

Contents

About this trainer/assessor guide	4
Learning resource.....	5
Topic 1: Organise and prepare for food service or production.....	5
Determine and calculate ingredient quantities to meet organisational requirements for quality and style according to recipes and specifications.....	5
Complete mise en place lists that are clear, complete and appropriate to the situation	10
Liaise with other team members about menu requirements, workgroup and job roles.....	13
Follow a work flow to maximise efficiency, taking into consideration time, resources and the roles and responsibilities of other team members	15
Complete food organisation and preparation according to different workgroup, food production and service requirements	19
Check your understanding	25
Topic 2: Cook and present menu items for food service or production	27
Select and use appropriate commercial equipment to produce menu items in line with manufacturer specifications.....	27
Cook menu items according to menu type and service style, using appropriate cookery methods, adjusting where required	34
Adjust menu items and ingredients to meet special requests or dietary requirements of customers.....	49
Produce menu items to meet customer expectations of quality, appeal of presentation and timeliness of delivery.....	52
Work supportively as part of a kitchen team and delegate tasks appropriately, in a manner that promotes cooperation and good relationships	55
Follow workplace safety and hygiene procedures according to organisational and legislative requirements.....	58
Maintain cleanliness and tidiness of the work environment	67
Check your understanding	73
Topic 3: Complete end of shift requirements.....	75
Complete end of shift pack down according to organisational procedures	75
Store food items appropriately to minimise food spoilage, contamination and waste	77
Participate in post-shift debrief or handover, encouraging, acknowledging and acting on constructive feedback.....	81
Check your understanding	83
Topic 4: Deal effectively with issues, problems and conflict in the kitchen	85
Respect differences in personal values and beliefs, linguistic and cultural differences and their importance in the development of relationships	85
Identify issues, problems and conflict encountered in the workplace	88
Seek assistance from workgroup members when issues, problems and conflict arise and suggest possible ways of dealing with them as appropriate or refer them to the appropriate person.....	90
Check your understanding	93
References.....	95

Assessment workbook	97
Unit information	99
What is competency-based assessment?.....	101
How will my competency be assessed?.....	102
Assessment agreement.....	103
Skills recognition.....	104
Topic 1: Organise and prepare for food service or production	105
Topic 2: Cook and present menu items for food service or production.....	106
Topic 3: Complete end of shift requirements	107
Topic 4: Deal effectively with issues, problems and conflict in the kitchen.....	108
Knowledge questions	109
Topic 1: Organise and prepare for food service or production	110
Topic 2: Cook and present menu items for food service or production.....	122
Topic 3: Complete end of shift requirements	148
Topic 4: Deal effectively with issues, problems and conflict in the kitchen.....	156
Project	162
Completion record	170
Unit mapping.....	171
Trainer/assessor instructions and requirements.....	179
Practical assessment	Separate document