
7. Determine Critical Control Points (Principle 2)
8. Establish critical limits for each CCP (Principle 3)
9. Establish a monitoring system for each CCP (Principle 4)
10. Establish corrective actions (Principle 5)
11. Establish verification procedures (Principle 6)
12. Establish Documentation and Record Keeping (Principle 7)

Often the terms 'Validation' and 'Verification' are used incorrectly.
- Verification means to use methods, tests, procedures, monitoring, and other evaluations to determine CONFORMITY
- With the HACCP plan. In other words, to see if the HACCP plan is being followed.
- Validation is defined as obtaining EVIDENCE to show that each element of the HACCP plan is EFFECTIVE.

The following may be helpful in understanding verification and validation:
- Verification - Activities are being performed according to standard procedures (e.g. a supervisor observes an employee washing their hands correctly, as documented in the hand washing procedure).
- Validation - The right results are being obtained (e.g. tThe facility's in-house microbial swabbing is sent to an outside lab to validate the facility's own in-house test results).
- Validation - The monitoring procedures are updated if there is a process change

## First Aid, Fire Fighting Training [2]

### Fire Fighting

Each employee is responsible for the fire prevention measures within his/her work area. Supervisors are responsible for overall building fire prevention measures and the training and instructions of employee on what to do in the event of a fire. Many fires can be prevented by following routine preventive measures. Some of these are:
- Stringently control smoking areas. Do not allow smoking around highly combustible materials and post "No Smoking" signs as applicable.
- Smoking is not allowed in kitchen.
- Keep all storage areas neat, clean and organized. Do not pile materials, waste or junk in a corner or other areas inside or outside a building. Insure that highly combustible materials areas are well ventilated.
- Do not overload wall sockets by using excessive outlets or extension cords.
- At the close of business each day insure that all coffee pots, office equipment, and tools are turned off and/or disconnected.
- Do not store combustible materials within ten feet of heating units, water heaters, or air conditioners.
- Immediately have fixed or replaced visible bare electrical wires. Immediately have checked any appliance fixture or machine that gives off a burning odor. Do not use a higher wattage light bulb than what is instructed.
- Do not overwork your heating and air-conditioning units. Turn your thermostats down or up at night depending upon the season. Contact the Maintenance Supervisor to have your units inspected annually and the filters changed regularly.

### First-Aid.

Other than treating minor cuts and burns, only trained personnel should attempt to administer First-Aid. Improper treatment is sometimes worse than no treatment at all and the individual administering improper treatment may be held liable.
- In the event of needing medical assistance dial emergency.
- Handouts with regard to what to do for specific emergencies will be furnished employees attending
- First-Aid training sessions. Recognizing emergency situations Unusual noises; Screams, yells, moans, or calls for help. Breaking glass, crashing metal, or screeching tires. Changes in machinery or equipment noises. Sudden, loud voices. Emergencies are often signaled by something unusual

that catches your attention. Unusual odors that are stronger than usual. Unrecognized odors. Unusual appearances or behaviors. Difficulty breathing. Clutching the chest or throat. Slurred, confused or drowsiness. Sweating for no apparent reason. Unusual skin odor. First check the scene for safety. Check the victim for level of consciousness, breathing, pulse, and bleeding. Slow down. Avoid strenuous activity. If you must do strenuous activity, do it during the coolest.

The following chart is a guide line. It is important to assess conditions and implement actions accordingly.

## First Aid

You may need to seek advice regarding what you are obliged to provide in terms of first aid facilities. Some

**SEVERE (red)**
- Follow local and/or federal government instructions (listen to radio/TV)
- Restrict Agency access to essential personnel
- Cancel outside activities and field trips
- Provide support assistance to staff and students

**HIGH (orange)**
- Assign staff to monitor entrances at all times
- Assess facility secirity measures
- Update Central Office on steps taken as needed
- Address staff and clients fears concerning possible crisis

**ELEVATED (Yellow)**
- Inspect Agency buildings and grounds for suspicious activities
- Assess increased risk with public safety officials
- Test alternative communiction capabilities

**GUARDED (blue)**
- Review and upgrade security measures
- Review emergency communication plan
- Inventory and test communication equipment
- Inventory and restock emergency supply

**LOW (green)**
- Assess crisis plans and procedures
- Review duties and responsibilities of staff members
- Conduct visitor ID check

authorities stipulate that there must be a qualified first aider on site (no matter how few people you employ) and there may be specific requirements concerning the number and location of first aid boxes, eye wash stations, signs, posters and rest room facilities**.**

## Fire
You must obviously ensure that your fire precautions and procedures are adequate in terms of:
- Building construction.
- Access and egress.

- Emergency exits.
- Emergency lighting.
- Fire fighting appliances (sufficient, appropriate and maintained).
- Fire drills and alarm checks.
- Storage of flammable/combustible materials (gas cylinders, fuel oils, wood and paper waste).
- Identification of fire / explosion risk areas and instructions for isolating power, fuel, gas etc.
- Evacuation procedures and responsibility for roll calls.
- Employee training in procedures and general fire safety practices.

It is wise to obtain guidance from your Local Authority fire service on these matters. Once you have established appropriate facilities, systems and procedures you should document them and have the notice prominently displayed. As mentioned earlier, it is also useful to have a plan of your premises which clearly shows the sites of fire hazards (fuel stores etc.), fire extinguishers and escape routes.

Your fire procedures can also include details of the arrangements for evacuation or protection of the pigs but it must be made clear that personal safety must be the primary concern of all employees.

**Emergencies**

Similar procedures to those for accidents and fire are required for emergencies, to cover such events as gas leaks, explosions, pressure vessel rupture, building collapse and chemical leaks.

## Risk Assessment [3]

Risk assessment in Kitchen operations

| Hazard / Risk | Normal Control Measures |
|---|---|
| Hot surfaces liquids / Burns, scalds | • Lifting lids off pans & kettles, moving hot tins, dishes and water to be restricted to adults only.<br>• Adequate supervision and safe working procedures in place<br>• Position pan handles not to overhang the edge of the cooker<br>• Ensure adequate space is available around the ovens at all times when handling hot items. |
| Sharp equipment /Cuts | • Controlled storage and use of knives.<br>• Pupils taught correct techniques for use of knives and use under supervision.<br>• Knives are kept sharp as blunt knives can cause serious injuries.<br>• Wash separately do not leave in sink |
| Slippery floors / Slips and trips | • No obstacles in walkways and regular cleaning of floors<br>• Prompt maintenance of defects<br>• Spillages should be dealt with immediately.<br>• Paper towels to be used on small areas of water-based contamination.<br>• Ensure good housekeeping and that any spills / food debris are cleared up immediately. |
| Use of cookers (Electric / gas) Electric shock Fire, explosion | • Electrical equipment is subject to regular safety inspection and test ('PAT testing)<br>• Gas equipment is under planned maintenance<br>• A gas isolation valve should be available to isolate the gas supply when not in use.<br>• Children must be supervised at all times.<br>• Portable cookers permanently wired into a fixed spur.<br>• Ovens for food preparation not to be used for other purposes e.g. heating plastics.<br>• Fire blanket kept in the area and staff should know how to use it.<br>• Cookers and ovens should be sited away from flammable materials, doorways, passageways and fire escape routes.<br>• There should be no wall displays, pin boards etc in the close vicinity. |

| | |
|---|---|
| Food poisoning Poor standards of hygiene Incorrect storage of food) | **Personal hygiene**<br>• Pupils taught the need for personal hygiene. Staff and pupils to wash hands before handling food and after visits to the toilet.<br>• Ensure that warm water, soap and towels (disposable) are available.<br>• Cuts etc. are covered with waterproof adhesive dressings.<br>• Tie back long hair.<br>• Aprons hygienically maintained<br><br>**Storage**<br>• Avoid the use of foods that require refrigeration if safe temperatures cannot be maintained<br>• Only small quantities of food should be stored, and correct stock rotation should be ensured.<br>• "Use by" and "best before" dates should be checked.<br>• Food stored in suitable containers. ( covered / protected from contamination)<br>• Foods appropriately covered / wrapped and stored prior to taking home. Pupils provided with instruction on safe storage / consumption. |
| | **Food handling**<br>• High risk / raw foods kept apart at all times<br>• Separate chopping boards and utensils used for raw and cooked foods.<br>• Equipment, including cutlery, should be stored in secure, clean conditions and used only for food preparation.<br><br>**Cleaning**<br>• Work surfaces cleaned with a multi-purpose cleaner and then disinfected prior to any food preparation.<br>• Where a classroom table has to be used for food preparation, it should be covered with a clean plastic sheet<br>• Equipment, including cutlery, should be stored in secure, clean conditions and used only for food preparation.<br>• Adequate rubbish bins for waste food and they must be emptied daily. |
| Pupils with food allergies | • All staff/volunteers are made aware of pupils who are sensitive to foods and food additives.<br>• Staff should be aware of ingredients/food additives present in foodstuffs. |

## Work in a Healthy, Safe and Hygienic Environment [4]

### The Safe Workplace

Most of this section is concerned with ways workers can prevent certain kinds of accidents, such as cuts, burns, and falls. However, it is much easier to develop and practice habits that prevent accidents if safety is built into the workplace.
The management of a food-service operation must see to it that the structure and equipment have necessary safety features.

1. Structure, equipment, and electrical wiring in good repair.
2. Adequate lighting on work surfaces and in corridors.
3. Nonslip floors.
4. Clearly marked exits.
5. Equipment supplied with necessary safety devices.
6. Heat-activated fire extinguishers over cooking equipment, especially deep fryers.
7. Conveniently located emergency equipment, such as fire extinguishers, fire blankets, and first-aid kits.

8. Clearly posted emergency telephone numbers.

9. Clearly posted emergency procedures, including the Heimlich maneuver for victims of choking. One or more employees should have received formal training in this procedure. In addition, it is a good idea to train one or more employees in cardiopulmonary resuscitation (CPR).

10. Smooth traffic patterns to avoid collisions between workers.

## Preventing Cuts

1. Keep knives sharp. A sharp knife is safer than a dull one because it requires less pressure and is less likely to slip.

2. Use a cutting board. Do not cut against a metal surface. Place a damp towel under the board to keep it from slipping.

3. Pay attention to your work when using a knife or cutting equipment. Have only one knife at a time on the cutting board. Knives not in use should be on the worktable near but not on the cutting board.

4. Cut away from yourself and other workers.

5. Use knives only for cutting, not for such jobs as opening bottles.

6. Don't try to catch a falling knife. Step back and let it fall.

7. Don't put knives in a sink, under water, or in any other place they can't be seen.

8. Clean knives carefully, with the sharp edge away from you.

9. Store knives in a safe place, such as a rack, when not in use.

10. Carry knives properly. Hold the knife beside you, point down, with the sharp edge back and away from you. Don't swing your arm. Whenever possible, carry knives in a cover. Warn people when you are walking past them with a knife in hand.

11. Keep breakable items, such as dishes and glassware, out of the food production area.

12. Don't put breakable items in the pot sink.

13. Sweep up—don't pick up—broken glass.

14. Discard chipped or cracked dishes and glasses.

15. Use special containers for broken dishes and glasses. Don't throw them in with other garbage.

16. If there is broken glass in the sink, drain the sink before trying to take out the glass.

17. Remove all nails and staples when opening crates and cartons, and dispose of them.

## Preventing Burns

1. Always assume a pot handle is hot. Don't just grab it with your bare hand.

2. Use dry pads or towels to handle hot pans. Wet ones will create steam, which can burn you.

3. Keep pan handles out of the aisle so people won't bump into them. Also, keep handles away from the open flames of gas burners.

4. Don't fill pans so full they are likely to spill hot foods.

5. Get help when moving heavy containers of hot food.

6. Open lids away from you to let steam escape safely.

7. Use care when opening compartment steamers.

8. Make sure gas is well vented before trying to light ovens or pilot lights. Strike matches before turning on the gas. Also, strike matches away from your body.

9. Warn service staff about hot plates.

## Preventing Injuries from Machines and Equipment

1. Do not use any equipment unless you understand its operation.

2. Use all guards and safety devices on equipment.

3. Don't touch or remove food from any kind of equipment

4. Unplug electrical equipment before disassembling or cleaning.

5. Make sure the switch is off before plugging in equipment.
6. Do not touch or handle electrical equipment
7. Wear properly fitting clothing.
8. Use equipment only for its intended purpose.

## Preventing Falls

1. Clean up spills immediately.
2. Throw salt on a slippery spot to make it less slippery while a mop is being fetched.
3. Keep aisles and stairs clear and unobstructed.
4. Don't carry objects too big to see over.
5. Walk, don't run.
6. Stand on a safe ladder, not a chair or piles of boxes, to reach high shelves or to clean high equipment.

## Preventing Strains and Injuries from Lifting

1. Lift with the leg muscles, not the back. proper lifting technique.
2. Don't turn or twist your back while lifting. Make sure your footing is secure.
3. Use a cart to move heavy objects long distances, or get help



## Food Safety Policy [5]

Food safety is a scientific discipline describing handling, preparation, and storage of food in ways that prevent Foodborne illness. This includes a number of routines that should be followed to avoid potentially severe health hazards

Policy As
- Food is always prepared under sanitary conditions that do not expose it to the risk of contamination
- All employees are provided with the information, training and tools necessary to do their job in a hygienic and compliant manner
- Employees comply with all company food safety policies and procedures
- Management assume the role of supervision of our employees for compliance and conformance with these Standards.

## Food Hygiene:

Ensure that you always wear clean clothing and keep yourself clean
- You must always wash your hands thoroughly, in particular;
- Before handling food, after using the toilet, after blowing your nose  If you have been suffering from

any skin, nose, throat, stomach or bowel
- Trouble including sickness or diarrhea or an infected wound you must not be involved in food preparation or service for 48 hours after symptoms have stopped  All cuts and sores should be covered with a waterproof, high visibility dressing
- Avoid unnecessary handling of food
- Never smoke, eat or drink in a food room, and never cough or sneeze over
- Food  Keep all equipment and surfaces clean

## Food Safety and Hygiene Practices [6]

Food safety is a scientific discipline describing handling, preparation, and storage of food in ways that prevent Foodborne illness. This includes a number of routines that should be followed to avoid potentially severe health hazards. In this way food safety often overlaps with food defense to prevent harm to consumers. The tracks within this line of thought are safety between industry and the market and then between the market and the consumer. In considering industry to market practices, food safety considerations include the origins of food including the practices relating to food labeling, food hygiene, food additives and pesticide residues, as well as policies on biotechnology and food and guidelines for the management of governmental import and export inspection and certification systems for foods.

There are five key principles of food hygiene, according to WHO, are

1. Prevent contaminating food with pathogens spreading from people, pets, and pests.
2. Separate raw and cooked foods to prevent contaminating the cooked foods.
3. Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
4. Store food at the proper temperature.
5. Do use safe water and safe raw materials.

## Methods to Deal With Emergencies [7]

A workplace emergency is an unforeseen situation that threatens your employees, customers or the public. It may disrupt or  shut down your operations. It may cause physical or environmental damage. Emergencies may be natural or manmade.
They include events such as the following:
- Fire
- Fuel spillage
- Gas leaks
- Explosions
- Road accidents
- Injury from machinery and equipment
- Fall, climbing accident
- Swimming or diving accident
- Snake bite or poisoning
- Equipment failure
- Lost workmates
- Emergency as a result of environmental conditions (e.g., heat, cold, wet, snow, wind, lightning, bushfires, floods, high seas, cyclones)
- Emergencies requiring evacuation
- Hazardous substances and chemical spills
- Internal emergencies such as loss of power or water supply and structural collapse
- Serious injury events or medical emergencies

- Bomb threats
- Civil disorder or criminal acts such as robberies and shootings
- Hostage situations or terrorism

Probably the best advice in planning for an emergency is to plan for the unexpected. Plan for worst case scenarios, that will
mean that all response plans are likely to be of sufficient scope to cope with the situation

Observe and check that associates deal with emergencies, including taking action within own responsibility, notifying engineering, department, evacuating the area or building, ensuring security have been notified where necessary.

## Methods To Deal Emergencies

| Objects | Hazards | Possible Controls |
|---|---|---|
| **Burning Fat and Fires** | Overheated cooking oil (e.g. In a deep fryer) may catch fire othe stovetopop Hotplates, or burners which remain hot enough to start fires | Provide fire blanket and extinguisher in a prominent position adjacent to stovetop Display simple brief instructions in how to use a fire blanket to smother flames from burning fat or oil Display the telephone number to call for assistance and to alert emergency services should they be required When purchasing cook top, select one which has warning lights to alert users to hot surfaces |
| **Electrical Fire** | Short circuit in electrical equipment or appliance | Ensure that fire extinguisher in the kitchen area is safe for use on electrical fires Check that the extinguisher is included on list for regular testing, and has been tested recently Ensure that staff are aware of procedures when dealing with electrical fires |
| **Leaking Gas** | Leaking gas may explode or fumes overcome workers in proximity of leak | Ensure that your workplace has an established procedure for dealing with gas leakage and can quickly shut off gas supply at the meter or from valve outside building |
| **Fire Control** | Lack of fire extinguishers, fire blankets or smoke alarms Poorly maintained fire extinguishers and or smoke alarms Untrained staff administrating fire control | Consult the building code to determine what fire controls are required As part of regular safety checks ensure smoke alarms and fire extinguishers have been tested and repaired if required (refer to state and territory requirements for testing and maintenance) Provide appropriate training to staff in administrating fire control (e.g. fire extinguishers, fire blankets) |

| Emergencies / Evacuations | Lack of emergency signage Signs not in place or not lit as required Lack of emergency procedures / programs Staff untrained in evacuation procedures | Check that appropriate emergency signage is in place, appropriately lit and is regularly tested and is fully operational Check that kitchen area has clear path to emergency exits by more than one route Develop appropriate emergency procedures / programs Conduct regular emergency evacuation drills to test procedures / programs and systems Ensure emergency contacts receive appropriate training for coordinating emergency responses Ensure all workers are familiar with all emergency response procedures, emergency alarm sounds and be able to act accordingly. |
|---|---|---|

## Steps to Take When an Emergency Occurs:

Take a deep breath.
Count to 10. Tell yourself you can handle the situation.
Check for danger. Protect yourself and the injured person from fire, explosions, or other hazards.
Try to look at the situation as a whole.

## Food Safety Storing, Preparing and Cooking Food [8]

### Storing Food Safely
I
t's important to take care how you store food to make sure it's safe to eat. Find out below about storing food in the fridge, freezer, or in containers such as tins and jars.

### Food that Goes in the Fridge

Some food needs to be kept in the fridge to help stop bacteria from growing on it, such as food with a 'use by' date, cooked food and ready-to-eat food such as desserts and cooked meats.
Make sure your fridge is cold enough
You need to make sure your fridge is cold enough otherwise food poisoning bacteria will still be able to grow. Your fridge should be between 0ºC and 5ºC.
If you're not sure how the temperature setting or dial works on your fridge, you could use a fridge thermometer to check it's the right temperature.
Here are a few other fridge tips that you might find useful:
- Keep the fridge door closed as much as possible
- Wait for food to cool down before you put it in the fridge
- If your fridge is full, turn the temperature down to help keep it cold enough

### Keeping food in the fridge

To help stop bacteria from growing, remember:
- When the label says 'keep refrigerated', make sure you do keep the food in the fridge. If the food isn't labeled with any storage instructions and it's a type of food that goes off quickly, you should put it in the fridge and eat it within two days.
- Some jars and bottles need to be kept in the fridge once they've been opened. Always check the label and follow any storage instructions.

- When you're preparing food, keep it out of the fridge for the shortest time possible, especially when the weather (or the room) is warm.
- If you have made some food (such as a sandwich or a cold dish) and you're not going to eat it straight away, keep it in the fridge until you're ready to eat it
- If you're having a party or making a buffet, leave the food in the fridge until people are ready to eat. Generally, you shouldn't leave food out of the fridge for more than four hours
- Cool leftovers as quickly as possible (ideally within one to two hours) and then store them in the fridge. Eat any leftovers within two days, except for cooked rice, which you should eat within one day to help avoid food poisoning.

**Storing Meat**

It's especially important to store meat safely to stop bacteria from spreading and to avoid food poisoning. You should:
- Store raw meat and poultry in clean, sealed containers on the bottom shelf of the fridge, so they can't touch or drip onto other food
- Follow any storage instructions on the label and don't eat meat after its 'use by' date
- When you have cooked meat and you're not going to eat it straight away, cool it as quickly as possible and then put it in the fridge or freezer. Remember to keep cooked meat separate from raw meat.

**Keeping Food in the Freezer**

The freezer is a great tool for making sure you've always got some food in stock and for helping to avoid wasting food.

You can keep food safely in the freezer for years, in theory, as long as it has stayed frozen the whole time. However, the taste and texture of food changes if it's frozen for too long, so you might well find that it's not very nice to eat.

You can check any instructions on food labels or in your freezer's handbook (if you don't have this anymore, you might be able to find it online) to see how long food should be frozen.

For safety, it's OK to freeze most raw or cooked foods providing you do the following things:
- Freeze it before the 'use by' date
- Follow any freezing or thawing instructions on the label
- Thaw it in the fridge so that it doesn't get too warm. Or, if you intend to cook it as soon as it's defrosted, you could defrost it in a microwave
- Try to use it within one to two days after it's been defrosted – it will go off in the same way as if it were fresh
- Cook food until it's steaming hot all the way through

When frozen meat and fish (and some other foods) thaw, lots of liquid can come out of them. If you're defrosting raw meat or fish, this liquid will spread bacteria to any food, plates or surfaces that it touches. Keep the meat and fish in a sealed container at the bottom of the fridge, so that it can't touch or drip onto other foods.

Always clean plates, utensils, surfaces and hands thoroughly, after they have touched raw or thawing meat, to stop bacteria from spreading.

If you defrost raw meat or fish and then cook it thoroughly, you can freeze it again, but remember never reheat foods more than once.
Storing dry food, tins, jars and drinks.

Many types of food don't need to be kept in the fridge to keep them safe to eat, for example dry foods such as rice, pasta and flour, many types of drinks, tinned foods, and unopened jars. But it's still important to take care how you store them.

Here are some tips:
- Try to keep food in sealed bags or containers - this helps to keep them fresh and stops anything falling into the food by accident
- Don't store food or drinks near cleaning products or other chemicals
- Don't use old food containers to store household chemicals, and don't store food in containers that have been used for other purposes
- Only reuse plastic water bottles if they're not damaged and you can clean them
- Don't store food on the floor, because this can encourage mice, ants and other pests
- Keep the storage area dry and not too warm
- Remember that some types of food might need to be kept in the fridge once you've opened them – follow any storage instructions on the label.

## Tin Cans

When you open a can of food and you're not going to use all the food straight away, empty the food into a bowl, or other container, and put it in the fridge.

Don't store food in an opened tin can, or re-use empty cans to cook or store food. This is because when a can has been opened and the food is open to the air, the tin from the can might transfer more quickly to the can's contents.

## Cling Film

Cling film is useful for protecting food but, like many things, it needs to be used correctly.
Not every type of cling film is suitable for using with all foods. Check the description on the box to see what foods it can be used with.
There are three main points to remember when using cling film:
- Don't use cling film if it could melt into the food, such as in the oven or on pots and pans on the hob
- You can use cling film in the microwave (in accordance with the manufacturer's instructions), but make sure the cling film doesn't touch the food
- Only let cling film touch high-fat foods when the description on the box says the cling film is suitable for this. High-fat foods include some types of cheese, raw meats with a layer of fat, fried meats, pies and pastries, and cakes with butter icing or chocolate coatings.

## Kitchen Foil

Kitchen foil, which is made from aluminum, can be useful for wrapping and covering foods. But it's best not to use foil or containers made from aluminum to store foods that are highly acidic, such as:
- Tomatoes
- Rhubarb
- Cabbage
- Many types of soft fruit

This is because aluminum can affect the taste of these sorts of food, especially if they are stored in aluminum containers for a long time.

## Preparation

Use foods before the "use by" date. Do not use any food that is past its expiration date.
Wash your hands with warm, soapy water for 20 seconds before and after handling food.
Wash fruits and vegetables with cold water before using. There is no need to wash or rinse meat or poultry.

Wash cutting boards, dishes, utensils, and counter tops with hot, soapy water before and in between using each food item.
 Use one cutting board for produce and a separate board for meat and poultry to reduce the risk of salmonella and other bacteria-causing illnesses. Using different color cutting boards for different food items will help reduce cross contamination.
 Separate raw, cooked, and ready-to-eat foods while shopping, preparing, or storing. Never place cooked food  on a plate that previously held raw meat, poultry, or seafood.
 Keep juices from different food items from mixing.
 Marinate meat, seafood, and poultry in the refrigerator in a covered, non-metallic container.
 To properly thaw frozen meat, it's best to plan for slow, safe thawing in the refrigerator. Allow about  one day for every five pounds of meat to thaw in the refrigerator.
 Do not serve home-canned foods. Most outbreaks of Foodborne botulism are caused by home canned foods.
 If commercial canned foods are leaking, bulging, swollen, look damaged or cracked, spurts liquid or foam when opened or is discolored, moldy or smells bad dispose of immediately.

# Food Poisoning [9]

Food poisoning is a common, yet distressing and sometimes life-threatening problem for millions of people in Pakistan and throughout the world. People infected with food-borne organisms may be symptom-free or may have symptoms ranging from mild intestinal discomfort to severe dehydration and bloody diarrhea. Depending on the type of infection, people can even die as a result of food poisoning

Foodborne illness usually arises from improper handling, preparation, or food storage. Good hygiene practices before, during, and after food preparation can reduce the chances of contracting an illness. There is a consensus in the public health community that regular hand-washing is one of the most effective defenses against the spread of Foodborne illness. The action of monitoring food to ensure that it will not cause Foodborne illness is known as food safety. Foodborne disease can also be caused by a large variety of toxins that affect the environment.

Foodborne illness can also be caused by pesticides or medicines in food and naturally toxic substances such as poisonous mushrooms or reef fish

### What can be done to avoid food poisoning?

It is not necessary to avoid those foods commonly implicated in food poisoning, since Salmonella, Campylobacter and E.Coli 0157 are killed in foods, provided they are adequately cooked. Important points to remember are detailed below.

Prevent the growth of bacteria by ensuring that all food stored in the refrigerator is covered and adequately chilled (ideally around 5° centigrade) and take care that chilled or frozen foods are not allowed to warm up in the hot boot of a car on the way home from the shops.
Always wash your hands after visiting the lavatory.

Wash your hands after handling raw meat or eggs, particularly before handling other foods.

Do not re-use utensils with which you have prepared raw eggs or meat without first washing them with hot water and detergent. Do not allow juices from raw meat to come into contact with other foods.

Avoid eating raw eggs or uncooked foods made from them.

Vulnerable people e.g. the elderly, the sick, babies and pregnant women should eat eggs only which have

been cooked until they are hard (both yoke and white).

- Wash salads thoroughly before eating.
- Do not drink any type of un pasteurized milk.

**Treatment**

Most foodborne infections resolve without medical attention. Depending on the type of bacterial infection antibiotics may be prescribed in some cases. Before doing this, the doctor will usually require a stool specimen for analysis, in order to discover which particular bacterium is responsible.

# Learning Unit 02: Monitor Efficient and Effective Use of Kitchen Equipment

## Overview

In this learning unit you will learn about maintenance procedure,caliberation and corrective use of equipment to improve the safety of work areas.

After completion of this learning unit you will be able to apply corrective actions for controlling risks from faulty equipment to maintain safe working practices amongst associates.

| Kitchen Equipment |
| --- |
| Usually refers to the large items in your kitchen. Such as the stove, refrigerator, micro. etc. |

## Maintain Equipment [1]

A cook should be familiar with the correct utensils, devices and equipment in the kitchen. Job of cooking requires specific tools , utensils and equipment for proper and

### 1. Aluminum

Best for all around use Most popular, attractive and lightweight and less expensive. It gives heat distribution no matter what heat temperature .

### 2. Stainless Steel

it is the commonly use tools and equipment, but it is more expensive.
easier to clean and shine.
it may be bought in many gauges,

3. Glass good for baking but not practical on top surface cooking.

4. Cast iron it is sturdy, but must be kept seasoned to avoid rust.
Ceramic and heat-proof glass used especially for baking dishes , casseroles or measuring cups.

### Common Measuring Tools in Commercial Kitchens:

Measuring cup for dry it can only be used for cold ingredients.

Measuring cup for liquid ingredients- made up of heat-proof glass and transparent so that liquid can be seen.

Portion scales-used to weigh serving portions from one ounce to one pound.

Scoops and dippers- used to measure serving of soft foods, such as fillings, ice cream and mashed potato. Household scales-used to weigh large quantity of ingredients in kilos , commonly in rice, flour , sugar, legumes or vegetables and meat up to 25 pounds.

Pasta spoon or server is used to transfer a little or much cooked pasta to a waiting plate, without mess. It is best used to long noodles, you can use a large slotted serving spoon for short pastas.
Potato masher used for mashing cooked potatoes , turnips, carrots or other soft cooked vegetables.

Rotary egg beater used for beating small amount of eggs and batter. It should be made up of stainless steel, and gear driven for ease in rotating.

Scraper it is a rubber silicone tools to blend or scrape the food from the bowl; metal, silicone or plastic egg

turners or flippers.

Seafood serving tools it make the task of cleaning seafood and removing the shell much easier.

Serving spoons a utensil consisting of a small, shallow bowl on a handle, used in preparing , serving or eating food.

Serving tongs it enables you to more easily grab and transfer larger food items, poultry or meat portions to a serving platter.

Ladle used for serving soup or stews , but can also be used for gravy, dessert sauces or other foods. It also works to remove or skim off fat from soups and stews.

## Kinds of Knives

Butcher knives used to section raw meat, poultry, and fish. It can be used as a cleaver to separate small joints or to cut bones.

French knife used to chop, dice, or mince food.

Roast beef slicer used to slice roasts, ham , and thick, solid cuts of meats.

Boning knife used to fillet fish and to remove raw meat from the bone.

Fruit and salad knife used to prepare salad greens, vegetables and fruits.

Spatula used to level off ingredients when measuring and to spread frostings and sandwich fillings.

Citrus knife used to section citrus fruits. The blade has two- sided, serrated edge

Paring knife used to core, peel, and section fruits and vegetables. Blades are short, concave with hollow ground.

Spoons solid, slotted or perforated. It is made of stainless steel or plastic, the solid ones are used to spoon liquids over foods and to lift foods, including the liquid out of the pot.

**Temperature Scales** used to measure heat intensity. Other small thermometers are hanged or stand in ovens or refrigerators to check the accuracy of the equipment's thermostat.

Two-tine fork used to hold meats while slicing, and to turn solid pieces of meat while browning or cooking . Made of stainless steel with heat-proof handle.

Vegetable peeler used to scrape vegetables. The best ones are made of stainless steel with sharp double blade that swivels.

Whisks for blending, mixing used for whipping eggs or batter, and for blending gravies, sauces, and soups.

Wooden spoon are useful for creaming, stirring and mixing. They should be made of hard wood.

## Maintenance, Calibration of Equipment [2]

Commercial kitchen equipment is the backbone of any restaurant. However, frequent use and continuous

operation inevitably lead to equipment failures and unexpected downtime, greatly impacting a kitchen's productivity and budget.

Scheduling regular maintenance visits is an excellent and cost-effective solution to reducing the need for repairs. A maintenance program can help restaurant operators spot potential problems, maximize equipment efficiency and avoid the high cost of repairs and replacing spoiled food. Maintenance, calibration or replacement requirements for specific items of equipment, including following manufacturer's requirements, arranging for maintenance or replacement of equipment, process for reporting any maintenance requirements to the appropriate department, procedure for ensuring that food outlet areas are refurbished at appropriate and agreed intervals.

| **Faulty Equipment** |
| :--- |
| The money will be used to repair faulty equipment |

The following is an example of the work we would cover for these types of equipment:

- Refrigeration: clean condensers and coils
- Cooking Equipment: clean burners; calibrate burners and thermostats on appropriate equipment
- Steamers and Ovens: de-scale boilers; calibrate unit
- Dish Machines: de-scale booster heater as well as interior of unit; calibrate all float switches; maintain all sensors.

# Learning Unit 03: Maintain and monitor the kitchen cleaning program

## Overview

In this learning unit you will learn about monitoring the cleaning duties of associates in kitchen cleaning program.

After completion of this learning unit you will be able to implement procedures for maintenance and monitor kitchen cleaning program

| FSP |
| --- |
| Food Safety Plan A Food Safety Plan, also often referred to as a HACCP Plan |

## Cleaning Program [1]

**Cleanliness in the Kitchen Environment is Imperative.**

When the public enter restaurants it is the cleanliness that is first noted. Places the public cannot see are just as important as the places that can be seen. Modern practice is all based around the **Food Safety Plan** (FSP). No food premises should operate without have a FSP.

In your FSP will be a Cleaning Schedule.
The cleaning schedule will determine:
When everything is to be cleaned
How it is to be clean
Who is to clean
How often everything will be cleaned
What chemicals and equipment are to be used when cleaning
Advice on OH&S equipment to be used when using cleaning chemicals.

**What areas in the kitchen might need to be cleaned?**

Floor of the kitchen
Workbenches fixed and/or mobile
Storerooms, shelving, floor, walls and ceilings:
Dry store
Cool room
Freezer
Chemical stores
Sinks and food disposal units
Drains, in floors, especially wet areas
Exhaust fans and filters
Air conditioning outlets
Light covers
Staff change rooms
Garbage storage areas
Stock receiving areas
Grease traps
Walls.

**How many areas can you identify within your establishment that need to be cleaned?**
- How often are they cleaned?
- Who cleans them?
- What do they use to clean them?
- Are any chemicals used to clean these areas?

- What safety precautions need to be taken when using these chemicals?
- How are these areas cleaned?

## Type of surfaces that may need to be cleaned

Given the wide variety of establishments that comprise the hospitality and tourism industries it is to be expected that the range of different surfaces that may need to be cleaned is extremely diverse.

## The types of kitchen surfaces that may have to be cleaned are:

Floors:
Tiles
Concrete
Vinyl
Rubber Walls and ceilings:
Painted
TilesFixtures and fittings:
Stainless steel
Plastic
Ceramic
Glass
Essentially, the surface to be cleaned and the nature of the cleaning to be done will determine what is to be used: a spill of red wine on marble tiles will require a different approach (and equipment) from blood on carpet, or broken glass on wood.
The best surface to use in the kitchen is ones that are impervious to liquids or water.

## Selecting equipment

The type of cleaning equipment found in businesses will vary.
Some premises have just the basics – many establishments will have only 'domestic' cleaning equipment (that is, suitable for homes) rather than commercial or industrial cleaning equipment.

## The cleaning storeroom

Cleaning equipment is usually kept in a special dedicated storage area – this may be a purpose-built cleaning storeroom where equipment, utensils, cleaning chemicals and protective clothing is kept.
Alternatively, equipment may be kept in an assortment of cupboards or other locations around the premises as space allows.

## What equipment may be involved in cleaning?

The following gives a representative list of the cleaning equipment that the majority of properties will use.
Specialist equipment will be used where special situations exist – for example, a property with a large outside area may have a motorised cleaner that is not necessary in a small travel agency that only has internal areas that require cleaning.

## Mops

Mops are generally made from cotton or cotton/polyester blends.
The main types of mops are:

**Kitchen Washing Mops**: to wash floor surfaces or apply sealant to floors that
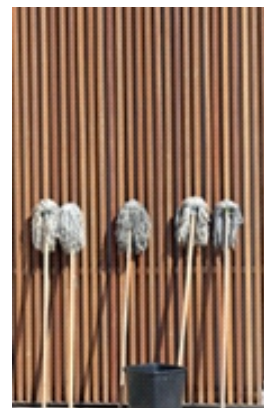
have been stripped and need to be re-sealed

**Outside Kitchen Mop**: some dining areas may have tiled floors so you would not use the same mop here as you would in the kitchen.

## Brooms and Brushes

Brooms and brushes can be made from a variety of materials, ranging from straw to a synthetic coarse bristle-like material.
Their purpose is to remove dust, dirt and grime from surfaces.
They can come in all sizes and shapes, depending on the purpose they were designed for.
They should be sufficient in number and variety as required for the cleaning task or as dictated by the establishment: they must be clean, and sufficiently bristled.
The most common types of brooms and brushes are:
Scrubbing brush
Sink brush
Toilet brush.
Not all premises will require all types of brooms – it will depend on the facilities and areas to be cleaned.
A standard item is a dust pan and brush set for cleaning up small spills etc.

## Cloths and Sponges

Cloths and sponges are used to clean a variety of surfaces.

Sponges are used for damp cleaning needs and cloths are used for cleaning, polishing and dusting:
They can be made from a variety of materials, but are generally lint-free

They are used with a cleaning agent
Some cloths are made from material and some are disposable/paper-based.

## Buckets

Buckets can come in a variety of shapes, sizes and styles and are generally made from either galvanised steel or plastic.
Some buckets have wheels for ease of mobility: others only have a handle. Buckets are used to hold water and cleaning agents:
Mop buckets feature rollers to remove excess water from the mop head prior to use.
Cleaning equipment also normally includes some smaller plastic bucket-type containers used to hold cleaning materials, cloths, and chemicals etc. which are and used to carry items around and into rooms.

## Protective Gloves

A good supply of disposable gloves should be available to every cleaner: specific house requirements in relation to individual Occupational Health and Safety (OHS) issues may require other, more substantial protective clothing (including other types of gloves) to be worn:
It is standard procedure in all premises that cleaning staff wear protective gloves when cleaning or handling chemicals.
Your cleaning uniform is also regarded as 'protective clothing'.

## Protective Face Masks

Face masks will be necessary when using cleaning chemical on grill tops and oven cleaning procedures:
When cleaning these types of equipment there should also be well ventilated such as turn the extraction system in system on full power
This will draw the fumes outside the work area and minimise the inhalation of fumes.

## Warning Signs

These are safety signs used when a public area is being cleaned (to warn customers of the danger) or when nominated back-of-house areas are being cleaned (to warn staff, delivery drivers, repair people who are on the premises).

It may be standard procedures that they are displayed whenever cleaning duties are being undertaken, regardless of location and regardless of the type of cleaning.

## Garbage Receptacles

Nearly all cleaning tasks will require you to gather and dispose of debris, rubbish, waste etc so most cleaning tasks will necessitate the use of some form of waste receptacle.
The 'receptacle' may be:
A solid item –such as a bin
A disposable plastic bag – usually heavy-duty
A bin liner placed inside a garbage receptacle that is built-in to a cleaning trolley
Any 'bins' need to be cleaned so as to maintain the 'clean' image that every business wants to project – just because they are bins doesn't allow you to let them get, or use them when they are dirty.

## Electrically-Powered Equipment

The majority of businesses use either industrial or commercial cleaning equipment, but the use of domestic items is also common.
Industrial or commercial items have stronger motors, larger capacities, are more sturdily built.

## Vacuum Cleaners

Vacuum cleaners are available in wet or dry types. Dry vacuum cleaners can only be used on dry surfaces and to suck up dry material and not liquids.

Wet vacuum cleaners are designed to suck up liquid spills and are ideal for cleaning floors in kitchen and emergency clean up of spilt milk.

Double-check that the vacuum cleaner you intend using is designated as a 'wet' vacuum cleaner before using it on liquids: some vacuum cleaners are dual-purpose and can be used on wet or dry surfaces.

## Scrubbing Machines

Scrubbing machines can be used to remove debris from hard surfaces (such as tiles, or concrete), sealed floors, carpet and other areas such as escalators, entrance matting and travelators.
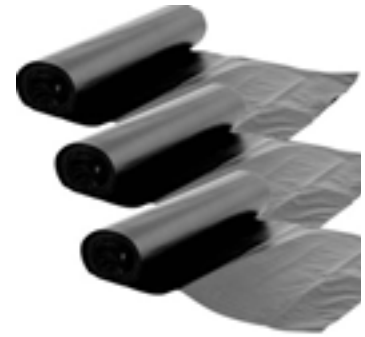
## Manufacturers Instruction

All cleaning equipment or utensils must be used safely and according to manufacturer's instructions.
The correct operation of cleaning equipment:
Avoids injury to the operator
Prolongs the life of the cleaning item
Achieves a better cleaning outcome.

## Protective Equipment
## Goggles for Eye Protection

When using oven and grill cleaners it is advisable to be wearing eye protection

## Face Masks

When using the oven and grill cleaners it is advisable to be wearing face masks for protection of the airways.
Fumes that are breathed in as cleaning is carried out with chemical that give off gaseous vapors can be harmful to the long term health of the user.

## Cemicals

Chemicals used for cleaning in food areas
General detergent
Dishwasher detergent
Floor cleaner
Drain cleaner
Bleach
Oven cleaner
Grill cleaner
Sanitizers.
All of this will have special requirements and some will have very Specific Instructions on how to use them.

| OHS |
| --- |
| Occupational Health and Safety is a multidisciplinary field concerned with the safety, health, and welfare of people at work |

## Functions of the Cleaning Program [2]

**Process of cleaning**
**Remove all visible waste from the area to be cleaned**
This is to make it easier to clean. Once you add water to an area then anything that is there becomes redundant and will not be able to be used in the future.

**Apply cleaning agent and allow it to work on the area**

This may be just hot soapy water or a cleaning chemical that needs to 'sit' to give time for its properties to be effective.

**Remove the cleaning agent and restore the area to it's correct condition**

In the kitchen this may require you to rinse detergent off the bench

and allow to air dry before adding the sanitizer.
All processes must have a starting point and a finish point.
Then process must meet local food safety requirements as well as environmental standards

## Manage the Cleaning Program [3]

### General Cleaning Requirements

The general requirements are:
Follow manufacturer's instructions in relation to using chemicals on the equipment
Follow manufacturer's instructions when cleaning their equipment – all equipment will have suggested cleaning techniques and recommended cleaning chemicals or solutions
Pay attention to the job – take pride in the work and do it properly, fully and with due attention to detail. Your failure to clean items correctly may give rise to an outbreak of food poisoning that could kill someone
Don't cause any damage to anything being cleaned – this requires you to use the right chemical for the right job, dilute as recommended by the manufacturer, and use the correct cleaning equipment.

### Cleaning And Sanitizing – Defined

Cleaning can be defined as the removal of visible dirt and debris (including rust) either from crockery, cutlery, glasses, equipment or fixtures and fittings. It also includes the removal of odour – this essentially relates to the cleaning of rubbish bins.
Sanitation takes things a whole lot further and can be defined as the killing of microbes using either hot water or chemicals.
Cleaning is performed before sanitation and where chemicals are used, the manufacturer's instructions in relation to dilution rates, contact time and temperature must be adhered to.
Because bacteria/microbes cannot be seen with the naked eye, the point in differentiating between cleaning and sanitizing is that an item may look clean, but still be unsafe – from a food hygiene point of view – to use.

### Equipment And Utensils To Be Cleaned And Sanitised

Anything that is used in the storage, preparation, cooking,
display or service of food must be cleaned and sanitised in accordance with the Food safety Plan (FSP) for the premises.
The requirements of the cleaning schedule provide the basis for determining what has to be cleaned and sanitised, including when these tasks need to be undertaken.
In general terms, cleaning and sanitising requirements mean that:
Equipment and utensils must be cleaned and sanitised in between handling raw high risk food and handling cooked, ready-to-eat food.
Equipment and utensils must be cleaned and sanitised at least after each service session. It is not acceptable or legal to use a piece of equipment (such as a meat slicer throughout the day and only clean and sanitise it once at the end of the day.
In specific terms, your venue will have a need to clean and sanitise:
- Crockery
- Glassware
- Cutlery

- Utensils – such as spatulas, slotted spoons, scoops, lifters

Pieces of food preparation, food storage and food display equipment such as cool rooms, refrigeration units, salamanders, toasters, pans, microwaves, salamanders, stoves and ovens, deep fryers, bain-maries, pie warmers, salad wells Pots, pans and other dishes  Containers – used for the storage of food under dry, refrigerated and frozen conditions Chopping boards & Knives.

## Cleaning Chemicals

### General Detergent
A detergent is a mixture of **surfactants** in a dilute solution.
A **surfactant** has the ability to allow to 2 elements that would not normally mix to bond together.

Oil and water do not normally mix together, but when detergent is added to the washing water the oil and water bond together and the oil is removed from the surface of the bench.

It can be used on all equipment that is washed by hand and general cleaning duties. It will break down grease easily, but prolonged use requires the use of gloves by the user.

It should not be used in a dishwasher as it will foam and not wash properly.

### Dishwasher Detergent

Will only work when used in a machine. It is corrosive to human skin and must only be handled when a person is wearing protection for the hands.

Most modern dishwashing machines will have 2 units of cleaning liquid:
One for washing: does not foam, but will break down grease and leave utensils clean

Second is a 'rinse' agent that sanitizes utensils and help to dispel water to leave minimal water marks after the utensils air-dry.

### Floor Cleaner

Specially designed for cleaning floors, does not foam.

### Drain Cleaner

Caustic in nature and protection must be worn when handling. When activated by addition of water person should be wearing heavy duty protection for body, face, eye and hands.

### Bleach

Caustic in nature and protection must be worn when handling. Area should be well ventilated. Bleach should be diluted as per MSDS before using. Hand protection is required.

**Oven and Grill cleaner**

Caustic in nature and protection must be worn when handling. When activated person should be wearing heavy duty protection for body, face, eye and hands.

**Sanitizers**

Must not be used outside of the MSDS. If diluted more than is recommended then it will not be effective. If applied to wet surfaces, it will not be effective.

**Assembling and Disassembling Cleaning Equipment**

The assembling and disassembling of cleaning equipment in a kitchen context is fairly basic.

It should essentially mean putting together and taking apart a wet-dry vacuum cleaner or similar devices.

The primary areas that require attention are the hoses and hose fittings – care must be taken to make sure:
If it is an electric device, that it is not turned on until the machine has been prepared and is ready to use – it should be turned off when assembling or disassembling it
The right part is being connected – a fitting for a dry vac may not fit the wet vac.

## Prepare and implement cleaning schedules [4]

| CLEANING SCHEDULE CHECKLIST – KITCHEN | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| **Date** | **Commencing: Monday** | | | | | | | | | | |
| **Sign each day dot** | **Week 1 2 3 4 5 (circle week)** | | | | | | **Week 1 2 3 4 5 (circle week)** | | | | |
| **#** | **Item** | **M** | **T** | **W** | **T** | **F** | | | **T** | **W** | **T** | **F** |
| **Students** | | | | | | | | | | | | |
| 1. | Benches and sinks | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 2. | Stoves | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 3. | Utensils, cutlery and crockery | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 4. | Rubbish Bins | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 5. | Tidy Fridge | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 6. | Floor | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 7. | Kitchen Trolley | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| **Kitchen Attendants** | | | | | | | | | | | | |
| 8. | Benches and sinks | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 9. | Stoves and exterior | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 10. | Mechanical Equipment | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 11. | Dishwasher | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 12. | Storage Shelving | | | | | ● | | | | | | ● |
| 13. | Walls and Cupboards up to 2100mm | | | | | ● | | | | | | ● |

| # | Item | | | | | | | | | | | |
|---|------|---|---|---|---|---|---|---|---|---|---|---|
| 14. | Fridges and cool rooms | ■ | ■ | ■ | ■ | ● | | ■ | ■ | ■ | ■ | ● |
| 15. | Food storage wheelie bins | ■ | ■ | ■ | ■ | ● | | ■ | ■ | ■ | ■ | ● |
| 16. | All Freezers (2) | ● | Monthly | | | | | ● | Monthly | | | |
| 17. | Chopping Boards | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 18. | Storerooms | ● | Monthly | | | | | ● | Monthly | | | |
| 19. | Ovens | 6 Monthly | | | | ● | | 6 Monthly | | | | ● |
| 20. | Rubbish Bins | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 21. | Hand Basin/ Paper and Soap Dispenser | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 22. | Floors & Grates | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 23. | Electrical switches, Door Handles | ● | ● | ● | ● | ● | | ● | ● | ● | ● | ● |
| 24. | Floor Mats | ● | ■ | ■ | ■ | ■ | | ● | ■ | ■ | ■ | ■ |
| 25. | Floor grates | ● | ■ | ■ | ■ | ■ | | ● | ■ | ■ | ■ | ■ |
| 26. | Fire Extinguishers | Monthly | | | | ● | | Monthly | | | | ● |
| 27 | All windows and Doors | Monthly | | | | ● | | Monthly | | | | ● |
| 28. | Stainless Steel Canopies | Quarterly | | ● | | | | Quarterly | | ● | | |
| 29. | Walls | 6 Monthly | | | | ● | | 6 Monthly | | | | ● |
| 30. | Fans | 6 Monthly | | | | ● | | 6 Monthly | | | | ● |
| 31. | Air Vents | 6 Monthly | | | | ● | | 6 Monthly | | | | ● |
| 32. | Lights | 6 Monthly | | | | ● | | 6 Monthly | | | | ● |
| 32. | Ceilings | Yearly | | ● | | | | Yearly | | ● | | |
| 33. | Filters | Monthly | | | | ● | | Monthly | | | | ● |

## Asses and Plan Rotas [5]

Equipment used in the kitchen gets old, breaks and becomes dangerous to use as well as potentially contaminating food being processed on the premises.

All cleaning duties are to be carried out by nominated personnel

| Item | When | How |
|---|---|---|
| Benches and sinks | End of Class | Remove food particles with a clean cloth and wash with warm soapy water including sides and front of bench. Rinse with clean warm water, spray on sanitizer and allow to dry |
| Stoves | End of Class | Remove loose debris with Scotch Brite pad. Wash stove with hot soapy water. Using clean cloth wipe stove top, front and side |
| Utensils, cutlery and crockery | After use | Remove soil, wash in hot water and detergent and rinse in hot water. Allow to air dry |
| Rubbish Binsy | End of Class | Remove wheelie bin and place in laneway marked "full bins" and collect clean bin with bin liner |
| Tidy Fridge | End of Class | Ensure all perishable food is in storage container or covered with Glad wrap and ensure that all food is clearly labelled and dated. Tidy inside fridge and wipe door and door handle with a clean damp cloth |
| Floor | End of Class | Sweep with broom to remove dirt/food scraps and place in bin.  Mop floors as required, sanitise mop and hang up to dry |
| Kitchen Trolley | End of Class | Remove loose debris with clean damp cloth using hot water and detergent. Spray with sanitizer. Allow to air dry |
| Benches and sinks | Start of the day | Remove food particles with a clean cloth and wash with warm soapy water including sides and front of bench. Commence from top to bottom including wiping shelves. Rinse with clean warm water, spray on sanitizer and allow to dry |
| Stoves and exterior | Start of the day | Remove stove tops and wash with hot soapy water. Wipe stove top, front and sides and reassemble stove. Spray on sanitizer and allow drying |
| Mechanical Equipment | Start of the day | Turn off power and wash removable parts in hot soapy water and allow to air dry. Wipe equipment with clean damp cloth and allow drying. Spray with sanitizer |
| Dishwasher | End of day and as required | Turn off power and remove the plug to drain machine. Clean filters and check dispensing probe to ensure that there is no food scraps. Wash the inside and outside with a clean damp cloth. Check if there is sufficient detergent and rinse aid and replace as required |

| Storage Shelving | Weekly | Wash around all shelves. Remove and dust soil with a clean damp cloth. Wash with hot water and sanitise, allow drying. Replace any items |
|---|---|---|
| Walls and Cupboards up to 2100mm | Weekly | Wash walls with hot soapy water & sanitize |
| Fridges and cool rooms | Weekly | Remove food residue or spillages. Wipe door handles. Clean shelving and rubber seals. Wash shelves, walls and floors with hot soapy water using "Breakup" or "Stride". Apply sanitizer and allow drying |
| Food storage wheelie bins | Weekly | Remove dust and dirt with a clean, damp cloth and hot soapy water. Wash internally and externally and apply sanitizer and allow to air dry |
| All Freezers (2) | First Monday each Month | Remove food scraps from freezers and scrape away any ice that has built up. Tidy up shelves ensuring they are clean and food is correctly covered and dated. Wash stains with hot water & detergent. Rinse with clean, sanitized water |
| Chopping Boards | After use End of day | Remove loose debris with clean cloth. Wash chopping boards in hot water & detergent. Rinse with hot water & sanitizer air dry or wipe over with paper towels |
| Storerooms | First Monday each Month | Remove food residue or spillages. Wipe door handles. Clean shelving: Monday: 1st shelf, Tuesday: 2nd shelf, Wednesday 1stTrolley, Thursday: middle trolley, Friday: last trolley. Plastic shelving to go through the dishwasher |
| Ovens | 6 monthly | Spray interior of ovens with industrial oven cleaner. Wipe clean with damp cloth and hot soapy water. Allow to dry |
| Rubbish Bins | End of shift | Take out rubbish to the designated area, replace with new clean bin liner |
| Hand Basin/ Paper and Soap Dispenser | Daily or more if required | Clean with sanitising cleaner, rinse. Replace hand soap and paper towel as required. Wipe tops daily. Check taps are working and water is correct temperature (warm |
| First aid Cabinetr | Weekly | Wipe with a wet cleaning cloth. Check the top surface for any build of dust, remove as necessary |
| Fire Extinguishers | Weekly | Wipe with a wet cleaning cloth. Check the top surface for any build of dust, remove as necessary |
| Scrubbing brushes | Daily | Wash through the dishwasher or soak in' Diversol' for 10 minutes, then rinse and air dry |

## What Is Involved?

All routine maintenance must be undertaken according to planned, preventative maintenance programs.

## This may include:

Wiping down and cleaning – you must realize that basic cleaning of equipment is a prime preventative maintenance activity: many breakdowns are a result of nothing more than a build of dirt and debris over time

Washing and rinsing of items – such as mops, brooms, cloths
Sanitizing – essential for minimizing the transfer of bacteria

Drying out – when items have been cleaned you will need to either hand dry the items or leave it to air dry

Dismantling and reassembling – electrical items will often need to be dismantled before they can be effectively maintained and then re-assembled: manufacturers of items will provide detailed advice of what needs to be done in this regard

If you can't find the manufacturer's instructions contact the supplier for a replacement set of instructions, or check their website – many suppliers include this sort of information on-line
Emptying items – basic maintenance for items such as vacuum cleaners and other items that incorporate a vacuuming function must be emptied as a routine maintenance activity
Changing filters – in vents over stoves.

## Day-To-Day Maintenance

In addition to routine maintenance functions you are expected to also address maintenance issues that occur on a day-to-day basis.

While you are not expected to be a qualified service technician, you are expected to take whatever action is within your ability and is necessary to:
- Fix things on-the-spot
- Prevent further damage to an already faulty item.

The actions that can achieve these aims are:
- Having a look at the item and determining, if possible, what is causing the problem – some electric items will have warning lights that can indicate what the problem is, or whereabouts the problem is
- Taking whatever action you can to remedy the situation without placing yourself at risk and without doing further damage or causing further problems
- This can include turning electrically-powered equipment off before doing anything and then removing debris that is clogging an inlet, causing the problem
- Checking log books for the machine – some machines require basic maintenance based on the 'run hours' of the item
- Reporting problems to your supervisor or the Maintenance department where your efforts are unable to rectify the issue you have identified.

## Storing Cleaning, Equipment or Products [6]

### Storing Cleaning Equipment
Equipment that requires cleaning prior to storage includes the following:

- **Mops** Washing mops must, on a regular basis, be washed in hot soapy water, rinsed thoroughly, squeeze-dried, and then hung up to air dry. Standard procedure in food areas is for mops to be sanitized as well.

- **Brooms and Brushes** Cleaning of brooms and brushes involves them being shaken clean, washed in hot soapy water, and then left to air dry. Again, there may be a requirement to sanitize them.

- **Cloths and Sponges** These should be cleaned on a regular basis using hot soapy water, and left to air dry.

- **Buckets** They should be cleaned out thoroughly after each use with hot soapy water, and then turned upside down left to air dry.

- **Vacuum Cleaners** All vacuum cleaners must be cleaned out at the end of each shift and the bag replaced, if required. The machine and its attachments must be wiped clean. The power cord should be wrapped correctly and safely. All cleaning of such equipment must be done in accordance with manufacturer's instructions.

- **Floor Machines** Floor machines and all their attachments must be cleaned on a regular basis. All cleaning of such equipment and attachments must be done in accordance with manufacturer's instructions.
- **Pressure Washers** These need to be emptied (where applicable) by draining the item, dried externally and then have the hoses either disconnected for storage (as per manufacturer's instructions) or stored on the machine itself.

- **Dish Washers** Dish washers should be cleaned in strict accordance with manufacturer's instructions.

### Storage of Cleaning Equipment
Generally, all cleaning equipment has a designated storage area.
Before equipment can be stored away, it should be checked to ensure it is clean and ready to be reused as required.

### Storage of Chemicals
Chemicals are important within the kitchen environment. Chemical are not to be ingested by the public in their food.
Storage of these chemicals in a safe environment is very important.
There is a need store chemical away from the food production area as part of your Food Safety Plan (FSP).
Chemicals that you might find in kitchen environment are:

- General detergent
- Dishwasher detergent
- Floor cleaner

- Drain cleaner
- Bleach
- Oven cleaner
- Grill cleaner
- Sanitizers.

## Storage of Chemicals

The correct storage of chemicals is of the utmost importance. Storage areas must be prepared with the appropriate drainage, safety equipment, fire sprinklers and the correct fire fighting equipment. They must also have good ventilation.

Access to these stores should be restricted only to staff who have received appropriate Occupational Health and Safety (OHS) training in handling chemicals.

## What are the general requirements?

Any undiluted chemicals remaining on your cleaning trolley or in your cleaning bucket must be stored safely at the end of the shift/cleaning task.

House policies will determine whether these chemicals need to be stored in the chemicals store or if they can be returned to the cleaning storeroom.

The following guidelines need to be considered when storing chemicals:

- Keep in a storeroom away from other products – the room should be marked 'dangerous goods', have necessary HAZCHEM signage, and restricted access
- A register should be maintained to record items in accordance with legislated requirements
- The store room for chemicals must be well lit and ventilated
- The room should only be used for storing chemicals
- Heavy containers must be stored on lower shelves to avoid the need for lifting, and to minimise the chance of spills
- Keep containers well sealed and labelled
- Keep away from a naked flame or excessive heat
- Product usage charts should be close to the chemicals for easy and clear reference purposes – including details relating to dilution, items that chemicals can be used on

Instructions for safe chemical handling must be posted – to provide instruction on decanting chemicals

- Necessary PPE should be present – gloves, aprons, respirators, gauntlets, hoses, etc
- Never store chemicals or cleaning agents in food containers
- Never store chemicals with food
- Do not allow customers to come into contact with chemicals, or entry into the chemicals storage area
- Never mix chemicals together – some may explode
- Ensure measuring devices for chemicals are not used for any other purpose.

## How much is left?

When storing left-over chemicals it is a standard requirement that you check what cleaning agents and chemicals remain in storage.

Where you believe you are running low you need to pass this on to your supervisor, the manager/owner or the Purchasing Officer.

In some cases you may have to complete a requisition form to order replacement stock
.

## Summary of Module

HACCP involves careful recording of all details and actions in order to provide documentation that the system is in operation and in full control of all hazards in food processing.

The HACCP plan must include:
Preventative measures;
Control limits;
Monitoring procedures;
Corrective actions;
Record keeping; and
Ways to verify that control procedures are followed and are
Adequate
The 7 basic principles are implemented into the system through the 12 steps:

1. Assemble HACCP team
2. Describe product
3. Identify intended use
4. Construct flow diagram
5. On-site confirmation of flow diagram
6. List all potential hazards associated with each step, conduct a hazard analysis, and consider any measures to control identified hazards (Principle 1)
7. Determine Critical Control Points (Principles 2)
8. Establish critical limits for each CCP (Principle 3)
9. Establish a monitoring system for each CCP (Principle 4)
10. Establish corrective actions (Principle 5)
11. Establish verification procedures (Principle 6)
12. Establish Documentation and Record Keeping (Principle 7)

Stringently control smoking areas. Do not allow smoking around highly combustible materials and post "No Smoking" signs as applicable.

b. No smoking is allowed within 15 feet of Agency facilities providing services to the public.
c. Where smoking is allowed, insure that ash trays or metal cans are provided. Do not allow the disposal of cigarettes, cigars, etc., on the floor or in waste baskets.

Keep all storage areas neat, clean and organized. Do not pile materials, waste or junk in a corner or other areas inside or outside a building. Insure that highly combustible materials areas are well ventilated.

Remove all visible waste from the area to be cleaned
This is to make it easier to clean. Once you add water to an area then anything that is there becomes redundant and will not be able to be used in the future.

Food hygiene:
Ensure that you always wear clean clothing and keep yourself clean
 You must always wash your hands thoroughly, in particular;
 before handling food, after using the toilet, after blowing your nose  If you have been suffering from any skin, nose, throat, stomach or bowel
 trouble including sickness or diarrhoea or an infected wound you must not be involved in food preparation or service for 48 hours after symptoms have stopped  All cuts and sores should be covered with a waterproof, high visibility dressing
 Avoid unnecessary handling of food
Never smoke, eat or drink in a food room, and never cough or sneeze over

 food  Keep all equipment and surfaces clean

Personal Hygiene:
Good personal hygiene must be maintained at all times.
 Nails must be short with no nail varnish. False or acrylic nails are not
 acceptable; this does not apply to office staff.   Smoking is not permitted within a 2 meter radius of all buildings and cigarette
 butts must be disposed of accordingly. Smoking is only permitted during authorized break times.  All staff must use the staff toilets provided only.
 All staff must always wash and sanitize their hands regularly and after breaks.

There are five key principles of food hygiene, according to WHO, are

1.      Prevent contaminating food with pathogens spreading from people, pets, and pests.
2.      Separate raw and cooked foods to prevent contaminating the cooked foods.
3.      Cook foods for the appropriate length of time and at the appropriate temperature to kill pathogens.
4.      Store food at the proper temperature.
5.      Do use safe water and safe raw materials.

What areas in the kitchen might need to be cleaned
Floor of the kitchen
Workbenches fixed and/or mobile
Storerooms, shelving, floor, walls and ceilings:
Dry store
Cool room
Freezer
Chemical stores
Sinks and food disposal units
Drains, in floors, especially wet areas
Exhaust fans and filters
Air conditioning outlets
Light covers
Staff change rooms
Garbage storage areas
Stock receiving areas
Grease traps
Walls.

## Frequently Asked Questions (FAQs)

FAQ 1:      Discuss hazards in food processing?

Answer      HACCP involves careful recording of all details and actions in order to provide documentation that the system is in operation and in full control of all hazards in food processing.

The HACCP plan must include:
Preventative measures;
Control limits;
Monitoring procedures;
Corrective actions;
Record keeping; and
Ways to verify that control procedures are followed and are
Adequate

FAQ 2:      Write down the 7 basic principles?

Answer      The 7 basic principles are implemented into the system through the 12 steps:
1.  Assemble HACCP team
2.  Describe the product
3.  Identify intended use
4.  Construct flow diagram
5.  On-site confirmation of flow diagram
6.  List all potential hazards associated with each step, conduct a hazard
analysis, and consider any measures to control the identified hazards (Principle 1)
7.   Determine Critical Control Points (Principles 2)
8.   Establish critical limits for each CCP (Principle 3)
9.   Establish a monitoring system for each CCP (Principle 4)
10. Establish corrective actions (Principle 5)
11. Establish verification procedures (Principle 6)
12. Establish Documentation and Record Keeping (Principle 7)

FAQ 3:      Stringently control smoking areas?

Answer      Do not allow smoking around highly combustible materials and post "No Smoking" signs as applicable.
b. No smoking is allowed within 15 feet of Agency facilities providing services to the public.
c. Where smoking is allowed, insure that ash trays or metal cans are provided. Do not allow the disposal of cigarettes, cigars, etc., on the floor or in waste baskets.

FAQ 4:      How to keep all storage area neat and clean?

Answer      Keep all storage areas neat, clean and organized. Do not pile materials, waste or junk in a corner or other areas inside or outside a building. Insure that highly combustible materials areas are well ventilated.

FAQ 5:      Remove all visible waste from the area to be cleaned?

Answer      This is to make it easier to clean. Once you add water to an area then anything that is there becomes redundant and will not be able to be used in the future.

FAQ 6:      Explain the five key principles of food hygiene?
Answer      There are five key principles of food hygiene, according to WHO, are
            1.  Prevent contaminating food with pathogens spreading from people, pets,
            and pests.
            2.  Separate raw and cooked foods to prevent contaminating the cooked
            foods.
            3.  Cook foods for the appropriate length of time and at the appropriate
            temperature to kill pathogens.
            4.  Store food at the proper temperature.
            5.  Do use safe water and safe raw materials.

FAQ 7:      What areas in the kitchen might need to be cleaned?
Answer      Floor of the kitchen
            Workbenches fixed and/or mobile
            Storerooms, shelving, floor, walls and ceilings:
            Dry store
            Cool room
            Freezer
            Chemical stores
            Sinks and food disposal units
            Drains, in floors, especially wet areas
            Exhaust fans and filters
            Air conditioning outlets
            Light covers
            Staff change rooms
            Garbage storage areas
            Stock receiving areas
            Grease traps
            Walls.

FAQ 8:      Preventing Injuries from Machines and Equipment?
Answer.     Do not use any equipment unless you understand its operation.
            2. Use all guards and safety devices on equipment. Set slicing machines at zero (blade
            closed) when not in use.
            3. Don't touch or remove food from any kind of equipment while it is running, not even
            with a spoon or spatula.
            4. Unplug electrical equipment before disassembling or cleaning.
            5. Make sure the switch is off before plugging in equipment.
            6. Do not touch or handle electrical equipment, including switches, if your hands are wet
            or if you are standing in water.
            7. Wear properly fitting clothing. Tuck in apron strings to avoid getting them caught in
            machinery.
            8. Use equipment only for its intended purpose.
            9. Stack pots and other equipment properly on pot racks so they are stable and not likely
            to fall

FAQ 9:      What is the safe workplace?
Answer      Most of this section is concerned with ways workers can prevent certain kinds of
            accidents, such as cuts, burns, and falls. However, it is much easier to develop and
            practice habits that prevent accidents if safety is built into the workplace.
            The management of a food-service operation must see to it that the structure and
            equipment have necessary safety features.

1. Structure, equipment, and electrical wiring in good repair.
2. Adequate lighting on work surfaces and in corridors.
3. Nonslip floors.
4. Clearly marked exits.
5. Equipment supplied with necessary safety devices.
6. Heat-activated fire extinguishers over cooking equipment, especially deep fryers.
7. Conveniently located emergency equipment, such as fire extinguishers, fire blankets, and first-aid kits.
8. Clearly posted emergency telephone numbers.
9. Clearly posted emergency procedures, including the Heimlich maneuver for victims of choking. One or more employees should have received formal training in this procedure. In addition, it is a good idea to train one or more employees in cardiopulmonary resuscitation (CPR).
10. Smooth traffic patterns to avoid collisions between workers.

FAQ 10:     Discuss Personal Hygiene?

Answer      Good personal hygiene must be maintained at all times.
Nails must be short with no nail varnish. False or acrylic nails are not
acceptable; this does not apply to office staff.  Smoking is not permitted within a 2 meter radius of all buildings and cigarette
butts must be disposed of accordingly. Smoking is only permitted during authorized break times.  All staff must use the staff toilets provided only.
 All staff must always wash and sanitize their hands regularly and after breaks.

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1. Food should not be left at room temperature for more than
   a. 6 hours
   b. 2 hours
   c. 10 hours
   d.  8 hours

2. The only way to be sure foods are cooked long enough to kill harmful bacteria is to
   a. Use a timer
   b. Use a watch
   c. Use a food thermometer
   d. Use a watch  and timer

3. Hands should be washed with water and soap for at least
   a. 20 seconds
   b. 25 seconds
   c. 15 seconds
   d. 5 seconds

4. _____ used to level off ingredients when measuring and to spread frostings and sandwich fillings
   a. Fork
   b. Knife
   c. Spatula
   d. Cutter

5. _____ used to section raw meat, poultry, and fish
   a. fork
   b. Spoon
   c. Spatula
   d. Butcher knives

6. _____ meat, seafood, and poultry in the refrigerator in a covered, non-metallic container
   a. Cook
   b. Marinate
   c. Freeze
   d. Chilled

7. Don't _____ food or drinks near cleaning products or other chemicals
   a. store
   b. Cook
   c. Marinate
   d. Freeze

8. Don't _____food in an opened tin can, or re-use empty cans to cook or store food
   a. Cook

b.  store
c.  Freeze
d.  Marinate

9.  A _____ is an unforeseen situation that threatens your employees, customers or the public
    a.  workplace emergency
    b.  Training
    c.  Performance
    d.  Interview

10.  _____ foods for the appropriate length of time and at the appropriate temperature
    a.  Store
    b.  Freeze
    c.  Marinate
    d.  Cook

## Answer Key

| MCQ Number | Correct Answer |
| --- | --- |
| 1 | b |
| 2 | c |
| 3 | a |
| 4 | c |
| 5 | d |
| 6 | b |
| 7 | a |
| 8 | b |
| 9 | a |
| 10 | d |

# MONITORING AND CONTROLLING KITCHEN COSTS AND WASTE

## Learning Outcomes

After completion of this learning module, you will be able to:

- Check that food presented for service is of the type, quality and quantity required by the guest
- Ensure that each section is minimizing waste in line with kitchen requirements
- Ensure that associates understand the correct temperature for the service of different dishes
- Monitor that dishes are presented and maintained at the appropriate temperature
- Ensure that all food storage areas are maintained at the required temperature
- Ensure that food transportation equipment is maintained at the correct temperature
- Identify and resolve any problems in temperature maintenance

# Learning Unit 01: Check that food items are stored at the correct temperature

## Overview

In this learning unit you will learn about supervising associates for understand the correct temperatures, locations and procedures for storing raw and cooked foods.

After completion of this learning unit you will be able ensure that appropriate inventory is maintained of foods stored in walk-in chillers/freezers.

## Store Food Correctly and at the Correct Temperature [1]

All potentially hazardous foods, except those prepared for immediate consumption by a patron, shall be maintained in such a fashion as to prevent the growth or development of bacteria.

### Food Temperatures

| Monitor Internal food temperature with a probe thermometer ||
|---|---|
| **Food** | **Temperature** |
| **Refrigeration, Cold food on display** | 4 $^\circ$C or less |
| **Frozen** | -18 $^\circ$C or less |
| **Thawing** | Under refrigeration 4 $^\circ$C or less , or under cold running water, or in the microwave, cook immediately after thawing |
| **Cooking** All temperatures to be maintained for at least 15 seconds | Whole Poultry 92 $^\circ$C |
| | Food mixtures containing poultry, egg, meat, fish 74$^\circ$C |
| | Poultry other than whole poultry  74 $^\circ$C |
| Hot Holding | Fish 70 $^\circ$C 60 $^\circ$C or greater |
| Cooling | • 60 $^\circ$C to 20 $^\circ$C  within 2 hours <br> • 20 $^\circ$C to 04 $^\circ$C  within 4 hours |
| Re Heating | 74 $^\circ$C or greater within 2 hours |

## Preparing Food Storage [2]

Preparing food for storage as below

- Keep food in a dry, cool spot – a dark area if possible.
- Keep food covered at all times.
- Open food boxes or cans care-fully so that you can close them tightly after each use.
- Wrap cookies and crackers in plastic bags, and keep them in tight containers.
- Empty opened packages of sugar, dried fruits and nuts into screw-top jars or air-tight cans to protect them from pests.

- Inspect all food for signs of spoilage before use.
- Use foods before they go bad, and replace them with fresh supplies, dated with ink or marker. Place new items at the back of the storage area and older ones in front.
- Consider building a special storage unit for your supplies.

## Wash your hands

Your hands can easily spread bacteria around the kitchen and onto food. This is why it's important to always wash your hands thoroughly with soap and warm water at each of these times:
- before starting to prepare food
- after touching raw food such as meat, poultry and vegetables
- after going to the toilet
- after touching the bin
- after touching pets
- Don't forget to dry your hands thoroughly as well, because if they are wet they will spread bacteria more easily.

| Remember |
| --- |
| You can't tell if food is unsafe by its smell or taste. When in doubt, throw it out! |

## Keep worktops clean

Before you start preparing food, it's important to make sure that your worktops, kitchen utensils and chopping boards are clean. If they've been touched by raw meat, poultry, eggs or vegetables you'll need to wash them thoroughly.
Don't forget to change dish cloths and tea towels regularly. They may look clean, but they're the perfect place for bacteria to grow.
Separate raw food, including meat/fish and vegetables from ready-to-eat food
Raw foods such as meat, fish and vegetables may contain harmful bacteria that can spread very easily to anything they touch, including other foods, worktops, chopping boards and knives.
It's especially important to keep raw foods away from ready-to-eat food, such as salad, fruit and bread. This is because these types of food won't be cooked before you eat them, so any bacteria that get onto the food won't be killed.

## Check the label

Another important stage when you're preparing food – to help keep you and your family safe – is to have a look at the food labels to make sure everything you're going to use has been stored correctly (according to any storage instructions) and that none of the food is past its 'use by' date.

The 'best before' dates marked on most foods are more about quality than safety. When this date runs out, it doesn't mean that the food will be harmful, but its flavor, color or texture might begin to deteriorate.

## Shelf-life of Foods for Storage

Here are some general guidelines for rotating common foods.

**Use within six months:**

- Powdered milk (boxed)
- Dried fruit (in metal container)
- Dry, crisp crackers (in metal container)
- Potatoes

**Use within one year:**
- Canned condensed meat and vegetable soups

- Canned fruits, fruit juices and vegetables
- Ready-to-eat cereals and uncooked instant cereals (in metal containers)
- Peanut butter
- Jelly
- Hard candy and canned nuts
- Vitamin C

**May be stored indefinitely** (in proper containers and conditions)**:**

- Wheat
- Vegetable oils
- Dried corn
- Baking powder
- Soybeans
- Instant coffee, tea and cocoa
- Salt
- Noncarbonated soft drinks
- White rice
- Bouillon products
- Dry pasta
- Powdered milk (in nitrogen-packed cans)

# Prevention From Cross Contamination [3]

## Cross contamination

Food contamination refers to the presence in food of harmful chemicals and microorganisms which can cause consumer illness. The process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect.

Placing ready-to-eat food on a surface that held raw meat, poultry, seafood, or eggs can spread bacteria and make you sick. But stopping cross-contamination is simple. Use one cutting board for fresh produce, and one for raw meat, poultry, or seafood. Use separate plates and utensils for cooked and raw foods
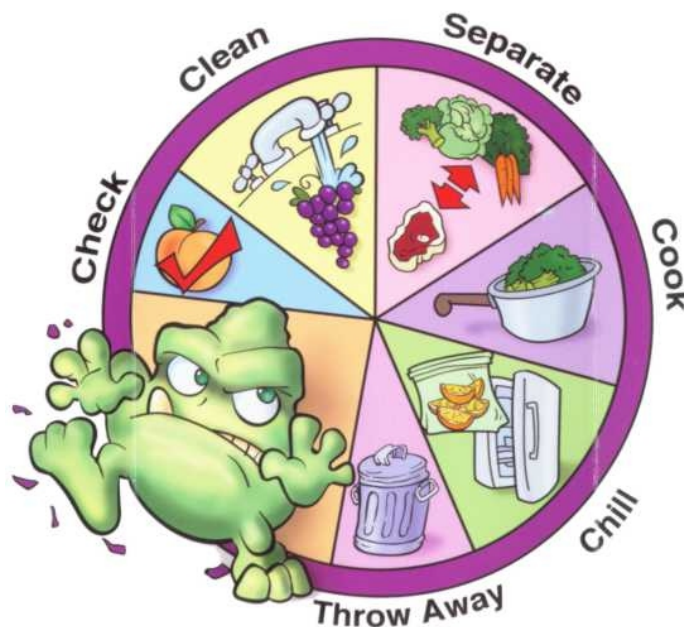
**When Refrigerating Food:**

- Place raw meat, poultry, and seafood in containers or sealed plastic bags to prevent their juices from dripping onto other foods. Raw juices often contain harmful bacteria.
- Store eggs in their original carton and refrigerate as soon as possible.
  When preparing food.

**Keep it clean:**

- Wash hands and surfaces often. Harmful bacteria can spread throughout the kitchen and get onto cutting boards, utensils, and counter tops. To prevent this:
- Wash hands with soap and hot water before and after handling food, and after using the bathroom, changing diapers; or handling pets.
- Use hot, soapy water and paper towels or clean clothes to wipe up kitchen surfaces or spills. Wash cloths often in the hot cycle of your washing machine.
- Wash cutting boards, dishes, and counter tops with hot, soapy water after preparing each food item and before you go on to the next item.

**Cutting boards:**

- Always use a clean cutting board.
- If possible, use one cutting board for fresh produce and a separate one for raw meat, poultry, and seafood.
- Once cutting boards become excessively worn or develop hard-to-clean grooves, you should replace them.

**Marinating food:**

- Always marinate food in the refrigerator, not on the counter.
- Sauce that is used to marinate raw meat, poultry, or seafood should not be used on cooked foods, unless it is boiled just before using.

**Fruits and vegetables:**

- Rinse fresh fruits and vegetables in running tap water to remove visible dirt and grime.
- Remove and discard the outermost leaves of a head of lettuce or cabbage.
- Because bacteria can grow well on the cut surface of fruit or vegetables, be careful not to contaminate these foods while slicing them up on the cutting board, and avoid leaving cut produce at room temperature for many hours.

**When serving food:**

- Always use a clean plate.
- Never place cooked food back on the same plate or cutting board that previously held raw food.

## Monitoring of  store food correctly [4]

Store Food in the Right Place
- Where you store food plays a major role in preventing cross-contamination. When placing foods in the refrigerator, where and how foods are stored is incredibly important.
- Raw meats should always be stored on the bottom shelf. This eliminates the risk of juices dripping onto other foods and contaminating them.
- Raw meat, poultry and seafood should be stored in covered containers or sealed plastic bags to prevent their juices from dripping or leaking onto other foods.
- If you're not planning on using meat within a few days of purchase, it should be placed in the freezer for defrosting at a later date.
- Meats and ready-to-eat foods should never be placed next to each other or on the same shelves.

# Learning Unit 02 Check that food items are stored at the correct temperature

| Food costs |
|---|
| Divide the menu price by the food cost to determine the percentage of the price that comes from food to begin determining if you have priced the meal correctly |

## Overview

In this learning unit you will learn about monitoring food costs, including sourcing and purchasing good quality food commodities and cooking losses and wastage control

After completion of this learning unit you will be able to ensure that associates follow guidelines on weight and portion control.

## Manage and Control Food Costs [1]

### The management guideline for food cost control

**#1: Track Food Prices**

It pays to track food prices and know whether they are predicted to increase or decrease.

**#2: Conduct Inventory Consistently**

Conduct an inventory of your food, beverages and serving supplies at least once per week. (tweet this) This helps you keep control of your costs.

When you conduct inventory regularly, you have a better idea of what's being used, lost, or perhaps even stolen. You can use your usage rate to decide menu item costs as well and to get a feel for your profit line.

Taking inventory also helps you during your ordering process and keeps you from ordering too much or too little. You also know how fast items are being used.

**#3: Do More Prep Work**

Food that comes prepared is more expensive than food that isn't. For example, instead of purchasing chopped lettuce, buy heads of lettuce and cut them yourselves. Or, instead of buying pre-made hamburger patties, make your own.

**#4: Review Produce Specifications**

Know what you're paying for. For example, if you're making guacamole, do you really need a No. 1 grade or a No. 2 grade avocado?

**#6: Manage Waste**

Keep record of all the waste your restaurant generates.

Use a waste chart and write down any of the following:

- Food returned because it was made incorrectly.
- Food that was spilled in the kitchen or on the floor.
- Food that was burned in the kitchen.
- Extra portion sizes that get thrown away.
- By keeping track of this, you can keep better track of your inventory and manage your food cost percentage. Additionally, then you can do what you can to reduce the instances of waste.

**#6: Portion Food Appropriately**

Food waste can eat up your bottom line quickly. You goal is to serve just the right amount of food – you don't want to over or under fill plates.

Always work to make your menu better and refine your ingredients' list so you aren't overfilling plates and losing money.

Consider leaving prices the same but cut back some on the portion size to help manage food costs.

It also pays to work with your cooks to make sure they measure everything correctly. Hold them accountable for measuring portions evenly.

**#7: Price Items Properly**

Menu pricing is an important aspect to managing your food costs. By pricing your menu items reasonably, your customers are more apt to return again and again, and you're more likely to make a profit.

## Set targets [2]

Chef have the ability to
- set targets,
- calculating selling prices
- target gross profits

**Steps to Achieving Sales Goals**

1. Review your sales goals first thing in the morning every day. At the end of each day, review how the day went, and set goals and actions for the next day.
2. Review the week and set goals and actions for the next week.
3. Once per week, review your goals with goals partner that can be a kitchen staff, peer, a mentor, or a coach
4. Once per month, meet with a small group of kitchen staff to review what you're doing, where you're headed, what you'll do in the next month, and get ideas for how you can achieve more and shake off any nagging hassles that are holding you back.
5. Once per quarter, review your progress toward your annual goal. Define it, commit to it, and set your monthly targets and actions for the next three months.
6. Once per year, set your targets for the next year.

## Monitor food costs [3]

Calculate Actual Food Cost
When you ask (or are asked) what your food costs are, Actual Food Cost is probably what is being referred to. Actual Food Cost is a straight-forward calculation, but it relies on taking careful and regular inventory counts. The formula for Actual Food Cost is (all units in dollars):

Actual Cost of Goods Sold = (Beginning Inventory + New Inventory Purchased) – Ending Inventory
Actual Food Cost (as a percentage) = (Actual Cost of Goods Sold / Food Sales) x 100

**FOOD COST MANAGEMENT**

- **Theoretical Food Cost** – See exactly how to save money, by comparing actual food costs to what costs should have been for any item… the difference is money wasted. An incredibly powerful tool

for restaurant managers and executives alike.

- **Sales and Cash Reconciliation** – Capture mission critical data including over/short, guest counts, comps and discounts, credit card transactions, bank deposits, catering activity, day-part analysis, voids, and much more.
- **Loss Prevention** – Identify fraudulent activities though alerts and trend tracking. Monitor high cost ingredients, isolate critical areas, and track user-specific activities to reduce any dishonest behavior. Take preventative measures to ensure that loss prevention is minimal.

## Better planning eliminates waste

- **Menu Engineering** – Engineer more profitable menus by analyzing customer demand, item percentage sales contributions, and costs and profit margins. Launch more effective campaigns by understanding the true plate costs of a new recipe, LTO or promotion – before rollout.
- **Suggested Order** – Simplify ordering at the store-level with system-generated suggested ordering based on par levels, historical consumption patterns, sales forecasts and on-hand inventory levels.
- **Demand-based Production** – Reduce the costs associated with over-production by forecasting your food production schedule based on sales forecasts and historical consumption patterns. Build custom production schedules by hour, shift, day, week, or by prep station, and adjust plans daily and intra-day, based on traffic and consumption.

## Yields and profits [4]

Yield management is a variable pricing strategy, based on understanding, anticipating and influencing consumer behavior in order to maximize revenue or profits from a fixed, time-limited resource (such as airline seats or hotel room reservations or advertising inventory).

As a specific, inventory-focused branch of revenue management, yield management involves strategic control of inventory to sell it to the right customer at the right time for the right price.

## Problems with the Quantity and Quality of Dishes [5]

Chef have to mange problems originates from
- The quantity and quality of dishes prepared and cooked, Food quality is the quality characteristics of food that is acceptable to consumers. This includes external factors as appearance (size, shape, color, gloss, and consistency), texture, and flavor; factors such as federal grade standards (e.g. of eggs) and internal (chemical, physical, microbial). Besides ingredient quality, there are also sanitation requirements. It is important to ensure that the food processing environment is as clean as possible in order to produce the safest possible food for the consumer.
- relationships with food service team, with varying service styles are as follow
  - conventional
  - commissary (central production kitchen)
  - ready-prepared (cook/chill or cook/freeze)
  - assembly/serve
- meeting guest requirements,
- enhancing kitchen's reputation

# Learning Unit 03 Check that all sections are managing kitchen waste effectively

## Overview

In this learning unit you will learn about managing kitchen waste effectively.

After completion of this learning unit you will be able to control wastages and dispose of waste effectively.

| **Waste** |
|---|
| Food **waste** or food loss is food that is discarded or lost uneaten |

## Manage the Types of Waste Material [1]

### Types of waste and guidelines

Generally, waste could be liquid or solid waste. Both of them could be hazardous. Liquid and solid waste types can also be grouped into organic, re-usable and recyclable waste. Let us see some details below:

### Liquid type:

Waste can come in non-solid form. Some solid waste can also be converted to a liquid waste form for disposal. It includes point source and non-point source discharges such as storm water and wastewater. Examples of liquid waste include wash water from homes, liquids used for cleaning in industries and waste detergents.

### Solid type:

Solid waste predominantly, is any garbage, refuse or rubbish that we make in our homes and other places. These include old car tires, old newspapers, broken furniture and even food waste. They may include any waste that is non-liquid.

### Hazardous type:

Hazardous or harmful wastes are those that potentially threaten public health or the environment. Such waste could be **inflammable** (can easily catch fire), **reactive** (can easily explode), **corrosive** (can easily eat through metal) or **toxic** (poisonous to human and animals). In many countries, it is required by law to involve the appropriate authority to supervise the disposal of such hazardous waste. Examples include fire extinguishers, old propane tanks, pesticides, mercury-containing equipment (e.g, thermostats) and lamps (e.g. fluorescent bulbs) and batteries.


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| Organic |
| --- |
| Organic waste, or green waste, is organic material such as food, garden and lawn clippings |

**Organic type:**

Organic waste comes from plants or animals sources. Commonly, they include food waste, fruit and vegetable peels, flower trimmings and even dog poop can be classified as organic waste. They are biodegradable (this means they are easily broken down by other organisms over time and turned into manure). Many people turn their organic waste into compost and use them in their gardens.

**Recyclable type:**

Recycling is processing used materials (waste) into new, useful products. This is done to reduce the use of raw materials that would have been used. Waste that can be potentially recycled is termed "Recyclable waste". Aluminum products (like soda, milk and tomato cans), Plastics (grocery shopping bags, plastic bottles), Glass products (like wine and beer bottles, broken glass), Paper products (used envelopes, newspapers and magazines, cardboard boxes) can be recycled and fall into this category.

**Planning a system to manage food waste:**

When planning a system to manage food waste, operators, along with consultants, designers, contractors and equipment suppliers involved, will need to consider:

- Kitchen use, including the style of menu and cooking methods;
- Layout, assessing what is possible within the space available including whether equipment will need to be placed inside or outside the kitchen, or under flooring;
- The drainage system, including its route through the kitchen and beyond the premises, to prevent waste food entering the sewer system. The system should include a correctly sized and positioned grease management system;
- Supply of utilities including water and electricity;
- Installation requirements including access;
- Arrangements for food waste storage;
- Staff training procedures and working practices. Staff turnover rates should be considered as untrained staff are least likely to understand and follow procedures; and
- Service and maintenance arrangements.

## Principles of Waste Management [2]

Waste management is the process of treating solid wastes and offers variety of solutions for recycling items that don't belong to trash. It is about how garbage can be used as a valuable resource. Waste management is something that each and every household and business owner in the world needs. Waste management disposes of the products and substances that you have use in a safe and efficient manner.

Procedures and systems for managing food waste in a commercial kitchen should conform to the principles of the waste hierarchy:

How to reduce food waste at source

1. Stocking lots of ingredients, particularly perishables, means a higher risk that things will go out of date. Try to design a menu with fewer items, using seasonal ingredients where possible.
2. Use a number of core items across your menu to spread the risk of some dishes not selling as well as others. If one dish sells well it can use up the core item from another dish that might not be selling so well. A good example is tomatoes; they can be roasted, made into

soups, as garnish or used in salads. A 'Special Dish of the Day' is also a good way to use produce approaching its best before date.

3. Continually review the menu. As slower moving dishes are identified, either modify produce ordering or consider taking them off the menu before they start to cause waste.
4. Think about what is made in-house and what can be bought readymade in the right portions.
5. Consider supplementing fresh and seasonal produce with frozen or dried ingredients where appropriate to minimize spoilage.
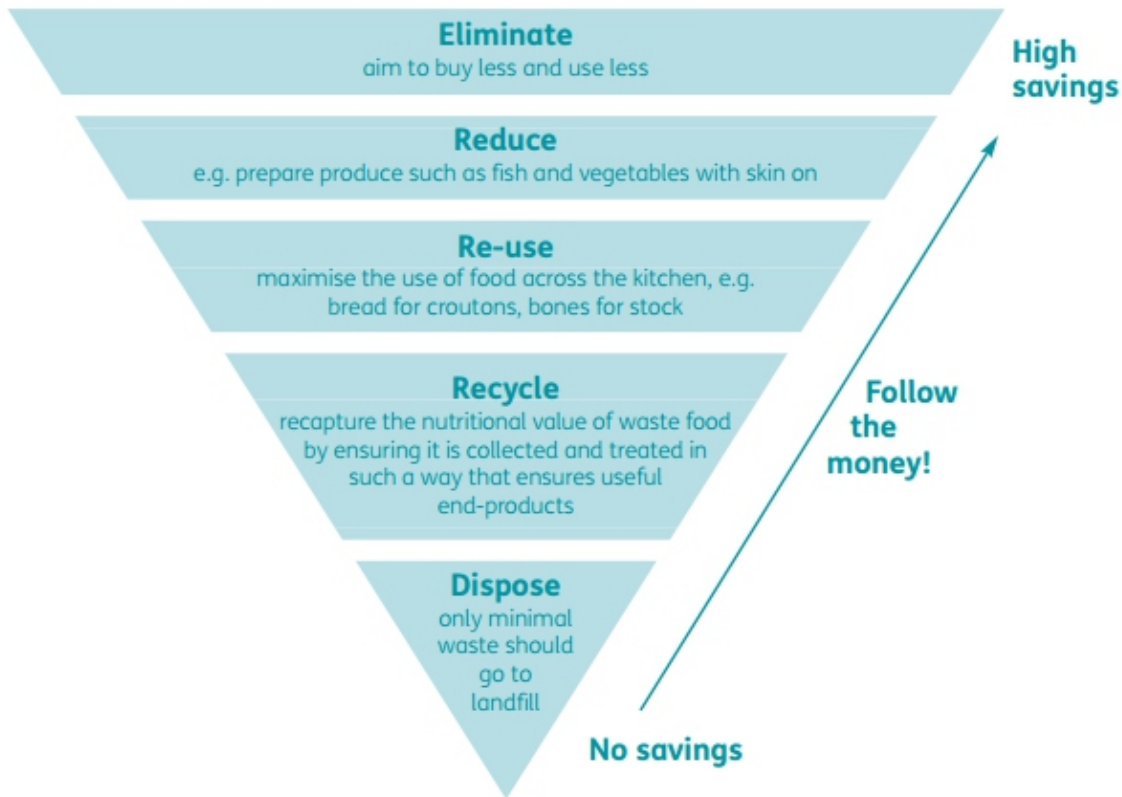


How to reduce food waste at source
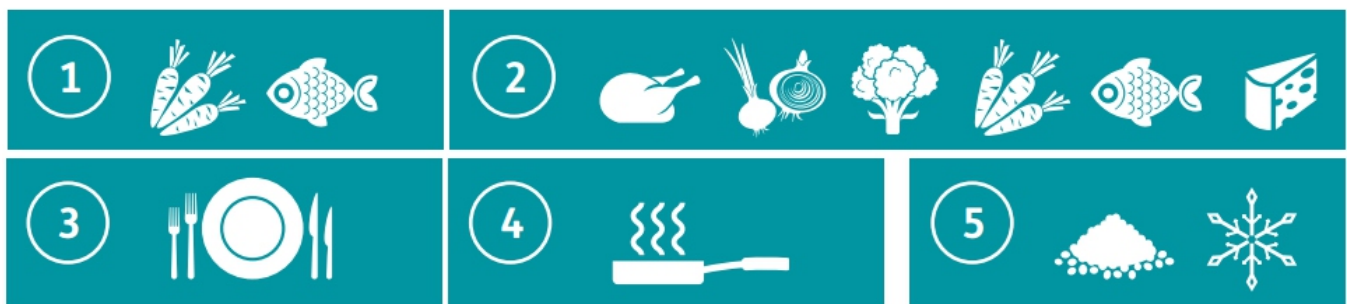


## Management of Waste Areas [3]

Chef have the ability to
- monitor provision and management of waste areas,
- monitor properly fitting lids for waste bins,
- use of disposable sacks,
- not overfilling bins,
- regular emptying and

- cleaning of bins

Follow the waste hierarchy Recycling waste that can't be prevented or re-used is a great way to help the environment and another way to save money. Develop a better idea of the products you use and the waste you generate by continually monitoring and measuring.

This will help you to identify ways of reducing your waste and, in turn, help you to reduce your operational costs.



## Monitor that Dishes are Presented, Stored and Maintained at the Appropriate Temperature [5]

**Soups handling**

Ideally, serve soups at these temperatures:
- **Hot Clear Soups**: serve near boiling 210°F (99°C)
- **Hot Cream or Thick Soups**: serve between 190°F to 200°F (88°C to 93°C)
- **Cold Soups**: serve at 40°F (4°C) or lower

When serving hot soups, always make sure to serve the soup in warmed bowls so the soup stays hot on its way to the table; likewise, cold soups should be served in chilled bowls

Here are four simple steps that can be used that will help keep the flavor of soup and storing your soup easier.

- **Chilling Soup**. Before you can store your soup you need to let it cool down. A fast way to do this is by placing your soup into a bowl. Take the bowl and place it into a sink that is filled with ice water. Stir the soup (it will cool faster). Do not place warm or hot soup into the refrigerator or the freezer. After the soup has cooled down you can place it into the refrigerator to chill. After the soup has chilled the excess oil will rise to the top of the soup and then will solidify. This makes it easier to skim off any fats and oils.
- **Freezing and storing soup**. Transfer the cooled soup into a freezer-friendly container. Freezer-safe containers keep the smell of other foods from transferring to the soup. Think about whether it is going to be used again for the entire family or for individual servings. Either way, be sure to leave room for the soup to expand as it freezes. A great idea for individual servings is to store the soup in freezer bags. The sandwich-size bag is about the right size for an individual serving. Place the cooled soup into as many bags as needed. Then lay the bags flat onto a baking sheet. Place into the freezer until frozen solid, then remove the tray.
- **Labeling soup.** When it comes to labeling your container you can be as creative as you want or you can just write the name of the soup and the date directly on the container.
- **Reheating soup**. When reheating your soup if it is frozen you do not want to let it thaw at room temperature. If food is thawed by room temperature you can run the risk of allowing bacteria to contaminate the food. Thaw your soup by letting it defrost completely in the refrigerator. After the soup has thawed reheat it by using a microwave or the stovetop

## Handling of Meat

It is very important to keep food hot until serving to prevent harmful bacteria from growing. This includes foods comprising or containing meat, fish, eggs, milk, soft cheese, cereals (including rice and pasta), pulses and vegetables.

You should use suitable equipment to keep food hot, for example:
▪ Bain-marie
▪ Soup kettle
▪ Hot cabinet
Cooking, Reheating and Hot Holding
Fact Sheet and Hygiene Rating Improver

The equipment you use must keep hot food above 63°C:
- Preheat the equipment before you put any food in it
- Ensure food is thoroughly cooked and piping hot before putting it in the equipment
Use a temperature probe to check the temperature of food in hot holding

## Storing meat

- Store raw meat and poultry in clean, sealed containers on the bottom shelf of the fridge.
- Follow any storage instructions on the label and don't eat meat after its use-by date.
- Keep cooked meat separate from raw meat and ready to eat foods in general

## Handling Poultry

Make sure dishes are at correct temperature for holding and serving

Temperature of food should be served at:
Keep HOT foods HOT! Hold hot cooked foods between 140°F and 165°F until serving time. Harmful

bacteria can grow rapidly below 140°F. When food is cooked to temperatures of 165°F to 212°F, most food-poisoning bacteria is killed. The higher the heat, the less time it takes to kill bacteria.
Proper hot and cold holding temperatures are:
Temperature danger zone is between 41°F and 140°F. Keep hot food hot and cold food cold. Always use a thermometer to check food temperatures. Potentially hazardous foods must pass through the temperature danger zone as quickly as possible

> **Remember:**
>
> For reheating rice on stove add 2 tablespoons of liquid per each cup of cooked rice. Cover and heat about five minutes on top of the stove.

How long can hot food be held at the proper holding temperature?
Use a food thermometer to measure the food's internal temperature every two hours. Discard any hot food after four hours if it has not been maintained at a temperature of 135ºF or higher. Other safety precautions regarding hot-holding foods include never using hot-holding equipment to reheat foods.

Standard temperature to cook chicken
Kitchen Fact: The safe internal temperature for cooked chicken is 165° Fahrenheit (75° Celsius). A meat or instant-read thermometer is your best bet for determining the temperature of your chicken, and if you're cooking a whole bird, it should be inserted into the thickest part of the thigh but not touching bone.

**Storing Fish**

Use fresh fish within a day of purchasing it. You can wrap it in the meantime in plastic wrap. Fish stored on ice should be placed in such a way that water from the melting ice can be drained away from the fish.

# Follow these tips for storing cooked rice:

How long does rice last once it is cooked? The shelf life for cooked rice — all varieties, including white, wild, jasmine, basmati, Arborio, brown — is as follows:

- Refrigerator: 4 to 6 days

- Freezer: 6 months (best quality only — foods kept constantly frozen at 0° F will keep safe indefinitely)

- To maximize the shelf life of cooked rice, refrigerate in covered airtight containers.

- How long does cooked rice last at room temperature? Bacteria grow rapidly at temperatures between 40 °F and 140 °F; rice should be discarded if left for more than 2 hours at room temperature.

- To further extend the shelf life of cooked rice, freeze it; freeze rice in covered airtight containers or heavy-duty freezer bags.

- How long does cooked rice last in the freezer for safety purposes? The freezer time shown is for best quality only — foods kept constantly frozen at 0° F will keep safe indefinitely.

- How to tell if cooked rice is bad? The best way is to smell and look at the cooked rice; discard any rice with an off smell or appearance, do not taste the cooked rice first.

**Safe cooling of cooked rice:**

Very few people realize that improperly stored cooked rice can be a cause of food poisoning.

Uncooked rice often contains the bacteria Bacillus cereus. These bacteria can form protective spores that survive the cooking process and if the rice is cooled slowly (and left between 5 °C and 60 °C for a long time), these bacteria spores can germinate, grow and produce a toxin (poison) that causes vomiting

### Storage and handling of vegetables

Refrigerate fresh produce within two hours of peeling or cutting. Throw away leftover cut produce if left at room temperature for more than two hours and the same is with final product

### Holding a Finished Sauce

Some sauces are suitable for holding in a steam table during service. As noted, they must be brought as quickly as possible up to service temperature. Then, they are generally transferred to clean bain-marie and placed in hot water bath.

**Storage:** All sauces, with the exception of the butter based emulsion sauces, should be stored below 4°C and covered. Storage time should be less than one week.

Storage times of frozen sauces should not exceed six months and ideally should be used under three months.

Sauces should be stored in sanitized containers. It is better to use several smaller sealed containers than a single large one. If sauces are to be frozen, then they can be packed in sealed plastic bags under vacuum, or placed in sealed metal or plastic containers.

All containers must be labeled and dated and a record kept separately of what is stored.

As with the storage of stocks, a cartouche may be used to cover sauces although plastic cling wrap and containers with lids are acceptable.

**Store prepared dressings and cold sauces which are ready for cooking:** Covered, labeled, dated, below 5°C, bowls, jugs, bottles, air tight containers, correct refrigerator, ensuring food safety, avoiding cross-contamination, compliance with current food safety legislation

### Storing and serving. Dough & breads

Bread should be stored at cool room temperature under conditions where it will not dry out. If wrapped in plastic bags that are closed with twisters, bread can be stored for up to 96hours in a cool room. If the room is hot and humid, it may be necessary to store the bread under refrigeration to prevent mold from forming. Refrigeration is not ideal, however, for extended storage because breads tales more rapidly under refrigeration than it does at room temperature. This staling makes the bread firm and the crumb becomes coarse and hard. Bread may be held for extended periods if frozen in plastic wrap or bags. If freezer storage is impractical, bread quality is best maintained by baking in quantities that will be consumed within 48 hours. The bread storage should be arranged so that the older bread always can be used first. Sliced bread left over from a previous meal can be thoroughly dried and used for bread crumbs, bread pudding, or crouton preparation.

### Store Cold Desserts

Cold desserts will need to be stored in controlled environment.

### Dairy based desserts

| Remember |
| --- |
| Roux based sauces will form a skin on the top and a cartouche assists in keeping this soft and minimal. Béchamel Sauce may have dabs of butter placed over the surface whilst hot to stop skinning but a cartouche is best. |

Product with ingredients such as milk, eggs and cream will need to be stored in a controlled environment

- 4°C or less for fresh
- -18°C for frozen.

Fresh desserts that are made with fresh cream held in suspension with setting agents such as gelatin, agar and alginate thickeners will have a shelf life of approximately 3days if kept protected from the environment.

This product needs to be covered when placed into the cool room. The surface will develop a skin if left uncovered.

Dairy based desserts that are frozen will keep for several months in controlled environment.

## Store nondairy dessert items

Some items do not need to be chilled when being stored.

Pastry products and garnishes only need to be kept in secure environment
- Wrapped in food safe containers and labeled.

Sugar based garnishes need to be stored
- In food safe container
- Well wrapped
- To stop moisture from the air causing product to soften.

## Packing Down:

"Packing Down" is a term used to describe the action of securing and storing the product securely until required.

Cooks "pack done a kitchen at the end of service.

Pastry cooks pack desserts away for safe storage until required for sale or service period.

All product needs to be packaged so that the integrity of the product is not compromised during storage

Ice cream is placed into freezer compatible food safe containers before being wrapped securely, labeled and stored in the freezer until it is required.

Fresh desserts that have not sold would be stored in container that will allow them to be covered without destroying any garnish that might be placed on top.

Wrapping or covering is the most dangerous part of keeping integrity in place. Any container that is the wrong size will cause damage to finished product.

## Summary of Module

- Preparing food for storage as below
- Keep food in a dry, cool spot – a dark area if possible.
- Keep food covered at all times.
- Open food boxes or cans care-fully so that you can close them tightly after each use.
- Wrap cookies and crackers in plastic bags, and keep them in tight containers.
- Empty opened packages of sugar, dried fruits and nuts into screw-top jars or air-tight cans to protect them from pests.
- Inspect all food for signs of spoilage before use.
- Use foods before they go bad, and replace them with fresh supplies, dated with ink or marker. Place new items at the back of the storage area and older ones in front.
- Consider building a special storage unit for your supplies

- **Shelf-life of Foods for Storage**
  Here are some general guidelines for rotating common foods.
  **Use within six months:**
- Powdered milk (boxed)
- Dried fruit (in metal container)
- Dry, crisp crackers (in metal container)
- Potatoes

**Use within one year:**

- Canned condensed meat and vegetable soups
- Canned fruits, fruit juices and vegetables
- Ready-to-eat cereals and uncooked instant cereals (in metal containers)
- Peanut butter
- Jelly
- Hard candy and canned nuts
- Vitamin C

- **Cross contamination**
  Food contamination refers to the presence in food of harmful chemicals and microorganisms which can cause consumer illness. The process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect
- Store Food in the Right Place
- Where you store food plays a major role in preventing cross-contamination. When placing foods in the refrigerator, where and how foods are stored is incredibly important.
- Raw meats should always be stored on the bottom shelf. This eliminates the risk of juices dripping onto other foods and contaminating them.
- Raw meat, poultry and seafood should be stored in covered containers or sealed plastic bags to prevent their juices from dripping or leaking onto other foods.
- If you're not planning on using meat within a few days of purchase, it should be placed in the freezer for defrosting at a later date.
- Meats and ready-to-eat foods should never be placed next to each other or on the same shelves

- **Portion Food Appropriately**
  Food waste can eat up your bottom line quickly. You goal is to serve just the right amount of food – you don't want to over or under fill plates.

Always work to make your menu better and refine your ingredients' list so you aren't overfilling plates and losing money.

Consider leaving prices the same but cut back some on the portion size to help manage food costs.

It also pays to work with your cooks to make sure they measure everything correctly. Hold them accountable for measuring portions evenly
- Chef have the ability to
- set targets,
- calculating selling prices
- target gross profits

- **FOOD COST MANAGEMENT**
- **Theoretical Food Cost** – See exactly how to save money, by comparing actual food costs to what costs should have been for any item… the difference is money wasted. An incredibly powerful tool for restaurant managers and executives alike.
- **Sales and Cash Reconciliation** – Capture mission critical data including over/short, guest counts, comps and discounts, credit card transactions, bank deposits, catering activity, day-part analysis, voids, and much more.
- **Loss Prevention** – Identify fraudulent activities though alerts and trend tracking. Monitor high cost ingredients, isolate critical areas, and track user-specific activities to reduce any dishonest behavior. Take preventative measures to ensure that loss prevention is minima
- **Menu Engineering** – Engineer more profitable menus by analyzing customer demand, item percentage sales contributions, and costs and profit margins. Launch more effective campaigns by understanding the true plate costs of a new recipe, LTO or promotion – before rollout
  Yield management is a variable pricing strategy, based on understanding, anticipating and influencing consumer behavior in order to maximize revenue or profits from a fixed, time-limited resource (such as airline seats or hotel room reservations or advertising inventory)

- **Planning a system to manage food waste:**
  When planning a system to manage food waste, operators, along with consultants, designers, contractors and equipment suppliers involved, will need to consider:
- Kitchen use, including the style of menu and cooking methods;
- Layout, assessing what is possible within the space available including whether equipment will need to be placed inside or outside the kitchen, or under flooring;
- The drainage system, including its route through the kitchen and beyond the premises, to prevent waste food entering the sewer system. The system should include a correctly sized and positioned grease management system;
- Supply of utilities including water and electricity;
- Installation requirements including access;
- Arrangements for food waste storage;
- Staff training procedures and working practices. Staff turnover rates should be considered as untrained staff are least likely to understand and follow procedures; and
- Service and maintenance arrangements
- Waste management is the process of treating solid wastes and offers variety of solutions for recycling items that don't belong to trash. It is about how garbage can be used as a valuable resource. Waste management is something that each and every household and business owner in the world needs. Waste management disposes of the products and substances that you have use in a safe and efficient manner
- Chef have the ability to

- monitor provision and management of waste areas,
- monitor properly fitting lids for waste bins,
- use of disposable sacks,
- not overfilling bins,
- regular emptying and
- cleaning of bins

## Frequently Asked Questions (FAQs)

**FAQ 1:** Explain the process of Preparing food for storage ?
**Answer**
- Keep food in a dry, cool spot – a dark area if possible.
- Keep food covered at all times.
- Open food boxes or cans care-fully so that you can close them tightly after each use.
- Wrap cookies and crackers in plastic bags, and keep them in tight containers.
- Empty opened packages of sugar, dried fruits and nuts into screw-top jars or air-tight cans to protect them from pests.
- Inspect all food for signs of spoilage before use.
- Use foods before they go bad, and replace them with fresh supplies, dated with ink or marker. Place new items at the back of the storage area and older ones in front.
- Consider building a special storage unit for your supplies

**FAQ 2:** Define food waste?
**Answer** Food waste or food loss is food that is discarded or lost uneaten. The causes of food waste or loss are numerous, and occur at the stages of production, processing, retailing and consumption. Current estimates put global food loss and waste between one-third and one-half of all food produced

**FAQ 3:** Explain Cross contamination?
**Answer** Food contamination refers to the presence in food of harmful chemicals and microorganisms which can cause consumer illness. The process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect.

**FAQ 4:** Explain the process of Portion Food Appropriately?
**Answer** Food waste can eat up your bottom line quickly. You goal is to serve just the right amount of food – you don't want to over or under fill plates. Always work to make your menu better and refine your ingredients' list so you aren't overfilling plates and losing money. Consider leaving prices the same but cut back some on the portion size to help manage food costs. It also pays to work with your cooks to make sure they measure everything correctly. Hold them accountable for measuring portions evenly.

**FAQ 5:** Define Theoretical Food Cost?
**Answer** By comparing actual food costs to what costs should have been for any item… the difference is money wasted. An incredibly powerful tool for restaurant managers and executives alike

**FAQ 6:** Define Sales and Cash Reconciliation?
**Answer** Capture critical data including over/short, guest counts, comps and discounts, credit card transactions, bank deposits, catering activity, day-part analysis, voids, and much more.

**FAQ 7:** Define Loss Prevention?
**Answer** Identify fraudulent activities though alerts and trend tracking. Monitor high cost ingredients, isolate critical areas, and track user-specific activities to reduce any dishonest behavior. Take preventative measures to ensure that loss prevention is minima

**FAQ 8:** Explain the process of Planning a system to manage food waste?
**Answer** When planning a system to manage food waste, operators, along with consultants, designers, contractors and equipment suppliers involved, will need to consider:

- Kitchen use, including the style of menu and cooking methods;
- Layout, assessing what is possible within the space available including whether equipment will need to be placed inside or outside the kitchen, or under flooring;
- The drainage system, including its route through the kitchen and beyond the premises, to prevent waste food entering the sewer system. The system should include a correctly sized and positioned grease management system;
- Supply of utilities including water and electricity;
- Installation requirements including access;
- Arrangements for food waste storage;
- Staff training procedures and working practices. Staff turnover rates should be considered as untrained staff are least likely to understand and follow procedures; and
- Service and maintenance arrangements

FAQ 9:     Explain the process of Waste management?

Answer     Waste management is the process of treating solid wastes and offers variety of solutions for recycling items that don't belong to trash. It is about how garbage can be used as a valuable resource. Waste management is something that each and every household and business owner in the world needs. Waste management disposes of the products and substances that you have use in a safe and efficient manner

FAQ 10:    Define yield management?

Answer     Yield management is a variable pricing strategy, based on understanding, anticipating and influencing consumer behavior in order to maximize revenue or profits from a fixed, time-limited resource (such as airline seats or hotel room reservations or advertising inventory)

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1. The yield percent is used as a tool when ordering.
   a.          EPQ / Yield percent = APQ
   b.          APQ / Yield percent = EPQ
   c.          Yield percent / EPQ = APQ
   d.          None of all

2. What is waste disposal
   a.          The placement of waste into or on the land
   b.          The release of dirty particles into the air from industries, etc
   c.          The increase in the Earth's average temperature
   d.          No idea?

3. In addition to food cost, what else must you consider when pricing your dishes for your menu?
   a.          restaurant rent
   b.          overhead
   c.          delivery fees
   d.          restaurant utilities

4. _____= (Beginning Inventory + New Inventory Purchased) – Ending Inventory
   a.          Actual Cost of Goods Sold
   b.          actual Storage
   c.          Actual expense
   d.          Actual revenue

5. Actual Food Cost (as a percentage) = (Actual Cost of Goods Sold / _____) x 100
   a.          Food purchase
   b.          Food Sales
   c.          Food store
   d.          Food production

6. Yield management is a variable _____ strategy
   a.          Costing
   b.          Storing
   c.          Pricing
   d.          Developing

7. _____ is the quality characteristics of food that is acceptable to consumers
   a.          Costing
   b.          Cooking
   c.          Pricing
   d.          Food quality

8. Hazardous or harmful wastes are those that potentially _____ public health or the environment
   a.          Threaten

b.          Costing
c.          Cooking
d.          Pricing

9. Reduce the _____ associated with over-production by forecasting your food production schedule based on sales forecasts and historical consumption patterns
a.          Costs
b.          Cooking
c.          Food quality
d.          Food production

10. _____ times of frozen sauces should not exceed six months and ideally should be used under three months

a.          Storage
b.          Costing
c.          Food production
d.          Pricing

## Answer Key

| MCQ Number | Correct Answer |
|---|---|
| 1 | a |
| 2 | a |
| 3 | c |
| 4 | a |
| 5 | b |
| 6 | c |
| 7 | d |
| 8 | a |
| 9 | a |
| 10 | a |

# MONITORING DELIVERY OF FOOD PRODUCTION INTO SERVICE AREAS

## Learning Outcomes

After completion of this learning module, you will be able to:

- Check that food presented for service is of the type, quality and quantity required by the guest
- Ensure that each section is minimizing waste in line with kitchen requirements
- Ensure that associates understand the correct temperature for the service of different dishes
- Monitor that dishes are presented and maintained at the appropriate temperature
- Ensure that all food storage areas are maintained at the required temperature
- Ensure that food transportation equipment is maintained at the correct temperature
- Identify and resolve any problems in temperature maintenance

# Learning Unit 01 : Check that food has been presented as intended

## Overview

In this learning unit you will learn about importance of following current culinary trends and methods, including technological advances  to comply with relevant regulations and standards

After completion of this learning unit you will be able to identify and rectify gaps in presentation and delivery of dishes

**Remember**

Keep your freezer at zero degrees (**0°**) or below to maintain the quality of frozen foods

## Culinary Trends and Methods [1]

Good food never goes out of style, but there are unquestionably trends that come in and out of fashion in the culinary world. These trends might be around for just a year or two, or they might spark a whole new way of food preparation and consumption that lasts for years. Gluten-free food, for example, is a trend that emerged from a health concern but expanded rapidly to include healthy individuals who just prefer that way of eating

The following are just a few of the hottest culinary trends, all of which could potentially influence or impact your future culinary career.

Creative and Mainstream Vegetarianism

Vegetarian cuisine certainly isn't anything new. For decades, nearly every restaurant, no matter what the style of cuisine, has offered a handful of vegetarian dishes for those patrons who wanted to avoid meat.

Even restaurants with impressive steak or seafood selections are sure to include creative vegetarian and even vegan entrees that won't feel disappointing.

The Effect of Vegetarianism on Culinary Careers

If you are planning to become a chef, then this mainstream vegetarianism will almost certainly influence your career prospects and the way that you learn to prepare food. Even if you are a traditional chef with visions of roast beef and potatoes, you will need to embrace a variety of cooking styles when you attend culinary school.

Locally-Sourced and Seasonal Ingredients

Another of the hottest food trends that has recently come onto the culinary landscape is locally-sourced and seasonal ingredients.

This means that restaurant chefs can no longer stick to a set menu for years at a time, ordering ingredients from halfway around the world in frozen shipping containers. Crafting seasonal menus requires a thorough knowledge of the local agriculture as well as relationships with local farmers and markets.

This trend is likely one that will remain in play for some time, as people are growing more interested in the quality of their food.

The Effect of Local Food on Culinary Careers

For aspiring chefs, the demand for locally-sourced food is a huge change. There is no point in learning the art of Japanese sushi preparation, for example, if you are going to work in a small restaurant in the

Midwestern United States, hundreds of miles from the ocean.

Sustainable Seafood

Seafood is far from a new concept among chefs, but sustainable seafood is something that is making quite a splash. In some parts of the world, overfishing is leading to a depletion of certain fish species, most notably tuna.

The Effect of Sustainable Seafood on Culinary Careers

Sustainable seafood is a big factor in many culinary careers. First, it requires chefs to attend culinary schools so that they can learn about more than one type of seafood. Many chefs use a fantastic salmon dish or an amazing lobster meal as a kind of crutch, and they don't move beyond those basic recipes to experiment with new ingredients.

Gluten and Wheat-Free Cuisine

According to the National Restaurant Association, two of the top 10 food trends in 2014 are gluten-free cuisine and non-wheat noodles and pastas. In many ways, these two trends are the same, and they overlap substantially.

The Effect of Gluten-Free Cuisine on Culinary Careers

This one is a simple: as more people dine on wheat and gluten-free foods, you will need to learn more about both! Rather than relying extensively on wheat bread for sandwiches or traditional pastas, delve into things like buckwheat pasta, potato bread and rice noodles, all of which can be completely gluten-free and tasty alternatives for diners.

Pop-Up Restaurants and Rapidly-Changing Menus

In many major cities, it is impossible not to experience pop-up restaurants, which are eateries that spring up suddenly, operate for a few short weeks and then close. Sometimes the pet projects of famous chefs, and other times an experiment to see if a potential full-time restaurant would work, pop-up restaurants appeal to the need for new cuisine and short-term availability.

The Effect of Pop-Up Restaurants on Culinary Careers

Pop-up restaurants can create new opportunities for aspiring restaurant owners. Rather than risking hundreds of thousands of dollars on a free-standing restaurant and a two-year lease, a pop-up restaurant lets you test the waters on a smaller scale.

## Importance of Final Presentation of Dishes [2]

Food presentation is the art of modifying, processing, arranging, or decorating food to enhance its aesthetic appeal.

The visual presentation of foods is often considered by chefs at many different stages of food preparation, from the manner of tying or sewing meats, to the type of cut used in chopping and slicing meats or vegetables, to the style of mold used in a poured dish. The food itself may be decorated as in elaborately iced cakes, topped with ornamental sometimes sculptural consumables, drizzled with sauces, sprinkled with seeds, powders, or other toppings, or it may be accompanied by edible or inedible garnishes.

Food presentation is all about timing. There is no point in offering your guests a fancy dish if it is served cold, when it was supposed to be served hot. So spend just enough time plating your dish.

Another important rule of food presentation is balancing variety and contrast. It is good to have a variety of textures on the plate, but how these textures are combined is just as important.

Garnish or no garnish? That is a crucial question when it comes to food presentation. There are foods that would look uninteresting without garnish. Take our beef tenderloin with carrot gratin. It looks great with the added garnishes that bring a pop of colour to the plate.

Matching portion size with plate size is another important aspect of food presentation. A plate that is too small for the food portion it offers will look messy and overcrowded. On the other hand, a small portion on too large a plate will look sparse.

Never serve hot foods on cold plates and the other way around. This is another essential rule of food presentation.

## Consistent Inspection of Food Preparation [3]

Food (Ingredients, Preparation, and Storage)

- All food on the truck is safe for consumption.
- Raw meat is not touching already cooked food or items that will not be cooked before serving.
- Food storage containers are labeled appropriately and products are dated for the correct amount of time.
- Foods that are left out in a prep area are not kept exposed for unsafe amounts of time.
- All food is stored at safe temperatures, particularly meat and dairy products.
- Cooked foods are served or refrigerated quickly.
- Paper products and other service items for customers are stored in a clean place until they are used.

How to Run the Inspection

Consistent self-inspections are the key to making sure you're really ready for the real deal, but to truly emulate the experience, it's best to schedule your inspections randomly.

## Feedback on Food Production [4]

Feedback on following criteria's as follow:
The Food Safety inspection determines the hygiene conditions of the food establishment inspected. Traditional inspections focus on the general aspects related to visually inspected
Food production ckecklist

- Time
- Correct potion measure
- Standard of portion e.g. color standard
- Product temperature
- Weight check

# Learning Unit 02 : Check quantities of food are as required and intended

| Food costs |
|---|
| Divide the menu price by the food cost to determine the percentage of the price that comes from food to begin determining if you have priced the meal correctly |

## Overview

In this learning unit you will learn about daily food preparation requirement for presentation to guest as per expectations.

After completion of this learning unit you will be able to implement procedures for presenting food by quality check.

## Quantities and Portions of Dishes [1]

### Food Quantity Chart

This food quantity chart represents approximate amounts of food

**Appetizers:**

- 6 bites per person before a meal
- The longer your party and the larger your guest list, the greater the number of selections you should offer
- Estimate 10-12 items total per person when only appetizers are being served, such as at an Open House.

**Main Entree:**

- 6 ounces protein (main dish serving) per person if serving just one meat selection
- 8 ounces protein (main dish serving) per person if serving more than one meat selection, such as beef and chicken or hot dogs and hamburgers.
- Take bones into account and add more weight if necessary.
- Side dishes: 3 side dishes recommended (2 savory, 1 sweet) with different textures (smooth, crunchy) and varying colors (greens, browns).

**Side Dishes**

Amounts given below are "per person".
1 cup savory side per person
1/2 cup sweet side per person (apple sauce, cranberry sauce, etc.)
Rice, grains - 1.5 ounces as a side dish
Potatoes - 5 ounces
Vegetables - 4 ounces
Beans - 2 ounces as a side dish
Pasta - 2 ounces for a side dish, 3 ounces for a first course, 4 ounces for a main dish
Green Salad - 1 ounce undressed weight
With a premixed salad, estimate one handful person.
One head of lettuce will feed about 5 people, taking into account different sizes--four medium heads will serve 15-20
Beverages:
Coffee-Use 1 pound of coffee for 50 8 ounce servings.
Tea- Use 1 cup of Tea Leaves for 50 8 ounce servings.
Cream for Coffee- 1 pint for 25 servings.
On the average, expect guests to drink 2 drinks or servings of a nonalcoholic beverage the first hour and 1 each hour thereafter. Remember, people drink more when the weather is warm.

**Desserts:**
- Calculate one full portion of dessert per person
- For multiple desserts, people will taste smaller portions of more items.
- A cake that serves 10 will yield 15 portions if you're also serving a creamy dessert

Example for 50 persons

| Type | Approximate Amount for 50 Servings | Serving Size Per Person |
|---|---|---|
| **Beverages** | | |
| Coffee (regular ground) | 11/2 lbs. | 1 cup |
| Half & Half, for coffee | 2 1/2 pints | 1½ tablespoons |
| Sugar, for coffee | 12 ozs | 11/2 teaspoons |
| Fruit juice, lemonade, tea,etc | | 1 cup |
| Bottles, cartons, cans | 4 32 oz. | |
| Frozen | 7 12 oz. cans | |
| Cocoa | To make 2½ gals. | ¾ cup |
| Instant mix | 2½ lbs. | " |
| Unsweetened powder | 8 oz. | " |
| Tea, hot or cold (follow package directions | 2½ gals | ¾ cup |
| | 2 gals | ½ cup |
| Cider, hot or cold Sodas, Punch | 4 1-liter bottles or 3 gallons | 8 ozs. Purchase more for extra servings |
| Bottled Water | as packaged | 1 each |

## Food is Produced as Per Recipes [2]

**Menu planning tips for producing food as per set standards**

- Don't repeat a main ingredient. For example, don't serve a shrimp appetizer and shrimp main dish.
- One 9x12 pan will feed 10-12 people a main dish
- Consider the colors of the food that will be served together and make sure there is variety.
- Offer both hot and cold foods on a buffet.
- Mix textures of side dishes, such as a crisp or crunchy item served with a soft vegetable, like mashed potatoes.
- Remember-- 8 oz. = 1 cup measurement

- Always round up your estimates, don't round them down.
- Anticipate which food selections will be most popular and serve more of them than the general portion guidelines suggest. For example, shellfish appetizers are always popular, so serve as much as your budget allows.
- It also Including set weight per person, number of portions per dish) and what these controls are, including set weight per person, number of portions per dish

## Food Presented for Service is of the Type and Quantity Required by the Guest [3]

As many of you know, without an accurate portion size, the analysis of your dietary intake will be skewed. An inaccurate calorie intake assessment will make it harder for you to interpret results or modify your intake to meet desired goals.

The best way to assess portion size is to measure it. The more you measure, the better you will be at visually assessing portion size. This is especially important when you dine out. This does not necessarily mean that you always have to measure everything that goes into your mouth. You can measure foods and drinks a few times to learn what the volume or weight looks like on the dishes you typically use.

# Learning Unit 03: Check that food is served at correct temperature

## Overview

In this learning unit you will learn about maintaining and presenting dishes and equipment at correct temperature.

After completion of this learning unit you will be able to implement procedures for serving the food at correct temperature

**Waste**

Food **waste** or food loss is food that is discarded or lost uneaten

## Implementation of HACCP Standards [1]

Hazard analysis and critical control points or HACCP is a systematic preventive approach to food safety from biological, chemical, and physical hazards in production processes that can cause the finished product to be unsafe, and designs measurements to reduce these risks to a safe level

The successful implementation of a HACCP plan is facilitated by commitment from top management. The next step is to establish a plan that describes the individuals responsible for developing, implementing and maintaining the HACCP system. Initially, the HACCP coordinator and team are selected and trained as necessary. The team is then responsible for developing the initial plan and coordinating its implementation.

The workers who will be responsible for monitoring need to be adequately trained. Upon completion of the HACCP plan, operator procedures, forms and procedures for monitoring and corrective action are developed. Often it is a good idea to develop a timeline for the activities involved in the initial implementation of the HACCP plan. Implementation of the HACCP system involves the continual application of the monitoring, record-keeping, corrective action procedures and other activities as described in the HACCP plan.

### PRINCIPLES OF THE HACCP SYSTEM

The HACCP
system consists of the following seven principles:

PRINCIPLE 1
Conduct a hazard analysis.

PRINCIPLE 2

Determine the Critical Control Points (CCPs).

PRINCIPLE 3

Establish critical limit(s).

PRINCIPLE 4

Establish a system to monitor control of the CCP.

PRINCIPLE 5

Establish the corrective action to be taken when monitoring indicates that a particular CCP is not under control.

PRINCIPLE 6

Establish procedures for verification to confirm that the HACCP system is working effectively.

PRINCIPLE 7

Establish documentation concerning all procedures and records appropriate to these principles and their application.

## Hold and Serve Hot Food [2]

Make sure dishes are at correct temperature for holding and serving.

**Temperature of food should be served at:**

- Keep HOT foods HOT!
- Hold hot cooked foods between 140°F and 165°F until serving time.
- Harmful bacteria can grow rapidly below 140°F. When food is cooked to temperatures of 165°F to 212°F, most food-poisoning bacteria is killed.
- The higher the heat, the less time it takes to kill bacteria.

**Proper hot and cold holding temperatures are:**

- Temperature danger zone is between 41°F and 140°F.
- Keep hot food hot and cold food cold. Always use a thermometer to check food temperatures.
- Potentially hazardous foods must pass through the temperature danger zone as quickly as possible

**How long can hot food be held at the proper holding temperature?**

- Use a food thermometer to measure the food's internal temperature every two hours.
- Discard any hot food after four hours if it has not been maintained at a temperature of 135ºF or higher.
- Other safety precautions regarding hot-holding foods include never using hot-holding equipment to reheat foods.

**Standard temperature to cook chicken**

- Kitchen Fact: The safe internal temperature for cooked chicken is 165° Fahrenheit (75° Celsius).
- A meat or instant-read thermometer is your best bet for determining the temperature of your chicken, and if you're cooking a whole bird, it should be inserted into the thickest part of the thigh but not touching bone.

## Check that Food Presented for Service is of the Type, Quality and Quantity Required by the Guest [3]

**Method to present food:**

1. **Choose your plates wisely.** Make sure your serving plates are big enough to let each food item stand out, but small enough that the portions don't look tiny.

2. **Read the clock!** A foolproof way to arrange food on a plate is to place the carbohydrate (rice, pasta, bread, etc.) at "11 o'clock," the vegetables at "2 o'clock," and the protein at "6 o'clock" from the diner's point of view.

   This will also help you portion correctly, if you remember that vegetables should cover about half of the plate, starch one fourth, and protein one fourth.

3. **Be odd.** Don't be strange, but things generally look more interesting when they're in sets of odd numbers, rather than even numbers.

   So if you're serving shrimp or stuffed mushrooms, put five on each plate, rather than six. Don't worry about counting out peas though!

4. **Play with Height.** This Chicken Stirfry with Broccoli looks more interesting because of the high mound of rice sitting next to it.

5. **Play with color and texture.** Even if you're just serving Tomato Soup and Grilled Cheese Sandwiches, a green paper napkin can make this simple meal look really special!

   If you're serving up a pesto dish,

which has a lot of green in it,
you might want to pair it with something red (the complementary color) like tomatoes or red peppers..
Kathy's Pear and Blue Cheese Salad (pictured above) is a great example of a mouthwatering mix of textures.

6. **Garnish appropriately.** Don't lose sight of the recipe you made in the first place! Any garnishes on the plate should be edible and should enhance the flavor of the main dishes. Grilled salmon might be served with a lemon wedge, for example.



Garnishes, like the cut-up fruit with the fried egg below, are also a great way to add color or texture.

Be sure to add parsley to your weekly shopping list. It not only tastes great, it is also a lovely garnish for just about everything!

## Serving Food Properly

Most people think that all food should be served from the left and removed from the right. This is a misconception and stems from the fact that long ago, all food was served in large trays and each guest was served individually tableside from this large tray. If you still do this, then yes, by all means, your guests should be served from the left. But if you are like most people today and have the plates presented to your guests with the food already on it, nicely displayed and decorated, then it should be served from the right, and it is incorrect to serve it from the left. Below is detail of when to serve from the left and when to serve from the right.



From the Left
In general, the diner is approached from the left for three purposes and three purposes only:
1. To present platters of food from which the waiter will serve or the diner will help himself.
2. To place side dishes such as vegetables or dinner rolls
3. To clear the side dishes that were placed from the left.

The reason most often given for this is that most people are right handed. So, for example, when a waiter must use his right hand to serve from a platter, it is least intrusive if he stands to the left. This way, the platter can be held safely away from the guest as the waiter leans forward to reach his/her plate. And, in the case of placing side dishes, it makes most sense to put them to the side that is less in focus, leaving the right side free for the main dish.

## Monitor the Correct Temperature for the Service [4]

### Minimum Temperatures and Holding Times

**165 °F (15 seconds)**
- Poultry--chicken, turkey, duck, goose--whole, parts or ground
- Soups, stews, stuffing, casseroles, mixed dishes
- Stuffed meat, poultry, fish and pasta
- Leftovers (to reheat)
- Food, covered, cooked in microwave oven (hold covered **2 minutes** after removal)

**155 °F (15 seconds)**
- Hamburger, meatloaf and other ground meats; ground fish *
- Fresh shell eggs--cooked and held for service (such as, scrambled) *

**145 °F (15 seconds)**
- Beef, corned beef, pork, ham--roasts (hold **4 minutes**) *
- Beef, lamb, veal, pork--steaks or chops
- Fish, shellfish
- Fresh shell eggs--broken, cooked and served immediately

**140 °F (15 seconds)**
- Ham, other roasts--processed, fully cooked (to reheat)
- Fruits and vegetables that are cooked

## Cold holding

Cold foods must be maintained at 41°F or less

## Cooking temperatures

Eggs for immediate service, and except as otherwise required, fish, meat, and commercially raised game animals must be cooked to 145°F or above for 15 seconds

Chopped or ground meat, fish, and commercially raised game animals; pork; injected meats; and eggs cooked for hot holding must be cooked to: 155°F or above for 15 seconds, or 150°F or above for one minute, or 145°F or above for three minutes.

Poultry, stuffed food products, stuffing containing fish, meat or poultry and wild game animals must be cooked to 165°F or above for 15 seconds.

## Hot holding temperatures

Hot food must be maintained at 140°F or above.

## Cooling foods

Foods must be cooled from 140°F to 70°F within two hours and from 70°F to 41°F within an additional four hours

## Reheating foods

Food that is reheated must reach a minimum internal temperature of at least 165°F for 15 seconds. Reheating must be done rapidly and the minimum temperature must be reached within two hours. Steam tables, warmers, or similar equipment do not heat food quickly enough and must not be used for reheating food.

## Summary of Module

- Preparing food for storage as below
- Keep food in a dry, cool spot – a dark area if possible.
- Keep food covered at all times.
- Open food boxes or cans care-fully so that you can close them tightly after each use.
- Wrap cookies and crackers in plastic bags, and keep them in tight containers.
- Empty opened packages of sugar, dried fruits and nuts into screw-top jars or air-tight cans to protect them from pests.
- Inspect all food for signs of spoilage before use.
- Use foods before they go bad, and replace them with fresh supplies, dated with ink or marker. Place new items at the back of the storage area and older ones in front.
- Consider building a special storage unit for your supplies

- **Shelf-life of Foods for Storage**
  Here are some general guidelines for rotating common foods.

**Use within six months:**

- Powdered milk (boxed)
- Dried fruit (in metal container)
- Dry, crisp crackers (in metal container)
- Potatoes

**Use within one year:**

- Canned condensed meat and vegetable soups
- Canned fruits, fruit juices and vegetables
- Ready-to-eat cereals and uncooked instant cereals (in metal containers)
- Peanut butter
- Jelly
- Hard candy and canned nuts
- Vitamin C

- **Cross contamination**
  Food contamination refers to the presence in food of harmful chemicals and microorganisms which can cause consumer illness. The process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect
  - Store Food in the Right Place
  - Where you store food plays a major role in preventing cross-contamination. When placing foods in the refrigerator, where and how foods are stored is incredibly important.
  - Raw meats should always be stored on the bottom shelf. This eliminates the risk of juices dripping onto other foods and contaminating them.
  - Raw meat, poultry and seafood should be stored in covered containers or sealed plastic bags to prevent their juices from dripping or leaking onto other foods.
  - If you're not planning on using meat within a few days of purchase, it should be placed in the freezer for defrosting at a later date.
  - Meats and ready-to-eat foods should never be placed next to each other or on the same shelves

- **Portion Food Appropriately**

  Food waste can eat up your bottom line quickly. You goal is to serve just the right amount of food – you don't want to over or under fill plates.

  Always work to make your menu better and refine your ingredients' list so you aren't overfilling plates and losing money.

  Consider leaving prices the same but cut back some on the portion size to help manage food costs.

  It also pays to work with your cooks to make sure they measure everything correctly. Hold them accountable for measuring portions evenly
  - Chef have the ability to
  - set targets,
  - calculating selling prices
  - target gross profits

- **FOOD COST MANAGEMENT**

  - **Theoretical Food Cost** – See exactly how to save money, by comparing actual food costs to what costs should have been for any item… the difference is money wasted. An incredibly powerful tool for restaurant managers and executives alike.
  - **Sales and Cash Reconciliation** – Capture mission critical data including over/short, guest counts, comps and discounts, credit card transactions, bank deposits, catering activity, day-part analysis, voids, and much more.
  - **Loss Prevention** – Identify fraudulent activities though alerts and trend tracking. Monitor high cost ingredients, isolate critical areas, and track user-specific activities to reduce any dishonest behavior. Take preventative measures to ensure that loss prevention is minima
  - **Menu Engineering** – Engineer more profitable menus by analyzing customer demand, item percentage sales contributions, and costs and profit margins. Launch more effective campaigns by understanding the true plate costs of a new recipe, LTO or promotion – before rollout
    Yield management is a variable pricing strategy, based on understanding, anticipating and influencing consumer behavior in order to maximize revenue or profits from a fixed, time-limited resource (such as airline seats or hotel room reservations or advertising inventory)

  - **Planning a system to manage food waste:**

    When planning a system to manage food waste, operators, along with consultants, designers, contractors and equipment suppliers involved, will need to consider:
  - Kitchen use, including the style of menu and cooking methods;
  - Layout, assessing what is possible within the space available including whether equipment will need to be placed inside or outside the kitchen, or under flooring;
  - The drainage system, including its route through the kitchen and beyond the premises, to prevent waste food entering the sewer system. The system should include a correctly sized and positioned grease management system;
  - Supply of utilities including water and electricity;
  - Installation requirements including access;
  - Arrangements for food waste storage;
  - Staff training procedures and working practices. Staff turnover rates should be considered as untrained staff are least likely to understand and follow procedures; and
  - Service and maintenance arrangements

- Waste management is the process of treating solid wastes and offers variety of solutions for recycling items that don't belong to trash. It is about how garbage can be used as a valuable resource. Waste management is something that each and every household and business owner in the world needs. Waste management disposes of the products and substances that you have use in a safe and efficient manner
- Chef have the ability to
- monitor provision and management of waste areas,
- monitor properly fitting lids for waste bins,
- use of disposable sacks,
- not overfilling bins,
- regular emptying and
- cleaning of bins

## Frequently Asked Questions (FAQs)

FAQ 1:      Explain the process of Preparing food for storage ?
Answer      • Keep food in a dry, cool spot – a dark area if possible.
            • Keep food covered at all times.
            • Open food boxes or cans care-fully so that you can close them tightly after each use.
            • Wrap cookies and crackers in plastic bags, and keep them in tight containers.
            • Empty opened packages of sugar, dried fruits and nuts into screw-top jars or air-tight cans to protect them from pests.
            • Inspect all food for signs of spoilage before use.
            • Use foods before they go bad, and replace them with fresh supplies, dated with ink or marker. Place new items at the back of the storage area and older ones in front.
            • Consider building a special storage unit for your supplies

FAQ 2:      Define food waste?
Answer      Food waste or food loss is food that is discarded or lost uneaten. The causes of food waste or loss are numerous, and occur at the stages of production, processing, retailing and consumption. Current estimates put global food loss and waste between one-third and one-half of all food produced

FAQ 3:      Explain Cross contamination?
Answer      Food contamination refers to the presence in food of harmful chemicals and microorganisms which can cause consumer illness. The process by which bacteria or other microorganisms are unintentionally transferred from one substance or object to another, with harmful effect.

FAQ 4:      Explain the process of Portion Food Appropriately?
Answer      Food waste can eat up your bottom line quickly. You goal is to serve just the right amount of food – you don't want to over or under fill plates. Always work to make your menu better and refine your ingredients' list so you aren't overfilling plates and losing money. Consider leaving prices the same but cut back some on the portion size to help manage food costs. It also pays to work with your cooks to make sure they measure everything correctly. Hold them accountable for measuring portions evenly.

FAQ 5:      Define Theoretical Food Cost?
Answer      By comparing actual food costs to what costs should have been for any item… the difference is money wasted. An incredibly powerful tool for restaurant managers and executives alike

FAQ 6:      Define Sales and Cash Reconciliation?
Answer      Capture critical data including over/short, guest counts, comps and discounts, credit card transactions, bank deposits, catering activity, day-part analysis, voids, and much more.

FAQ 7:      Define Loss Prevention?
Answer      Identify fraudulent activities though alerts and trend tracking. Monitor high cost ingredients, isolate critical areas, and track user-specific activities to reduce any dishonest behavior. Take preventative measures to ensure that loss prevention is minima

FAQ 8:      Explain the process of Planning a system to manage food waste?
Answer      When planning a system to manage food waste, operators, along with consultants,

designers, contractors and equipment suppliers involved, will need to consider:

- Kitchen use, including the style of menu and cooking methods;
- Layout, assessing what is possible within the space available including whether equipment will need to be placed inside or outside the kitchen, or under flooring;
- The drainage system, including its route through the kitchen and beyond the premises, to prevent waste food entering the sewer system. The system should include a correctly sized and positioned grease management system;
- Supply of utilities including water and electricity;
- Installation requirements including access;
- Arrangements for food waste storage;
- Staff training procedures and working practices. Staff turnover rates should be considered as untrained staff are least likely to understand and follow procedures; and
- Service and maintenance arrangements

FAQ 9:      Explain the process of Waste management?

Answer      Waste management is the process of treating solid wastes and offers variety of solutions for recycling items that don't belong to trash. It is about how garbage can be used as a valuable resource. Waste management is something that each and every household and business owner in the world needs. Waste management disposes of the products and substances that you have use in a safe and efficient manner

FAQ 10:     Define yield management?

Answer      Yield management is a variable pricing strategy, based on understanding, anticipating and influencing consumer behavior in order to maximize revenue or profits from a fixed, time-limited resource (such as airline seats or hotel room reservations or advertising inventory)

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1. The yield percent is used as a tool when ordering.
   a.        EPQ / Yield percent = APQ
   b.        APQ / Yield percent = EPQ
   c.        Yield percent / EPQ = APQ
   d.        None of all

2. What is waste disposal
   a.        The placement of waste into or on the land
   b.        The release of dirty particles into the air from industries, etc
   c.        The increase in the Earth's average temperature
   d.        No idea?

3. In addition to food cost, what else must you consider when pricing your dishes for your menu?
   a.        restaurant rent
   b.        overhead
   c.        delivery fees
   d.        restaurant utilities

4. _____= (Beginning Inventory + New Inventory Purchased) – Ending Inventory
   a.        Actual Cost of Goods Sold
   b.        actual Storage
   c.        Actual expense
   d.        Actual revenue

5. Actual Food Cost (as a percentage) = (Actual Cost of Goods Sold / _____) x 100
   a.        Food purchase
   b.        Food Sales
   c.        Food store
   d.        Food production

6. Yield management is a variable _____ strategy
   a.        Costing
   b.        Storing
   c.        Pricing
   d.        Developing

7. _____ is the quality characteristics of food that is acceptable to consumers
   a.        Costing
   b.        Cooking
   c.        Pricing
   d.        Food quality

8. Hazardous or harmful wastes are those that potentially _____ public health or the environment
   a. Threaten
   b. Costing
   c. Cooking
   d. Pricing

9. Reduce the _____ associated with over-production by forecasting your food production schedule based on sales forecasts and historical consumption patterns
   a. Costs
   b. Cooking
   c. Food quality
   d. Food production

10. _____ times of frozen sauces should not exceed six months and ideally should be used under three months

   a. Storage
   b. Costing
   c. Food production
   d. Pricing

# Answer Key

| MCQ Number | Correct Answer |
| --- | --- |
| 1 | a |
| 2 | a |
| 3 | c |
| 4 | a |
| 5 | b |
| 6 | c |
| 7 | d |
| 8 | a |
| 9 | a |
| 10 | a |

# SUPPORT THE PROFESSIONAL DEVELOPMENT OF THE KITCHEN TEAM
## Learning Outcomes

After completion of this learning module, you will be able to:

- Contribute to the identification of development needs for kitchen individuals and teams accurately
- Ensure that the development needs identified consistent with kitchen team objectives and kitchenal values
- Ensure that contributions to the planning process reflect the identified development needs of all those kitchen associates under own responsibility
- Agree ideas with individual kitchen team members
- Contribute to development activities to support kitchen team objectives and plans
- Take into account the work activities, learning abilities and personal circumstances of individual kitchen team members
- Encourage and use feedback from those taking part in the activities to improve own future contributions to development activities
- Contribute to the assessment of kitchen associates against development objectives
- Provide information about assessments to authorized people only, in the required format and to agreed deadlines
- Use methods to assess and select kitchen associates that meet kitchenal requirements
- Provide information that is complete, accurate and supports the fair assessment of kitchen associates
- Make suggestions for the selection of kitchen associates that are based on objective assessments of the information against agreed selection criteria
- Make suggestions for selection that are clear and accurate
- Make suggestions available only to authorized people
- Handle communications with kitchen associates in a manner and at a level and pace appropriate to their needs
- Make sure records of own contribution to the selection process are complete, accurate, clear and meet kitchenal requirements
- Plan the work of kitchen teams and individuals
- Involve the kitchen team and individuals when planning their work
- Present work plans in a way that gains the support and commitment of those involved
- Assess the work of kitchen teams and individuals
- Provide both positive and negative feedback to kitchen teams and individuals on their work
- Review the work of the kitchen team and individuals on a regular basis
- Provide support for continuous improvement for kitchen teams and individuals
- Develop objectives for own kitchen work role which are compatible with the vision, objectives and values of the kitchen
- Agree with line manager, objectives for own kitchen work role and ways to evaluate progress and achievement
- Priorities objectives and manage own time in order to achieve them and delegate objectives and responsibilities
- Use technology effectively to help achieve own objectives
- Identify and eliminate distractions and activities that do not support the achievement of own objectives

- Monitor changes to the kitchen's objectives, processes, systems and structures and how these impact on own role
- Identify and respond quickly and positively to new opportunities and urgent situations when they arise, revising own objectives and priorities as necessary
- Get regular feedback on own kitchen performance from those who are able to provide objective, specific and valid feedback
- Monitor progress towards own kitchen objectives and evaluate, with line manager, the extent to which objectives have been achieved
- Agree, with line manager, any changes to own kitchen objectives in the light of own performance, feedback received or changes in kitchenal priorities
- Support the management team in establishing clear sales development activities for the kitchen
- Assist in preparing a sales plan that identifies and prioritizes sales development activities that are consistent with the vision of the kitchen
- Ensure that the plan is flexible and open to change
- Discuss and agree who should be responsible for implementing sales development activities and then allocate resources effectively
- Agree with senior colleagues measures for monitoring and evaluating performance against sales development activities
- Gain the commitment of associates for the implementation of sales development activities
- Bring together the needs and expectations of associates with what is required of them to implement sales development activities
- Prepare appropriate kitchen training plans and materials
- Produce specific aims and objectives for the session
- Identify the resources needed to deliver the session
- Select appropriate methods to delivery training
- Ensure all learning materials are available
- Deliver kitchen training individuals or groups
- Use a range of appropriate techniques and activities throughout the session, including technology-based learning
- Carry out assessments at appropriate points to ensure that learning has taken place
- Evaluate the effectiveness of training for kitchen associates and teams

# Learning Unit 01: Contribute To the Development Of Kitchen Teams And Individuals

| TNA | Overview |
| --- | --- |
| Training Need Analysis | |

In this learning unit you will learn about identification of development needs for kitchen individuals, assessment of kitchen associates against development objectives and sharing of information about assessments to authorized people.

After completion of this learning unit you will be able to take account of the kitchen work activities of associates, their learning abilities and personal circumstances when agreeing ideas with individual kitchen team members.

## Needs For Kitchen Individuals And Teams [1]

Chef have the ability to
- Identify development needs for kitchen individuals
- Identify teams accurately,
- Identify individual personal objectives,
- Identify team objectives,
- Identify development and retraining objectives

The six steps below for Training and Development's Strategic Needs Analysis, will help you to better understand people's training needs:
1. Reviewing team members' job descriptions.
2. Meeting with them.
3. Observing them at work.
4. Gathering additional data.
5. Analyzing and preparing data.
6. Determining action steps.

## Analyzing and Preparing Data

Now, look closely at the information you gathered in the first four steps.
- What trends do you see?
- What skills did your team members say they need?
- Are there any skills gaps?

Your goal here is to bring together the most relevant information, so that you can create a training plan for each team member
.

## Plan Effectively, to Maximize Opportunities [2]

To develop a strong training culture, you must understand the benefits of training. This knowledge will help you make informed decisions, and will support members of staff who will be responsible for managing the training.

### Assess your staff training needs

To implement the right training for your Kitchen , you need to identify your Kitchen  and employee training needs. You can do this yourself, or you can recruit a human resource (HR) consultant or training kitchen to help you assess your training needs and advise on training options.

**Review your Kitchen Plan**

Your staff training program should be described in your Kitchen plan. You need to make sure you know what training your staff need, how much it will cost you and how frequently you will offer it. You should also decide how often you will undertake staff performance reviews.
- Assess your Kitchen goals and the skills you need to meet them
- Work out if you are on track to achieve your goals, and identify any gaps
- Think about whether your staff are happy in their jobs, and if your customers are happy with your products and services
- Consider how you compared to your competitors
- Review any existing training
- Identify areas that need improvement and find out who may benefit from training

Close collaboration and open communication between management and staff on training issues, improves working relationships and in most cases, productivity.

When you are assessing your training needs, you should ask your staff what sort of training they want or need. You can talk to them in one-on-one interviews or in a group meeting.

Engaging your staff in the process will help you make sure the training is suitable and that staff are likely to want to participate.

**Consider Your Training Options**

Once you have reviewed your Kitchen plan and discussed training with your staff, you should update your Kitchen plan with a new training program. Make sure you consider whether any imminent changes in your Kitchen will make training necessary for any of your staff.

**Communicate Your Training Program**

Let staff know what training you have booked for them. Communicate the training program to all staff so they are aware of what is happening in your Kitchen.

## Developmental Needs to Kitchen Associates [3]

Chef have to
- Design &Develop needs to kitchen associates in a way which is likely to influence their decision making positively,
- Provide guidance,
- Provide support and
- Provide motivation

## Manage Kitchen ]Team Development [4]

Chef has the ability to
- Manage kitchen team development to the continuing effectiveness of the kitchen,
- Design role and responsibilities in contributing to development process
- Developing and securing support from kitchen associates,
- Seeking contributions to the development process from kitchen associates

## Kitchen Development Needs [5]

Kitchen development needs, including informally from associates, formally through guest surveys, job appraisals

**Developmental Plan**

Staff development must be intentional, active, and potent. A plan for individual growth should reflect current personal and professional status regarding attributes needed to perform assigned duties, short- and long-term goals, and alternative methods for achieving those goals. There should also be a plan for kitchenal improvement. Both individual and kitchenal needs are included in this plan.

Your development needs are unique and to make sure you progress in the way you need, it's worth thinking through your approach.
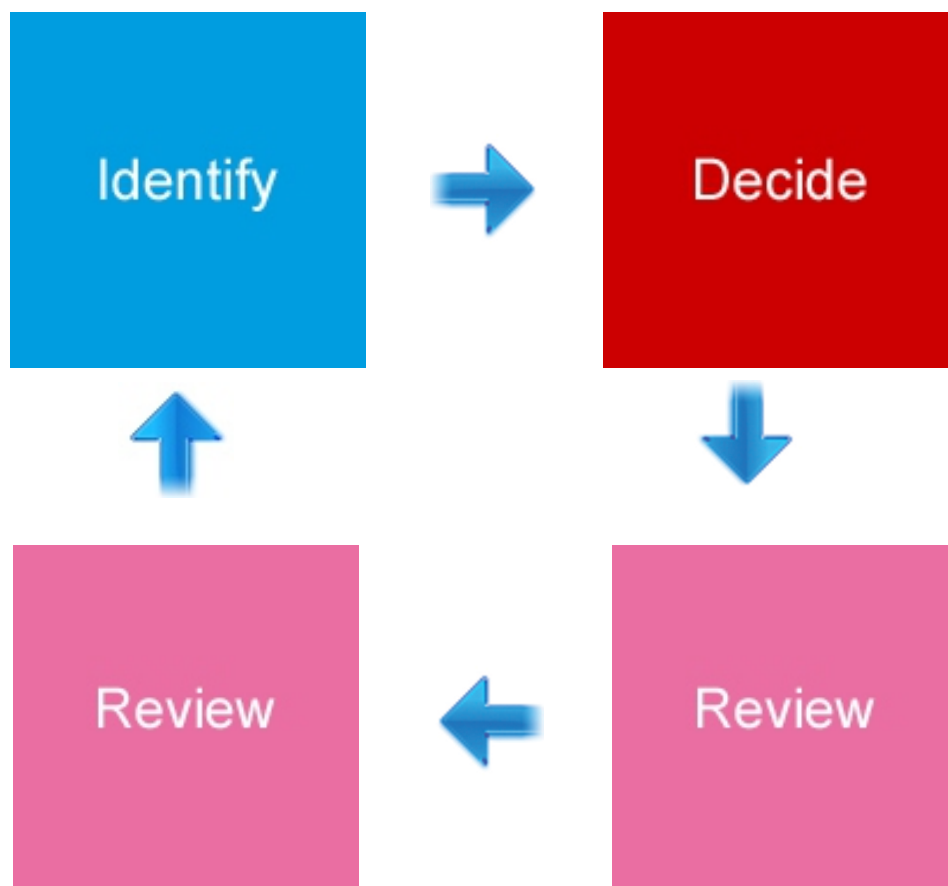


**Customer Satisfaction Surveys** are a highly effective method of gaining feedback from your customers and play a vital role in measuring, managing and improving customer loyalty.

A **Performance Appraisal** (PA), also referred to as a performance review, performance evaluation, (career) development discussion, or employee appraisal is a method by which the job performance of an employee is documented and evaluated.

**Performance Evaluation is a multi-purpose tool used to**: Measure actual performance against expected performance. Provide an opportunity for the employee and the supervisor to discuss job performance. Identify employee training and development needs, and plan for career growth.

## Assess Kitchen Associates Against Development [6]

Chef assesses kitchen associates against development objectives clear, agreed criteria and sufficient, valid and reliable information,

- Job appraisals,
- Feedback from guests and other associates

Staff development must be proactive rather than reactive; its effectiveness depends on the extent to which it is personalized and based on positive constructs.It is not that concern for deficiencies in staff preparation and the need to update skills are not appropriate concerns of staff development; rather, remediation should not assume the dominant role. The human resources planning process must Kitchen and predict as accurately as possible the human skills and talents necessary tomeet system needs in the immediate and long-range future.

This discussion of staff development, then, is based primarily on the following concepts:

1. The staff development process is developmental in that its emphasis is on a ontinuously growing individual. In this sense, staff development is an ongoing process as opposed to a one-time Kitchen. It focuses on Kitchen end needs and objectives that will help the kitchen system remain creative and productive. Individual growth that meets these Kitchen end needs provides employees with a personalized opportunity to reach higher levels of self-fulfillment and gratification. Staff development is viewed as an important investment in the kitchen system's future.
2. Effective staff development places greater emphasis on the extension of personal strengths and creative talents than on the remediation of personal weaknesses. The major focus of growth is on what the individual can do and how these strengths can be further developed and used.

# Learning Unit 02: Contribute To the Provision Of Required Kitchen Associates

| HRM | Overview |
| --- | --- |
| is a function in kitchens designed to maximize employee performance in service of an employer's strategic objectives | In this learning unit you will learn about methods to assess and select kitchen associates and selection process to meet organisational requirement.<br><br>After completion of this learning unit you will be able to suggest selection of kitchen associates that are based on objective assessments of the information against agreed selection criteria |

| Do you know! | Suggestions For Selection Effectively [1] |
| --- | --- |
| A job interview is a type of employment test that involves a conversation between a job applicant and representative of the employing kitchen | Chef also suggestions for<br><br>• Selection effectively based on sound information,<br>• Know the capabilities of staff<br>• Design job descriptions of all staff members working within a kitchen section<br>• Do performance appraisals of kitchen staff as per kitchenal system<br>• Design training schedules and review the whole process |

**Selection of Kitchen Staff:**

Recruitment (hiring) is a core function of human resource management. Recruitment refers to the overall process of attracting, selecting and appointing suitable candidates for jobs (either permanent or temporary) within an kitchen

Selection Process Steps;

- Plan the selection process
- Prepare for the interviews
- Conduct the interviews
- Check the references of your final candidates
- Make your decision and review it
- Make the offer
- Do the paperwork

## Communicate Effectively With Kitchen Associates [2]

**Effective workplace communication** is important in every kitchen with diversified workplace diversity. Good communication skills help to reduce the barriers erected because of language and cultural differences.

Effective communication causes productivity to increase, errors to decrease and operations to run smoother

**Communication Methods**
When your message is really important, deliver it using more than one method. For example, you could

follow up a general staff meeting with an email, then confirm the information in a personalized letter to ensure that it has been received and understood.

Possible communication methods include:
- Notice boards
- Newsletters/in-house magazines/e-magazines
- Letters to staff/volunteers
- Press releases
- Annual reports
- Emails and intranets
- Phone conversations
- Presentations
- Team briefings/group meetings
- Focus groups
- Face-to-face formal or informal meetings between managers and employees
- Consultation groups or staff forums.

### Communicating Through Staff Meetings

If you decide to hold a meeting (individual or collective), be clear about what you want to achieve from each agenda item. The goal could be to:

- Exchange information (report, update, informs or find out)
- Solve a problem or find a solution
- Make a decision
- Plan
- Evaluate
- Supervise
- Consult
- Review performance.

Challenge yourself when planning a meeting to check which is the best way to achieve your overall purpose. Could another method be more effective? There is a wide range of potential communications:

## Selection Processes [3]

The **Employee selection Process** takes place in following order-

1. **Preliminary Interviews-** It is used to eliminate those candidates who do not meet the minimum eligibility criteria laid down by the kitchen. The skills, academic and family background, competencies and interests of the candidate are examined during preliminary interview. Preliminary interviews are less formalized and planned than the final interviews. The candidates are given a brief up about the company and the job profile; and it is also examined how much the candidate knows about the company. Preliminary interviews are also called screening interviews.
2. **Application Blanks-** The candidates who clear the preliminary interview are required to fill the application blank. It contains data record of the candidates such as details about age, qualifications, reason for leaving previous job, experience, etc.
3. **Written Tests-** Various written tests conducted during selection procedure are aptitude test, intelligence test, reasoning test, personality test, etc. These tests are used to objectively assess the potential candidate. They should not be biased.
4. **Employment Interviews-** It is a one to one interaction between the interviewer and the potential candidate. It is used to find whether the candidate is best suited for the required job or not. But such interviews consume time and money both. Moreover the competences of the candidate cannot be judged. Such interviews may be biased at times. Such interviews should be conducted properly. No distractions should be there in the room. There should be an honest communication between

candidate and interviewer.
5. **Medical Examination-** Medical tests are conducted to ensure the physical fitness of the potential employee. It will decrease chances of employee absenteeism.
6. **Appointment Letter-** A reference check is made about the candidate selected and then finally he is appointed by giving a formal appointment letter.

## Assessment And Selection Of Staff [4]

Assessment and selection of staff cover :
* Formal and informal process of selection,
* Relative advantages and disadvantages of these for the team

**Employee Selection** is the process of putting the right men on right job. It is a procedure of matching kitchenal requirements with the skills and qualifications of people.

Effective selection can be done only when there is effective matching. By selecting best candidate for the required job, the kitchen will get quality performance of employees. Moreover, kitchen will face less of absenteeism and employee turnover problems.

By selecting the right candidate for the required job, the kitchen will also save time and money. Proper screening of candidates takes place during the selection procedure. All the potential candidates who apply for the given job are tested.

But selection must be differentiated from recruitment, though these are two phases of the employment process.

Recruitment is considered to be a positive process as it motivates more of candidates to apply for the job. It creates a pool of applicants. It is just sourcing of data.

While selection is a negative process as the inappropriate candidates are rejected here. Recruitment precedes the selection in the staffing process. Selection involves choosing the best candidate with better abilities, skills and knowledge for the required job.

## Manage Selection Process [5]

Companies have the never-ending task of interviewing, selecting and hiring employees. However, despite the repetitiveness and skill of a company's human resources department, selecting the right individual for a job is extremely challenging.

### Notification

The employee selection process usually starts with a manager or boss commissioning human resources to fill a new or vacant position. The manager must first decide what qualifications she desires in a job candidate.

### Reviewing

Review resumes and match each candidate's background to the job requirements. Companies sometimes receive hundreds of resumes for an advertisement

### Screening

The employment selection process may actually include a screening interview

### Interviewing

One of the most important facets of the employment selection process is the face-to-face interview. Companies have different procedures for personal interviews. Some companies prefer to have all-day interviewing sessions, where job candidates meet with a different person each hour. During this time, companies may have the candidates meet with human resources, the hiring manager and other employees

### Selection

The hiring manager will usually ask for feedback from human resources and other employees who interview the job candidates. The hiring manager may also review her notes, or decide which candidate would fit best in the open position.

### Testing

The employee selection process can also include testing before a candidate is actually hired. Some companies require drug screening to make sure candidates do not have a drug addiction. Employees who work in the insurance industry may need to take a psychological test to determine if insurance is the appropriate career choice for them. Subsequently, after the drug or personality test, the company makes an offer to the chosen candidate.

## Effective Communication [6]

Effective communication

- When explaining work plans and allocations,
- Clear explanations,
- Using technical language,
- Ensuring associates have the opportunity to ask questions

Most of the employees in a company want to be part of the kitchen's future, and want to discover the most important things at work and the way how excellence looks like. However, for a target to be effective and results-driven in motivating employees, it has to be tied to the bigger kitchenal goals.

A first advice in improving employee performance step is to encourage employee communication not only among employees, but among managers as well. Insight can be received from the employees' side using team meetings, suggestion boxes or surveys. In this regard, you need to be open-minded and actually encourage ideas' expressing without criticizing any part of it.

Additionally, you have to keep all your employees informed in regard to the kitchenal culture and the changes which take place in it. Tell them what to expect and which are the effective ways in which they can overcome future challenges.

## Work Review [7]

Chef objective to review his team work is to

- Regularly review work using own observations,
- Analyze  job descriptions and evaluations,
- Design training schedules and
- Reviews, in order to manage time,
- The achievement of objectives,
- Provide support and guidance

- Importance of good communication skills when providing feedback on work and performance,
- Adopting a positive approach,
- Using technical and social language as appropriate,
- Being supportive,
- Encouraging the associate to ask questions

## How Performance Can Be Improved [8]

### Create a Positive Work Environment
The office atmosphere that you create has to be one in which all employees feel important and worthwhile spending their time. Make sure that your staff doesn't feel restrained at any moment. Keep all the office doors open. Also, let the folks know that in case a problem arises, they can also come to you with questions or proposals. Keep in mind that a happy office will always a productive one.

### Provide Effective Training

Employees can be helped to improve their skills through in-house career development or on-the-job training. Improving employee performance allows your workers to attend different seminars and workshops related to their job activities. You actually have to encourage them to take classes in order to perfect themselves

# Learning Unit 03: Lead the Work of Kitchen Teams And Individuals To Achieve Objectives

## Overview

In this learning unit you will learn about planning and presentation of work for kitchen, teams and individuals for continuous improvement.

After completion of this learning unit you will be able to develop realistic and achievable work plans for teams and individuals both in the short and medium term.

| Workplace |
|---|
| The workplace is the physical location where someone works. Example ; Kitchen |

## Importance Of Effective Communication When Explaining Work Plans and Allocations [1]

Listen actively, ask questions, clarify points and rephrase others' statements and check mutual understanding

- Adopt communication styles appropriate to listeners and situations, including selecting an appropriate time and place
- Confirm listeners' understanding through questioning and interpretation of nonverbal signals
- Modify communication in response to feedback from listeners

| Feedback |
|---|
| information about reactions to a product, a person's performance of a task, etc. which is used as a basis for improvement |

Effective communication is an important life skill that enables us to better understand and connect with the people around us. It allows us to build respect and trust, resolve differences and foster environments where problem solving, caring, affection and creative ideas can thrive.

Workplace communication is very important to companies because it allows companies to be productive and operate effectively. Employees can experience an increase in morale, productivity and commitment if they are able to communicate up and down the communication chain in an kitchen

## Regularly Review Work [2]

regularly review work, using own observations, job descriptions and evaluations, training schedules and reviews, in order to manage time, the achievement of objectives, provide support and guidance

A performance evaluation is an opportunity for a manager and an employee to meet and discuss the employee's job performance, their performance goals, and kitchenal priorities.

Self-reviews are extremely helpful because they give employees a way to reflect on their own performance. Most employees tend to be harder on them self then their boss would be when reviewing their performance.

When written effectively, employee performance evaluations can be helpful to both employer and employee. For the employer, it helps create a benchmark on an employee's productivity, and it provides structure for a pay-for-performance system. It also creates assurance that if an employee is performing in a subpar way, they will have the information necessary to take the proper steps of reprimanding or terminating. For the employee, it provides feedback on how they can improve, what areas they shine in, and, aside from getting a raise, it documents their performance as it relates to getting their next big promotion

The employee performance appraisal or **review** should be a summary of all that has been discussed.

Based upon job expectations and key areas of contribution, and previously discussed goals and evaluation methods, the appraisal should be a written confirmation of what has already been discussed with the employee.

**Organizing routine tasks means:**

- You can identify tasks and arrange them in logical sequence for completion.
- You are punctual and complete activities in an accurate and timely manner.

**Operating efficiently means:**

- You take the time to plan on a regular basis.
- You prioritize work according to the business needs.
- You handle interruptions and avoid being distracted by irrelevant tasks or irrelevant detail.
- You make full use of all available and appropriate technology/equipment.
- You ensure tasks are performed in a safe manner.

## Constructive Suggestions [3]

Principles for Giving Positive suggestions

- It is precise
- It makes a clear distinctions between results, actions and people
- It is descriptive and not  accusative
- It is prescriptive and provides actionable information
- It is formulated positively
- It demonstrates the trust we have in our team or employee and its capacities, even if there's nothing to improve on.

When should you give suggestions?
Especially when an employee has set a goal to improve himself, has achieved something outstanding or out of the ordinary, or is in learning phase. Giving suggestions is essential during the entire coaching and mentoring process. After each pre-defined action, whether it's been accomplished or not, successful or not.

How often to give suggestions?
What's important is that employees feel supported and engaged while having enough leverage to manage their own development.

## Plan Work Activities And The Associate's Role And Responsibilities [4]

Planning and kitchen makes efficient use of your time at the office by keeping you focused from beginning to completion of a Kitchen. A comprehensive plan for work activities and Kitchen s ensures you tackle all necessary steps for success. Kitchenal tools allow you to track the planning progress for the activity. An kitchenal plan also facilitates collaboration and information sharing with other team members who play a role in the completion of the activities.

Identify the scope and goals of the planning process related to each work activity. Determine what you need to accomplish for the success of the activity or Kitchen. Identify the employees who will play a role in the task if it is a team Kitchen.

Break down the major tasks for the activity into smaller steps that you need to take for completion, essentially creating a to-do list for the Kitchen. If other employees are working on the tasks with you, assign

each person a role and specific responsibilities to divide the workload.

Establish the timeline for completing the work activity. Assign each individual task that goes into the activity a completion date to make sure everything is completed in a timely manner. Give yourself enough time to complete all associated tasks before the deadline passes.

Write each due date for the Kitchen tasks on your calendar, or set up reminders that pop up on your computer screen as the deadlines approach.

Identify potential problems or barriers you may face for the work activities. Create an action plan to avoid those issues to keep the Kitchen on track.

Utilize an online Kitchen management program for major work activities that are critical to the company's success. These programs are particularly effective for complicated Kitchen s or activities that involve many team members. The progress is tracked and all employees can stay updated through the program.

Schedule planning meetings when active participation and feedback is needed from others working on the Kitchen. Keep the meetings focused and productive to use the time efficiently.

Send out regular updates and communication to all other employees who are working on the Kitchen. This allows all team members to stay informed and update their to-do lists and timelines as necessary.

Managing and leading the Kitchen team.

- Recruiting Kitchen staff and consultants.
- Managing co-ordination of the partners and working groups engaged in Kitchen work.
- Detailed Kitchen planning and control including:
- Developing and maintaining a detailed Kitchen plan.
- Managing Kitchen deliverables in line with the Kitchen plan.
- Recording and managing Kitchen issues and escalating where necessary.
- Resolving cross-functional issues at Kitchen level.
- Managing Kitchen scope and change control and escalating issues where necessary.
- Monitoring Kitchen progress and performance.
- Providing status reports to the Kitchen sponsor.
- Managing Kitchen training within the defined budget.
- Liaises with, and updates progress to, Kitchen board/senior management.
- Managing Kitchen evaluation and dissemination activities.
- Managing consultancy input within the defined budget.
- Final approval of the design specification.
- Working closely with users to ensure the Kitchen meets business needs.

# Learning Unit 04: Manage Own Self In A Kitchen Environment

| SMART | Overview |
|---|---|
| (Specific, Measurable, Achievable, Realistic and Time-bound) | In this learning unit you will learn about analyses of own work role in relation to roles of others in the organization, impact of different factors on own role, including time, cost, support from others for personal development. |

In this learning unit you will learn about analyses of own work role in relation to roles of others in the organization, impact of different  factors on own role, including time, cost, support from others for personal development.

After completion of this learning unit you will be able to fulfil the agreed requirements of own work role including the limits of own responsibilities for personal development.

## Kitchen's Structure, Systems, Processes [1]

Chef have to manage

- Kitchen's structure,
- Systems,
- Business processes and
- Kitchenal objective ability togather valid information, in order to plan own development effectively and set appropriate benchmarks by which to measure progress
- To analyze own work role and relating to other roles in the kitchen, including identifying long term and short term aims

Modern kitchen kitchens aim at orienting staff in all the areas of the kitchen, so that a multi-skilled workforce is created. A business kitchen is defined as an arrangement of people in jobs to accomplish the goals of the operation. The organizational structure of the kitchen reflects the needs of the operation, the job functions, and the various goals.

The jobs and duties of staff members also vary from kitchen to kitchen, and so do the tides attached to the jobs. But certain positions and titles do occur throughout the industry.

Here are some of the most common positions with a general definition for each and a place in the typical kitchen hierarchy:

- Chef De Cuisines (Executive Chefs or Head Chefs)
- Sous Chefs (Under the Chefs)
- Chef Gard mangers (Pantry Chefs)
- Butcher Chefs
- Pastry Chefs
- Potagers (Soup Cooks)
- Entremetier (Vegetable Cooks)
- Chef De Parties (Section Chefs)
- Commis
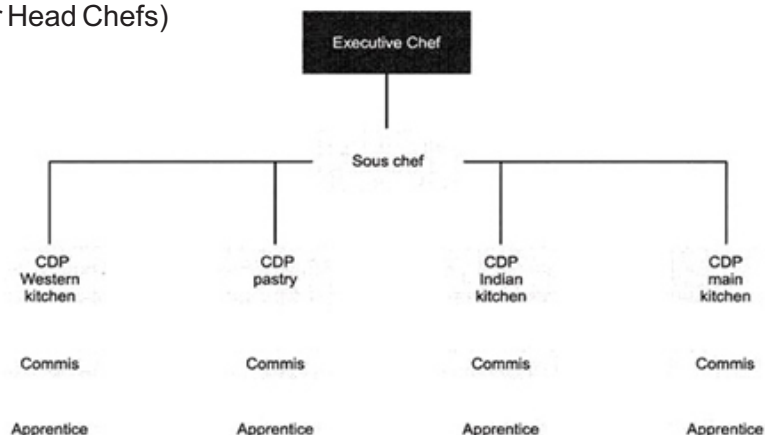


Executive chefs, head cooks, and chefs de cuisine are primarily responsible for overseeing the operation of a kitchen. They coordinate the work of sous chefs and other cooks, who prepare most of the meals. Executive chefs also have many duties beyond the kitchen.

## Monitor Changes, Trends And Developments [2]

monitor changes, trends and developments, including technological advances, recycling and energy consumption issues, the visual appeal of food outlets, levels of staff usage

Technology touches every facet of our lives – as it always has – but with the emergence of mobile devices and cloud computing making more of an impact than ever, you'd be hard-pressed to go anywhere and not find a high-tech piece of hardware or software around. These advances have made an impact everywhere, and one of the places we're seeing more and more technology is in the food and restaurant industry.

Between the arrivals of mobile devices on the table, online reservations, social media, and new payment methods, technology has infiltrated the food and restaurant industry like never before. Some of the advances will serve to improve the experience — both for the industry and for the patron. Yet with every new advance comes a new challenge, and with technology moving faster these challenges can seem insurmountable. It's how the industry deals with these advances — and the challenges that accompany them — that will determine the fate of many restaurants, regardless of what's on the menu.

## SMART Objectives [3]

- Specific
- Measurable
- Attainable
- Realistic
- Timely

# Learning Unit 05/6: Prepare, Deliver And Evaluate Training Sessions For Kitchen Associates And Teams

| Training |
|---|
| the action of teaching a person or animal a particular skill or type of behavior |

## Overview

In this learning uni, you will learn about range of appropriate techniques and activities involved in training sessions for kitchen associates and teams

After completion of this training module the you will be able to prepare, deliver and evaluate training sessions for kitchen associates and teams

## Purpose Outcomes From The Training Session [1]

### Training Outcomes

The first step in preparing a training session is to decide on the outcomes to be achieved by participating in the training session. In other words what is the trainee expected to know or do at the end of the training event.

To successfully write a training outcome, three criteria must be met.

Outcomes must be observable
Outcomes must be measurable
Outcomes must be clearly written, so as not to be misinterpreted or ambiguous

In terms of competency based training, competencies include both skills and tasks, therefore the training outcomes should be expressed in terms of:

Performance - What the learner is expected to be able to do as a result of undertaking the training program

Standards - The standard of performance expected from the learner
Conditions - The conditions under which the performance will take place

## How To Deliver The Session [2]

Delivering a training session really has three major parts -- what you do before, during, and after the session. Let's look at each part one by one.

BEFORE THE TRAINING SESSION:

A lot of what you do before the training happens in the weeks or even months before the training occurs. Even if you are using a training outline developed elsewhere (for example, if you are using a Red Cross format to educate volunteers as HIV educators), many of the same points will still apply. To recap very briefly, some of your group's key steps will include:

Determine your kitchen's specific training needs.
Clarify the goals of the training session.
Decide who will run the session.
Develop (or choose, or modify) the training outline you will use for the training session.
Recruit trainees for the session.
If you haven't gone through these steps already, now is probably a good time to refer back to the last section.

Then, when you're up to speed on those pieces, you're ready to focus on game day, or on the run-up just

before it.

There's not an absolute "right" time to start on figuring out the logistics -- a last minute training might be offered very casually to interested learners with very little notice; a year in advance isn't too soon to start on a very large, professional training. But for most moderate sized trainings run by community groups, a month or two ahead of time is probably a good time to start preparing

## Appropriately Use Of Technology-Based Training [3]

### The Most Effective Training Techniques

There are numerous methods and materials with the most effective training techniques available to help you prepare and equip employees to better do their jobs. Indeed, with so many choices out there, it can be daunting to determine which methods to use and when to use them.

And using several methods for each training session may actually be the most effective way to help employees learn and retain information. In this article, we take a close look at each of the myriad techniques, and examine their advantages and disadvantages. We also explain how you can combine the various methods into an effective blended learning approach.

### Overall Considerations

Before considering specific training techniques, ask yourself these questions:
- What are your training goals for this session?
    o New skills
    o New techniques for old skills
    o Better workplace behavior
    o A safer workplace
    o A fair and equal workplace free of discrimination and harassment
- Who is being trained?
    o New employees
    o Seasoned employees
    o Upper management
- What is your training budget?
- How much time has been allocated for training within your kitchen?
- What training resources and materials do you have at your disposal?

Your answers to these questions begin the narrowing process for your training choices. Now let's examine those training methods, their pros and cons, and where they best fit in a training program.

### The Choices

Even with the many technological advances in the training industry, traditional formats remain viable and effective.

### Classroom or Instructor-Led Training

Instructor-led training remains one of the most popular training techniques for trainers. There are many types including:
- Blackboard or whiteboard. This may be the most "old-fashioned" method, but it can still be effective, especially if you invite trainees to write on the board or ask for feedback that you write on the board.
- Overhead Kitchen or. This method is increasingly being replaced with PowerPoint presentations, which are less manually demanding, but overheads do allow you to write on them and customize presentations easily on the spot.

- Video portion. Lectures can be broken up with video portions that explain sections of the training topic or that present case studies for discussion.
- Storytelling. Stories can be used as examples of right and wrong ways to perform skills with the outcome of each way described.

You can also find many training stories online.

Advantages
- Instructor-led classroom training is an efficient method for presenting a large body of material to large or small groups of employees.
- It is a personal, face-to-face type of training as opposed to computer-based training and other methods we will discuss later.
- It ensures that everyone gets the same information at the same time.
- It is cost-effective, especially when not outsourced to guest speakers.
- Storytelling grabs people's attention.

Disadvantages
- Sometimes it is not interactive.
- Too much of the success of the training depends on the effectiveness of the lecturer.
- Scheduling classroom sessions for large numbers of trainees can be difficult—especially when trainees are at multiple locations.

You can use lectures effectively by making sure your audience is engaged throughout the session. Here are several ways to achieve this:
- Train your trainers in the art and science of public speaking.
- Give your trainers the materials they need.
- Use with interactive methods.


## Interactive Methods

There are many ways that you can break up training sessions and keep trainees attentive and involved, including:
- **Quizzes.** For long, complicated training, stop periodically to administer brief quizzes on information presented to that point. You can also begin sessions with a prequiz and let participants know there will also be a follow-up quiz. Trainees will stay engaged in order to improve their prequiz scores on the final quiz. Further motivate participants by offering awards to the highest scorers or the most improved scores.
- **Small group discussions.** Break the participants down into small groups and give them case studies or work situations to discuss or solve. This is a good way for knowledgeable veteran employees to pass on their experience to newer employees.
- **Case Studies.** Adults tend to bring a problem-oriented way of thinking to workplace training. Case studies are an excellent way to capitalize on this type of adult learning. By analyzing real job-related situations, employees can learn how to handle similar situations. They can also see how various elements of a job work together to create problems as well as solutions.
- **Active Summaries.** Create small groups and have them choose a leader. Ask them to summarize the lecture's major points and have each team leader present the summaries to the class. Read aloud a prewritten summary and compare this with participants' impressions.
- **Q & A Sessions.** Informal question-and-answer sessions are most effective with small groups and for updating skills rather than teaching new skills.
- **Question cards.** During the lecture, ask participants to write questions on the subject matter. Collect them and conduct a quiz/review session.
- **Role-Playing.** By assuming roles and acting out situations that might occur in the workplace, employees learn how to handle various situations before they face them on the job. Role-playing is an excellent training technique for many interpersonal skills, such as customer service, interviewing, and supervising.
- **Participant Control.** Create a subject menu of what will be covered. Ask participants to review it and pick items they want to know more about. Call on a participant to identify his or her choice.

Cover that topic and move on to the next participant.
- **Demonstrations.** Whenever possible, bring tools or equipment that are part of the training topic and demonstrate the steps being taught or the processes being adopted.
- Other activities.
  - Create a personal action plan
  - Raise arguments to issues in the lecture
  - Paraphrase important or complex points in the lecture

Advantages
- Interactive sessions keep trainees engaged in the training, which makes them more receptive to the new information.
- They make training more fun and enjoyable.
- They provide ways for veteran employees to pass on knowledge and experience to newer employees.
- They can provide in-session feedback to trainers on how well trainees are learning.

Disadvantages
- Interactive sessions can take longer because activities, such as taking quizzes or breaking into small groups, are time-consuming.
- Some methods, such as participant control, can be less structured, and trainers will need to make sure that all necessary information is covered.

## Hands-On Training

Experiential, or hands-on, training, offers several more effective techniques for teaching employees, including:
- **Cross-Training.** This method allows employees to experience other jobs, which not only enhances employee skills but also gives companies the benefit of having employees who can perform more than one job. Cross-training also gives employees a better appreciation of what co-workers do and how their own jobs fit in with the work of others to achieve company goals.
- **Demonstrations.** Demonstrations are attention-grabbers. They are an excellent way to teach employees to use new equipment or to teach the steps in a new process. They are also effective in teaching safety skills. Combined with the opportunity for questions and answers, this is a powerful, engaging form of training.
- **Coaching.** The goal of job coaching is to improve an employee's performance. Coaching focuses on the individual needs of an employee and is generally less formal than other kinds of training. There are usually no set training sessions. A manager, supervisor, or veteran employee serves as the coach. He or she gets together with the employee being coached when time allows and works with this employee to:
  - Answer questions
  - Suggest more effective strategies
  - Correct errors
  - Guide toward goals
  - Give support and encouragement
  - Provide knowledgeable feedback
- **Apprenticeships.** Apprenticeships give employers the opportunity to shape inexperienced workers to fit existing and future jobs. These programs give young workers the opportunity to learn a trade or profession and earn a modest income. Apprenticeship combines supervised training on the job with classroom instruction in a formal, structured program that can last for a year or more.
- **Drills.** Drilling is a good way for employees to practice skills. Evacuation drills are effective when training emergency preparedness, for example.

Advantages
- Hands-on training methods are effective for training in new procedures and new equipment.
- They are immediately applicable to trainees' jobs.
- They allow trainers to immediately determine whether a trainee has learned the new skill or

procedure.
Disadvantages
- They are not good for large groups if you do not have enough equipment or machines for everyone to use.
- Personal coaching can be disruptive to the coach's productivity.
- Apprenticeship can be expensive for companies paying for employees who are being trained on the job and are not yet as productive as regular employees.

## Computer-Based Training (CBT)

Computer-based training is becoming increasingly prevalent as technology becomes more widespread and easy to use. Though traditional forms of training are not likely to be replaced completely by technological solutions, they will most likely be enhanced by them. Human interaction will always remain a key component of workplace training.
Consider the following types:

- **Text-only.** The simplest computer-based training programs offer self-paced training in a text-only format. These programs are similar to print-based, individualized training modules with the addition, in most cases, of interactive features.

- **CD-ROM.** A wide variety of off-the-shelf training programs covering a broad range of workplace topics are available on CD-ROM.

- **Multimedia.** These training materials are an advanced form of computer-based training.

- **Virtual Reality.** Virtual reality is three-dimensional and interactive, immersing the trainee in a learning experience. Most virtual reality training programs take the form of simulation, which is a highly effective form of training. It is hands-on experience without the risks of actual performance

## Plan Appropriately For The Training Session [4]

First, we shall review the kinds of skills and attributes that an effective trainer needs.
We are all different people, we will deliver training differently, and we will be delivering to different audiences. However, there are some attributes which all trainers need to be successful.
- Ability to relate to specific situations and participants
- Commitment to the subject and the training event
- Willingness to consider criticism or advice about the training event or your training style; remaining objective and not taking remarks, situations or problems personally.
- Ability to encourage participants to be independent by not always giving the solutions to problems or questions and not always suggesting the way forward; willingness to learn from participants
- Ability to show genuine concern for the participants and establish an effective and helpful relationship with them; not being judgmental about participants' views and contributions to the training
- Ability to influence assertively and build trust; not trying to score points over the participants
- Ability to relate business needs to training delivery
- Ability to be both logical and creative!
- Confidence
- Flexibility
- Good listening skills
- Patience
- Good kitchenal and time management skills
- Tidiness in appearance!
- Excellent communication skills
Your skills and attributes will help to determine your training style.

## Communication

Almost all of the attributes of being an effective trainer have their source in good communication. Good communication skills are crucial if you are to deliver your training effectively. Good communication is embedded in everything that you do as a trainer. It is not simply about giving interesting presentations or writing intelligible training materials – although those things will help! In this section we shall review some principles of good communication, then look at the kind of trainer behavior that encourages good communication, and lastly we shall briefly think about skills for specific kinds of communication.

## Principles of Good Communication

Principles of good communication above that awareness is an important skill for the trainer. This includes awareness of yourself (your skills, preferred delivery style, experience, etc.) and awareness of your participants' needs and characteristics. This awareness will allow you to think about the different learning styles that your participants may have and to design sessions and activities which give enough choice so that all learning styles and all stages of the learning cycle can be included. As we recognized before, this will help the participants to engage fully with the training.

**Assertive** (never aggressive!). This means that while you will respect the participants you should also expect them to respect you. You are the trainer and even in a training event that is interactive and facilitative it is your responsibility to ensure that participants find the training effective, so to that extent you are 'in charge'. But you should also listen to what the participants are telling you – both in words and body language. Being assertive and aware demands that you know how to listen properly to participants, and to read other clues about how they are feeling about the training , for example from body language. If you need to improve your skills.

**Openness** to others' experience and knowledge is a vital part of communicating well and helping participants to feel valued. Make the decision to learn from all the participants that you meet and to use their expertise where you can in the training event. This will improve the training and help to make experienced participants feel that it has not been a waste of time. Less experienced participants will also be able to learn from their more experienced colleagues so this will add value to the training event.

**Flexibility** to respond to participant needs is also an important behavior to learn. You may get into a difficult situation with a participant, or you may run out of time, or some participants may decide to leave. On the other hand, you may have misjudged the level of experience that your participants have or some cultural aspects have arisen that you did not anticipate

The best way to respond is to have anticipated those situations and have an alternative plan to deal with unexpected or difficult situations. If you are lucky enough to be delivering training with a colleague you can discuss possible changes with him/her, perhaps during a break in delivery.

**So you must have prepared everything that you possibly can prepare beforehand.**

That includes simple things like always visiting the training room before the participants arrive – even if it is just a few minutes before.

But, as was noted above, preparation also includes anticipating difficult or unexpected situations and having a plan for dealing with them.

## Methods And Resources To Support Delivery Of The Training Session [5]

Chef have the ability to select and use an appropriate range of methods and resources to support delivery of the training session,
including teacher centered (lecture, explanation, demonstration); learner centered (goal setting, self-

direction, problem solving, negotiation, discussion, presentation, journals)

## Suggested Method Of Instruction

Lecture/discussion with maximum trainee participation through questioning and relating of personal experience

### Aids
- Overhead transparencies
- Handouts

### Time Frame
- One hour lecture/discussion

### Content
- Effective communication
- Interference
- Ways of avoiding interference

## Presentation Suggestions

The foregoing module is easily adapted to discussion. The trainer should attempt to elicit from the trainees their experiences with transmission, interference and ways of avoiding interference, which are well within the purview of trainee experience.

Trainees should be asked to tell the course participants about good communicators and poor communicators they have known, describing why they are memorable. The reasons they give should be related to the types of interference and ways in which interference was or could have been avoided.

Such a discussion invariably brings out other indirectly related aspects of spoken communication which provide points of reference when subjects in later modules are being dealt with.

# Effective Communication

Communication specialists compare the way people communicate to the way a radio transmission takes place. That is to say:

Transmitter (Speaker/writer) ® Message ® Receiver (Listener/reader)

Three types of transmission are identified:

· Spoken
· Written
· Gesture/sometimes referred to as "body language"

Transmission is in code:

· Spoken language
· Written language
· Gestures

Successful communication depends on the message being received by the receiver intact and interpreted by the receiver to have the same meaning as when transmitted

## INTERFERENCE

Frequently the message suffers from interference. That is, something interferes with the message between its transmission and reception and distorts it. The following are some types of interference.

## Weak Transmission

· Speaking too softly
· Speaking in a flat voice (monotone) without inflection
· Not speaking in a direct line with the receiver
· Insufficient volume of transmission to prevail over competing transmissions and localized noise (static)

## Garbled Transmission

The transmitter (speaker) often scrambles the contents of the message so that the facts it contains are not in logical order and often appear unrelated.

## Wrong Language

The transmitter may use words, terms and expressions unknown to the receiver.

## Pitching Message At The Wrong Level

The speaker may transmit information in a context beyond the experience of the receiver (this may involve the use of wrong language). This is sometimes called "transmitting or talking over the receiver's head". Examples are teaching food control procedures or HACCP to people who have no experience in food safety or food processing, or transmitting detailed and profound scientific messages to a receiver without a scientific background.

## Receiver Not Receiving

· Receiver turned off (gone to sleep!)
· Tuned into another transmitter
· Transmission too weak
· Strength of receiver diminished (lack of interest - boredom)
· Receiver distracted by a competing focus of interest (an attractive person walks by)
· Receiver fatigued

## Competing Transmissions

The receiver may be unable to select between transmissions (too many people talking at once).

## Overloading The Message

The receiver does not possess the capacity to retain all of the information contained in the message. This frequently leads to receiver confusion/fatigue and anxiety.

## Ways of Avoiding Interference

· Speak up and out
· Speak slowly and deliberately
· Use language that the receiver understands
· Do not talk over the receiver's head
· Ensure you have the attention of the receiver
· Only transmit your message in suitable surroundings where there is no, or little, competition
· Make the message succinct (as few words as possible) and transmit it in the simplest terms
· Plan the message in logical order

## Manage The Training Process [6]

The chef has the ability to

- Manage the training process,
- Following the training plan;
- Provide supporting learners;
- Accommodating and supporting learning preferences;
- Removing barriers to learning;
- Take feedback of training
- Managing group dynamics & differences;
- Address inappropriate behavior and remove barriers
- Ensuring that the training methods chosen will promote equal opportunities and access

Define common competencies. Every manager within a company needs certain skills, regardless of which department or division he will lead. Identify areas, such as presentation skills, conflict management, time management and other soft-skills that are required by all good leaders and make them a part of your management curriculum.

Determine role-specific competencies. Each manager requires skills that are specific to her role.

Create a mentoring program. A new manager is often uncertain what is expected of him when preparing reports or writing a presentation for a management meeting.

**Seek Feedback.** Despite all the pre-planning possible, Chef / Trainers are human. Meet with new Chef / Trainers regularly and ask how they are doing. Ask them what they find challenging and where they could use some additional training. If it is possible, ask some of their staff for their opinions, being careful not to undermine the manager.

## Determine The Strengths And weaknesses Of The Training Session [7]

### Evaluating a Training Session

Evaluation is the gathering of information to ascertain the effectiveness of the training. It gives you information, which allows you to either "fine tune" or "carry out major repairs" to the session.

| | |
|---|---|
| 1. Kitchenal requirements | • Management may want evaluation conducted on the training as part of kitchenal procedures |
| 2. Justification | • Why did the training take place?<br>• Justify future training |
| 3. Assurance | • Ensuring quality of future training remains up-to-date with content and materials |
| 4. Improvement/Review | • To improve training and assess if it meets current needs |

## \Evaluation Methods

The Australian National Training Authority has provided a range of methods that can be used to evaluate your training program. Suffice to say that by using a range of methods at your disposal the more reliable the information will be.
Please note that you should only collect information that will be of use in your evaluation.

## Method Used in Evaluation

| Method | Advantages | Disadvantages |
|---|---|---|
| Observation | Easy to see a skill being performed competently Non-verbal language can provide valuable information | Intrusive Is open to misinterpretation |
| Interview | Opportunity to provide opinions Can monitor verbal and non-verbal responses | Time consuming Interviewer may influence responses |
| Performance appraisal | Can discuss performance Identify areas for improvement | Participant information is usually confidential |
| Self evaluation | Identifies own strengths and weaknesses Helps reflect on own performance | Can be time consuming Participants may find it difficult to do |
| Cost benefit analysis | Identifies how much the program costs Can cover many areas | Time consuming Can't always attribute dollar value to all areas |
| Questionnaire | Saves time, economical to administer Can cover a large number of participants | Time consuming and difficult to prepare May lose concentration if too lengthy |

**Evaluating the Training Session**

Primarily the evaluation of a training session is concerned with:

- Content of the **training program**, in terms of resources and activities
- Participants feedback on the **trainer's** method of delivery, and the effectiveness to facilitate learning
- The effect the training has had on the **participant's** knowledge, skills and abilities back in the workplace
- Changes that have occurred in the workplace or the kitchen due to the direct **result** of the training

In summary, the four main areas evaluation of a training session is concerned with are the training program, trainer, participants and results.

## Recommendations For Improving The Training Session [8]

Recommendations for improving the training session, including the action plan; professional development; schemes of work; session plans; teaching techniques; resources used; teaching style; implementation of changes; record of modifications

- Computer-based training programs are easy to use.
- They can often be customized or custom designed.
- They are good for helping employees develop and practice new skills.
- They are useful for refresher training. They are applicable to self-directed learning.
- They can be cost-effective because the same equipment and program can be used by large numbers of employees.
- They are flexible because trainees can learn at their own pace and at a time that's convenient for them. Computer-based programs are available 24 hours a day, 7 days a week. No matter which shift an employee works, training is always available.
- Some programs are interactive, requiring trainees to answer questions, make choices, and experience the consequences of those choices. This interaction generally results in greater comprehension and retention.
- They are uniform, which makes it possible to standardize training.
- They are measurable. When computers are used for training, it is possible to track what each employee has learned right on the computer. Most programs have post-tests to determine whether the employee has understood the training. Test scores give trainers statistics for training evaluations.

In addition to computer-based training, many companies with employees in a variety of locations across the country are relying on other technologies to deliver training. This method is becoming more and more popular as access to the Web becomes more widely available. Some examples include:
- **Web-based training.** This method puts computer-based training modules onto the Web, which companies can then make available to their employees either on the company's intranet or on a section of the vendor's website that is set up for your company.
- **Tele- or videoconferencing.** These methods allow the trainer to be in one location and trainees to be scattered in several locations. Participants are networked into the central location and can usually ask questions of the trainer via the telephone or by a webchat feature. Lectures and demonstrations can be effective using this method.
- **Audioconferencing.** This method is similar to videoconferencing but involves audio only. Participants dial in at the scheduled meeting time and hear speakers present their training. Question and answer sessions are frequently held at the end of sessions in which participants can email questions or call in and talk to a presenter.
- **Web meetings, or webinars.** This method contains audio and visual components. Participants dial in to receive live audio training and also follow visual material that appears on their computer

screens.

- **Online colleges and universities.** This method is also known as distance learning, and many kitchens now offer certificates or degrees through online programs that require only minimal on-campus residency.
- **Collaborative document preparation.** This method requires participants to be linked on the same network. It can be used with coaches and trainees to teach writing reports and technical documents.
- **E-mail.** You can use e-mail to promote or enhance training. Send reminders for upcoming training. Solicit follow-up questions for trainers and/or Chef / Trainers. Conduct training evaluations through e-mail forms.

Advantages

- Online or e-learning programs are effective for training across multiple locations.
- They save the company money on travel expenses.
- They can be a less expensive way to get training from expert industry professionals and consultants from outside the company.
- They are useful for refresher training.
- They are good for self-directed learning.
- They can be easy to update with new company policies or procedures, federal regulations, and compliance issues.
- They offer trainers a growing array of choices for matching training programs to employee knowledge and skill levels.

## Summary of Module

- **Needs for kitchen individuals and teams**

Chef have the ability to
- Identify development needs for kitchen individuals
- Identify teams accurately,
- Identify individual personal objectives,
- Identify team objectives,
- Identify development and retraining objectives
- The six steps below for Training and Development's Strategic Needs Analysis, will help you better understand people's training needs:
1. Reviewing team members' job descriptions.
2. Meeting with them.
3. Observing them at work.
4. Gathering additional data.
5. Analyzing and preparing data.
6. Determining action steps.

- **Review Your Kitchen  Plan**

Your staff training program should be described in your Kitchen plan. You need to make sure you know what training your staff need, how much it will cost you and how frequently you will offer it. You should also decide how often you will undertake staff performance reviews.
- Assess your Kitchen  goals and the skills you need to meet them
- Work out if you are on track to achieve your goals, and identify any gaps
- Think about whether your staff are happy in their jobs, and if your customers are happy with your products and services
- Consider how you are doing compared to your competitors
- Review any existing training
- Identify areas that need improvement and find out who may benefit from training
- **Communicate your training program:** Let staff know what training you have booked for them. Communicate the training program to all staff so they are aware of what is happening in your Kitchen
- **Developmental Plan:** Staff development must be intentional, active, and potent. A plan for individual growth should reflect current personal and professional status regarding attributes needed to perform assigned duties, short- and long-term goals, and alternative methods for achieving those goals. There should also be a plan for kitchen improvement. Both individual and kitchenal needs are included in this plan
- A **Performance Appraisal**(PA), also referred to as a performance review, performance evaluation, (career) development discussion, or employee appraisal is a method by which the job performance of an employee is documented and evaluated.
- Selection Process Steps;
- Plan the selection process
- Prepare for the interviews
- Conduct the interviews
- Check the references of your final candidates
- Make your decision and review it
- Make the offer
- Do the paperwork
- **Performance Evaluation is a multi-purpose tool used to**: Measure actual performance

against expected performance. Provide an opportunity for the employee and the supervisor to discuss job performance. Identify employee training and development needs, and plan for career growth

- Possible communication methods include:
- Notice boards
- Newsletters/in-house magazines/e-magazines
- Letters to staff/volunteers
- Press releases
- Annual reports
- Emails and intranets
- Phone conversations
- Presentations
- Team briefings/group meetings
- Focus groups
- Face-to-face formal or informal meetings between managers and employees
- Consultation groups or staff forums

- **Developmental Needs To Kitchen Associates**
Chef have to
  - Design & Develop needs to kitchen associates in a way which is likely to influence their decision making positively,
  - Provide guidance,
  - Provide support and
  - Provide motivation

- **Communicating through staff meetings**
If you decide to hold a meeting (individual or collective), be clear about what you want to achieve from each agenda item. The goal could be to:
  - Exchange information (report, update, inform or find out)
  - Solve a problem or find a solution
  - Make a decision
  - Plan
  - Evaluate
  - Supervise
  - Consult
  - Review performance
  - **Employee Selection** is the process of putting right men on right job. It is a procedure of matching kitchenal requirements with the skills and qualifications of people

- **Create a positive work environment**
The office atmosphere that you create has to be one in which all employees feel important and worthwhile spending their time. Make sure that your staff doesn't feel restrained at any moment. Keep all the office doors open. Also let the folks know that in case a problem arises, they can also come to you with questions or proposals. Keep in mind that a happy office will always a productive one.
  - Operating efficiently means:
  - You take the time to plan on a regular basis.
  - You prioritize work according to the business needs.
  - You handle interruptions and avoid being distracted by irrelevant tasks or irrelevant detail.
  - You make full use of all available and appropriate technology/equipment.
  - You ensure tasks are performed in a safe manner

- Managing and leading the Kitchen team.
- Recruiting Kitchen staff and consultants.
- Managing co-ordination of the partners and working groups engaged in Kitchen work.
- Detailed Kitchen  planning and control including:
- Developing and maintaining a detailed Kitchen plan.
- Managing Kitchen deliverables in line with the Kitchen plan.
- Recording and managing Kitchen issues and escalating where necessary.
- Resolving cross-functional issues at Kitchen level.
- Managing Kitchen scope and change control and escalating issues where necessary.
- Monitoring Kitchen progress and performance.
- Providing status reports to the Kitchen sponsor.
- Managing Kitchen training within the defined budget.
- Liaises with, and updates progress to, Kitchen board/senior management.
- Managing Kitchen evaluation and dissemination activities.
- Managing consultancy input within the defined budget.
- Final approval of the design specification.
- Working closely with users to ensure the Kitchen meets business needs.

- **Manage kitchen team development**

Chef has the ability to
- Manage kitchen team development to the continuing effectiveness of the kitchen,
- Design role and responsibilities in contributing to development  process,
- Developing and securing support from kitchen associates,
- Seeking contributions to the development process from kitchen associates

- **Kitchen Development Needs**

   Kitchen development needs, including informally from associates, formally through guest surveys, job appraisals

- **Assess Kitchen Associates against Development**

Assess kitchen associates against development objectives using clear, agreed criteria and sufficient, valid and reliable information, including job appraisals, feedback from guests and other associates

- **Suggestions for Selection Effectively**

Knowledge and ability to present suggestions for selection effectively, based on sound information, including known capabilities, job descriptions, performance appraisals, training schedules and review

- **Effective Communication**

Effective communication when explaining work plans and allocations, including clear explanations, using technical language, ensuring associates have the opportunity to ask questions

- **Importance of Good Communication**

Importance of good communication skills when providing feedback on work and performance,including adopting a positive approach, using technical and social language as appropriate, being supportive, encouraging the associate to ask questions

- **Kitchen's Structure, Systems, Processes**

Ability to manage the kitchen's structure, systems, business processes and kitchenal objectiveAbility togather valid information, in order to plan own development effectively and set appropriate benchmarks by which to measure progress

## Frequently Asked Questions (FAQs)

FAQ 1:     Identify the development Needs for kitchen individuals and teams?
Answer     Chef has the ability to
- Identify development needs for kitchen individuals
- Identify teams accurately,
- Identify individual personal objectives,
- Identify team objectives,
- Identify development and retraining objectives

FAQ 2:     Write down Training and Development's Strategic Needs Analysis?
Answer     The six steps below for Training and Development's Strategic Needs Analysis, will help you better understand people's training needs:
1. Reviewing team members' job descriptions.
2. Meeting with them.
3. Observing them at work.
4. Gathering additional data.
5. Analyzing and preparing data.
6. Determining action steps.

FAQ 3:     How to review kitchen plan?
Answer     Your staff training program should be described in your Kitchen plan. You need to make sure you know what training your staff need, how much it will cost you and how frequently you will offer it. You should also decide how often you will undertake staff performance reviews.
- assess your Kitchen goals and the skills you need to meet them
- work out if you are on track to achieve your goals, and identify any gaps
- think about whether your staff are happy in their jobs, and if your customers are happy with your products and services
- consider how you are doing compared to your competitors
- review any existing training
- identify areas that need improvement and find out who may benefit from training

FAQ 4:     Why Communicate your training program to your employees?
Answer     Communicate your training program: Let staff know what training you have booked for them. Communicate the training program to all staff so they are aware of what is happening in your Kitchen

FAQ 5:     Define performance appraisal?
Answer     A performance appraisal (PA), also referred to as a performance review, performance evaluation, (career) development discussion, or employee appraisal is a method by which the job performance of an employee is documented and evaluated.

FAQ 6:     Define selection process?
Answer     Selection Process Steps;
- Plan the selection process
- Prepare for the interviews
- Conduct the interviews
- Check the references of your final candidates
- Make your decision and review it

- Make the offer
- Do the paperwork

FAQ 7:       Identify possible communication methods?
Answer       Possible communication methods include:
- Notice boards
- Newsletters/in-house magazines/e-magazines
- Letters to staff/volunteers
- Press releases
- Annual reports
- Emails and intranets
- Phone conversations
- Presentations
- Team briefings/group meetings
- Focus groups
- Face-to-face formal or informal meetings between managers and employees
- Consultation groups or staff forums

FAQ 8:       Identify developmental needs to kitchen associates required?
Answer       Chef has to

- Design & Develop needs to kitchen associates in a way which is likely to influence their decision making positively,
- Provide guidance,
- Provide support and
- Provide motivation

FAQ 9:       How to create a positive work environment?
Answer       The office atmosphere that you create has to be one in which all employees feel important and worthwhile spending their time. Make sure that your staff doesn't feel restrained at any moment. Keep all the office doors open. Also let the folks know that in case a problem arises, they can also come to you with questions or proposals. Keep in mind that a happy office will always a productive one.

FAQ 10:      How to manage kitchen team development?
Answer       Chef have the ability to
- Manage kitchen team development to the continuing effectiveness of the kitchen,
- design role and responsibilities in contributing to development  process,
- developing and securing support from kitchen associates,
- seeking contributions to the development process from kitchen associates

## Test Yourself!

Please mark the correct one from the given options. You can check your answer with the Answer Key at the end of this module.

1. What are the three levels where learning takes place?
   a.          Group, individual, kitchenal
   b.          Kitchenal, managerial, group
   c.          Individual, managerial, group
   d.          Group, personal, kitchenal

2. Which level of a training needs analysis will delve into to find possible training needs?
   a.          Kitchenal
   b.          Individual
   c.          Task
   d.          All of the above

3. Which of the following would appeal to visual learners?
   a.          Lecture, discussions
   b.          Creating models
   c.          Charts, handouts
   d.          Role Playing

4. The _____ process is developmental in that its emphasis is on a continuously growing individual. In this sense, staff development is an ongoing process as opposed to a one-time Kitchen
   a.          staff development
   b.          Hiting
   c.          Costing
   d.          Cooking

5. Staff development is viewed as an important _____ in the kitchen system's future.
   a.          staff development
   b.          investment
   c.          Costing
   d.          Expense

6. The human resources _____ process must Kitchen and predict as accurately as possible the human skills and talents necessary to meet system needs in the immediate and long-range future
   a.          Managing
   b.          Staffing
   c.          Planning
   d.          Devoploment

7. _____ is a core function for kitchen's human resource management
   a.          Firing
   b.          Cooking
   c.          Recruitment
   d.          Costing

8. _____ is the process of putting the right men on right job
   a.      Cooking
   b.      Behaviour
   c.      Costing
   d.      Employee Selection

9. _____ can be done only when there is effective matching
   a.      Effective selection
   b.      Cooking
   c.      Behaviour
   d.      Costing

10. _____ is very important to companies because it allows companies to be productive and operate effectively

   a.      Cooking
   b.      Workplace communication
   c.      Costing
   d.      Behaviour

# Answer Key

| MCQ Number | Correct Answer |
| --- | --- |
| 1 | c |
| 2 | d |
| 3 | d |
| 4 | a |
| 5 | b |
| 6 | c |
| 7 | c |
| 8 | d |
| 9 | a |
| 10 | b |