

INSTRUCTOR GUIDE: STATION 1

STUDENTS WILL:



- Greet guest in a professional and friendly manner
- Escort guest to table
- Present menu
- Describe daily special
- Act as Server
 - Prepare and carry a tray of drinks and deliver drinks to table
 - Take a meal order on the order pad identify special dietary needs (i.e. allergies, etc.)
- Clean up
 - o Clear table, return: glasses (empty), menu, and tray to original place
 - Return menus and prepare for next guest

1 - PRIOR TO THE LAB:

- Review each task and show how they should perform each task. Explain 10-10-10 rule for secrets of service
- Give an overview of proper serving techniques

2 - PRACTICE SKILLS PRIOR TO ASSESSMENT:

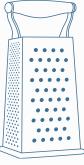
Allow students to practice skills while others are assessed

3 - DURING LAB PERFORMANCE:

- Present student with questions that have real life job applications:
 - What should you be sure to do when greeting? Smile.
 - What are some important things to know about the specials on a menu? **How it** tastes, where the ingredients are grown, etc.
- Present student with real life job scenarios and ask for solutions
 - 1: Party of 5 have been waiting for over 30 minutes to be seated. Party of 2 walk in and seated immediately. Waiting guests are upset and want an explanation. What do you say?
 - 2: Server has table with 10 drinks. What is the best way to deliver them to the guests?

- Check off skills with completed tasks
- Send student to the next station when available









ills for CCESS INSTRUCTOR GUIDE: STATION 2

STUDENTS WILL:



- Use masking tape to label item
- Write name of food item
- Write date the food was prepared
- Use by date 7 days from the date it was prepared
- Initials of the person who prepared the food
- Clean up
 - Return items to original location

1 - PRIOR TO THE LAB:

- Review each task and show how they should perform each task
- Explain expiration of food items in storage

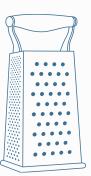
2 - PRACTICE SKILLS PRIOR TO ASSESSMENT:

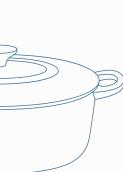
• Identify items needed for your lab and collect them

3 - DURING LAB PERFORMANCE

- Questions you could ask:
 - Why is expiration date important?
 - Why do we initial the label and date?
- Scenarios
 - Your kitchen is short staffed and you forget to label the type of nuts chopped. Why could this be dangerous?
 - You open the cooler and there are numerous items approaching expiration and vendor is closed for the holidays. How can you avoid wasting items? Who do you tell?

- Check off skills with completed tasks
- Send student to the next station when available









INSTRUCTOR GUIDE: STATION 3

STUDENTS WILL:



- Chop the onion
 - Demonstrate proper knife safety (Sharpen knife and wear gloves)
 - Choose items needed to chop an onion
 - Cut proper end of the onion
 - Peel onion (e.g. skin and 1st layer)
 - Slice onion
 - Dice onion
 - Store and label chopped onion properly
- Clean up
 - Clear all trash, wipe all surfaces, wash all dishes
 - Return all items to original location

1 - PRIOR TO THE LAB

- Review each task and show how they should perform each task
- Discuss importance of good hygiene and proper techniques in slicing vegetables

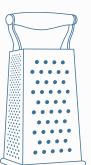
2 - PRACTICE SKILLS PRIOR TO ASSESSMENT:

• Sharpen knives and wear gloves

3 - DURING LAB PERFORMANCE:

- Questions you could ask:
 - Why should you leave the root intact? to hold the layers of the onion together while cutting
 - Why does the knife need to be sharpened? ensure clean cuts, ensure safety, ensure effectiveness
 - Why should you cut the onion in half? for safety, consistent cutting or chopping
 - What should you do before and after handling food? wash hands and sanitize area
- Scenarios
 - 1 You forgot to put on your safety gloves and you cut yourself while slicing the onion. A small amount of blood gets on the onion, who do you tell and why?
 - 2 Why do you cut down to the root on the onion?

- Check off skills with completed tasks
- Send student to the next station when available







Skills for Success INSTRUCTOR GUIDE: STATION 4

STUDENTS WILL:



- Assess food quality
 - Inspect packaging
 - Note expiration date
 - Visually inspect items for freshness, bruising, damage, thawing, or moisture
- Make the vinaigrette
 - Selected items for vinaigrette
 - Prepared in proper order
 - Store and label vinaigrette
- Wash a rack of dishes
- Roll silverware
- Clean up
 - Clear all items
 - Return all items to original location

1 - PRIOR TO THE LAB

- Review each task and show how they should perform each task
- Explain the importance of food quality
- Demonstrate how to wash a rack of dishes
- Provide any personal experience with opening and end of day tasks

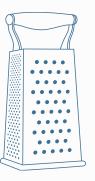
2 - PRACTICE SKILLS PRIOR TO ASSESSMENT:

• Identify foods and materials

- DURING LAB PERFORMANCE

- Questions you could ask:
 - Why should you inspect each item in a delivery? to be sure its fresh and can be cooked or served to guests
 - How many days is an item's expiration date? 7
 - Why is the dishwasher one of the most important roles in the restaurant? Every piece of silverware or dish must be sanitized properly for health of guests and employees
- 1: You are the last delivery of the day, Restaurant vendor is out of Romaine lettuce and has substituted spinach instead. What do you do
- 2: You receive a delivery. You open frozen items last. They have thawed. How can your restaurant use these items? What could have been done to avoid this in the future?

- Check off skills with completed tasks
- Send student to the next station when available





INSTRUCTOR GUIDE: STATION 5

STUDENTS WILL:



- Gather ingredients:
- Yellow cornmeal
- Baking powder
- Salt
- Egg
- Water

1 - PRIOR TO THE LAB

• Explain each objective and show how they should perform each task

2 - PRACTICE SKILLS PRIOR TO ASSESSMENT:

• Become familiar with steps to make

3 - DURING LAB PERFORMANCE

- Questions you could ask:
 - Why is it important to get the measurements right?
 - Why do whisk the dry ingredients together?
 - What happens if you have the wrong measure for wet ingredients?
- Scenarios:
 - 1: A customer wants to know how you make your Corn Fritters. What do you tell them?
 - 2: A customer says they are allergic to wheat can they still be served the fritters?

- Check off sheets that they have completed the tasks
- Send student to the next station when available
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