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 Contend 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

FOOD & BEVERAGE | TASK #: 1.01
DEPARTMENT : Kitchen | TASK: Company Introduction & Mission Statement

JOB TITLE: All Kitchen Staff | EQUIPMENT NEEDED:

<table>
<thead>
<tr>
<th>WHAT TO DO</th>
<th>HOW TO DO IT</th>
<th>WHY</th>
</tr>
</thead>
<tbody>
<tr>
<td>To understand about company history, policies and procedures.</td>
<td></td>
<td>To guarantee the best service possible for all guests at all times.</td>
</tr>
<tr>
<td>To understand and know the mission statement by hard.</td>
<td></td>
<td>To build a sufficient and well motivated team which is able to give the best.</td>
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PREPARED BY: Stefan Schmid
Position: Director of Food & Beverage
Signature: Date:

APPROVED BY: Stefan Schmid
Position: Director of Food & Beverage
Signature: Date:
# STANDARD OPERATING PROCEDURE

<table>
<thead>
<tr>
<th>FOOD &amp; BEVERAGE</th>
<th>TASK #: 1.03</th>
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<tr>
<td>DEPARTMENT: Kitchen</td>
<td>TASK: Objectives of training</td>
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<td>Understanding the basics of Training, get overall picture Of the training process and Reasons.</td>
<td>Employee: Improves self-confidence Increases motivation levels Prepares for promotion Reduces tension and stress</td>
<td>Prevents disorganization To incorporate standards To enforce Holiday Inn’s Principles. To encourage teamwork</td>
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<tr>
<td>Commitment of all staff</td>
<td>Professional growth Participation of all staff Follow up on all subjects Learning by doing it Repeating the tasks Exercise the learnt tasks</td>
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<td>Guests:</td>
<td>Follow up on the guests needs Show politeness The guest is always right</td>
<td>Provides high quality product Insures a proper service Raises their level of satisfaction They get their money worth</td>
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<td>Supervisor:</td>
<td>Can take more responsibility Builds a strong team Decreases absenteeism Builds trust Promotes good relationship</td>
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<td>Hotel:</td>
<td>Increases productivity Reduces cost Decreases safety hazard Creates a better image Builds repeat business Attracts potential employees Increases efficiency.</td>
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