handmade burger Co

Back of House Team Leaders Training Pack
Welcome to your handmade burger Co. training pack.

This is a quick guide to how to use your training pack.

To progress through your training pack you must complete all objective sets, all written assessments and produce work for any projects set and provide examples when you have demonstrated the required skill set for your role.

Due to the nature of the business it is not unlikely that you will not be able to complete a section of an objective set in a particular day, but you are able to complete work that is assigned to another objective set you have not yet reached. You can complete any objectives possible at any time during your training as long as all are completed before your pack is signed off. You can also complete any section of assessment at any time during your training.

You should take responsibility for the completion of your training, the more focused you are on ensuring you work through it, the quicker you will progress through your training.

You must ensure you leave the folder in the office of your restaurant at all times so that it is available to be checked during training records audits.

If you have any questions regarding the content of this training pack you can contact

Sam Horswill

Phone - 07787555853
Email - sam@sargeant-partnership.co.uk
Objectives

The primary objective of Level 4 Team Leader Kitchen Training is to establish you as an accomplished shift manager who is capable of managing every aspect of the kitchen. You will need to work through the entire kitchen staff member training. You will need to complete all objective sets and all assessments and projects contained within the assessment pack. You will need to be signed off as demonstrating independence in all areas listed and provide 10 examples of instances where you have demonstrated the leadership qualities required for the role as a team leader.
Objective Set 1

To complete objective set 1 you must understand all aspects of fire safety in and around the restaurant, have a clear understanding of Food Hygiene laws and requirements, understand what Health and Safety implications there are in your restaurant, understand HACCP and the reason for its existence, to know what COSHH is and what chemicals you will be using and the safety factors with these chemicals, and to have a basic understanding of product knowledge through the menu. You must also ensure you have completed all new starter paperwork including your contract.

Areas still to cover:

Trainer Review: 

Sign:

Date: __________________
Assessment

1) Where are the nearest fire alarm call points in your department?

2) How do we activate the fire alarm call point?

3) What can you do in your immediate area within your department before making your way to the assembly point?

4) When you are at the assembly point, what type of behaviour is required from you?

5) Where is the assembly point?

6) Why do we wait to be told by the Senior Fire Officer that it is safe to return to the premises?

7) Why is it company policy that you do not tackle a fire?

8) Where are you allowed to smoke?

9) Where should cigarettes be disposed?

10) What colour board should you use to cut limes on?
11) What should you do if a customer has an allergy or intolerance?

12) What must you do if a customer drops a bottle of coke which spills over the floor?

13) What must you do if a customer trips and falls when walking through the restaurant?

14) What is the procedure if a staff member accidentally comes into contact with a hazardous substance?

15) What does HACCP stand for?

16) Describe the process by which we track our meat from butcher to the table and what method we use to ensure the correct practices are being followed?

17) What are the individual sheets that the kitchen must complete as part of their daily paperwork?

18) What does COSHH stand for?

19) What protective wear is needed when using oven cleaner?

20) What protective wear should be worn when cleaning the hood in the front kitchen?
1) What type of bun do we use?

2) How many variations of buns do we use?

3) Does the junior bun have sesame seeds?

4) How many burgers do we do in total?

5) How many beef burgers are on the menu?

6) How many chicken burgers are on the menu?

7) How many lamb burgers are on the menu?

8) How many vegetarian burgers are on the menu?

9) How many fish burgers are there on the menu?

10) How many small burgers are there on the menu?

11) How many junior burgers are there on the menu?

12) How many rare breed burgers are there on the menu?

13) How many main salads are there on the menu?

14) Which of our homemade sauces contain mayonnaise?

15) Which of our burgers contain or have traces of nuts?
16) How many of our burgers come with cheese? And what are they?

17) How many of our burgers come with bacon? And what are they?

18) Which burgers are served with avocado?

19) How many burgers are served with onions only (no tomatoes)?

20) How many of our burgers are served with rocket?

21) How many of our burgers are served with mozzarella? And what are they?

22) How many of our burgers are served with gourmet relish?

23) Where does our beef come from?

24) What potatoes do we use to make our chips?

25) What makes Jimmy's beef special?

26) What goes into our mix leaf salad?

27) What goes in our house salad?

28) What goes in our goats cheese and bacon salad?
29) What goes in our chicken salad?

30) What goes in our chicken sweet chilli salad?

31) What goes in our mushroom and avocado salad?

32) How many onion rings do we serve per portion?

33) How many mushrooms are served with the flame grilled veg?

34) How many pepper portions are served with our flame grilled veg?

35) How many courgettes portions are served with our flame grilled veg?

36) What do we serve junior sides in?

37) What happens to the temperature of the oil in the blancher when you put 2 baskets of chips in at the same time and what impact will that have on the blanching time?

38) What is the difference between the vegetable and bean burger and the junior version?

39) Where should coleslaw be kept during service?

40) Whose responsibility is it to ensure there is always a sufficient stock of toasted buns?

41) What do we serve with the corn on the cob?
I have successfully completed the objectives assigned to objective set 1.

Trainee
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Trainer
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I have understood the practical aspects of my training and have demonstrated understanding through written assessment.

Trainee
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Trainer
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Objective set 2

Trainer ____________________  Trainee ____________________

Date ____________________

Objectives

You should understand and be able to work on the chip and bun section of the front kitchen. You should study the cooking specs for all items that are produced from your section. You should gain an understanding of the product knowledge associated with items produced in the chip and bun section. You should understand how the HACCP process works and all the paperwork that must be completed on a daily basis.

Trainer Review: ____________________  Sign: ____________________

Areas still to cover: ____________________
1) Explain the process by which the grills get cleaned in the morning? Give a point by point description below.

2) List all of the sections of the HACCP booklet that need to be completed on a daily basis?

3) How do you calibrate a probe?

4) Why is it important that we check the cooking temperatures of burgers during service?

5) What must you do if a fridge or freezer is not at the correct temperature?

6) What uniform must be worn whilst working in the kitchen?

7) What is the target wait time for food to be sent out from the kitchen to the restaurant?
8) What must you do if you feel that an item of raw produce needs to be thrown away?

9) What must you do if you burn a burger on the chip and bun section?

10) Why might the time it takes to follow the cooking process for a vegetable and bean burger vary? What can you do to ensure you are aware of possible longer cooking times?

11) If you are too busy to restock the front kitchen when required what must you do?
Sign-off Sheet

I have successfully completed the objectives assigned to objective set 2.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessment.

Trainee
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Objective Set 3

You should look to improve your efficiency on the chip and bun section of the front kitchen. You should have a complete understanding of the cooking processes and all of the product knowledge information associated with the sections output. You will need to understand all of the requirements of a twice weekly deep clean in the front kitchen. You should set up the front kitchen ready for service ensuring you have all of the required items available and sufficient quantities. You need to familiarise yourself with the equipment guide and have an understanding of how the equipment in the kitchen is assembled, used and cleaned.

Areas still to cover:
Assessment

1) Fill in the condensed burger build sheet that accompanies this training pack. You can use a menu to help you.

2) Complete a front kitchen setup map detailing all of the items required for service. You need to include items that need to be refrigerated during service.

3) Write a bullet point guide to deep cleaning the grills and the fryers. You should give a step by step instructional guide to both processes.
I have successfully completed the objectives assigned to objective set 3.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessment.

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Objective Set 4

Trainer ____________________  Trainee ____________________

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Objectives

You will need to demonstrate complete proficiency on the chip and bun section of the front kitchen. You will need to begin to complete prep items described in the recipe and production training manual. You must understand all of the requirements associated with a close down of the complete kitchen, front kitchen and back. You will also need to build your understanding of the equipment module.

Trainer Review: ____________________  Sign: ____________________

Areas still to cover: ____________________
Assessment

1) Ensure you have completed the burger build sheet.

2) What does the team member on the window need to communicate to their colleagues in the front kitchen?

3) What colour chopping board and knife should you use to prep salad?

4) What colour board and knife should you use to prep raw meat?

5) What colour board and knife should you use to prep dairy?

6) What colour board and knife should you use to prep cooked meat?

7) What court board and knife should you use to prep vegetables?

8) What must you use to clean all preparation surfaces?

9) What colour mop should be used in the kitchen?

10) If you have just prepped a tray of chicken what process must you follow to ensure it is stored safely?
11) How many days must you label dairy products to be stored for?

12) How many days must you label meat products to be stored for?

13) How many days must you label salad products to be stored for?

14) How many days must you label vegetable products to be stored for?

15) Can you store chicken above any other item in the fridge? Explain your answer.

16) What must you check when cleaning down the fridges on a close?

17) How often must the area underneath fridges and prep stations be cleaned?

18) What must you do if when checking fridges you come across a prepped item that is labelled for use that day?
Sign-off Sheet

I have successfully completed the objectives assigned to objective set 4.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessment.

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Objective Set 5

Trainer ___________________________ Trainee ___________________________

Date ___________________________

Objectives

You will be introduced to the window section of the front kitchen. You will need to have a good understand of the condensed burger build training manual and the presentation of all of our burgers. You need to ensure that you increase your experiences in regard to the recipe and production manual. You will need to have a complete understanding of all practices and procedures required for all pieces of equipment in the kitchen. You should be able to complete a prep list for the following day. You will be introduced to the stock count and the end of week paperwork.

Trainer Review: ___________________________ Sign: ___________________________

Areas still to cover: ___________________________
1) Why must all food in the fridges be labelled and sealed with cling film?

2) Whose responsibility is it to ensure the front kitchen is closed and cleaned down to standard?

3) What must you ensure has happened before you change out of your uniform and leave the restaurant after completing a close of the kitchen?

4) What external checks might there be on the quality of the kitchen close down?

5) Write a bullet point guide below to everything that needs to be completed when doing a close of the front kitchen.

6) Write a brief bullet point description of how you use the mixer. Explain how it is set up, used and cleaned.
Sign-off Sheet

I have successfully completed the objectives assigned to objective set 5.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessment.

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Objective Set 6

Objectives

You should look to increase your ability to operate on the window and increase your understanding of the burger build. You will need to be fully aware of all kitchen checklists and cleaning schedules. You will be introduced to the beef and bun calculator, observe all of the daily orders and begin to understand the rota requirements of the kitchen. You should have a clear understanding of how to troubleshoot supplier issues and take the responsibility for this while on shift if the opportunity presents itself.

Trainer Review:  

Sign:

Areas still to cover:

Trainer: ___________________  Trainee: ___________________

Date: ___________________
Assessment

1) Why is it essential that all Kitchen HACCP documents are completed accurately and on time?

2) What must you do after handling raw meat?

3) Why is it important that you turn the patties on the grill to give a criss-cross effect?

4) Why is it important that the water troughs under the grills are always topped up with water?

5) What must you do if you drop the tongs for the grill on the floor during service?

6) Give 2 ways by which you can check to see if a beef pattie is cooked.

7) Why is it essential that all meat on the grill is cooked through to 75 degrees?

8) Why must you never handle raw meat then touch a cooked food item?

9) Why is it essential you have clean chef blacks for the start of every shift?

10) What fire safety equipment is there in the front kitchen to ensure the environment is safe?
I have successfully completed the objectives assigned to objective set 6.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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Objective Set 7

Objectives

You should be operating at affective level on the window during service. You should be able to use the beef and bun calculator to place the Oliver Kay and Birtwistles orders. You will need to complete an order for every supplier. You should have a complete understanding of the rota requirements of the kitchen and be briefed on the allowance that your rota must work to. You should have worked through the majority of the recipe and production and understand all the timings associated with the prep items.

Trainer Review:  

Bits:

Areas still to cover:
Assessment

1) If a front of house staff member brings back a burger to the window and requests a replacement what must you do?

2) What is your target wait time for food from the front kitchen?

3) How can you ensure your wait time from the grill does not increase when there is a large queue at the bar?

4) If you have a check with both chicken and beef on when should you put each burger on the grill?

5) How can you ensure the grills do not get a substantial build up of charcoal on them which will affect the quality of the burgers?

6) How many tongs will be required in the front kitchen for service?
7) Write a bullet point guide to cooking on the grills. Explain the process when you have a large amount of burgers on the grills?

8) Write a bullet point guide to using the rumble and chipper. Explain how the equipment is set up, used and finally how it is cleaned down.
**Sign-off Sheet**

I have successfully completed the objectives assigned to objective set 7.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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Objective Set 8

Trainer

Trainee

Date

Objectives

You will be introduced to the grill. You will need to study the chargrill guide and cooking specifications associated with all products produced on the grill. You should be demonstrating independence when completing orders. You should begin to manage the back kitchen to ensure that all the correct practices and procedures are being adhered to and the work rate of kitchen team members is good. You should have a complete understanding of the kitchen rota and be able to complete one to budget for any given forecast.

Trainer Review:  Sign:

Areas still to cover:
Assessment

General knowledge

1) What are the names of our brands?

2) Where is the rota kept?

3) How do you book days off and holidays?

4) Why can't you wear jewellery to work?

5) What is the procedure if you wish to swap shifts?

6) Who is responsible for covering your shift if you are unable to swap it?

7) How far in advance must you inform your restaurant if you are sick and unable to work?

8) Who must you speak to if you are sick and unable to work?
9) What disciplinary action could be taken if an employee was found to have consumed alcohol or drugs whilst on duty?

10) Are you allowed to use your mobile phones whilst working?

11) What should you refer to in order to find out anything about company policy?

**Operations**

1) Why is it important to follow the recipe and production guide to the letter?

2) When should deliveries but put away?

3) Write a bullet point guide to using the potwash. Explain how it is set up, used and cleaned.
4) What should you do if you notice a situation that could lead to cross contamination?

5) What is the safe cooking temperature for our burgers?

6) Write a bullet point guide to using the dito sama or robo coup (site dependant). Explain how it is setup, used and cleaned.
I have successfully completed the objectives assigned to objective set 8.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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Objective Set 9

Trainer ____________________ Trainee ____________________

Date ____________________

Objectives

You should look to increase your confidence on the grill and gain a full understanding of the complete cooking specifications, burger build and recipe and production. You should be controlling the back kitchen, delegating tasks based on the priority of completion, monitoring the time scale relevant to different prep items and organising the staff with breaks, leaving times and shift cover. You should be completing all orders efficiently and monitoring stock rotation.

Trainer Review: ____________________ Sign: ____________________

Areas still to cover:
I have successfully completed the objectives assigned to objective set 9.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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Objective Set 10

Objectives

You should begin to demonstrate independence on the grill and be producing food at high volumes when required. You should be managing all aspects of the back kitchen, ensuring all standards are being upheld in regard to cleanliness and organisation, recipe and production specs and pace of production. You should be completing all orders, kitchen checklists and ensuring all HACCP documents are completed correctly. You will need to collect all raw wastage figures from your HACCP folder and record on the GP, Wet and Wastage sheet, complete weekly checks on all the HACCP documents and complete a full food stock take.

Trainer Review:  

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Areas still to cover:  

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I have successfully completed the objectives assigned to objective set 10.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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Objective Set II

Trainer ______________________________ Trainee ______________________________

Date ______________________________

Objectives

You should begin to take charge of the front and back kitchen whilst demonstrating complete independence on the grills. You will be introduced to your food cost target and should be demonstrating independence in actively managing the kitchen labour spend. You will also be introduced to all the HR requirements and hub support roles. You should look to take responsibility of all kitchen management duties in your training restaurant.

Trainer Review: ______________________________ Sign: ______________________________

Areas still to cover: ______________________________
Sign off sheet

I have successfully completed the objectives assigned to objective set 11.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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Objective Set 12

Objectives

You should continue taking charge of all kitchen management responsibilities. You should gain a complete understanding of how to affect the food cost on a daily basis. You will need to be able demonstrate complete independence in the front and back kitchen at all levels of trade. You should also look to increase your ability to troubleshoot issues with service in regard to speed and quality. You will be required to formulate training plans to improve standards and consistency and resolve issues highlighted through KPI analyses.

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Areas still to cover:
I have successfully completed the objectives assigned to objective set 12.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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You should be able to demonstrate complete independence in end of week paperwork completion. You should have completed all shift management assessments and all assessment sheets contained within the assessment pack.
Sign-off Sheet

I have successfully completed the objectives assigned to objective set 13.

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I have understood the practical aspects of my training and have demonstrated understanding through written assessments.

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## Demonstrating Independence

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<th>ACTIVITY</th>
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<td>Health and Safety/fire safety/COSHH</td>
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<td>Accident Reporting</td>
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<td>Knives and chopping boards</td>
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<td>Understanding COSHH / Chemical awareness</td>
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1. Birtwistles, Oliver Kay, DBC, and BD orders.
GM/Openings manager Sign
Trainee sign
Any comments based on performance and training received.

2. Prep lists and timings
GM/Openings manager Sign
Trainee sign
Any comments based on performance and training received.

3. Task delegation and front kitchen management
GM/Openings manager Sign
Trainee sign
Any comments based on performance and training received.

4. Rota and labour control
GM/Openings manager Sign
Trainee sign
Any comments based on performance and training received.

5. All none consumable orders and stock control.
GM/Openings manager Sign
Trainee sign
Any comments based on performance and training received.
Leadership

1. Leading by example
   GM/Openings manager Sign

   Trainee sign

   Any comments based on performance and training received.

2. Affective man management
   GM/Openings manager Sign

   Trainee sign

   Any comments based on performance and training received.

3. Ability to gain respect from staff
   GM/Openings manager Sign

   Trainee sign

   Any comments based on performance and training received.

4. Demonstration of Humility and integrity when dealing with colleagues and senior management.
   GM/Openings manager Sign

   Trainee sign

   Any comments based on performance and training received.
Leadership Examples

Use the section below to provide examples of when you have demonstrated the leadership attributes required from a kitchen team leader. You should use examples from your shifts at Handmade burger Co. and focus on man management, decision making, trouble shooting during service and training and action plans you implement to resolve any issue within the kitchen.

You must submit 10 examples.

1. Example of demonstrating leadership quality required for kitchen Team Leader role.

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Witness signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

2. Example of demonstrating leadership quality required for kitchen Team Leader role.

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Witness signature</th>
<th>Date</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

3. Example of demonstrating leadership quality required for kitchen Team Leader role.

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Witness signature</th>
<th>Date</th>
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</thead>
<tbody>
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</tbody>
</table>
4. Example of demonstrating leadership quality required for kitchen Team Leader role.

Witness Name                                      Witness signature                                           Date

5. Example of demonstrating leadership quality required for kitchen Team Leader role.

Witness Name                                      Witness signature                                           Date

6. Example of demonstrating leadership quality required for kitchen Team Leader role.

Witness Name                                      Witness signature                                           Date

7. Example of demonstrating leadership quality required for kitchen Team Leader role.

Witness Name                                      Witness signature                                           Date
8. Example of demonstrating leadership quality required for kitchen Team Leader role.

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Witness signature</th>
<th>Date</th>
</tr>
</thead>
</table>

9. Example of demonstrating leadership quality required for kitchen Team Leader role.

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Witness signature</th>
<th>Date</th>
</tr>
</thead>
</table>

10. Example of demonstrating leadership quality required for kitchen Team Leader role.

<table>
<thead>
<tr>
<th>Witness Name</th>
<th>Witness signature</th>
<th>Date</th>
</tr>
</thead>
</table>
Sign-off Sheet

The details I have submitted on the previous pages are a true representation of my leadership qualities that are required for the role of kitchen Team Leader.

General Manager and Area Manager have read all examples given and agree that they give a true representation of the leadership qualities of the team leader candidate and meet the standards required for this role.

Staff member

Signed                                                                        Date

GM/Openings support manager

Signed                                                                        Date

Area Manager

Signed                                                                        Date
9 week review

1. Days 1 to 13 of training and all additional assessment completed. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Team Leader candidate

   Any comments regarding training received - Completed by Team Leader candidate

2. Demonstrated independence in all areas. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Manager

   Any comments regarding training received - Completed by Team Leader candidate
3. What area of your role do you feel you are strongest in and why? Completed by Team Leader candidate.

4. What areas of your role do you feel you need to make the most improvement in and why? Completed by Team Leader candidate.

5. What do you want to have achieved by the time of your next appraisal and what support do you feel you need to reach this goal? Completed by Team Leader candidate.

6. To reach their goal what skills must the staff member develop? Outline targets and timeframes to work towards. Completed by Manager.

7. Any other comments, requirements or issues please provide below. Completed by Team Leader candidate.

Team leader candidate and training Manager sign and date below to agree the content of the 9 week review and the time frames outlined for development.

Trainee Manager sign

Date

Training Manager sign

Date
6 month review

1. Days 1 to 13 of training and all additional assessment completed. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Team Leader candidate

   Any comments regarding training received - Completed by Team Leader candidate

2. Demonstrated independence in all areas. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Manager

   Any comments regarding training received - Completed by Team Leader candidate
3. What area of your role do you feel you are strongest in and why? Completed by Team Leader candidate.

4. What areas of your role do you feel you need to make the most improvement in and why? Completed by Team Leader candidate

5. What do you want to have achieved by the time of your next appraisal and what support do you feel you need to reach this goal? Completed by Team Leader candidate

6. To reach their goal what skills must the staff member develop? Outline targets and timeframes to work towards. Completed by Manager.

7. Any other comments, requirements or issues please provide below. Completed by Team Leader candidate

Team leader candidate and training Manager sign and date below to agree the content of the 9 week review and the time frames outlined for development.

Trainee Manager sign  Date

Training Manager sign  Date
9 month review

1. Days 1 to 13 of training and all additional assessment completed. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Team Leader candidate

   Any comments regarding training received - Completed by Team Leader candidate

2. Demonstrated independence in all areas. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Manager

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3. What area of your role do you feel you are strongest in and why? Completed by Team Leader candidate.

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Team leader candidate and training Manager sign and date below to agree the content of the 9 week review and the time frames outlined for development.

Trainee Manager sign  Date

Training Manager sign  Date
1. Days 1 to 13 of training and all additional assessment completed. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Team Leader candidate

   Any comments regarding training received - Completed by Team Leader candidate

2. Demonstrated independence in all areas. If not provide explanation and timeline for completion.
   - Completed Yes/No
   Reason if No - Completed by Manager

   Timeline for completion if No - Completed by Manager

   Any comments regarding training received - Completed by Team Leader candidate
3. What area of your role do you feel you are strongest in and why? Completed by Team Leader candidate.

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6. To reach their goal what skills must the staff member develop? Outline targets and timeframes to work towards. Completed by Manager.

7. Any other comments, requirements or issues please provide below. Completed by Team Leader candidate

Team leader candidate and training Manager sign and date below to agree the content of the 9 week review and the time frames outlined for development.

Trainee Manager sign

Date

Training Manager sign

Date
Assessment Pack

Complete all the blanks in the tables below and answer all assessment questions.
<table>
<thead>
<tr>
<th>Meats</th>
<th>Cooking process</th>
<th>Total times turned</th>
<th>Grill position</th>
<th>Total cooking time</th>
</tr>
</thead>
<tbody>
<tr>
<td>Beef</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jr Beef</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jimmys’ Rare Breed Beef</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lamb</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chicken</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chicken Goujons</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vegetarian and Fish (Blanch Technique)</th>
<th>Blancher:</th>
<th>Fryer:</th>
<th>Grill:</th>
<th>Total cooking time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Vegetable &amp; Bean</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sweet Potato &amp; Bean</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spinach &amp; Lentil</td>
<td></td>
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<td></td>
<td></td>
</tr>
<tr>
<td>Tuna Fishcake</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Small / Jnr Veg &amp; Bean</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Vegetarian and Fish (Miscellaneous)</th>
<th>Fryer:</th>
<th>Blancher:</th>
<th>Grill:</th>
<th>Total cooking time:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cheese Veggie Classic</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fish Fingers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Onion Bhajis</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sides</td>
<td>Blancher:</td>
<td>Fryer:</td>
<td>Grill:</td>
<td>Total cooking time:</td>
</tr>
<tr>
<td>------------------------------------</td>
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</tr>
<tr>
<td>Fresh Cut Chips:</td>
<td></td>
<td></td>
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<tr>
<td>Onion Rings</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flame Grilled Vegetables (sprayed with olive oil)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Corn On The Cob</td>
<td></td>
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</table>
## Burger Build Specifications

<table>
<thead>
<tr>
<th></th>
<th>Lettuce</th>
<th>Topping</th>
<th>Relish</th>
<th>Salad</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Beef and Chicken</strong></td>
<td>~</td>
<td>~</td>
<td>~</td>
<td>~</td>
</tr>
<tr>
<td>BBQ Cheese &amp; Bacon</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Cheese &amp; Bacon</td>
<td></td>
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</tr>
<tr>
<td>Cheese Classic</td>
<td></td>
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<tr>
<td>Classic</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Milano</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Smokey BBQ</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Beef Only</strong></td>
<td>~</td>
<td>~</td>
<td>~</td>
<td>~</td>
</tr>
<tr>
<td>Avocado &amp; Bacon</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Blue Cheese</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Blue Cheese &amp; Bacon</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Carribean Salsa</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Garlic Mayo</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Hot Chilli</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Hot Habenero</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Jimmy's Beef</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jimmy's Beef Cheese</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Mexican Salsa</td>
<td></td>
<td></td>
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<tr>
<td>Ploughman's</td>
<td></td>
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<td></td>
</tr>
<tr>
<td><strong>Chicken Only</strong></td>
<td>~</td>
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<td>~</td>
<td>~</td>
</tr>
<tr>
<td>Brie &amp; Cranberry</td>
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<tr>
<td>Cajun</td>
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<tr>
<td>Fajita</td>
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<tr>
<td>Peri Peri</td>
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<tr>
<td>Satay</td>
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<tr>
<td>Sweet Chilli</td>
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<tr>
<td>Thai</td>
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</tr>
<tr>
<td><strong>Lamb Only</strong></td>
<td>~</td>
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<tr>
<td>Lamb &amp; Mint</td>
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<tr>
<td>Moroccan</td>
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<tr>
<td>Redcurrent &amp; Ginger</td>
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<tr>
<td>Tikka Masala</td>
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<tr>
<td><strong>Fish Only</strong></td>
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<tr>
<td>Fish Finger Classic</td>
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<tr>
<td>Tuna Fishcake</td>
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<tr>
<td><strong>Vegetarian</strong></td>
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<tr>
<td>Cheese Veggie</td>
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<tr>
<td>Mushroom &amp; Mozzarella</td>
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<tr>
<td>Onion Bahji</td>
<td></td>
<td></td>
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<tr>
<td>Peppers &amp; Goats Cheese</td>
<td></td>
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<tr>
<td>Spinach &amp; Lentil</td>
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<tr>
<td>Sweet Potato &amp; Bean</td>
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<tr>
<td>Vegetable and Bean</td>
<td></td>
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</tr>
<tr>
<td><strong>Small / Junior Burger</strong></td>
<td>~</td>
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<tr>
<td>Jnr</td>
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<tr>
<td>Jnr Cheese</td>
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</tbody>
</table>
## Salad Build Specifications

<table>
<thead>
<tr>
<th>Salad</th>
<th>Lettuce</th>
<th>Salad</th>
<th>Additional</th>
<th>Sauces</th>
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</thead>
<tbody>
<tr>
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<td></td>
</tr>
<tr>
<td>Recipe &amp; Production</td>
<td>Tick box when completed</td>
<td>Training manager checked</td>
<td>Tick box when completed to time required</td>
<td>Training manager checked</td>
</tr>
<tr>
<td>----------------------</td>
<td>--------------------------</td>
<td>--------------------------</td>
<td>------------------------------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>Fresh Veg and Salad</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flat Lettuce</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Rocket</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Mix Leaf</td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Tomatoes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Red Onion</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>White Onion</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Parsley</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Avocado</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Flame Grilled Peppers</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Courgettes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Salad Peppers / Tomatoes</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burgers and Chicken</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Spice Mix</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Pattie Mix</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Beef / Beef Jr / Lamb</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jimmy’s Beef</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Chicken</td>
<td></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Chicken Skewers</td>
<td></td>
<td></td>
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<td></td>
</tr>
<tr>
<td>Cheesy Veg and Tuna</td>
<td></td>
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<td>Tuna Fishcake</td>
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<td>Sauces</td>
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<td>Cajun Mayonnaise</td>
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<td>Hot Chilli</td>
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<td>Mexican Salsa</td>
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<td>Lime and Dill Mayonnaise</td>
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Additional Allergy Advice Assessment

1) What must you always do if a customer has a specific dietary requirement, even if you are confident of what they can and can’t have?

2) Can a customer with a gluten free dietary requirement have a beef cheese and bacon burger? If not state reasons and possible alternative.

3) Are our chips safe for a customer with a wheat free dietary requirement? Please provide explanation.

4) Are our beef patties suitable for a coeliac?

5) What burger can you offer to a vegan?

6) Can a customer with a dairy intolerance eat one of our vegetable and bean burgers? Explain your answer.

7) Can you serve a customer with an allergy to onions a beef ploughman’s burger? Explain your answer and give a possible solution.

8) If a customer has an allergy to sesame seeds what can you do for them and what do you need to inform them of?

9) Can a coeliac eat our chicken milano burger? Explain your answer.

10) Can a customer with a nut allergy eat one of our mushroom pesto and mozzarella burgers? Explain your answer.

11) Can a customer with a dairy intolerance eat a beef avocado and bacon burger? Explain your answer.

12) Will a coeliac be able to eat our chicken skewers? Explain your answer.

13) What would you recommend to a coeliac who wanted a beef burger?
14) What would you recommend to a customer who is dairy intolerant and a vegetarian?

15) What would you recommend to a customer who has an onion allergy and wants a chicken burger?

16) What you recommend to a coeliac who wants 3 side dishes with their meal? Explain your answer.

17) What would you recommend to a coeliac vegetarian?

18) What could you recommend to a coeliac with a dairy intolerance?

19) Which of our vegetarian burgers are suitable for a customer with an allergy to fish? What information must you give them with your answer?

20) If a customer has an allergy to garlic which of our burger patties would be suitable for them?
Day Labelling

When writing out a day label, the information present should always include:

- The item prepped
- The date prepped
- The use by date, salad and meats 3 days, sauce and dairy 5 days
- The employees name
- The relevant day dot

**Salad – 3 days, including day prepped.**

**Example: complete for lettuce**

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<tr>
<th>Item</th>
<th>Time</th>
<th>AM</th>
<th>PM</th>
<th>Date</th>
<th>Use by</th>
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Lettuce, Rocket, Mix Leaf, Tomatoes, Red Onion, Peppers, Courgette, Avocado.

**Meat – 3 days, including day prepped.**

**Example: complete for beef**

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Beef, Beef Jr, Chicken, Chicken Jr, Skewers, Lamb, Jimmy’s.

**Dairy – 5 days, including day prepped.**

**Example: complete for brie**

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<th>Item</th>
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<th>Date</th>
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Brie, Goats Cheese, Mozzarella.

**Sauces – 5 days, including day prepped.**

**Example: complete for garlic mayo**

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Garlic Mayo, Cajun Mayo, Hot Chilli, Mexican Salsa, Blue Cheese, Mayo, Coleslaw.
1) The service time is over 20 minutes and you have not been in the front kitchen. What would you do to the wait time back under control?

2) The quality of the chips has been consistently under par. What measures should you take in order to get them back to standard?

3) There is a small fire at the base of the beef grill where the drip tray is and it is a problem for you to cook on. How would you deal with this?

4) During service the back kitchen inform you that you have run out of coleslaw. What would you do?

5) What must you do during a shift if the trade levels are lower than expected?

6) What must you do during shift when the trade levels are higher than expected?

7) What checks must you make to ensure that the HACCP book is getting completed correctly?
Supplier Issues.

1) The deliveries on Friday have been but you are missing the following onion rings, bacon, tomatoes. What do you do?

2) DBC have called and told you that they cannot make it until 4pm. This means you will be short of items for service. How would you resolve this?

3) One of your team leaders forgot to place a meat and veg order last night. What would you do to get through the day?

Prep Issues.

1) Sales have been much higher than anticipated and you believe you will run out of beef. What should you do to make sure you don’t?

2) After a busy day yesterday you have no beef, chicken, cheesy veg and no tuna. Keeping in mind that you have the chips, front kitchen clean and set up still to do how would you organise your morning to ensure that everything is ready for service?

3) It’s 9.30pm and you’ve just ran out of red onions. What should you do?

Man Management.

1) A member of staff has been late by no more than 2 minutes but this is the second time this week. How would you handle this?
2) An argument has broken out between the kitchen member on the pass and the FOH member running the pass, customers can hear the argument. How would you calm this volatile situation?

3) Someone hasn’t turned up for their shift and they didn’t ring in. What do you do?

4) If a staff member turns up to work and you believe they have been drinking what action should you take?

5) Why is it important to hold regular team meetings and kitchen management meetings

Money and costs.

1) Your food spend for the previous week is at 25%. What measures should you take to ensure this is corrected?

2) The labour spend is £200 over the limit due to the first 3 days of the week being very quiet. What can you do to minimise the overspend?

3) You constantly run out of blue roll for the kitchen and the General Manager tells you there is no more money in the budget. How can you help?
4) List all of the actions you can take to ensure you are controlling the food cost in the kitchen.
1) Where does our beef come from?

2) What potatoes do we use?

3) What is the welfare classification of our chicken and what does it mean?

4) What breed of cow does our Jimmy’s beef come from?

5) Why does Jimmy’s beef have a different flavour to our usual beef?

6) How do we prepare our chicken burgers?

7) What sort of buns do we use?

8) Which of our sauces and burger relishes contain mayonnaise?

9) What relishes or sauces do we serve with the following burgers

   Beef avocado and bacon
   Beef garlic mayo
   Beef cheese classic
   Beef Mexican salsa

10) How many vegetarian burgers do we offer?
1) What does HACCP stand for?

2) What are the hazards to food during the preparation of food before cooking?

3) How can you control the hazards detailed above?

4) How can you monitor the hazards detailed above?

5) What are the hazards to food during the grill cooking process?

6) How can you control the hazards detailed above?

7) How can you monitor the hazards detailed above?

8) What are the hazards to food during the fryer cooking process?

9) How can you control the hazards detailed above?

10) How can you monitor the hazards detailed above?

11) What are the hazards to food during the refrigerated storage process?

12) How can you control the hazards detailed above?

13) How can you monitor the hazards detailed above?
14) What are the hazards to food during the holding process under hot lamps and in the chip scuttle?

15) How can you control the hazards detailed above?

16) How can you monitor the hazards detailed above?

17) What are the hazards to food during the food handling process?

18) How can you control the hazards detailed above?

19) How can you monitor the hazards detailed above?

20) How many steps are there in our food process flow diagram? List all of them.

21) How many different types of hazards are there and what are they?

22) Give 3 examples of critical control points at HBC.

23) Give 2 examples of control measures used at HBC to reduce hazards.
24) Give 3 examples of critical limits used at HBC to ensure control measures are implemented successfully.

25) Give 3 monitoring examples used at HBC to ensure that our critical limits are being maintained.

26) Give an example of possible corrective action if a control measure has failed to hit its critical limit.

27) How would you discover the above issue with your critical limit?
I have successfully completed all assessments and contained within the assessment pack.

Trainee
Signed Date

Trainer
Signed Date

Restaurant manager/openings manager
Signed Date

Area manager
Signed Date
Level 5

Pay scale - £6.60

Objectives

To progress to level 5 from level 4 you will need to develop an ability to manage the business aspects of the kitchen along with the shift management you have covered in level 4 training. You will need to submit 10 examples of instances when you have taken action to control costs, resolve staffing issues, carry out affective disciplinary procedures or implement successful training or action plans to resolve issues or increase standards. You will also need to complete all the projects detailed on the following pages.
Projects

1) Write a brief training guide for the chip and bun section.

2) Write a brief training guide for the window

3) Write a brief training guide for the grill

4) Compile a user manual for the fryers, pot wash, grills, rumbler, chipper, dito sama and glass wash machines. Give information on setup, usage and cleaning.

5) Conduct an external audit for all kitchen areas. This will need to be done after a kitchen close or before the kitchen staff start in the morning. Produce an action plan to resolve any issues that your audit has highlighted.

6) Take the beef and bun calculator for you training restaurants previous week. Increase sales on the forecast by £10,000 and adjust the par levels accordingly on all order sheets.

7) Put together a rota for BOH for a week with sales of £30,000 gross. Construct your daily forecast using the current trend in the restaurant that you are training in. The rota must come in under the allowance specified for the sales given above.

8) Read through the refund, wastage and complimentary reports attached to this pack. Based on the information decide on a training focus for the coming week for the BOH. Explain how you will action your focuses. You should look for trends across all 3 reports before deciding on your focus.

9) Complete a food audit and compile an action plan addressing any short falls highlighted by your audit. If a training plan is part of your action plan include details of this also.

10) Analyse the food cost results provided on a sample WBR and GP Wet and Wastage sheet. You need to work out why the restaurant has missed its target and formulate an action plan to resolve the issues.

11) From the results from your last week of training draw on areas that you feel need improvement based on Key Performance Indicators and any observations you have made. Compile a team meeting agenda to combat any issues. You should outline areas for improvement, what needs to be done to make the required changes and a timeline for this to be completed.
Sign-off Sheet

I have successfully completed all projects contained within the assessment pack.

Trainee
Signed	Date

Trainer
Signed	Date

Restaurant manager/openings manager
Signed	Date

Area manager
Signed	Date
Business Management Examples

Use the section below to provide examples of when you have demonstrated the business management required from a kitchen team leader at level 5. You should use examples from your shifts at handmade burger Co. and focus on cost control, resolving staffing issues, disciplinary procedures and training and action plans you implement to control costs and profitability within the kitchen.

You must submit 10 examples.

1. Example of demonstrating affective business management.

   Witness Name                                      Witness signature                                           Date

2. Example of demonstrating affective business management.

   Witness Name                                      Witness signature                                           Date

3. Example of demonstrating affective business management.

   Witness Name                                      Witness signature                                           Date
4. Example of demonstrating affective business management.

Witness Name                                      Witness signature                                           Date

5. Example of demonstrating affective business management.

Witness Name                                      Witness signature                                           Date


Witness Name                                      Witness signature                                           Date

7. Example of demonstrating affective business management.

Witness Name                                      Witness signature                                           Date
8. Example of demonstrating affective business management.


10. Example of demonstrating affective business management.
The details I have submitted on the previous pages are a true representation of my business management ability that is required for the role of kitchen team leader at level 5.

General Manager and Area Manager have read all examples given and agree that they give a true representation of the business management abilities of the team leader candidate and meet the standards required for this role.

Staff member

Signed Date

GM/Openings support manager

Signed Date

Area Manager

Signed Date