



AGA KHAN FOUNDATION
Pakistan



**Project for Livelihood Upgrading & Development
of Youth in the Hospitality Sector**

*Technical Training for
Food Production*

Participant's Manual

January 2008



Food & Beverage Production
Student's Manual

**Food & Beverage Production Training Program
(Student's Manual)**

for

**Livelihood Up gradation and Development of Youth in the
Hospitality Sector**

Food & Beverage Production

Student's Manual

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Food & Beverage Production Training Program

Introduction:

Aga Khan Foundation Pakistan in collaboration with USAID formulated Food and Beverage Production training program for the livelihood up gradation and skill development of youth in the hospitality sector. The ambition is to train and develop skills in unemployed and employed youth of Pakistan.

Objectives:

Explains students how to deliver quality food by applying updated techniques of food production by while maintaining sanitary and hygienic conditions. Students gain in-depth food and beverage skills know-how and hands-on techniques for consistently delivering quality service in every type of operation.

At the completion of this course, students should be able to:

- Understand the importance of proper presentation of food
- Analyze how knowledge of kitchen terminology and basic skill affects food preparation
- Understand the immense range and variety of services that the catering industry offers.
- Become aware of the variety of commodities used for the preparation of dishes. Know their origin, characteristics be able to recognize good-quality materials, know their storage requirements.
- Become aware with cookery methods and the use and care of equipment needed for the preparation and cooking of food.

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Instructions for Students

A high level of academic achievement during the course of your time is expected. You are provided with important guidelines as stated below in order to achieve effective learning. You are highly appreciated for your kind cooperation and dedication.

1. The students must attend their all lessons and other scheduled activities unless attendance is specifically declared optional or special exemption is approved.
2. You will be called upon your absence for any reason and must be required to complete and return a written justification on College Leave Form within three working days after your return. Under any medical reason for the absence, you must provide supporting documentation with your justification.
3. The student absent for more than 20% of required instruction for a subject will automatically fails the course.
4. The late comers are to be considered as absent if found late on regular manner.
5. Each student will be formally assessed to grade the performance.
6. The progress tests and final examination will be conducted as per schedule. Any change in the schedule should be notified in advance.
7. You must submit your assignments, reports and other works on time.
8. You must participate in all Audio/Video sessions and field/industry trips that are planned during the course of your studies. In addition to this, take active participation in group discussions and communicating sessions.
9. You are not allowed to sit in the class if you do not carry the student manuals.
10. You must switch your mobile phones off during the class
11. Political and irrelevant discussions are not allowed in the class.
13. You must maintain a very high standard of personal appearance in the class and require to adhere to the uniform regulation.
14. In addition to wearing the specified uniform you must observe:
 - a. Clean, manicured nails and hands.

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- b. Neatly pressed and well presented uniform.
- c. Neatly combed and conservatively styled hair.
- d. Clean shaven or well trimmed beard and moustache for male students.
- e. Clean socks and well polished shoes.
- f. Female students must avoid excessive use of jewellery.

(A checklist of grooming is also made available in this manual.)

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Grooming Checklist for Students

Sr. #	Description	Yes	No	Remarks
1.	Teeth brushed. Mouth check for any bad smell.			
2.	Shaved and checked moustache for any trimming. (beards checked for trimming)			
3.	Free from body odors. Deodorant and perfume applied.			
4.	Uniform pressed, neat and checked for any wear n tear or wrinkles			
5.	Shoes polished and socks odorless			
6.	Hair need hair cut			
7.	Hair gelled and combed			
8.	Neck/ Bow tie worn			
9.	Nails clean and properly cut			
10.	Books and stationary available to carry along			
11.	Handkerchief or tissues available			
12.	Final critical look taken while viewing the mirror			

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Hygiene & Grooming for Food Service personnel

Learning Objective:

Student will be able to maintain standardized cleanliness and appearance appropriate for a person associated with the hospitality industry, especially working in food production/service.

Methodology:

Handouts; video and lecture

Contents:

- Defining hygiene
- Importance of cleanliness and hygiene in the foodservice industry
- Personal Appearance and grooming standards

Instructional Material:

A Professional and Hygienic Appearance

How you look and the first impression you create are the image of your establishment, hygiene standards and quality service to come. A professional and hygienic appearance has very vital importance so all staff should be aware of the factors listed below and it is their individual responsibility to ensure that they are put into practice:

1. A shower or bath should be taken daily.
2. Always use deodorants.
3. Aftershave and perfumes should not be too strong.
4. Sufficient sleep, an ample and healthy intake of food, and regular exercise will keep you in a health condition and allow you to cope with the pressure and stress of work.
5. Pay particular attention to your hands. They must always be clean, free of nicotine stain and with clean, well-trimmed nails.
6. No nail varnish should be worn.
7. Males should be clean shaven, if with any moustache neatly trimmed.
8. Females should only wear light make up.

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9. Earrings should not be worn with the possible exception of studs.
10. Your uniform should be clean, starched as appropriate and neatly pressed.
All buttons must be present.
11. Hair should be cleaned and well groomed and no long hair and if they have they should tie them up or back.
12. Shoe should be clean, polished comfortable and simple and make sure no long heels.
13. You should brush your teeth before you start your duty.
14. Any cuts or burns should be covered with a band aid or correct dressing. If it's on the visible parts of the body than refrain from guest contact.
15. If feeling sick i.e. having cold or other infection, this should be reported to the supervisor immediately.
16. You should wash your hands after smoking, after using the toilet or dealing with refuse. Use hot water and soap.

HYGIENE is defined as maintenance of germ-free environment and prevention of contamination of food from disease producing agents. Following work habits and practices make the employee capable of maintaining personal hygiene and sanitation and as well as of work place.

Importance:

The guests and coworkers depend on you to serve safe food.

Defining grooming standards

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Introduction to Food Service Industry

Learning Objective:

Student will be able to define various segments of food service industry, different operational aspects and operational organization.

Methodology:

Handouts; video and lecture

Contents:

- Food service industry – an introduction
- Commercial and institutional food services
- Functional organization/ departments of food service operation
- Food & beverage department
- Kitchen organization and different sections of kitchen
- Level of positions available in restaurant

Instructional Material:

- Exhibit 1 – Organizational Chart of a Large restaurant
- Exhibit 2 – Organizational Chart of a Small Restaurant
- Exhibit 3 – Sample Layout of a Kitchen

Elaborate various segments of the food service industry and its role in travel and tourism. Discuss Food service operations in stand alone restaurants, lodging business and transportation.

Explain for-profit or commercial food services and non-profit or institutional operations. Quote examples to clear the concepts.

Kitchen and restaurant organization and importance of coordination between the two should be discussed. Also discuss the levels of responsibilities and positions in restaurant hierarchy.

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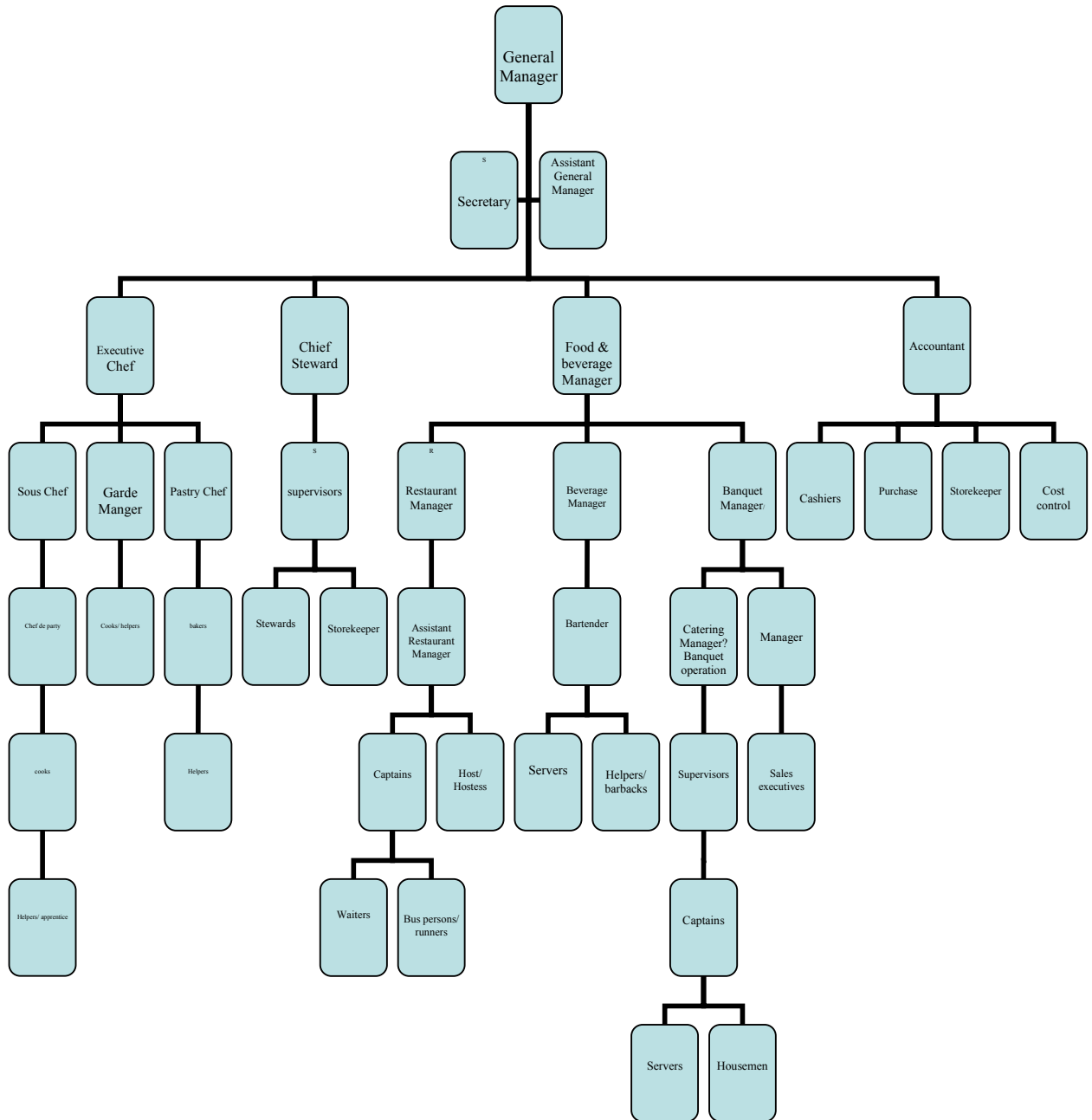


Exhibit 1 - Organizational Chart of a Large Restaurant

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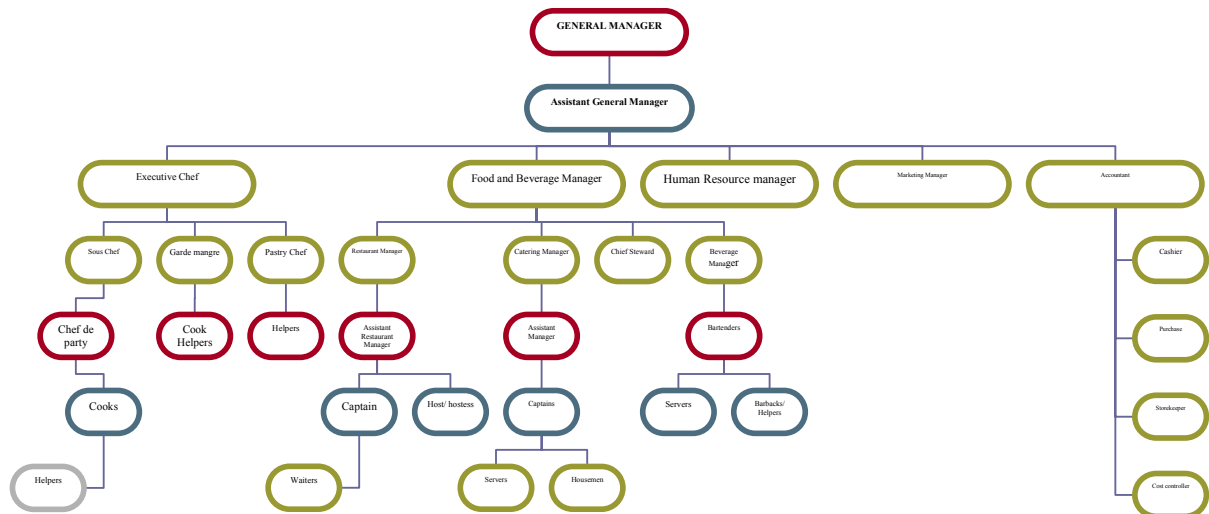


Exhibit 2 - Organizational Chart of a Small Restaurant

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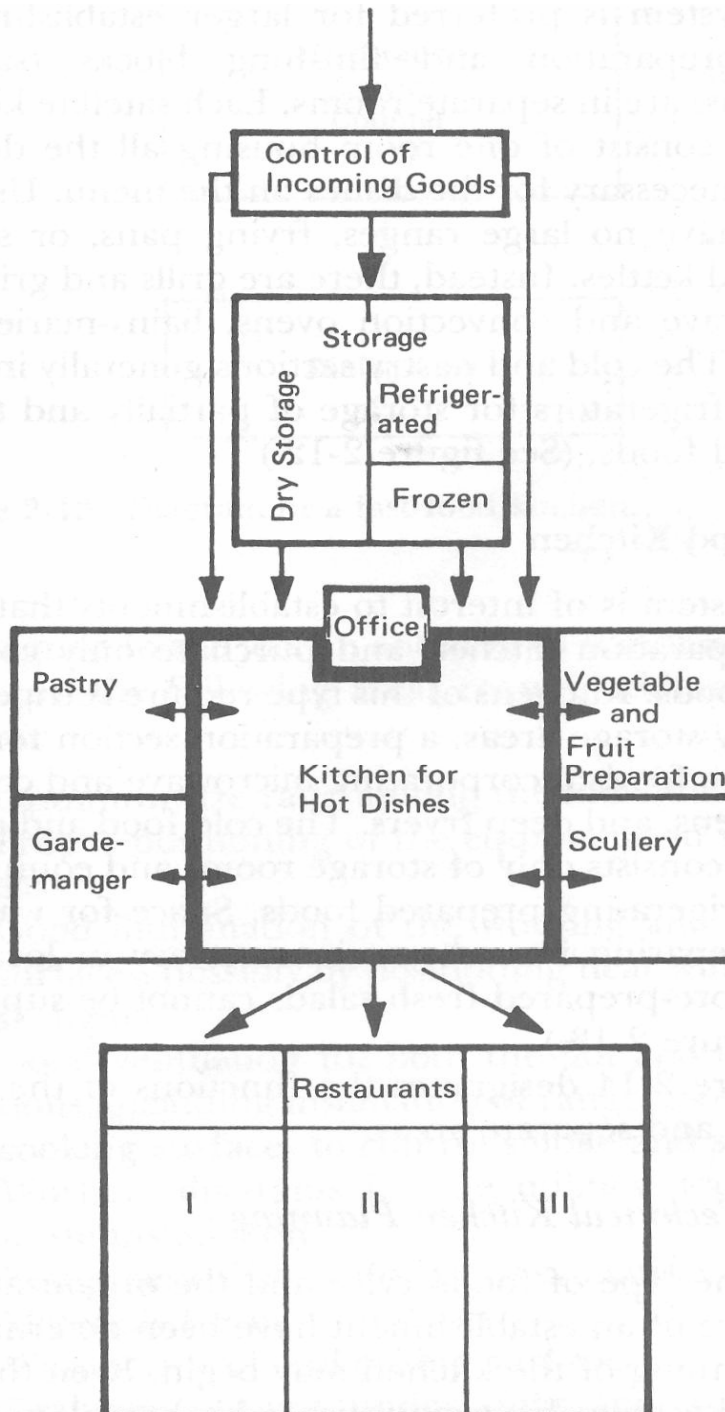


Diagram of a conventional kitchen.

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Working in Kitchen

Learning Objective:

Student will able to know the responsibilities of a cook; interpersonal behavior and skills during work; how can guests be served with quality services (performance standards); safe work habits and kitchen safety; sanitation and food handling and preservation

Methodology:

Handouts; video and lecture

Contents:

- Responsibilities of a cook
- Teamwork defined; interpersonal skills
- Performance standards
- Kitchen safety and safe work habits
- Kitchen sanitation
- Food handling and preservation techniques
- The maintenance and cleaning procedures
- Opening and cleaning procedures

Instructional Material:

Guests often choose lodging properties because of their restaurants. Guests want quality food prepared in an appetizing way. And you're the one who can make this **happen**.

As a kitchen cook, you prepare most of the food that is served to guests and employees. While that may sound simple enough, there's a lot more to your job than meets the eye. Kitchen cooks are responsible for:

- Maintaining kitchen sanitation and food safety
- Ensuring that menu items are prepared consistently and to quality standards every time
- Knowing how to use the kitchen's equipment efficiently and safely

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- Accommodating the special dietary needs and taste preferences of individual guests
- Preparing food promptly
- Making food look attractive on the plate
- Helping to control waste and costs
- Working with all staff members to ensure success

In addition, experienced cooks may help the chef test new recipes and teach new cooks.

One secret of a lodging property's success is that everyone works together — as a team — to give guests great service. You are part of a service delivery system. You must give restaurant servers great service so they can in turn give guests great service.

To be an excellent team player, **you** can:

- Help your co-workers and guests whenever possible
 - Ask co-workers for help when you need it so guest service doesn't suffer
 - Say "hello" to co-workers and guests when you see them, and use their names if you know them
 - Say "please" and "thank you" to guests and co-workers
- Share supplies
Take pride in your work
Always clean up after yourself
- Solve a guest's problem yourself when possible, and never blame a co-worker for the problem

Work quietly so you don't disturb guests. To be excellent team players, **you and your department** can:

Be polite to servers

Work with each other to share work space, equipment, and ingredients

Follow kitchen procedures for processing food orders

Offer to help newer cooks by answering questions or demonstrating tricky procedures

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Prepare employee meals promptly and with the same care as you prepare guests' food

Be respectful of the work of kitchen support staff, such as pot and dish washers

Report repairs to maintenance, and fill out a maintenance request form if necessary.

You were hired for your ability to meet superior performance standards. You must:

- Make sure all food is served at the correct temperature, attractively presented, and pleasing to the senses.
 - Demonstrate professional behavior within the restaurants, lounges, and banquet areas.
 - Provide at least one type of warm bread to guests for lunch, dinner, and banquets.
 - Offer nutritious items for all meals.
 - Prevent objectionable kitchen odors from entering the dining room.
 - Keep poisonous materials such as pesticides, chemicals, Sterno, liquid fuels, matches, soaps, and detergents away from the food and beverage supply area.
 - Prepare food only according to standard recipes to ensure quality and consistency.
 - Strictly follow all sanitary procedures.
 - Accommodate special guest requests as appropriate when preparing food.
 - Inspect food at all phases of preparation to ensure quality.
 - Be alert to safety procedures at all times.
- Properly use and maintain equipment.

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Introduction to kitchen equipment and terminology

Learning Objective:

Student will be able to identify equipments and tools used in kitchen; the names, shape and usage of equipment

Methodology:

Handouts; video; catalogues and lecture

Contents:

- Introduction and identification of various kitchen equipments
- Usage of equipments
- Cleaning and maintenance procedures

Instructional Material:

Being a professional cook means being familiar with how to use all the equipment available in your kitchen.

EQUIPMENT

The following equipment is available in a typical kitchen:

- VCM (vertical cutter and mixer)
- Food chopper
- Food processor
- Food/meat slicer
- Mandolin
- Steam-jacketed kettle
- Tilting kettle
- Pressure steamer
- Convection steamer
- Range
- Oven
- Stove
- Grill

KITCHEN TOOLS

- Measuring pitchers
- Spiders
- Scales
- Skimmer
- Thermometers
- Slotted spoons
- Measuring spoons
- Ladles
- Measuring cups
- Kitchen fork
- Food mills
- Pastry bag and tips
- Drum sieve
- Palette knife
- Chinois
- Wire whips
- Colander
- Zester
- Ricer
- Parisienne scoop
- Cheesecloth
- Rotary peeler
- Cutting boards
- Spatulas
- Rolling pins

TASKLIST – USING KITCHEN EQUIPMENT

To complete all steps, you will need standard recipes, an oven (standard or convection), pots and pans with lids, a stove, steam equipment, deep-fat fryers, a thermometer, fryer baskets, fat, safety gloves, a spoon or spatula, mixing bowls, mixers and attachments, detergent, cleaning cloths, sanitizing solution, and slicing, cutting, and chopping equipment.

STEPS	HOW TO DO	ADDITIONAL INFO
<p>1. Follow equipment safety procedures.</p>	<ul style="list-style-type: none"> • Know how to shut off the power in case of an emergency. • Always be safety conscious when using cooking equipment to avoid burns or other injuries. • Know where to find and how to use the safety guards on each piece of equipment. • Make sure pilot lights are lit before turning on gas-powered ranges, broilers, griddles, and ovens. • Be alert to gas leaks. • Check pilot light flames for proper adjustment. If a burner is noisy, a flame is yellow or green, or you suspect a gas leak, tell your supervisor. • Do not turn on a circuit breaker or a gas valve if there is a lockout safety tag 	<p><i>Be concerned about the safety of yourself, co-workers, and guests.</i></p> <p><i>You will be told to turn on and use each piece of equipment.</i></p> <p><i>A properly adjusted gas flame burns quietly and has a distinct purple inner cone and a well-defined outer cone.</i></p>

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	on it	
2. Use ovens.	<ul style="list-style-type: none"> • Turn the oven dial to "preheat." • Set the oven to the temperature listed on the recipe. Preheat ovens only for as long as it takes to reach the correct temperature. • Load oven shelves evenly. Space pans so they do not touch the oven walls or each other. • Do not overload the oven. • Turn and rearrange pans during baking to bake evenly. • Open oven doors only to check food. • Turn off convection oven fans before opening the door to prevent burning your face. 	<p><i>Every time the oven doors open, energy is wasted. Cooking will be less even because of changing temperatures in the oven.</i></p>
3. Use stoves.	<ul style="list-style-type: none"> • Choose a burner that fits the pot or pan you are 	

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	<p>using. Place the pot or pan on the burner.</p> <ul style="list-style-type: none">• Turn on the burner, and set the burner control to the setting noted in the recipe.• On gas stoves, adjust the burner control so that the tip of the flame is under the pot, not curling around the edges.• If you need to cover a pot or pan while cooking, use a tight-fitting lid and cook at lower temperatures to save energy.• When uncovering pots, lift the lids so that the steam releases away from your face.• Turn off the burner as soon as you remove the pot or pan.	
4. Use steam equipment.	<ul style="list-style-type: none">• Make sure drains are closed.• Fill the water pan to the correct level, then turn on the heat.• Check the water level often. Add water as	

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	<p>necessary.</p> <ul style="list-style-type: none"> • After using a steam-jacketed kettle connected to a main steam line, open the drain valve to force water out of the kettle. • Be sure to periodically clean the spigot on nontilt kettles. • Be very careful when using steam equipment, especially when you open the equipment. 	<p><i>Steam can cause serious burns.</i></p>
<p>5. Use deep-fat fryers.</p>	<ul style="list-style-type: none"> • Make sure the drain valve is shut before adding fat to the empty fryer. • Fill the kettle to the fill line with fat. • Set the temperature to 225 degrees Fahrenheit (107 degrees Celsius) until the fat has melted. • After the fat has melted, set the temperature according to the recipe. • Never overheat fat or let it touch open flames. • Test the thermostat's 	<p><i>Deep-fat fryers fry foods in fat. Kettles hold the fat. Most kettles are removable. The fat is drained through a valve on the fryer.</i></p>

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	<p>accuracy by placing a thermometer into the fat. Report any problems to your supervisor.</p> <ul style="list-style-type: none"> • Do not use wooden or plastic utensils when working with deep-fried foods. • Do not overload fryer baskets. • Lower filled baskets slowly into the fat. • Never let water fall into the hot fat. It will splatter and could cause serious burns. • Never leave grease unattended. Refill the fryer with fat as necessary. 	<p><i>Plastic utensils will melt. Wooden utensils may burn and splinter, and grease and food may soak into the wood, causing bacteria to grow.</i></p> <p><i>If baskets are lowered too quickly, the cold food will absorb too much oil.</i></p>
<p>6. Use slicing, cutting, and chopping equipment.</p>	<ul style="list-style-type: none"> • Always unplug the equipment before assembling, disassembling, or cleaning. • Wear safety gloves if they are available. • Make sure the equipment is clean. Clean and sanitize slicers and choppers after each changed use. 	<p><i>Slicing, chopping, and cutting equipment must be taken apart and cleaned after each changed use and at the end of each shift. It is left disassembled to air dry. A "changed use" is when you stop working on one</i></p>

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	<ul style="list-style-type: none"> • Assemble slicing, cutting, and chopping equipment carefully to avoid cuts. • Tighten all screws so equipment doesn't come apart. • Install safety guards before plugging in and turning on slicing, cutting, or chopping equipment. Never use equipment without the safety guards in place. Always keep your hands away from cutting surfaces. 	<p><i>type of food and begin working on another.</i></p>
<p>7. Use mixing equipment</p>	<ul style="list-style-type: none"> • Make sure the mixing bowl and the attachment are securely in place before turning on the mixer. • Make sure the attachment is the right size for the bowl. • Lock the bowl into position before turning on the mixer. • Pour ingredients into the mixer from a metal or plastic container. Never pour ingredients from a glass container. 	<p><i>There are many types of mixers. They can range from 5- to 20-quart bench models to 140-quart floor models. Most mixers have three operating speeds.</i></p> <p><i>There are three main types of attachments: paddles, wire whips, and dough arms.</i></p> <p><i>The mixer attachment might break glass containers used to pour ingredients into the mixer.</i></p> <p><i>Mixers may splash liquid and cream products.</i></p>

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	<ul style="list-style-type: none"> • Close the lid. Set the proper speed on the control switch. Turn on the mixer. • Turn off the machine before changing speeds, scraping the bowl, or emptying the bowl. Never place spoons, spatulas, or your hands in the mixing bowl while the machine is running. • Turn off the switch and lower the bowl. Scrape inside the bowl with a spatula or spoon. • Make sure the bowl and attachments are cleaned and sanitized after each changed use. • Clean the stationary parts of the equipment as well as the floor and walls if the mix has splattered. 	<p><i>Cleaning means removing visible dirt. Sanitizing means killing disease-causing bacteria. Heat or chemicals can be used to kill bacteria.</i></p>
<p>8. Clean equipment as you work.</p>	<ul style="list-style-type: none"> • Turn off and unplug equipment before you clean it. • Wait for hot equipment to cool before cleaning to avoid accidents and to prevent chemicals in the 	<p><i>No food production task is done until your work station is clean.</i></p>

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	<p>detergents from being cooked onto the equipment.</p> <ul style="list-style-type: none">• Use only approved detergents and cleaning agents to clean cooking equipment.• Wipe all surfaces with a clean cloth dipped in a sanitizing solution, or spray the surfaces with a sanitizing solution. Let surfaces air dry.• Leave equipment unplugged and disassembled when not in use.	<p><i>Every cook is responsible for keeping a clean and sanitary work area and for protecting guests from harmful bacteria. Your hands are tools also. Sanitize them each time you start a new task.</i></p>
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Topic 5: Food and Nutrition

Learning Objective:

Student will able to develop understanding of food and basic nutrients; basic understanding of nutrition value of recipe of menu items.

Methodology:

Handouts and lecture

Contents:

- Introduction to basic nutrients
- Nutrient values of food items
- Ways and means to preserve the nutrition of food items
- Basics of balance diet

Instructional Material:

Basic Nutrition

Nutrition refers to the study of diet and health. More and more people are concerned about healthy eating. While many of your restaurant's nutritional decisions are made by purchasers and menu planners, the final nutritional value of a meal rests with you. Your careful preparation of food can make a meal healthy and tasty.

Energy and nutrients are used for used for growth, maintenance and repair of our bodies. Energy comes from:

- Carbohydrates
 - Provides energy for muscle movement and red blood cells
 - Simple carbohydrates are found in fruits, dairy products and refined sugars
 - Complex carbohydrate are found in grains and vegetables
- Proteins
 - Protein is an essential nutrient for the growth and maintenance of body tissues.

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- Meats, poultry and fish are good source of complete proteins.
- Vegetables, grains (wheat, maize etc) and nuts are low protein food.
- Fats

Although fat intake is very closely and keenly monitored and excess of its intake may cause weight gain or obesity, but it is essential nutrient provides energy and fulfill bodily functions.

These three are considered primary nutrients. Calorie is a count of energy contained in the source.

- Vitamins and Minerals

These are needed in smaller quantities than primary nutrients and are consumed for various body functions. No single food contains all vitamins and minerals, therefore variety of combinations of food groups are used to get these nutrients.

Some tips for preparing nutritious food:

- Store foods properly to help them keep their nutrients.
- Use foods as quickly as possible after they arrive.
- Follow the correct portion sizes. Many people are reducing the amount of meat and protein they eat and increasing vegetables and grains.
- Cook vegetables as little as possible and choose the most nutrient-saving cooking method. The more you cook items, the more nutrients will be lost. Micro waving and steaming in small batches save more nutrients than boiling.
- Use as little fat or oil in preparing sautéed foods as possible. Nonstick-surface pots and pans can help you reduce the fat content of food.
- Whenever possible, let guests add butter and salt to their food. For example, serve butter on the side when guests order a baked potato.

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Temperature, weights and measurement scales

Learning Objective:

Student will able to use thermometers and measuring scales used in kitchen; learn to convert quantities into different measurement systems

Methodology:

Handouts, charts and lecture

Contents:

- Introduction to thermometers used in kitchen
- Identification of measuring scales
- Weight verses volume
- British and Metric systems of measurement
- Conversion methodology

Instructional Material:

Measurements and Conversion Table

TEASPOONS	TABLESPOONS	CUPS	FLUID OUNCES	MILLILITERS	OTHER
1/4 teaspoon				1 ml	
1/2 teaspoon				2 ml	
3/4 teaspoon	1/4 tablespoon			4 ml	
1 teaspoon	1/3 tablespoon			5 ml	
3 teaspoons	1 tablespoon	1/16 cup	1/2 oz	15 ml	
6 teaspoons	2 tablespoons	1/8 cup	1 oz	30 ml	
			1 1/2 oz	44 ml	1 jigger
12 teaspoons	4 tablespoons	1/4 cup	2 oz	60 ml	
16 teaspoons	5 1/3 tablespoons	1/3 cup	2 1/2 oz	75 ml	
18 teaspoons	6 tablespoons	3/8 cup	3 oz	90 ml	

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24 teaspoons	8 tablespoons	1/2 cup	4 oz	125 ml	1/4 pint
32 teaspoons	10 2/3 tablespoons	2/3 cup	5 oz	150 ml	
36 teaspoons	12 tablespoons	3/4 cup	6 oz	175 ml	
48 teaspoons	16 tablespoons	1 cup	8 oz	237 ml	1/2 pint
		1 1/2 cups	12 oz	355 ml	
		2 cups	16 oz	473 ml	1 pint
		3 cups	24 oz	710 ml	1 1/2 pints
			25.6 oz	757 ml	1 fifth
		4 cups	32 oz	946 ml	1 quart or 1 liter
		8 cups	64 oz		2 quarts
		16 cups	128 oz		1 gallon

Some recipes use additional instructions that require a specific amount of the ingredient. For example, a recipe might request "1 cup brown sugar, firmly packed", or "2 heaping cups flour".

Dash or Pinch

Generally considered to be less than 1/8 teaspoon.

Firmly Packed

With a spatula, a spoon or your hand, tightly press the ingredient into the measuring cup. You should measure as much of the ingredient as you can fit into the measure.

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Lightly Packed

Press the ingredient into the measuring cup lightly. Make sure there are no air pockets, but do not compress it too much either.

Even / Level

Measure the amount precisely, discarding the entire ingredient that rises above the rim of the measuring cup. The back of a straight knife works well for this.

Rounded

Do not flatten out the ingredient to the top of the measuring cup. Instead allow it to pile up above the rim naturally, into a soft, rounded shape.

Heaping / Heaped

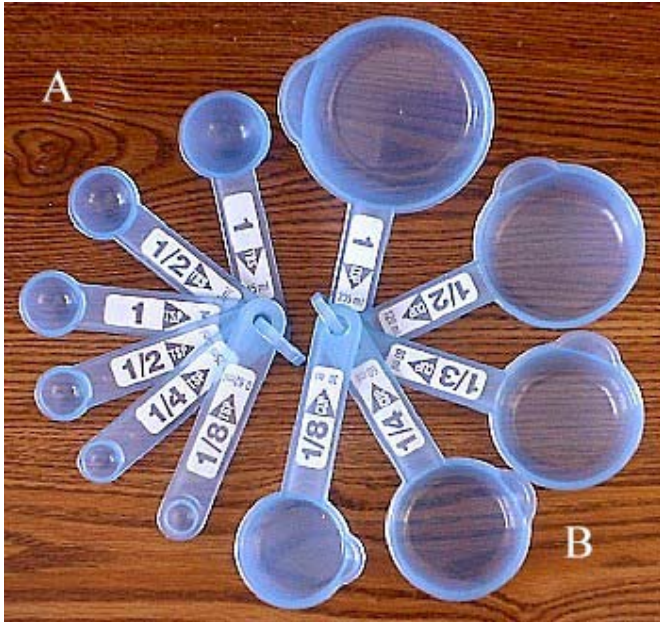
Pile as much of the ingredient on top of the measure as it can hold.

Sifted

Sift with a strainer or sifter before measuring to ensure ingredient is not compacted and there is no other foreign substance in it.

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Measuring Cups



Thermometers for measuring food temperatures

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Electronic weighing scale

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Food Hygiene

Learning Objective:

Student will be able to demonstrate the ability to preserve food, role of bacteria in food contamination and food borne diseases and introductory knowledge of HACCP process in food safety.

Methodology:

Handouts; video and lecture

Contents:

- Introduction to bacteria
- Disease causing bacteria
- Food contamination
- Temperature Danger zones
- How to preserve food in refrigerators and freezers
- Introduction to Process of hazards analysis critical control points (HACCP)

Instructional Material:

While preparing food:

- Keep raw food away from ready-to-eat or cooked food.
- Keep all food away from chemicals.
- Keep cold or frozen foods out of the refrigerator or freezer for as short a time as possible.
- Wash all raw fruits and vegetables before preparation.
- Cover food during preparation.
- When plating food, avoid handling tableware that may touch guests' mouths.
- Never plate food that has touched the floor, unwashed hands, or dirty equipment.
- Always use tongs or scoops when necessary. Wear latex gloves, and never touch prepared food with your hands.

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- Hold food at proper temperatures. Some safe holding temperatures for food are:
 - Stuffed meats and reheated leftovers: 165° F (74° C) or above
 - Fish and poultry: 145° F (63° C) or above
 - Beef and other hot food: 140° F (60° C) or above
 - Cold food: 40° F (4° C) or below
- Wipe up spills promptly.

Clean and sanitize equipment and utensils after each changed use. This includes knives, cutting boards, and thermometers.

Storing food properly is also important:

- Use the "first in, first out" (FIFO) method to help you ensure freshness. FIFO means you use first the food with the earliest expiration date or food that was first delivered.
- Always store food in food-grade containers and food wrap.
- Always label and date leftovers.
- Store raw or thawing meats on the lowest refrigerator shelves.
- Store shellfish in the original containers and keep the shell stock tags.
- Do not refreeze food after it has thawed.

Most harmful germs grow and multiply in temperatures between 40 and 140 degrees Fahrenheit (4 and 60 degrees Celsius) — the Temperature Danger Zone. When you prepare food, keep it out of the Temperature Danger Zone — which includes room temperature! — as much as possible. In addition, follow the Four Hour Rule: throw out any potentially hazardous food that has been in the Temperature Danger Zone for four hours or more.

Personal hygiene is a big part of sanitation:

- Stay home when you are sick.
- Cover cuts, burns, sores, and abrasions with a tight, dry, antiseptic bandage.
- Shower or bathe daily.

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- Keep your clothes or uniform clean at work; change your apron if you wipe your hands on it or it becomes soiled.
- Follow your property's policies about jewelry.
- Keep your hair clean and tied back.
- Use soap and plenty of hot water to wash your hands frequently, especially after any act that might contaminate foods:
 - Touching your eyes, mouth, ears, nose, or hair
 - Smoking
 - Eating or drinking
 - Using the rest room
 - Sneezing or coughing
 - Using a tissue or handkerchief
 - Handling raw food, such as unwashed fruits or vegetables or uncooked meat
 - Taking out the trash
 - Touching any dirty surfaces, such as wash cloths, money or credit cards, or soiled dishes or linens

There are two special methods you should know about as a kitchen cook:

- ***Two-spoon tasting method.*** Use a clean spoon to scoop up some of an item. Pour the food into a second clean spoon and taste. Never taste over an open container. Take the spoons immediately to a washing area.
- ***Hand washing.*** Wash only at a hand-washing station. Wet your hands with hot water and wash your hands and wrists with soap for at least 20 seconds. Scrub your nails with a nail brush. Rinse your hands with hot water for 20 seconds. (Follow this procedure twice after using the rest room.) Dry your hands only with single-use paper towel or an air dryer.

It is especially important for you to know about the potentially hazardous food you work with. Potentially hazardous foods are those that are easily contaminated. They include:

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- Eggs
- Poultry
- Shellfish
- Milk

Salmonella bacteria are the number one cause of food borne infection. Typical sources of salmonella are meat, poultry, and eggs. Infection can be prevented by cooking food thoroughly and chilling leftovers rapidly.

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Knife and cutting skills – introduction

Learning Objective:

Student will able to demonstrate the proper use and names of different knives;

Methodology:

Handouts; video and lecture

Contents:

- Kitchen Knives – names and uses
- How to maintain knives
- Sharpening and smoothing of knives
- Knife handling skills

Instructional Material:

Kitchen Knives

Knives are among the most important tools you'll use as a cook, and there are dozens of different kinds. These are the most common:

- The French or Chef's knife has a 10- to 12-inch blade and is the most commonly used knife in the kitchen. It is used for general cutting, chopping, and slicing.
- A utility knife has a narrow six- to eight-inch blade and is used for cutting lettuce and fruits and other pantry work.
- A paring knife has a two- to three-inch blade and is used for peeling, trimming, or paring fruit and vegetables.
- A butcher knife has a long, heavy, curved blade for cutting raw meats.
- A boning knife has a thin, six-inch blade for boning raw meat and poultry. Some blades are stiff, while others are flexible. The flexible blades are used to bone fish.
- A cleaver has a heavy, broad blade similar to the blade of an axe and is used to cut through bones.

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	skill.	
2. Smooth knife blades.	<ul style="list-style-type: none"> ▪ Follow these steps to use a steel to smooth knife blades: 	<p><i>A "steel" is a steel post with a slightly roughened surface used to remove burrs from knife blades.</i></p> <p><i>A steel is not for sharpening the blade; it is for making an edge perfectly smooth. This is often called "aligning" a blade.</i></p>
3. Gather equipment.	<ul style="list-style-type: none"> ▪ Place a sanitary cutting board on a damp towel or a rubber mat at your station. Get knives and other equipment from storage. ▪ Make sure knives are sanitary, sharp, and in good working condition. Sharpen knives if necessary. ▪ Make sure you have everything at your work station that you will need to perform all tasks. 	<p><i>Placing the cutting board on a damp towel or a rubber mat will keep it from slipping.</i></p> <p><i>A dull knife requires you to use more pressure to cut, and the knife is more likely to slip and cut you</i></p> <p><i>Having everything needed to prepare assigned items in one place is called "mise en place." It ensures efficient, sanitary food preparation.</i></p>

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Vegetable and fruit cutting techniques

Learning Objective:

Student will able to cut vegetables and fruits, learn various cuts of vegetables and fruits.

Methodology:

Handouts; practical and lecture

Contents:

- Proper procedure of cutting vegetables and fruits
- Cutting techniques and styles
- Appropriate usage of cuts in cooking methods

Instructional material:

Standard Cuts

The recipes you use will require food to be cut in many different sizes and shapes. You must become familiar with and skilled at making these standard cuts:

- **Dice**

Cube-shaped cuts, ranging from one-eighth inch on each side to three-fourths inch on each side. The thinner cut is sometimes called a Bruniose cut or a square baton.

- **Julienne**

Cuts about the size of a wooden match stick ($\frac{1}{8}$ " by $\frac{1}{8}$ " by $2\frac{1}{2}$ "). Also known as double-matchstick.

- **Batonette**

Cuts about twice the diameter of a Julienne cut. Also known as a french fry cut.

- **Mince**

Cuts resulting in very fine pieces.

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- **Emincer**

Cuts resulting in very thin slices

- **Slice**

Uniform cuts of about one-eighth of an inch thick across the grain or with the grain.

- **Chop**

Irregularly shaped cuts

- **Shred**

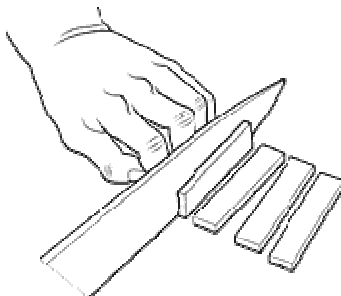
Cuts resulting from a grater or French knife

Make the students practice on each cutting style. Use the vegetables cuts in different salad preparations.

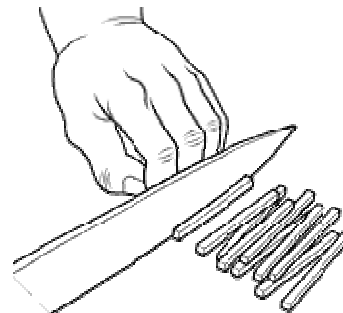
Pictorial Demonstration

Julienning

The technique used to cut into thin strips. Two classic cuts are known as:



Julienne, 1/8" x 1/8" x 1" to 2" long



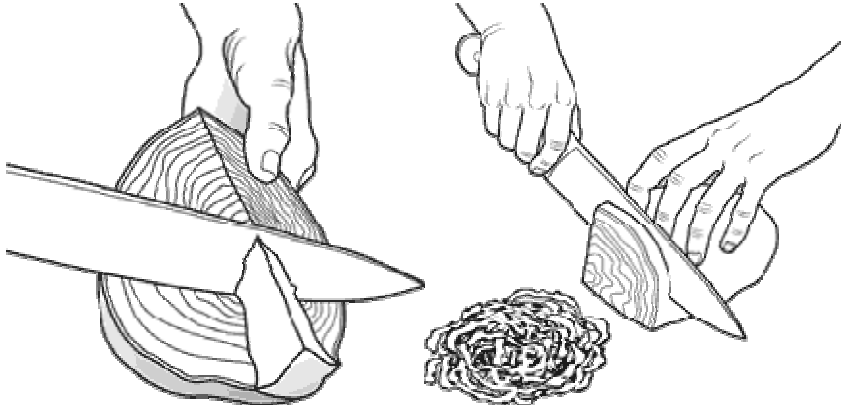
Batonnet, 1/4" x 1/4" x 2" to 2 1/2" long

Trim the vegetable cutting into desired length and squaring off the sides. Stack the slices and cut these slices equal to the thickness of the previous cuts.

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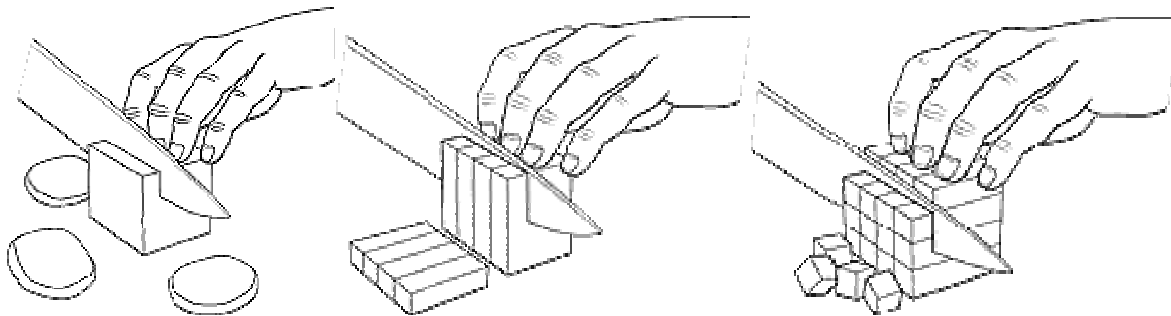
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Shredding



This technique means to cut into thin strips and usually applies to leafy vegetables such as cabbage. Cut the cabbage into quarters through the core. Cut out the core of each quarter. Place a cabbage quarter on the cutting board with the flat side down and cut thin shreds using the downward, forward slicing stroke. Due to the size of the cabbage, it is not always possible to keep the knife tip on the board. Be sure that the fingers of your guiding hand are curled, holding the cabbage with thumb tucked underneath and at a safe distance from the knife blade.

Dice – Large, medium and small



Trim and peel vegetables as needed. Then square the sides. Cut into slices of desired thickness. Stack the slices and cut these slices equal to the thickness of the previous cuts, ending up with stick shaped pieces. Holding the sticks together with your guiding hand, make crosswise cuts through the sticks.

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Preparation of garnishes – carving

Learning Objective:

Student will able to carve vegetables and fruits to prepare garnishes

Methodology:

Handouts of task breakdowns; lecture and practical skills

Contents:

- Importance of garnishes
- Presentation skills
- Carving techniques – making flowers and objects using fruits and vegetables

Instructional material:

TASK: Prepare Garnishes

To complete all steps, you will need a sanitary cutting board, a towel or a rubber mat, knives, storage containers, a marker, and small wares.

STEPS	HOW TO DO	ADDITIONAL INFO
<p>1. Clean and cut garnishes.</p>	<ul style="list-style-type: none"> • Use raw food that is free from damage or spoilage. Wash all raw food used as garnishes to remove grit or chemical residue. • Cut carved garnishes carefully to produce consistent artistic results. • Ask your supervisor to show you how to prepare the following garnishes: <ul style="list-style-type: none"> • Fluted mushroom caps • Radish roses and fans • Pickle fans • Lemon, orange, and lime 	<p><i>Garnish is used to decorate or enhance the appearance of another food.</i></p> <p><i>The garnish should not overwhelm the plate presentation and should not be the center of attention on the plate.</i></p> <p><i>The main course should get the most attention on the plate, and everything else should enhance that presentation.</i></p>

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	<p style="text-align: center;">slices and wedges</p> <ul style="list-style-type: none"> • Tomato wedges • Carrot curls • Scallion brushes 	
2. Store garnishes.	<ul style="list-style-type: none"> • Cover, date, and refrigerate cold garnishes. • Keep hot garnishes above 140 degrees Fahrenheit (60 degrees Celsius) to reduce harmful bacteria growth. • Throw away garnishes not used by the second day after preparation. 	<i>A wilted or discolored garnish will spoil the presentation of the entire plate.</i>

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Salads and dressings preparation

Learning Objective:

Student will able to demonstrate skills of preparing green and meat salads; dressings to complement with salads

Methodology:

Lecture and practical; recipes

Contents:

- Student will apply the cutting skills already learned
- Mixing techniques in salad preparation
- Handling of food items during the procedure
- Methods to maintain freshness of ingredients
- Ingredients used in dressings
- Accompaniments and salads
- Basic French and Italian dressings
- Variations and creations of basic dressings

Instructional material:

Salads

Three categories:

- Simple
- Tossed
- Composed

Further classified on the basis of:

- Ingredients
- Usage
- Hot or cold

Consisted of:

- Fresh greens
- Vegetables
- Fruits
- Dairy products

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- Meat
- Fish
- Poultry

Salads are consisted of four parts:

Base

Lettuce or salad greens

Body

Ingredients that form the main part of salads

Dressing

Blends the ingredients and add to the flavor

Garnish

Adds color, texture and flavor

Salad Dressings

Simple dressing

Italian dressing

French dressing

Cream Cheese

Simple Salads – Prepared from fresh greens; nicely trimmed and cut and arranged attractively.

Mushroom Salad

Apple Salad

Cucumber Salad

Tossed Salads – Made of cooked vegetables; chicken and meat may be added.

Russian Salad

Waldorf Salad

Italian Chicken Salad

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Composed Salads – These salads include various ingredients, each one arranged in separate groups.

Salad Niçoise

Italian Chicken Salad

TASK: PREPARE SALAD DRESSINGS

To complete all steps, you will need mixing bowls, a wire whip, measuring cups and spoons, ingredients, standard recipes, a permanent felt-tip marker, and storage containers.

STEPS	HOW TO DO	ADDITIONAL INFO
<p>1. CHOOSE INGREDIENTS.</p>	<ul style="list-style-type: none"> • Use only high quality ingredients. • Use winterized oils for dressings that must be refrigerated. • When making low-fat or low-cholesterol dressings, use oils that are low in or free from saturated fats. • Avoid oils that have a strong or heavy flavor that lingers after the salad is eaten. • Make sure oils or leftover dressings are not rancid before using them. Throw away any rancid ingredients. • Use only fresh, pasteurized eggs for salad dressings that will not be cooked, such as mayonnaise and Caesar salad dressing. 	<p><i>Dressing should complement — not overwhelm — the flavors of the salad ingredients.</i></p> <p><i>Winterized oils have been treated so they don't solidify when refrigerated.</i></p> <p><i>Dressing ingredients may include:</i></p> <ul style="list-style-type: none"> • Oils such as corn, vegetable, olive, or peanut • Acids such as vinegar or lemon juice • Egg yolks • Mayonnaise • Herbs and spices <p><i>Because most dressing ingredients are not modified by cooking, the quality of the dressing depends on the quality of the ingredients.</i></p> <p><i>Whenever possible, prepare dressings several hours before serving to get a</i></p>

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	<ul style="list-style-type: none"> • Use fresh spices. Date spice containers with a permanent felt-tip marker when they are first opened. Throw away spices when they have been open for one year. • When available, use fresh herbs instead of dried herbs. • If a dressing recipe calls for lemon juice, squeeze fresh lemons and strain out seeds and pulp. 	<p><i>better blending of flavors.</i></p> <p><i>Bottled lemon juice can have a distinctive "canned" or artificial taste that will detract from the quality of the dressing.</i></p>
<p>2. Make oil and vinegar dressings.</p>	<ul style="list-style-type: none"> • Combine vinegar with spices, herbs, or other condiments in an appropriate-size bowl. • Slowly add the oil. Whip the ingredients continuously as the oil is added until all ingredients are well-blended. • Place the dressing in an appropriate storage container. Label and date the container and store properly. Refrigerate if necessary. • Mix ingredients again before serving so the 	

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	ingredients will not separate.	
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Meat fabrication and de-boning skills

Learning Objective:

Student will be able to fabricate meats and de-bone chicken, beef and mutton

Methodology:

Handouts of task breakdown; video and lecture

Contents:

- Description of different cuts
- Usage in cooking methods
- Technique of de-boning

Instructional material:

TASK: Cut and Trim Meats (Instructors will demonstrate the skills of meat fabrication while identifying the various cuts)

To complete all steps, you will need a sanitary cutting board, a towel or a rubber mat, a boning knife, butcher's twine, and a meat saw.

STEPS	HOW TO DO	ADDITIONAL INFO
<p>1. Cut meats.</p>	<ul style="list-style-type: none"> • Follow the steps of instructor to make each cut of meat from primal cuts. • Rib roasts: • Chuck roasts: • Tenderloin: • Flank steaks: • Bottom round • Top round • Steaks 	<p><i>Primal cuts are the pieces of meat produced by the first cuts of an animal carcass.</i></p> <p><i>Restaurants may purchase primal cuts and cut them into smaller pieces according to the restaurant's needs. By cutting the meat at the restaurant, waste and trim can be minimized.</i></p> <p><i>Cutting up and trimming large cuts of meat into smaller cuts is called "fabricating."</i></p> <p><i>You may use a meat saw to cut meat.</i></p> <p><i>You should be familiar with each of the cuts of meat used in your restaurant.</i></p>

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<p>2. TRIM FAT.</p>	<ul style="list-style-type: none"> • Use a sharp boning knife to cut excess fat from the meat. • Cut with short strokes. Pull the fat away from the meat as you cut to make it easier to see where the fat ends and the meat begins. • Be careful to trim only the fat, not the meat. 	
<p>3. REMOVE SILVERSKIN</p>	<ul style="list-style-type: none"> • Place the tip of a boning knife between the silverskin and the meat. • Hold the silverskin tight against the meat. • Angle the knife blade slightly upward and slide the knife so that only the silverskin is cut away 	<p><i>The silverskin is a tough, shiny membrane. It can shrink and cause uneven cooking if it is not removed.</i></p>

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Chicken De-boning practice session and marination skills

Learning Objective:

Student will be able to de-bone chicken and marinate for a recipe

Methodology:

Supervised Kitchen practical

Contents:

- Different cuts of chicken
- De-boning a chicken
- Marinating chicken for steak preparation

Instructional Material:

TASK: CUT POULTRY

To complete all steps, you will need a sanitary cutting board, a towel or a rubber mat, and a boning knife or a Chefs knife.

STEPS	HOW TO DO	ADDITIONAL INFO
<p>1. SET UP THE WORK AREA.</p>	<ul style="list-style-type: none"> • Wash and sanitize a cutting board before each use. • Get a clean, sharp knife such as a stiff Chef's knife or a boning knife. 	<p><i>Poultry is considered a potentially hazardous food. Always work in small quantities, keeping the majority of the food in the refrigerator until it is ready to cut.</i></p>
<p>2. CUT POULTRY IN HALVES.</p>	<ul style="list-style-type: none"> • Place the bird breast-side-up on the cutting board. • Cut above the second wing 	<p>Your instructor may show you a different way to cut poultry.</p>

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	<p>joint on each side to remove the wings.</p> <ul style="list-style-type: none"> • Lay the bird on one side. Cut along one side of the backbone from the neck to the tail. • Turn the bird onto its other side. Cut along the other side of the backbone from the tail to the neck. • Open the bird so it lies flat on the cutting board with the skin side facing down. • Cut through the breast along one side of the breast bone. • Remove the breast bone. If the bone separates into two pieces, make sure both pieces have been removed. 	<p>Save the backbone for stocks.</p>
<p>3. CUT POULTRY INTO QUARTERS.</p>	<ul style="list-style-type: none"> • Place one of the halves skin-side-up on the cutting board. • Make a diagonal cut to separate the breast from the leg. Make sure the pieces are roughly equal in size. • Repeat the process on the other half. 	
<p>4. CUT POULTRY INTO</p>	<ul style="list-style-type: none"> • Cut the joint between the 	

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EIGHTHS.	leg and the thigh on each leg. <ul style="list-style-type: none">• Cut the wings from the breast	
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Additional Skills: Chicken steaks and boneless chicken cooking

Learning Objective:

Student will able to prepare chicken steaks and dishes using boneless chicken from the ingredients of de-boning sessions

Methodology:

Recipes and supervised kitchen practical

Contents:

- Steak preparation
- Grilled chicken preparation
- Plate Presentation skills

Instructors may use the de-boned chicken for the preparation of chicken stakes and giving an opportunity to the students to observe and learn the basics of cooking.

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Cooking methods

Learning Objective:

Student will be able to demonstrate cooking methods including boiling, blanching, steaming, simmering and poaching

Methodology:

Handouts and lecture

Contents:

- boiling
- blanching
- steaming
- simmering
- poaching
- sautéing

Instructional material:

TASK: Boil, Blanch, Steam, Simmer, and Poach

To complete all steps, you will need standard recipes, pots with lids, water or other liquid, a stove, a cook's thermometer, a slotted spoon or slotted spatula, a shallow pan, a perforated hotel pan, a steamer rack, a holding container, and high-pressure steam equipment.

STEPS	HOW TO DO	ADDITIONAL INFO
1. Set up equipment.	<ul style="list-style-type: none"> • Choose a pot. Make sure it is large enough to allow food room to circulate in the hot liquid. • Fill the pot with cold water or other liquid, according to the recipe. • Choose a burner that fits the pot. 	
2. Boil.	<ul style="list-style-type: none"> • If specified by the recipe, 	<i>"Boiling" means heating a liquid above a temperature</i>

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	<p>place the food in cold liquid.</p> <ul style="list-style-type: none"> • Let the food and liquid heat until the liquid is rapidly bubbling. • Or, if specified by the recipe, bring the liquid to a rolling boil before adding the food. • Stir the food occasionally to keep it from sticking to the pot. • Boil the food for the amount of time called for by the recipe. • Be careful to avoid burns or scalding from the steam or hot liquid. 	<p><i>where it bubbles. The liquid will move rapidly in a rolling motion.</i></p> <p><i>Boiling will damage delicate food. It is generally used for vegetables and starchy foods such as pasta. The rolling motion of the liquid keeps starchy foods from sticking together.</i></p>
<p>3. Blanch or parboil.</p>	<ul style="list-style-type: none"> • Place the food in a pot of cold water or other liquid. Bring the liquid to a boil. Reduce the heat and simmer the food for the time specified in the recipe (usually 15 seconds to two minutes). • Or, bring the liquid to a boil, then use a slotted spoon or spatula to lower the food into the boiling liquid. Leave the food in the liquid for the time specified by the recipe. • Remove the food and place it in clean, cold water to cool it and to stop the cooking process. 	<p><i>Partially cooking food in a boiling liquid such as water, stock, or oil is called blanching or parboiling.</i></p> <p><i>Blanching sets the color, removes the skin, or partially cooks an item that will be finished later by another cooking method.</i></p>

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	<ul style="list-style-type: none"> • Be very careful to prevent scalding when opening the door or removing a lid. 	
5. Simmer.	<ul style="list-style-type: none"> • Bring liquid to a rolling boil. • Lower the temperature so the liquid gently rolls in the pot. • For water-based liquids, use a cook's thermometer to find out when the liquid is at 185° F (85° C). • Put the food in the liquid. Make sure the liquid completely covers the food. • Simmer for the time called for in the recipe. Make sure the liquid doesn't boil. Recheck the temperature periodically. • When simmering pieces of food, especially meat, remove the pieces as they are done. • Avoid overcooking. • Place the cooked food in a holding container. Add some of the liquid from the pot to keep the food from drying out. • After removing meat from a simmering broth, cool the broth slowly and use it as the recipe directs. 	<p><i>Simmering keeps the flavor and color in food and produces a high quality product. It will gently cook the product without destroying its texture and shape. This results in a higher nutritional value, better color, and better food texture.</i></p> <p><i>Simmering can be done in a variety of liquids, including water, stock, juice, wine, or beer.</i></p> <p><i>Alcohol-based liquids (beer or wine) will simmer at much lower temperatures. The recipe will tell you what temperatures to use for these liquids.</i></p> <p><i>Smaller pieces will usually cook faster than larger pieces.</i></p> <p><i>Overcooking and rapid boiling cause shrinkage and break meat apart. Over-simmered meat is also difficult to slice.</i></p>
6. Poach.	<ul style="list-style-type: none"> • Bring liquid to a boil. • Lower the temperature to 165° F to 170° F (74° C to 77° C). 	<p><i>Poaching is about the same as simmering except that the temperature of the water is around 165°F to 170°F(74°C to 77°C). Alcohol-based liquids will boil at a much lower</i></p>

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	<p>C) for water-based liquids.</p> <p>Use a cook's thermometer to find out the temperature.</p> <ul style="list-style-type: none"> • Gently place the food into the liquid. Make sure the liquid completely covers the food. • Poach for as long as the recipe requires. • Remove the item from the liquid with a slotted spoon or slotted spatula. • Serve immediately if possible. If not, hold the item in a shallow pan of clean, cold water. Before serving, use a slotted spoon or spatula to lower the item in hot water 165° F to 170° F (74° C to 77° C) for 30 seconds to reheat. • Do not reheat a poached product in a microwave. 	<p><i>temperature. Check the recipe for directions.</i></p> <p><i>Poaching is used for extremely delicate products, such as eggs, fish, and some fruits.</i></p> <p><i>Seasonings may be added to the liquid.</i></p> <p><i>When poaching food such as eggs or fish, adding lemon juice, white vinegar, or white wine to the water will help the poached food hold its shape.</i></p>
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Additional Skills: Demonstration of Cooking methods – eggs preparation

Learning Objective:

Student will be able to apply cooking methods in preparation of eggs

Methodology:

Supervised practical

Contents:

Preparation of following styles of eggs:

- Poached eggs

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- Fried eggs
- Scrambled eggs
- Omelets
- Plate presentations

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Basic stocks

Learning Objective:

Student will able to prepare stocks and sauces and usage in cooking

Methodology:

Handouts of recipes and method of preparation

Contents:

- White stock
- Brown stock
- Fish stock
- Court bouillon

Instructional Material:

TASK: Prepare Stocks

To complete all steps, you will need standard recipes, a steam-jacketed kettle or large stock pot, butcher twine, cheesecloth, a band saw, knives, a sanitary cutting board, a towel or a rubber mat, hotel pans, a skimmer, storage containers, a marker, a strainer, a spoon, and blocks or a trivet.

STEPS	HOW TO DO	ADDITIONAL INFO
1. Prepare ingredients	<ul style="list-style-type: none"> • Gather all ingredients called for in the recipe. • Cut bones into three-inch lengths if necessary. Use proper cutting techniques. Use a band saw for heavy bones. Do not use a cleaver, which may cause bones to splinter. • You may need to rinse the bones in cold water and blanch them. • Prepare vegetables according 	<p><i>A stock is a flavored liquid made by cooking meat, bones, spices, and vegetables in water.</i></p> <p><i>Sometimes stocks are prepared from prepackaged bases. If so, follow the directions on the package.</i></p> <p><i>Some cooks say bones should never be washed before clarifying. Other cooks say washing and blanching bones will reduce cloudiness. Ask your supervisor if your restaurant washes and blanches bones.</i></p>

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	<p>to the recipe.</p> <ul style="list-style-type: none"> • Dampen a clean square of cheesecloth. In the center of the cheesecloth, place the herbs and spices called for in the recipe. Gather the sides of the cheesecloth together to form a bag and tie it at the top with butcher twine. 	<p><i>Placing the herbs and spices in a cheesecloth will keep them from passing through the strainer when you strain the stock.</i></p>
<p>Cook the ingredients.</p>	<ul style="list-style-type: none"> • Place all ingredients except the cheesecloth bag in an appropriate-size stock pot or steam-jacketed kettle. • Add enough cold water to cover the ingredients. • Place the cheesecloth holding the herbs and spices in the liquid. Tie the butcher twine to the pot handle so it can be removed easily. 	<p><i>The time needed to make a good stock depends on the type of bones you are using. Large, hard bones from beef usually need four to six hours of cooking time, veal and chicken bones need two to four hours, and fish bones only need about 45 minutes.</i></p>
<p>3. Strain and cool stock quickly.</p>	<ul style="list-style-type: none"> • Use a large strainer to remove all bones, vegetables, and other items from the stock. • Remove the cheesecloth bag. • Place the stock pot on blocks or a trivet in a large sink. • Pour ice around the outside of the pot up to the level of the stock. Then run cold water until it reaches the top of the ice. 	<p><i>Bones and vegetables hold the heat and make it very difficult to cool the stock.</i></p> <p><i>Placing the pot on something allows water to flow under the pot and helps the stock to cool faster.</i></p> <p><i>Cool stocks quickly to prevent harmful bacteria</i></p>

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	<ul style="list-style-type: none"> • Loosely cover the pot. Stir occasionally so that the stock cools evenly and completely. • Refrigerate the stock as soon as it reaches 40 degrees Fahrenheit (4 degrees Celsius). Make sure it reaches 40° F within four hours. • If you must refrigerate the stock before it reaches 40° F, pour the stock into shallow pans. Place the pans in a large walk-in cooler so that the stock will chill quickly without heating up the inside of the cooler. • Use a skimmer to remove solidified fat from the top of the chilled stock before storing. 	<p><i>growth.</i></p> <p><i>The low end of the Temperature Danger Zone (TDZ) is 40°F (4° C). Bacteria thrive in the TDZ.</i></p> <p><i>Any natural animal fats that have cooked out of the meat and bones will solidify on the top of the chilled liquid.</i></p>
<p>4. Store stock in appropriate containers.</p>	<ul style="list-style-type: none"> • Cover containers tightly. • Label, date, and initial each container. Refrigerate until ready for use. 	<p><i>Stock containers should be a maximum depth of four inches or a maximum volume of two gallons.</i></p>

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<p>5. Clarify stock</p>	<ul style="list-style-type: none">• Place the cold stock in a stock pot with a spigot near the bottom.• Mix clearmeat as directed by the recipe. Add the clearmeat to the chilled stock and stir.• Place the stock pot on a burner and bring it to a slow simmer over low heat, stirring occasionally to prevent the clearmeat from burning or sticking.• After the contents simmer, do not stir them or cover the pot.• Do not disturb or break up the raft after it begins to set, or the collected particles will scatter back into the broth.• Periodically drain some stock through the spigot into a strainer lined with several layers of clean cheesecloth to see if it is done.• Let the stock simmer until it is completely clear.• Continue testing the stock until particles start appearing in the draining stock.	<p><i>Clarification is a way to remove particles from stock to make it as clear as possible.</i></p> <p><i>Clearmeat is a mixture of lean ground meat, egg whites, vegetables, and seasonings.</i></p> <p><i>Clearmeat causes the tiny particles that cloud stock to collect into a raft. Removing the raft is easier than skimming individual particles.</i></p> <p><i>Draining the stock through the spigot prevents the raft from releasing particles into the stock.</i></p>
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<p>6. Quickly reheat stock to the boiling point before using it.</p>		
<p>7. Test food to make sure it is done</p>	<ul style="list-style-type: none"> • Use one of the following methods to test the doneness of baked foods: <ul style="list-style-type: none"> • Press the surface of the food with your finger. Completely cooked food will spring back. • Insert a skewer, such as a knife or a toothpick, into the center of the food. If it comes out clean with no batter or dough residue, the food is done. 	<p><i>Make sure you wash your hands thoroughly before touching food.</i></p>
<p>8. REMOVE BAKED FOOD FROM THE OVEN AND PLACE IT ON A RACK TO COOL.</p>		

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Stocks and soup preparation

Learning Objective:

Student will able

- to prepare stocks
- to prepare clear soups
- to prepare crème soups
- to prepare puree soup

Methodology:

Handouts of task breakdowns and recipes

Contents:

- Glace
- Remouillage
- Bouillon
- Preparation of clear soup
- Preparation of crème and puree soup

Instructional material: Task

Glace A reduced stock that becomes jellylike or syrupy. The flavor is highly concentrated, and is often used as a base to bolster other foods.

Remouillage Made from bones that have been used once to make stock. Remouillage is sometimes called a "second stock" and is less strong than other stocks. It is sometimes used to make other stocks.

Bouillon Also called broth, bouillon is the liquid that is left over after simmering meats. It can be the base of another soup or stew.

Additional Skills: Introduction to Starters and appetizers

Learning Objective:

Student will able to prepare fried, grilled or steamed appetizers

Methodology:

Handouts of recipes and task breakdowns; supervised practical

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Contents:

- Role of appetizers in menu
- Preparation of herb tempura
- Preparation of cutlets

Instructional Material

Starters or appetizers are food items served to guests to increase their appetite while waiting for the main course. The food served as appetizers should be:

- Small enough to eat in one or two bites eaten with fingers or fork and knife
- Attractive to enhance the appetite and visual appeal
- Designed to complement the meal to follow

Traditionally appetizers are selection of salads, fish, meat or vegetables and served:

- Pre-plated selection
- Selection of appetizers in separate dishes
- On a tray
- From a trolley

Food items served as appetizers include:

- Salads
Plain or compound salads – Fish and meat salads; vegetables salad; Russian or Italian salad;
- Fish
Fresh or marinated anchovies or lobster
Smoked salmon or trout
Prawns or shrimps cocktail
Caviars on toast
- Canapés
Fried or toasted bread garnished with smoked fish, prawns, cheese, vegetables or meats

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- Eggs
Boiled or poached eggs stuffed with fillings
- Vegetables
- Fruit cuts and juices

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Basic Sauce preparation

Learning Objective:

Student will be able to prepare basic sauces and usage in serving with variety of food

Methodology:

Handouts of task breakdowns, recipes and supervised practical

Contents:

- Brown sauce
- Veloute
- Tomato
- Hollandaise
- Derivatives of basic sauces

Instructional material:

Stocks

Stocks are the basis for most soups and sauces and are one of the most important basics in food preparation. Your recipes will give you specific instructions on making stocks, but knowing the general types will help you save time and work efficiently.

White stock Made from unbrowned meat and bones of beef, veal, or poultry. It has a full, rich flavor with little or no color.

Brown stock Made from browned bones and /or meat of beef, veal, or game. The browning gives the stock its color and roasted flavor.

Fish stock Made by poaching a mild-flavored fish and/or fish bones. Follow recipes for fish stock carefully to prevent fish bones from clouding the stock. Bones are usually sweated before the liquid is added. Sweating is coating food in a small amount of fat and cooking over a low heat until the food is softened and releases moisture.

Court bouillon Made with vegetables sautéed in water, often used for poaching fish or cooking vegetables. It may include wine or vinegar. It is also known as vegetable or neutral stock.

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Introduction to Pakistani cuisine

Learning Objective:

Student will be able to learn techniques and methodology of Pakistani cuisine

Methodology:

Handouts of recipes, lecture

Contents:

- Ingredients used in Pakistani cuisine
- Cooking methods and techniques used
- Delicacies of different regions in Pakistan
- Influence of other cuisines

Instructional material:

Pakistani Cuisine

Cooking techniques

- Baghar (tarka)
Seasoning technique is used for dals, vegetables, meat and fish. Spices or seasonings are heated in ghee or oil to intensify the flavor.
- Bhuna
It is a form of stir-frying that involves cooking ingredients over high heat with small amount of water.
- Dum
Steam cooking that evolved during the Mughal period. Food is prepared in heavy pan with tight-fitting lid.
- Korma
Braising technique that traditionally features meat as the main ingredients.
- Tandoori
Cooking method used for baking, grilling and roasting.
- Talana
Deep frying cooking done in karahi.

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Common Ingredients

Grains:	Wheat, corn, rice, barley
Staple Ingredients:	Dairy products, Fruit, pulses
General Flavor:	Chiles, garlic, ginger, spice mixture (garam masala), onions, yogurt
Condiments:	Achar, chutney, raita, vinegar
Seasoning:	Bay leaf, cardamom, cinnamon, coriander, cumin, mint

Four Provinces share common traits but vary in preparation techniques and ingredients. The neighboring countries have the influence upon the food of adjoining provinces. Punjab is influenced by fiery spices of India Punjab, Balochistan is influenced by Iran and Afghanistan and Frontier Province by Afghanistan and northern areas.

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Curry and sauce dishes

Learning Objective:

Student will be able to prepare curry and sauce dishes of Pakistani cuisine

Methodology:

Handouts of recipes; supervised practical

Contents:

- Preparation of curries and massalalas
- Preparation of Qorma

Instructional Material:

Method of cooking

The preparation of curries and qorma involves more than one cooking method. As discussed in the previous section, preparation of qorma involves braising, and before braising is done few ingredients of seasoning are sautéed or stir-fried.

Curry refers to as any dish accompanied by a sauce that is used to moisten grains or enhance flatbreads. Curry sauce depicts its color from the primary ingredient: Red from tomato; yellow from turmeric and cumin; green from spinach, mint, green chilies or cilantro; white from yogurt or coconut. The order that ingredients and seasonings are added during the cooking process determines the consistency. The spices release their flavor and aroma at different stages so timing is essential. Seasonings are added at the end of cooking in case of wet curries whereas in case of dry curry spices and flavorings are cooked together initially.

For the Instructors

Hand over the recipes and discuss in detail the procedures and possible variation in preparation of qorma and curry dishes.

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Preparation of Karahis

Learning Objective:

Student will able to prepare pan-fried dishes

Methodology:

Handouts of recipes and supervised practical

Contents:

- Wok cooking in Pakistani Cuisine
- Preparation of Karahi Dish

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BBQ

Learning Objective:

Student will able to demonstrate skills of preparing food on the grill and flame

Methodology:

Handouts of recipes and supervised practical

Contents:

- Cooking on flame and grill
- Marinades used in grilling
- Grill Chicken preparation

Instructors:

Provide the recipes for different marinades used in BBQ. Teach the students to put the meat on grill and cuts of meat used in grilling and BBQ.

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Chinese Cuisine

Learning Objective:

Student will be able to learn basic Chinese cuisine

Methodology:

Handouts of recipes and lecture

Contents:

- Regions of Chinese cuisine
- Basic ingredients used in Chinese cooking
- Local adaptations
- Woks and other equipment used

Instructional Material

Chinese cuisine is characterized by four distinct cooking styles:

- Northern or Beijing/ Peking Style
Peking duck is the most famous dish of the region besides sweet and sour dishes. Influenced by the Mongolian culture, broths with meats are prepared. Garlic, green onions and dark soya sauce are the main seasoning agents. Noodles, pancakes and dumpling are more common in this region.
- Southern or Cantonese Style
Minimum usage of seasonings are found in this cooking region and are flavored in a simple manner with little spiciness. Hoisin, plum, oyster and light Soya sauce are typical cooking condiments along with garlic. Cantonese prefer quick cooking styles such as stir-frying and steaming to highlight the natural flavor and color of the fresh ingredients. Barbecuing, roasting and simmering are also used for cooking. Dimsum and lacquered meats are famous dishes of the area.
- Eastern or Shanghai Style
Soya sauce, ginger and sugar are used as flavoring agents. Natural flavors are accentuated by keeping dishes light and delicate. Red cooking and

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blanching are the common ways of cooking. Fish and rice are found in abundance specially carps and crabs.

- Western or Szechwan Style

This region is famous for highly seasoned food. Most of the dishes are hot and sour and oily. Roasted Chilies in salt and oil, onions, garlic, ginger, dried black mushrooms and fungus as well as the sesame seed oil add to the flavor of the region.

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Chinese cooking – sauce dishes

Learning Objective:

Student will able to cook Chinese sauce dishes

Methodology:

Handouts of recipes and supervised practical

Contents:

- Stir-frying and preparation of basic Chinese sauces
- Preparation of a sauce dish

Additional Skills: Noodles in Chinese cooking**Learning Objective:**

Student will able to learn the skill of noodles preparation

Methodology:

Handouts of recipe and supervised practical

Contents:

- Myths of Chinese noodles
- Eggs and rice noodles
- Preparation of home made noodles
- Choy mien and chop suey cooking

Instructional Material

Cooking techniques:

Redcooking/ stewing – cooking mat in soya sauce and water

Velvetting – meats or seafood is coated with egg whites, corn starch and vinegar and deep fried.

These techniques will be practiced by the students following a recipe given by the instructor. Group of 3-5 people will be formed and each group will cook its own recipe.

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International cuisines

Learning Objective:

Student will be able to gain basics of Italian, French and other continental dishes

Methodology:

Handouts of recipes; lecture

Contents:

- Basic ingredients used in Italian cuisine
- Basics of cheese in cooking
- Pizza Dough making; Ingredients used in pizza; Innovations and styles of pizza production
- Types of pasta; Art of making pasta; Use of pasta in various dishes
- Basics of French cuisine
- Introduction to other European and continental cuisines
- Ingredients used
- Adaptations to local taste

Instructional Material

Italian Cuisine:

Italy is divided into three regions for culinary purposes – south, central and north.

Northern Italian cuisine is dominated by meat along with seafood in some parts. Milk, butter and cow's milk cheeses are common because of vast areas of grassland. Pasta, polenta and dumplings are quite popular. Risotto (rice dish) is used as staple. Boiling, stewing and braising are usual methods of cooking.

Central Italy is famous for its simple cuisine. Food is seasoned with olive oil and herbs. This region is also known for its livestock, therefore lamb, beef and goat meat is grilled, roasted, stewed or deep fried.

In Southern Italy chicken and lamb are the commonly used ingredients for food. Dairy products are rare because of lack of grasslands. Goat, sheep and buffalo milk is commonly used and popular mozzarella is made from buffalo milk. Olive oil is used as fat. Eggplants, tomatoes, zucchini and seafood is produced in abundance.

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Making Pasta:

1. Mix pasta dough
2. Knead until the dough is properly developed
3. Smooth the dough and form a ball, put it under cover at room temperature for an hour.
4. Pass the pasta through machine
5. Join the ends of the pasta and form a loop (ring)
6. Cut the sheets of pasta using a machine attachment, knife or cutter.
7. Cook pasta in a large amount of salted water to get best flavor and texture.

Sauces for pasta:

Fresh pasta goes with light sauce, dried pastas require heavier sauce and filled pasta require very light sauce

French Cuisine:

Four culinary regions are there in France – Northwest, Northeast, Southeast and southwest.

Northwest France is along the coastlines and therefore seafood is in abundance and variety. Oysters, lobsters, clams, crabs, mackerel and sole are among the seafood. Lamb and goat also share the popularity. Fruits and vegetables include plums, pears, potatoes, artichokes, endive and pumpkins. Wheat, barley and corn are used as grains. Cow's milk cheese again a popular item of the region.

Northeast France cuisine is influenced by the neighboring countries of Belgium, Germany and Switzerland and southern Germany in particular. Cherries, grapes, wild mushrooms, potatoes, beets, asparagus and cabbage are the commonly available fruits and vegetables. Freshwater fish and game are main protein items. Butter is used as fat. Choice grain is wheat used to make egg noodles.

Southeast region features beef, lamb, duck and rabbit for meat. Cheese is made from cow, sheep and goat's milk. Apples, grapes, cherries, strawberries, mushrooms, cabbage, potatoes are in abundance. In some areas artichokes, eggplant, tomatoes, peppers, garlic, herbs and olives are staple. Figs and apricot are also available. Anchovies, sardines, red mullet and monkfish are the commonly found fish and a fish stew is specialty of the area.

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Southwest French cuisine is comprised of seafood including oysters, mussel, eel, tuna and cod. Poultry, turkey, pigeon, duck and geese are commonly found in inland areas. Walnuts, chestnuts, black truffles and some other wild mushrooms are available. Olive oil and duck fat are used. Cheese is made of goat's milk.

Mexican Cuisine:

Southern Mexican Food is famous for seafood dishes that are flavored with olive oil, garlic, onion and capers and green olives with addition of jalapenos and tomatoes.

Central Mexican food uses dried or fresh chilies, numerous meats, fresh fruits and vegetables like tomatoes, mangoes, pears and tomatillos. Herbs such as epazota, cilantro and avocado leaves are used as seasoning and topping.

Northern Mexico is famous for salsas and fajitas. The flavor profile of the region is smoky, rich yet lean, spicy, including garlic, wheat and corn.

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Sandwiches and burgers

Learning Objective:

Student will able to prepare state-of-the-art sandwiches and burgers

Methodology:

Handouts of recipes; lecture and practical

Contents:

- Preparation of cold sandwiches
- Preparation of hot sandwiches
- Techniques and variations in burger preparation

Instructional Material

Sandwiches are made of four simple elements:

Bread

Various breads, rolls, buns, rolls and wrappers (egg rolls) are used to make simple and special sandwiches

Spread

Spreads are applied directly to the bread. These are acted as barriers to keep the bread from getting soggy. Also these are acted as moisturizer to hold the sandwich together. Mayonnaise, butters, Mustard sauce, spreadable cheeses are few examples of spreads used in sandwiches.

Filling

The focus of the sandwich is the filling. Fillings are cold and hot.

Sliced

Garnish

Types of sandwiches:

Open or Closed

Cold or Hot

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Additional Skills: Cold appetizers

Learning Objective:

Student will able to prepare canapés, open-faced sandwiches, dips and relishes

Methodology:

Handouts of recipes, supervised practical;

Contents:

- Role of cold appetizers in foodservice
- Plate presentations
- Receptions and formal banquets service
- Canapés and open-faced sandwiches preparation

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Rice dishes – biryani, pullaos and risotto

Learning Objective:

Student will be able to cook variety of Pakistani rice dishes with an introduction of risotto

Methodology:

Handouts of recipes; practical

Contents:

- Ingredients used
- Variations and adaptations in rice dishes
- Preparation of Biryani with variations

Instructional Material:

The name biryani or biriani is derived from the Persian word beryā(n) which means "fried" or "roasted". Biryani is a family of Middle Eastern, Southern Asian dishes made from a mixture of spices, rice, meat/vegetables and yogurt.

There are many kinds of biryanis and each kind has uniqueness about it. Pre-mixed biryani spices from different commercial names are easily available in markets these days, which reduce the preparation time, though the taste differs considerably.

The spices and condiments used in biryani are what primarily contribute to the taste; these are generally cloves, cardamom, cinnamon, wasabi, bay leaves, coriander and mint leaves, apart from ghee, ginger, onions, garlic and yoghurt. The premium varieties include saffron. For a non-vegetarian biryani, the main ingredient that accompanies the spices is the meat—chicken, goat, lamb, shrimp, or sometimes beef, though vegetable biryani varieties are also popular. The dish is served with raita, korma and curry.

TASK: Cook Rice

To complete all steps, you will need standard recipes, pots with lids, a stove, a spoon, measuring cups, seasonings, oil, butter, and a cook's fork.

STEPS	HOW TO DO	ADDITIONAL INFO
1. Boil rice.	<ul style="list-style-type: none">• The amount of water or other	<i>The proportion of liquid to rice</i>

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	<p>liquid needed to boil one cup of rice will be defined by the instructor.</p> <ul style="list-style-type: none"> • Select a pot that will allow for swelling of the rice. Add liquid and seasonings and bring the liquid to a full boil. • Measure the amount of rice to be cooked. • Stir the rice into the boiling liquid to keep the rice from clumping. Bring the liquid to a boil again. • Reduce the heat and cover the pot tightly so the rice will simmer gently. • Simmer for the amount of time indicated by the recipe or by the type of rice. • Drain off excess liquid if necessary and fluff the rice with a cook's fork. 	<p><i>changes from kitchen to kitchen.</i></p>
<p>2. Prepare rice by the pilaf method.</p>	<ul style="list-style-type: none"> • Heat a small amount of oil or butter in an appropriate-size pot. • Measure the rice and liquid according to the recipe. • Place the rice in the pot and saute it until it is coated with the oil or butter. Add liquid as directed by the recipe. 	<p><i>The finished product should be light and fluffy with each grain separate.</i></p>

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- Bring the mix to a full boil, then lower the temperature so the mix simmers. Cover the pot tightly.
- Place the covered pot in an oven for 20 to 25 minutes.
- After all liquid has been absorbed, fluff the rice with a cook's fork.

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Introduction to baking

Learning Objective:

Student will able to learn the basics of baking

Methodology:

Handouts; lecture and demonstration

Contents:

- Equipments used in baking
- Dough making for cakes, cookies and buns
- Introduction to variety of desserts prepared in bakery
- Temperature handling and timings in baking
- Art of icing and decoration

Basics of dough making**Learning Objective:**

Student will able to make dough to be used for variety of purposes

Methodology:

Handouts of recipes; practical demonstrations

Contents:

- Dough making
- Variations in dough making

Buns and breads**Learning Objective:**

Student will able to bake buns and breads

Methodology:

Handouts of recipes; practical demonstration

Contents:

- Baking of bun and breads
- Variations in bread baking

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Cookies and cakes

Learning Objective:

Student will be able to bake cookies and cakes

Methodology:

Handouts of recipes; practical

Contents:

- Cookies and cake baking
- Baking of puff pastry

TASK: Bake Food

To complete all steps, you will need standard recipes, an oven (standard or convection), pans, ingredients, a skewer, measuring cups and spoons, flour, paper towels, a rack, a cook's thermometer, shortening, and mixing bowls.

STEPS	HOW TO DO	ADDITIONAL INFO
1. Preheat the oven to the temperature indicated in the recipe.		<i>Baking is dry heat surrounding the item being cooked. Baking is done at lower temperatures than roasting.</i> <i>Doughs and batters are usually baked. Meat, poultry, and game are usually roasted.</i>
Check the temperature with a cook's thermometer.		
3. GREASE AND FLOUR PANS IF CALLED FOR IN THE RECIPE.	<ul style="list-style-type: none"> • Use the pan specified in the recipe. • Dip a clean paper towel into a container of shortening. • Wipe the shortening on the inside surfaces of the pan or dish. Make sure the entire surface of the pan is lightly coated with grease. 	<i>A pan that is too large will cause the food to rise poorly and the edges to burn. A small pan will prevent the food from cooking completely.</i> <i>Some cooks line their baking pans with paper liners, instead of greasing the pans.</i> <i>Some recipes call for flouring the pan without greasing it.</i> <i>Some recipes, especially those for tall cakes such as angel food cakes, are baked in ungreased and unfloured pans.</i>

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	<ul style="list-style-type: none"> • Shake a handful of flour into the pan. Move the pan around to evenly spread the flour. Make sure the entire surface is covered with flour. • Tap the pan with your hand or on a work surface to loosen excess flour. Empty the excess flour in the appropriate area 	
4. PREPARE THE FOOD.	<ul style="list-style-type: none"> • Carefully measure the ingredients. • Combine ingredients as specified in the recipe. • Pour the ingredients into the pan. 	
5. PLACE FOOD UNCOVERED IN THE OVEN.		<i>Do not crowd items in the oven. It will cause uneven baking.</i>
6. BAKE THE FOOD FOR THE TIME LISTED IN THE RECIPE..	<ul style="list-style-type: none"> • Keep the oven door closed. • Do not open the door frequently during baking to check the food. 	<i>Oven temperatures drop each time the door is opened. Uneven temperatures during the rising process will cause cakes to fall or sag in the middle and other pastries to become tough.</i>

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<p>7. TEST FOOD TO MAKE SURE IT IS DONE</p>	<ul style="list-style-type: none">• Use one of the following methods to test the doneness of baked foods:<ul style="list-style-type: none">• Press the surface of the food with your finger. Completely cooked food will spring back.• Insert a skewer, such as a knife or a toothpick, into the center of the food. If it comes out clean with no batter or dough residue, the food is done.	<p><i>Make sure you wash your hands thoroughly before touching food.</i></p>
<p>8. REMOVE BAKED FOOD FROM THE OVEN AND PLACE IT ON A RACK TO COOL.</p>		

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Desserts – caramel crème, moussee & soufflé

Learning Objective:

Student will able to gain basic knowledge of mousse and soufflé

Methodology:

Handouts of recipes; practical demonstration

Contents:

- Preparation of a mousse, soufflé and crème caramel

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Standard recipe, cost and control function

Learning Objective:

Student will able to gain basic knowledge of developing standard recipe, cost of food item and control procedure

Methodology:

Handouts of recipes; lecture and practice session

Contents:

- Yield or butcher test
- As purchase portion
- Servable portion
- Food cost
- Purchase function
- Control on receiving and issuing

Additional Skills: These are additional skills that may be taught to the students of food production so to make them knowledgeable about the guest service in the restaurant. These skills will help them to improve further their performance and achieve higher standards of services.

Basic tasks of a server**Learning Objective:**

Student will able to gain basic knowledge of tasks performed by a food server

Methodology:

Lecture and video

Contents:

- Basic qualities of a server
- Role of chef/ cook in foodservice
- Concept of cook server
- Major tasks perform by a food server

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Introduction to service Mis en place

Learning Objective:

Student will able to gain basic understanding of various wares used in foodservice

Methodology:

Charts; lecture and video

Contents:

- Introduction to chinaware, glassware and silverware
- Wiping and polishing techniques
- Appropriate usage of wares in foodservice

Setting up a guest table

Learning Objective:

Student will able to understand the basic table setup and its relevance with sequence of service

Methodology:

Lecture and video; practice session

Contents:

- Basics of professional table service
- Table layout and setup
- Sequence of service and table setup

Professional table service

Learning Objective:

Student will able to gain basic understanding of professional table service

Methodology:

Charts; lecture and video

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Contents:

- Sequence of service
- Service of food in courses
- Basics of beverage service

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Order taking skills

Learning Objective:

Student will be able to take orders effectively

Methodology:

Handouts; video and lecture

Contents:

Importance of food knowledge

Suggestive and up selling techniques

Knowing guests' preferences and needs

Sequence of order taking

Instructional Material: (Make the students practice on the steps mentioned below after explaining in detail the concepts and importance)

TASK: Take and Process Food Orders

Items Required: To complete all steps, you will need an order pad or guest checks and a pen.

STEPS	HOW TO Dos	TIPS
<p>1. Tell guests about specials.</p>	<ul style="list-style-type: none"> ▪ Know the daily specials. If appropriate at your restaurant, try to taste each one. ▪ Always describe specials and chef's choice items, such as the soup of the day, before guests ask. ▪ Describe the ingredients and the preparation of specials in an appealing way. Always give the price of specials. 	<p><i>If the chef does not announce the specials, it is your responsibility to ask and be fully informed.</i></p> <p><i>Guests will become annoyed if they ask what the soup or vegetable of the day is and have to wait for the server to go to the kitchen to find out.</i></p>

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<p>2. Ask for the food order.</p>	<ul style="list-style-type: none"> ▪ Offer to help guests with menu selections. Answer any questions about the menu. ▪ Ask if they are ready to order. 	
<p>3. Follow an order-taking system.</p> <p>4. Stand in the correct position to take orders.</p>	<ul style="list-style-type: none"> ▪ Know the numbering system for the chairs at each table. Chair #1 at each table is typically the chair closest to the door or some other landmark in your restaurant. ▪ When writing orders on your order pad or guest check, write the order for the guest in chair #1 on the first line of the order form. ▪ Take the orders of children first, then women, and then men. Write their orders in the corresponding place on the order pad. For instance, if the guest in chair #2 is the only woman at the table, take her order first and write it on line #2 on the order pad. ▪ Continue to take food orders in a clockwise pattern around the table. ▪ The place where you stand to take orders is: <ul style="list-style-type: none"> • In different positions around the table so you can speak one-on-one to each guest • In one position to get the attention of the entire table so that everyone can hear your suggestive selling 	<p><i>By taking orders in a standard clockwise fashion, someone else can serve your guests without having to ask who ordered what.</i></p> <p><i>Remember that the chair numbers identify each seat at the table. They don't stand for the order in which you'll write things down.</i></p> <p><i>If everyone follows this system, you'll never need to use tricks to identify guests (such as noting what they are wearing)</i></p>

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	<ul style="list-style-type: none"> • It depends on the table and the guests ▪ Always stand up straight as you take orders. Do not rest the order pad on the table. ▪ Look at each guest when he or she is ordering. Watch for hesitation in making a decision. This provides you an opening to offer a suggestion. 	
<p>5. Ask the appropriate questions.</p>	<ul style="list-style-type: none"> ▪ Pay attention to details and know your menu thoroughly. ▪ Know what questions to ask for each item to determine the guests' choices. For instance, know if a guest must choose soup or salad. ▪ Know when you need to ask for more information, such as how the guest would like an item cooked. ▪ Repeat each completed order to the guest, especially if there are special details or requests regarding preparation or service. 	<p><i>If you don't ask the right questions when taking the order, you will have to interrupt your guests to find out necessary preparation and service information. This is embarrassing to you and annoying to your guests.</i></p> <p><i>Try not to sound mechanical when describing choices. Make every item sound good.</i></p>
<p>6. Suggest additional courses.</p>	<ul style="list-style-type: none"> ▪ Suggest additional courses such as appetizers, soups, and salads when you take the food order ▪ Think about what the guest has selected and suggest items that will go well with the entrée. 	<p><i>By suggesting additional items, you can enhance the dining experience, increase revenue for the restaurant, and increase your tips.</i></p>

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<p>7. Try to meet special requests.</p>	<ul style="list-style-type: none"> ▪ Some guests may request an item to be prepared in a way not listed on the menu. ▪ Write all special requests on your order pad and tell kitchen employees about the requests when you place the order. ▪ You may need to check with the chef or your supervisor before making a promise to a guest. 	
<p>8. Ask if guests would like another beverage.</p>	<ul style="list-style-type: none"> ▪ Suggest another drink if a beverage is one-half to three-fourths empty ▪ Clear empty glasses before serving new beverages. 	
<p>9. Change ashtrays as needed, and tidy the table to keep it as fresh as possible.</p>	<ul style="list-style-type: none"> ▪ Turn a clean ashtray upside-down and place it over the dirty ashtray on the table. ▪ Pick up both ashtrays and place the dirty one on your tray. ▪ Place the clean ashtray back on the table. 	<p><i>Ashtrays should be changed each time they contain one or two cigarette butts.</i></p> <p><i>This method will prevent ashes from falling on guests or the table as you remove the ashtray.</i></p> <p><i>Keeping the table clear and attractive makes the guest more comfortable.</i></p>
<p>10. Enter the food order into your restaurant's point-of-sale unit or on the guest's check.</p>		<p><i>Food checks must be entered into the point-of-sale unit before the kitchen will prepare any food.</i></p>
<p>11. Time the preparation of the food.</p>	<ul style="list-style-type: none"> ▪ Turn in the order for each course when guests are about three-fourths finished with the previous one. If the kitchen is busy, turn in the orders sooner. 	<p><i>The timing of food preparation is important to a smooth dining experience. Each guest in a party should be served at the same time.</i></p>

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	<ul style="list-style-type: none"> ▪ Serve courses in the following order, unless guests request a different order: <ul style="list-style-type: none"> ▪ Appetizers • Soup • Salads • Entrees • Dessert • Coffee/Tea ▪ Check with the cook or your supervisor if you are concerned that an order is not being prepared in a reasonable amount of time. Don't make guests wait without an explanation from you or your supervisor. ▪ If you are too busy to pick up an order as soon as it is ready, ask another restaurant server for help. 	<p><i>At some restaurants, servers give their orders to an expeditor who calls the orders to the appropriate kitchen stations. Both servers and expeditors must know cooking times and coordinate orders to deliver courses to guests on time.</i></p> <p><i>If there is a problem with a guest's order, do not avoid the table. Guests appreciate knowing what's going on.</i></p>
<p>12. Place food orders with the kitchen.</p>	<p>(Instructor elaborates the methods of placing orders)</p>	<p><i>Special orders may require speaking with the chef. Always be polite and limit conversations to a minimum when possible.</i></p>

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Suggestive selling

Learning Objective:

Student will be able to apply suggestive selling techniques while order taking

Methodology:

Handouts; video and lecture

Contents:

Order taking and salesmanship

How to suggest and induce guests to order

Increasing average checks and sales

Instructional Material:***Suggestive Selling***

Encouraging guests to buy additional food and beverages is known as suggestive selling. An example is suggesting appetizer before the main meals or with beverages.

Upselling

Suggesting more expensive and better quality food and beverage items is known as upselling. You can upsell by suggesting fresh juice or shake when guest is ordering for cold drinks.

Good judgment and tact are required to suggest and upsell. You should not hesitate to suggest additional items that will improve guests' meal. You must learn to pick up on when guests want suggestions.

Do not consider suggestive selling a pushy action. These techniques are part of providing quality service.

The key to effective selling is a good knowledge of menu. You should know all of the products on the menu. When complete familiarity of menu items and the method of preparation is known, suggestion can be done confidently and professionally.

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Tips for effective suggestive selling and upselling:

- Develop selling attitude
- Enthusiasm and excitement to sell
- Use phrases and words that make food appetizing.
- Ask questions to know the needs and wants of guests.
- Name items; do not simply ask about soup but its name.
- Use the word 'prefer'. "Would you prefer a scoop of vanilla ice cream or a portion of fresh fruit salad"
- Suggest the items that are not usually ordered. Most of the guests are not sure or not knowledgeable about the food items, they require your assistance in deciding the menu.
- Suggest foods and beverages that naturally go together – soups and appetizers; tea/ coffee and dessert; steaks with potatoes etc
- Appreciate what guest likes or orders.
- Get the feedback from the guest about your suggested item.

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Fire fighting basic introduction

Learning Objective:

Student will be able to know the basics of fire fighting

Methodology:

Handouts; video and lecture

Contents:

Fire extinguishers

Fire fighting rules

Procedures followed in case of emergency

Instructional Material:

Basic causes of fire in foodservice establishment and especially in kitchen are:

- Grease Fire
- Electrical Fire
- Fire erupt from trash papers
- Carelessness while handling inflammable material near fire

Precautionary measures to avoid fire are:

- Awareness among staff about the potential fire dangers
- Prompt repair of exposed wires and faulty plugs
- Thorough training for avoiding and fighting fire
- Easy accessibility of fire extinguishers
- Proper maintenance of fire extinguishers
- Emergency exits and the role of each employee in case of fire emergency should frequently be taught.

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Basic First aid techniques

Learning Objective:

Student will able to handle guests and colleagues in case of injury

Methodology:

Handouts; video and lecture

Contents:

Commonly occurring health or physical problems

Techniques used in first aid procedures

Instructional Material:

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Sanitation and hygiene concerns

Learning Objective:

Student will be able to identify the importance of hygiene and sanitation in food service operations

Methodology:

Handouts; video and lecture

Contents:

Hygiene and sanitation defined

Ways and measures to maintain hygiene

Instructional Material:

Defining hygiene

Hygiene is defined as maintenance of germ-free environment and prevention of contamination of food from disease producing agents. Following work habits and practices make the employee capable of maintaining personal hygiene and sanitation and as well as of work place.

Importance:

The guests and coworkers depend on you to serve safe food.

Cleanliness comes from:

- Bathing or showering every day before work
- Using deodorant/antiperspirant every day before work
- Brushing your teeth every day before work
- Shampooing your hair often

It also comes from washing your hands thoroughly:

- Before going on duty
- After sneezing or coughing, touching something soiled, taking a break, smoking a cigarette, or going to the bathroom

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Complaint Handling

Learning Objective:

Student will be able to know the basics of complaint handling

Methodology:

Handouts; video and lecture

Contents:

Learning the LEARN process of complaint handling

Instructional Material:

Task: Handling Guest Complaints

STEPS	HOW TO Dos	TIPS
<p>1. Listen to the guest.</p>	<ul style="list-style-type: none"> ▪ Listen to the details of the complaint. Give the guest time to explain how he or she feels and what he or she wants. ▪ While listening, stay calm, and do not react angrily or argue with the guest. 	<p><i>Repeat business happens when satisfied guests tell their friends about their positive dining experiences.</i></p>
<p>2. Apologize to the guest</p>	<ul style="list-style-type: none"> ▪ Acknowledge the guest's feelings and apologize for the problem, no matter whose fault it is. ▪ Repeat the complaint to make sure you understood everything and so the guest 	

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	knows you listened.	
3. Take appropriate action.	<ul style="list-style-type: none"> ▪ Explain to the guest how you are going to resolve the situation. ▪ Excuse yourself and tell the guest when you will return. ▪ Call a manager immediately to talk to the guest. Let the manager know what you have done to solve the problem. 	
4. Thank the guest.	<ul style="list-style-type: none"> ▪ While you are waiting for a manager to talk to the guest, thank the guest for bringing the problem to your attention. ▪ Never argue, criticize, ignore, or challenge a guest's complaint. 	<i>The guest does the restaurant a favor by complaining — it gives you a chance to fix the problem. A guest with a problem who doesn't complain to you is probably complaining to other potential guests.</i>

Complaints always provide us with an opportunity to win guests loyalty, so one should always take it as a positive note. Guests feed back always let us have an impression about his experience in our restaurant. There is always a room of improvement and a well traveled guest who really knows about the different service styles and enough food knowledge will always prove to be a source of information about recent trends in this ever changing industry.

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Although we must act proactively to avoid any mishap or incident which cause discomfort to the guest, but if by any chance a complaint occurs, we must admit and own it and immediately rectify and ensure that the guest is satisfied with the services before they leave the restaurant, because the delay of any kind will make the situation worst.

It is not necessary that the guest is always right about what he is complaining but never forget that guest is always a guest and the guests are too good to loose. It is a famous saying in our business that it is the guest because of whom we get paid at the end of the month.

As this profession is all about always YES and YOU ARE ABSOLUTELY RIGHT, in this way there is nothing in our hand except to make guest happy by any possible means and a successful server always consider a complaint as a test of his patience, tolerance, open mindedness, confidence on himself, decision making and presentation skills, because he is carrying company's image.

Either it's a guest complaint or satisfaction note, it always works as a chain reaction and is a source of marketing itself, for example, if one guest had a very pleasant and satisfied meal experience in our restaurant he along with his invitees feel good about it and he as well as his guests will also consider this place for their future events with pleasure. They will definitely recommend this place to their friends and colleagues also.

There could not be anything worse than an annoyed guest, so we should always take very special care while handling a guest complaint keeping in view the principle given below:

L **E** **A** **R** **N**
(Listen) (Empathize) (Apologize) (Rectify) (Notify)

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Using Communication tools

Learning Objective:

Student will be able to know the use of log books and comments books/ cards

Methodology:

Handouts and lecture

Contents:

Log books and reservation books

Comments card and complaint books

Instructional Material:

Log Books

These are used to notify the problems and operational proceedings occurred through out the day. Corrective actions are taken after viewing it.

Equipment and machinery log book

Maintenance of kitchen equipments are scheduled and monitored by maintaining the log book.

Message book

Important messages for the employees of incoming shifts are noted.

Banquet function sheets

Arrangements for Banquet events are communicated through these banquet order or function sheets distributed by the banquet operations.

Employees' duty rosters

Schedules of employees on daily, weekly and monthly bases are maintained.

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Telephone handling and reservations

Learning Objective:

Student will able to attend telephonic calls and reservations

Methodology:

Handouts; video and lecture

Contents:

Telephone handling skills

Taking reservations

Instructional Material:

Handle Telephone Calls

1 Attend Telephone Calls

Pick up the phone with in three bells, the interval between one bell to another is 3 seconds (pick up the phone within 9 seconds).

2) Greet the quest

Greet the guest by saying Good morning / after noon / Evening, Location and your name and in the end how may I help you? (Do not forget to tell the location and your name this will help guest to know that he is talking to the right person at the right place).

3) Listen to the quest

Listen carefully so that the guest should not have to repeat (you must be a good listener to avoid any confusion).

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4) **Be well informed**

You must know all the product knowledge like menus, restaurant timings, buffet prices, reservation status and all the upcoming events (you must be well informative to answer guest queries).

5) **Be courteous**

You must be polite and courteous and always smiling tone, (it is the key to success and leaves good impression on the guest). Your tone should always be the same on telephone.

TASK: Taking telephonic reservation

STEPS	HOW TO Dos	TIPS
<p>1. Take reservations by-telephone or in person.</p>	<ul style="list-style-type: none"> ▪ Answer the phone by the third ring. Smile and identify yourself and the restaurant ▪ Use proper salutation and standard phrase as per directions of supervisor. 	<p><i>Reservations make service easier, because they let the service staffs know when guests will arrive.</i></p> <p><i>Reservations may be made by telephone, in person, or by written request.</i></p> <p><i>Reservations must be carefully controlled so that the restaurant is not overloaded with arrivals.</i></p>
<p>2. Get reservation information and enter it into the reservations book.</p>	<ul style="list-style-type: none"> ▪ Ask the person making the reservation for: 	

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	<ul style="list-style-type: none">• Date and time of the reservation• Name under which the reservation is being made• Number in the party, including number of children• Special requests, such as a booth, a window seat, a high chair, etc.• Smoking or nonsmoking section• Guest's telephone or room number• Special occasion the guests might be celebrating <ul style="list-style-type: none">▪ For difficult or unusual names, ask guests to spell the names. Repeat all information back to the guests and thank them for making the reservation.▪ Under the correct spelling of the name, write it the way it sounded when it was pronounced.	<p><i>Writing the name the way it sounds will help the host pronounce the name correctly when the guest arrives.</i></p>
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	<ul style="list-style-type: none"> ▪ Write your initials next to the reservation. 	
<p>3. Make suggestions.</p>	<ul style="list-style-type: none"> ▪ If a caller asks what's on the menu, describe several entrees. ▪ If a guest seems concerned about table selection, make suggestions based on the preferred tables if they are not already reserved. ▪ 	<p><i>Guests often haven't made up their minds where they want to eat. When you get them to make a reservation, you increase the likelihood that they will eat at your restaurant.</i></p>
<p>4. Process reservations received in writing.</p>	<ul style="list-style-type: none"> ▪ Enter a reservation from a written request in the reservations book. ▪ Note: ▪ Date and time of the reservation ▪ Name under which the reservation is being made ▪ Number in the party, including number of children 	<p><i>Written reservation requests will usually be given to the food and beverage director or restaurant manager.</i></p>

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	<ul style="list-style-type: none">▪ Special requests, such as a booth, a window seat, a high chair, etc.▪ Smoking or nonsmoking section▪ Guest's telephone or room number▪ If the guests are celebrating a special occasion▪ Note that the reservation was received in writing, so that the guest will be sure to get the best possible table and service.▪ Write your initials next to the reservation.	<p><i>A guest who writes ahead for a reservation deserves extra-special attention.</i></p>
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Supplies and store issues procedure

Learning Objective:

Student will be able to follow the procedures of issuing restaurant supplies

Methodology:

Handouts and lecture

Contents:

Requisition slips

Handling supplies inventory and reordering

Instructional Material:

Inventories of food and supplies are maintained to avoid run out or not getting required items when required.

1. Inventory food

Count rolls, whole loaves of bread, whole fruits and vegetables, and other items used in kitchen.

Write down the amount of each item on an inventory form.

2. Prepare a food requisition

Look at your par stock list to determine how much of each item should be on hand.

Look at your inventory form to determine how much of each item you already have.

Figure out how much to order by subtracting the amounts on the inventory form from the total amounts on the par stock list. Write these on the food requisition.

3. Prepare a beverage requisition

Look at your par stock list to determine how much of each item should be on hand.

Look at your inventory form to determine how much of each item you already have.

Figure out how much to order by subtracting the amounts on the inventory form from the total amounts on the par stock list. Write these on the beverage requisition.

4. Pick up food and beverages

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Take the requisitions to the storeroom to pick up the items.

Check the items issued against the requisitions. Make sure the correct amounts and specified items are issued.

If an item's quality is poor, tell your supervisor.

5. Store food, linens, and beverages

Store requisitioned items in the correct places, shelves, refrigerators, chillers or side station.

If you see crumbs or dust on the shelves, remove all items. Wipe the shelves with a clean cloth, and store the items.

Rotate items so that fresh items are stored on the back of the shelves and old items are moved to the front. (Rotating items in this way is known as "first in, first out" (FIFO). It reduces spoilage.)

Check expiration dates to make sure products are fresh. Tell your supervisor about any expired products.

Arrange shelves neatly, with each item's label toward the front. Check off items on the requisitions as you store them. When all items have been stored, turn in the completed requisition to your supervisor.

Tell your supervisor about any shortages or low-stock items.

6. Practice safe lifting

Lift with your legs and keep your back straight.

Ask for help with heavy items to avoid injury.

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Wastage control

Learning Objective:

Student will be able to know ways and means of wastage control

Methodology:

Handouts; video and lecture

Contents:

How to use resources wisely

Identify means of wastage of resources

Instructional Material:

WASTE can be reduced by carefully calculating the number and sizes of portions. However, it is often easier and more efficient to prepare ingredients used in many dishes at one time. The leftovers from this bulk preparation must be properly stored to reduce waste and contamination.

Food that is held in storage, even refrigerated storage, can spoil if it is held too long. Follow these rules for storing, rotating, and throwing away leftovers:

- Keep food out of the Temperature Danger Zone — 40 to 140 degrees Fahrenheit (4 to 60 degrees Celsius) — as much as possible. Cool leftovers to 40° F (4° C) in no more than four hours.
- Store food in the right size containers. Air space in containers that are too big will encourage bacterial growth. If the container is too small, it may not cover tightly — and this can also cause contamination.
- Tightly cover or wrap leftovers.
- Date and label leftovers.
- Rotate leftovers so that the oldest leftovers are in the front of the storage area. Always use the oldest leftovers first.

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- Throw away all leftovers more than three days old, even if they look and smell fine.
- Throw away any undated leftovers.

Some kitchens use a color code to date, store, and rotate leftover food. A color is assigned to each day of the week, and food stored on a particular day is marked with the corresponding color. For example:

Sunday	Red
Monday	Dark green
Tuesday	Brown
Wednesday	Yellow
Thursday	Orange
Friday	Light green
Saturday	Blue

Food stored on Wednesday would be marked with yellow, and kitchen staff would then throw out all food marked with yellow on Saturday. This system makes sure that the first food prepared is the first food used, and it limits food waste.