

# **STANDARD OPERATION PROCEDURES**

## **FOOD & BEVERAGE**

### **KITCHEN**

#### **Agenda**

# **1. Kitchen Basics**

- 1. 01 Company Introduction & Mission Statement**
- 1. 02 Benefits Of Training**
- 1. 03 Objectives Of Standards**
- 1. 04 Kitchen Ethics**
- 1. 05 Achievement Reviews**
- 1. 06 Personal Hygiene & Grooming**
- 1. 07 Prevention Of Accidents – First Aid**
- 1. 08 First Aid Box**
- 1. 09 Germs In The Kitchen**
- 1. 10 Equipment Hygiene**
- 1. 11 Product Hygiene**
- 1. 12 Handle Routine Cleaning Tasks**
- 1. 13 Do's & Don'ts**
- 1. 14 Staff Behaviour**
- 1. 15 Staff Responsibilities**
- 1. 16 Management & Goals**
- 1. 17 Safety Regulations**
- 1. 18 Team Work**

# **2. Kitchen Operation**

- 2. 01 Chef's Standards**
- 2. 02 Culinary History**
- 2. 03 Kitchen Design & Structure**
- 2. 04 Sections**
- 2. 05 Gardemanger**
- 2. 06 Butcher**
- 2. 07 Hot Kitchen**
- 2. 08 Bakery/Pastry**
- 2. 09 Artist**
- 2. 10 Culinary Equipment**
- 2. 11 Culinary Utensils**
- 2. 12 Cooling Systems**
- 2. 13 Mice en Place**

## **3. Food Knowledge**

- 3. 01 Basic Preparation Techniques**
- 3. 02 Food Supply**
- 3. 03 Conservation**
- 3. 04 Nutrition In Food**
- 3. 05 Additives, Ingredients**
- 3. 06 Pickling**
- 3. 07 Curing Of Ham**
- 3. 08 Smoked Meats & Ham**
- 3. 09 Meat, Poultry, Game**
- 3. 10 Fish & Seafood**
- 3. 11 Lobster**
- 3. 12 Snails, Oysters, Clams**
- 3. 13 Caviar**
- 3. 14 Sushi**
- 3. 15 Spices**
- 3. 16 Chili & Spices**
- 3. 17 Herbs**
- 3. 18 Fats & Oils**
- 3. 19 Animal Fat**
- 3. 20 Dairy Products**
- 3. 21 Cream**
- 3. 22 Ice Cream**
- 3. 23 Butter Mixtures**
- 3. 24 Italian Cheese**
- 3. 25 French Cheese**
- 3. 26 Grain & Cereals**
- 3. 27 Rice**
- 3. 28 Pasta, Dumplings, Rice**
- 3. 29 Pasta**
- 3. 30 Pizza**
- 3. 31 Vegetable**
- 3. 32 Vegetable & Preparation**
- 3. 33 Salads**
- 3. 34 Potatoes & Mushrooms**
- 3. 35 Potato Preparations**
- 3. 36 Cold Sauces**
- 3. 37 Hot Sauces**
- 3. 38 Fruit**
- 3. 39 Cocoa – Chocolate**

## **4. Beverage Knowledge**

- 4. 01 Coffee**
- 4. 02 Tea**
- 4. 03 Beverage & Food, Alcohol**
- 4. 04 Beverage & Food, Non Alcohol**
- 4. 05 Method Champenoise**
- 4. 06 Alcohol Content In Wine**
- 4. 07 The White Grapes**
- 4. 08 The Red Grapes**
- 4. 09 The Ten Basic Wine Styles – White**
- 4. 10 The Ten Basic Wine Styles – Red**

## **5. Culinary Operation**

- 5. 01 Menu Planning & Types**
- 5. 02 A'la Carte & Room Service**
- 5. 03 Restaurant Buffets, Promotions**
- 5. 04 Banquet & Catering**
- 5. 05 Banquet Cocktails**
- 5. 06 Banquet Cocktails, Menus**
- 5. 07 Food Preparation In Public**

## **6. Kitchen Administration**

- 7. 01 Market List**
- 7. 02 Purchasing & Receiving**
- 7. 03 Handle Store Requisitions**
- 7. 04 Handle Repair Order**
- 7. 05 Inventory Control**
- 7. 06 F&B – Chef Meeting**
- 7. 07 Log Book**
- 7. 08 Complaint Handling**
- 7. 09 Scheduling Staff**

## STANDARD OPERATING PROCEDURE

<b>FOOD &amp; BEVERAGE</b>		<b>TASK #: 1.01</b>	
<b>DEPARTMENT : Kitchen</b>		<b>TASK: Company Introduction &amp; Mission Statement</b>	
<b>JOB TITLE: All Kitchen Staff</b>		<b>EQUIPMENT NEEDED:</b>	
<b>WHAT TO DO</b>	<b>HOW TO DO IT</b>		<b>WHY</b>
<p>To understand about company History, policies and procedures.</p> <p>To understand and know the mission statement by hard.</p>			<p>To guarantee the best service Possible for all guests at all Times.</p> <p>To build a sufficient and well Motivated team which is able to give the best.</p>
<b>PREPARED BY:</b>		<b>APPROVED BY: Stefan Schmid</b>	
<b>Position:</b>	<b>Signature:</b>	<b>Position:</b>	<b>Signature:</b>
	<b>Date:</b>	<b>Director of Food &amp; Beverage</b>	<b>Date:</b>

## STANDARD OPERATING PROCEDURE

<b>FOOD &amp; BEVERAGE</b>		<b>TASK #: 1.03</b>	
<b>DEPARTMENT : Kitchen</b>		<b>TASK: Objectives of training</b>	
<b>JOB TITLE: All Kitchen Staff</b>		<b>EQUIPMENT NEEDED:</b>	
WHAT TO DO	HOW TO DO IT		WHY
<p>Understanding the basics of Training, get overall picture Of the training process and Reasons.</p>	<p><b>Employee:</b>            Improves self-confidence            Increases motivation levels            Prepares for promotion            Reduces tension and stress</p> <p><b>Commitment of all staff</b>            Professional growth            Participation of all staff            Follow up on all subjects            Learning by doing it            Repeating the tasks            Exercise the learnt tasks</p> <p><b>Guests:</b>            Follow up on the guests needs            Show politeness            The guest is always right</p> <p><b>Supervisor:</b>            Can take more responsibility            Builds a strong team            Decreases absenteeism            Builds trust            Promotes good relationship</p> <p><b>Hotel:</b>            Increases productivity            Reduces cost            Decreases safety hazard            Creates a better image            Builds repeat business            Attracts potential employees            Increases efficiency.</p>		<p>Prevents disorganization            To incorporate standards            To inforce Holiday Inn's Principles.            To encourage teamwork</p> <p>Provides high quality product            Insures a proper service            Raises their level of satisfaction            They get their money worth</p>
<b>PREPARED BY:</b>		<b>APPROVED BY: Stefan Schmid</b>	
<b>Position:</b>	<b>Signature:</b>	<b>Position:</b> <b>Director of Food &amp; Beverage</b>	<b>Signature:</b>
	<b>Date:</b>		<b>Date:</b>