

Pre-Conference Class, Monday

Food Service Management 101

9am – 5pm

Cost: \$80.

This course includes presentations, demonstrations, video training pieces, and hands-on practice.

Course Overview

Equipment in the kitchen

- Large units (must-have and wish-list items)
- Uses
- Small Wares (Mannhart)/Induction Cooker

Staffing

- Staff Hiring Resources
- Application/Supplement Questions
- Interviewing (face-to-face, “working” interview, demonstration, telephone, Skype, etc.)
- Employment Forms
- Contracts
- Evaluations

Training Staff /Methods

- New-hire training package and refreshers
- Internationals
- Minimum cross-training (for all-camp staff or food-service only)
- Food handling and Sanitation – Use a variety of training techniques (i.e., Posters, videos, color-coded pieces)
- Equipment – Care & Use (Demonstrations – Food Processor/Slicer)
- Processes – Salad Bar – Preparation & Set Up/Down
- Mopping Floors and other cleaning routines/issues
- Food storage routines (dairy in one area, produce in another, location for thawing meat, etc.)
- Labelling Foods

Scheduling

- Staff
- Cleaning

Build a Menu

- Salad Bar/Breakfast Bar
- Creative/Innovative ideas to decrease repetition (Rich's videos, ATK cooking shows, free color product recipe books, brochures or fliers from vendors)
- What to Consider (essential categories, essential nutrition, color/presentation, group details)
- Local Foods and co-op opportunities

Standard Recipes & standard ingredients

Special diets management

Inventory & Ordering

- Order Sheets
- Recording Inventory
- Suppliers

Record Keeping (Responsibilities)

- Food Production Records
- Manager Closing Reports
- Cooler/Freezer/Dishwasher Temp Charts

Weekly Cleaning & Sanitizing

- Check Sheets
- All-staff involvement and accountability

Miscellaneous

- Emergencies, AKA "OS plan" (food shortage, power outage, forgotten vegetarian option, etc.)
- Staff issues (personality clashes, serious suspicions, inappropriate actions, etc.)

Hands on demonstrations