

ATC Program Essential Skills Package

Culinary Arts



Instructional Methods:	Classroom lectures and practical lab activities
Course Format:	Classroom: Individual and group work Lab: Individual and group work (practical application)

Rationale:

Workplace Education Manitoba has listed 9 Essential Skills to be successful in any work place. All nine Essential Skills are used in different combinations, in different applications, in every occupation. They are the foundational skills you use to carry out your work tasks and they're the building blocks you use to learn new ones. The importance of - and need for - employees to have appropriate levels of workplace Essential Skills is clear and strong.

What specifically are the Essential Skills needed in the workplace?

To help answer this question, the federal government, since 1994, has surveyed more than 3000 Canadians in workplaces in all sectors and of all types and sizes of organizations. All were asked what workplace Essential Skills they felt were needed in order for workers to be most effective, efficient and productive.

The result has been the identification of the following nine workplace Essential Skills:

1. Reading
2. Writing
3. Numeracy
4. Document Use
5. Oral Communication
6. Working With Others
7. Thinking
8. Digital Technology
9. Continuous Learning

To help students be successful in their training, ATC has developed a package focused specifically on these Essential Skills and how they apply to the program of **Culinary Arts**. The purpose of this package is not to dissuade students from attending the program, but to help them become successful by informing them of the skills required. We highly encourage all students to take some time to work through the package and become informed of the program requirements.

The Professional Occupation of Cooking

Cooks prepare, cook, season and present a wide variety of foods such as meat, fish, poultry, game, pasta, pulses, grains, nuts, dairy products, eggs, vegetables, fruit, stocks, soups, sauces, salads, desserts and baked goods. They provide complete meals or individual dishes. Cooks plan menus, determine the size of food portions and estimate food requirements and cost, as well as monitor and order supplies, and oversee others in the preparation, cooking and handling of food. They must also be thoroughly familiar with safety requirements, safe work practices and with health regulations pertaining to food preparation and service.

Areas of specialization vary according to where the cook is employed. Cooks may also specialize in ethnic food preparation, or in preparing meals according to dietary recommendations and varying nutritional requirements. Cooks are generally employed in the hospitality and tourism sector (for example in restaurants, hotels, resorts, catering establishments, country clubs and aboard ships) or in institutional settings (for example: hospitals, nursing homes, educational and correctional institutes, camps and military bases).

While some cooks may have regular work schedules, most cooks work shift work, including early mornings, late evenings, holidays and weekends, and the number of hours worked each week varies depending on the type of position and in which establishment the cook is employed.

Cooks often come under a great deal of pressure to provide quick and quality service. They must at all times, maintain quality of food and ensure that food safety and sanitation guidelines be followed. Workplaces are clean and well lit, but can be hot and space-restricted. Cooks must be able to stand for extended periods of time, to function in close quarters, and to lift heavy objects such as pots and heavy bags. Occupational hazards include burns, cuts, slips and falls. Cooks that work at camps in remote areas must be able to work under adverse environmental conditions and can be away from family for extended periods of time.

Creativity, a keen sense of taste and smell, interest in precision work and a good memory for details are key attributes for people entering this trade. Cooks must be able to remember recipes and be able to adapt them to available supplies and to the current need. They must be conscious of health information such as dietary requirements and allergies. Cooks must also be able to work independently and as part of a team, have good organizational skills, and have the ability to multi-task to effectively do their jobs. Other important abilities for cooks include solid mathematical, communication and customer service skills.

Cooks should be able to work with a wide variety of equipment from kitchen appliances, to pots, pans, and knives. Some of these tools carry their own hazards such as cuts from knives and burns. Cooks should be versatile enough to assist with any task that needs doing within the kitchen.

Cooks need to be physically fit and able to stand for extended periods of time during a shift. Team work was rated very high, also mentioned that this is a very high pressure job, requiring excellent organizational skills. Cooks also need to be able to accept constructive criticism and to be adaptable to quickly changing needs in a fast paced environment. Cooks have to be extremely focused and attentive to details. Being well disciplined and reliable are also considered definite assets.

With experience, cooks may act as mentors and trainers to apprentices in the trade. They can also move into other positions such as sous-chefs, chefs, executive chefs, banquet managers, food service administrators and coordinators, general managers or food editors. They can also own their own restaurant.

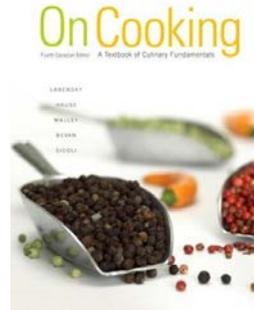
Essential Skills for Success as a Cook

1. Reading – Cooks are required to:

- Read instructions about operating appliances and equipment such as dishwashers, deep fryers and ovens.
- Read rules and signs for keeping cooking and preparation areas clean.
- Read and follow recipes to prepare food.
- Read and interpret supplier purchase agreements.
- Read cooking texts and/or trade magazine articles and read special theme recipes.
- Read product labels to identify ingredients that could cause an allergic reaction or that must be excluded from restricted diets.
- Read and prepare customer orders and read event confirmation sheets.

Examples:

Nutrition Facts	
Valeur nutritive	
Per Sausage (75 g) / par saucisse (75 g)	
Amount	% Daily Value
Teneur	% valeur quotidienne
Calories / Calories 150	
Fat / Lipides 7 g	11 %
Saturated / saturés 3 g	6 %
+ Trans / trans 0.1 g	
Cholesterol / Cholestérol 80 mg	27 %
Sodium / Sodium 400 mg	17 %
Carbohydrate / Glucides 1 g	1 %
Fibre / Fibres 0 g	0 %
Sugars / Sucres 0 g	
Protein / Protéines 14 g	
Vitamin A / Vitamine A	2 %
Vitamin C / Vitamine C	2 %
Calcium / Calcium	4 %
Iron / Fer	4 %



“Read the following excerpt taken from the textbook”

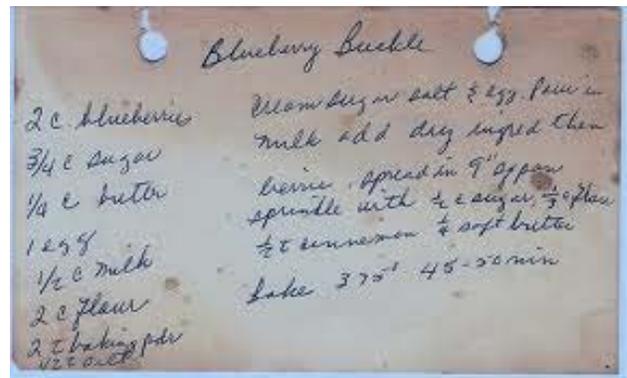
“To produce clean, sanitary foods, all food handlers must maintain high standards of personal cleanliness. This begins with good grooming of the hands, hair, face, and body. Washing hands between jobs must be routine and it is especially important to wash your hands thoroughly for at least 30 seconds after visiting the toilet.”



2. Writing – Cooks are required to:

- Write orders and for ingredients and kitchen supplies.
- Write menus on chalk board and signs.
- Write assignments, tests, projects.
- Write short memos to management requesting repair work or budget requests for the purchase of new equipment.
- Write a summary after a catered event describing the range of services provided, prices and dates.
- Write and respond to electronic mail primarily for the purpose of internal communications.
- Write brief reminder notes regarding their tasks and list tasks for other staff.
- Write and complete accident reports on personal injuries (like burns, cuts and falls) to report to management and justify an insurance claim.
- May write non-routine memos to the supervisor or Human Resources Director describing disciplinary situations or in regards to new employee evaluations.

Examples:



Aa Bb Cc Dd Ee Ff Gg
 Hh Ii Jj Kk Ll Mm Nn
 Oo Pp Qq Rr Ss Tt Uu
 Vv Ww Xx Yy Zz



3. Numeracy – Cooks are required to:

- Calculate the amount of food in different sized containers and properly date and label.
- Analyze ordering patterns to determine if customer preferences are changing.
- Measure items according to menu specifications and the number of people to be served.
- Compare quantities of ingredients used in various recipes by converting between metric, imperial, and American measurements.
- Prepare bills for catering functions, including taxes.
- Estimate the quantity of various menu items that will be ordered during a shift.
- Establish catering budgets and weekly budgets that include expenses such as fresh produce, pantry items, and staff salaries, costs per portion, and payroll.
- Monitor petty cash to purchase small quantities of supplies needed immediately.
- Convert recipe volumes and portions using conversion factors.

Examples - Answer the following questions:

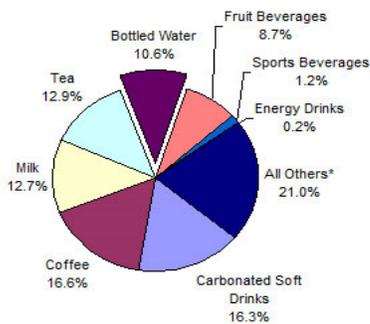
1. A wedding reception is catered for 425 people. The caterer charges \$32.50 per person. The caterer must also include a 7% food sales tax on the bill. What is the total bill?
2. A recipe for Brioche Parisienne uses approximately 2 ounces of pate au choux for each portion. If you are serving 240 people, how many pounds of pate a choux are required for this recipe?
3. A can of blueberries provides about 121 ounces of drained berries. One can costs \$19.36. One eleven-inch blueberry pie serves 8 people. If each pie uses 11 ounces of blueberries, what is the portion cost of the blueberries for a slice of pie?

4. Document Use – Cooks are required to:

- Interpret Occupational Health and Safety hazard symbols. Read the signs, labels or lists.

- Check off items and quantities on delivery checklists.
- Complete reports for the chef on the number of entrées prepared.
- Use supply checklists when placing orders.
- Draw diagrams showing the arrangement of food items on a plate or make sketches.
- Interpret customer satisfaction ratings displayed on charts.
- Refer to market reports regarding the availability and cost of goods in order to make appropriate menu decisions.
- Complete forms by marking check boxes, recording numerical information or entering words, phrases, addresses, sentences, or text of a paragraph or more.
- Enter information on tables, schedules or other table-like text.
- Interpret information on graphs or charts.
- Draw, sketch or form common shapes such as circles, triangles, spheres, rectangles, squares, etc.

Examples:



*Includes tap water, vegetable juices, powders and miscellaneous others
Source: Beverage Marketing Corporation

Kitchen cleaning schedule - To be completed weekly w/c.....

AREA/EQUIPMENT	FREQUENCY OF CLEANING	METHOD OF CLEANING	DATE CLEANING DUE	PERSONAL PROTECTIVE EQUIPMENT	CLEANING COMPLETED		GUIDANCE	MANAGERS INSPECTION SIGNATURE
					DATE	INITIAL		
							USE OF COLOUR CODED EQUIPMENT - YELLOW	
HEATED TROLLEYS	WEEKLY	Warm water with washing up liquid Sanitizer. Cream cleaner		Tabard / apron Gloves			Ensure trolley is cool before cleaning Clean thoroughly Wipe up spillages immediately	
FRIDGE	WEEKLY	Warm water with washing up liquid Sanitizer		Disposable apron / tabard Gloves			Remove all shelves wash thoroughly. Wash door seal	
SINK	DAILY /WEEKLY	AS ABOVE		AS ABOVE			Clean thoroughly	
REFUSE AREA	WEEKLY	Warm water with washing up liquid Sanitizer		AS ABOVE			Clean thoroughly wipe shelves sweep and mop	
CUPBOARDS/ SHELVES	WEEKLY	AS ABOVE		AS ABOVE			Wash and dry thoroughly	
UTENSILS	AFTER USE	Dish washer		AS ABOVE			Wash and dry thoroughly	
FOOD COUNTER		Warm water with washing up liquid Sanitizer		AS ABOVE			Wipe up spillages immediately	
CUTLERY	AFTER USE	Dish washer		AS ABOVE			Wash and dry thoroughly	
TOASTERS	AFTER USE	Warm water with washing up liquid Sanitizer		AS ABOVE			Empty crumb tray	
MICROWAVE	WEEKLY	AS ABOVE		AS ABOVE			Wash and dry thoroughly	
KETTLE	WEEKLY	AS ABOVE		AS ABOVE			Wash and dry thoroughly	
WALLS / TILES	MONTHLY	AS ABOVE		AS ABOVE			Wash thoroughly	
SKIRTING	WEEKLY	AS ABOVE		AS ABOVE			Clean and mop and dry thoroughly	
WINDOW SILLS	WEEKLY	AS ABOVE		AS ABOVE			Clean / wipe thoroughly	



5. Oral Communication – Cooks are required to:

- Place product and equipment orders by phone.
- Call maintenance or repair persons to request repair work.
- Converse with customers to determine their level of satisfaction with the food served.
- Interact with servers to clarify orders or to explain how to serve specialty dishes.
- Talk to dishwashers about cleanup or the availability of dishes and cutlery.
- Interact professionally with delivery personnel.
- Discuss work schedules to coordinate the sharing of equipment and work space.
- Verbally assign the day's tasks and duties.
- Resolve conflicts between colleagues involving minor complaints such as differences of opinion about use of kitchen equipments. Work space, or oven usage.
- Communicate interdepartmentally with bartenders, housekeeping staff, or banquet service departments who set up tables for events and functions.

6. Working With Others – Cooks are required to:

- Coordinate the sharing of work space and equipment with co-workers.
- Offer suggestions for improving work processes during discussion groups.
- Inform or demonstrate how to perform tasks with or to other workers.
- Orient new employees and evaluate or monitor other employee's performances.
- Interact with front of the house staff to clarify orders or to explain how to serve specialty dishes.
- Be part of a multi-cultural environment.
- Partner with other cooks and chefs for special events or functions.
- Follow rules, codes, and laws about workplace abuse, harassments, and violations.

7. Thinking – Cooks are required to:

- Decide what supplies to order and when.
- Rearrange staff schedules when an employee is late or absent.
- Make adjustments to recipes, such as adding or substituting ingredients.
- Make menu decisions based on factors such as the seasonal availability of ingredients and marketing trends.
- Refer to various cookbooks and trade magazines on food preparation and presentation.
- Start cooking an order so that it will be ready at the same time as another order.
- Discuss deadlines and timeframes with colleagues.
- Remember details of orders such as how many steaks are to be rare, medium or well.
- Remember details of customer food allergies communicated to them by servers so they can check that sauces and ingredients are safe for specific orders.
- Memorize multiple cooking processes involved with different kinds of cooking.
- Know how to prepare every item on the menu at any given time.
- Recognize received orders that do not meet the required quality standards or quantities.
- Think of and discuss ways in which they can speed up service and efficiency.

Examples:



8. Digital Technology – Cooks are required to:

- Communicate with co-workers, supervisors, management, and suppliers through email.
- Use the Internet to search for recipes.
- Use electronic spreadsheets to track inventories and ordering information.
- Use word processing to write memos for staff and check or write work schedules.
- Use social media software to keep in touch with staff and or events.
- Order food ingredients and kitchen supplies on-line.
- Help design websites and upload menus on-line.
- Use accounting software programs for budgeting and sales projections.

Examples:

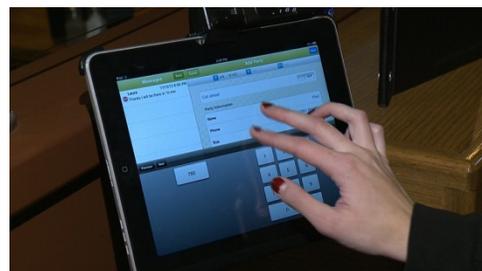
W/O #	Bill To	PO #	REF. #	Lead Value	Insurance	Invoice \$	Cur.
T001091	S AMHERST BRASS PRODUCTS			0.00	0.00	1,500.00	US

Invoice #	Client	Invoice Date	Due	Invoice Sub Total	F.S.C. @ 7.288%	FED TAX	STATE TAX	G.S.T.	Q.S.T.	Total Invoiced	Accessorial Charges Total	Total Accounts Payable	Total Commissions Payable	Total Profit
001091 (Single)	AMHERST BRASS PRODUCTS	02/15/2006	03/17/2006	\$ 1,500.00	114.00	0.00	0.00	0.00	0.00	\$ 1,614.00	\$ 75.00	\$ 896.75	\$ 300.00	\$ 342.25

W/O #	Trip #	Carrier Name	FED TAX	STATE	T/G.S.T.	Q.S.T.	F.S.C.	Agreed Price	Cur.
T001091	IC001091	JOHN MCNALLY TRANSPORT	0.00	0.00	0.00	0.00	46.75	850.00	US

W/O #	Sales Rep.	Invoice \$	Cur.	Agreed \$	Cur.	Profit Margin	Comm. Type	Comm. \$	Payment	Cur.
T001091	BILL	1,500.00	US	896.75	US	603.25	SALES%	20.00	300.00	US

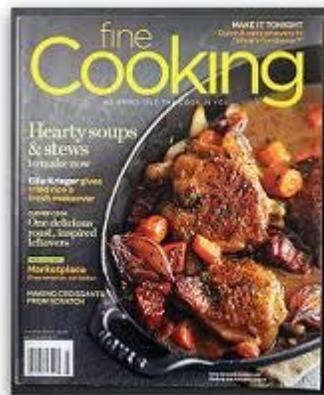
W/O #	Company	Service	P.O. #	Contact	Phone	Agreed Amt.	Cur.
T001091	ALADDIN TRANSPORTATION HELM LUMPER			AARON BENEDIC	(212) 555-08	75.00	US



9. Continuous Learning – Cooks are required to:

- Read trade books, textbooks, and magazines.
- Search the Internet for evolving trends and food presentation styles.
- Watch cooking programs for new ideas and techniques.
- Learn by watching higher skilled and advanced co-workers on the job.
- Learn and try new recipes.
- Attend customer service seminars or demonstrations hosted by food suppliers.
- Attend trade shows, workshops, and participate in cooking competitions.
- Take training offered in the workplace.
- Network with others as part of a professional association or union.
- Enroll in a cooking course or class through off-site training.

Examples:



Answers to #3 Numeracy questions.

1. \$14,779.38 is the total bill
2. 30 pounds of pate au choux needed
3. \$0.22 blueberry cost for one slice of pie