

# **TRAINEE WORKBOOK**

**PREPARE AND PRESENT SANDWICHES**

**SITHCCC003**



**HOSPITALITY GROUP TRAINING**

## **ELEMENTS AND PERFORMANCE CRITERIA**

- |                                  |  |
|----------------------------------|--|
| 1. Select ingredients.           | 1.1. Confirm sandwich requirements, based on standard recipes and customer requests.<br>1.2. Identify and select bread types and fillings taking account of quality, freshness and stock rotation requirements.<br>1.3. Check perishable supplies for spoilage or contamination prior to preparation.  |
| 2. Make sandwiches.              | 2.1. Use safe food-handling practices to hygienically prepare sandwiches based on requirements.<br>2.2. Cut ingredients and completed sandwiches to ensure uniformity of presentation.<br>2.3. Combine ingredients appropriately based on flavour combinations, customer preference and standard recipes.<br>2.4. Use toasting and heating equipment safely, as required.<br>2.5. Make sandwiches in a logical and sequential manner while minimising waste. |
| 3. Present and store sandwiches. | 3.1. Present sandwiches on appropriate service-ware.<br>3.2. Add suitable garnishes, as required.<br>3.3. Visually evaluate dish and adjust presentation.<br>3.4. Store sandwiches in appropriate environmental conditions.<br>3.5. Clean work area, and dispose of or store surplus and re-usable by-products according to workplace procedures, environmental considerations, and cost-reduction initiatives.  |

## FOUNDATION SKILLS

Skill	Description
Reading skills to:	<ul style="list-style-type: none"> <li>• Read and interpret standard recipes for customer sandwich requests</li> <li>• Locate and read date codes and rotation labels on food products</li> </ul>
Oral communication skills to:	<ul style="list-style-type: none"> <li>• Listen to customer requests, asking questions where necessary to clarify</li> <li>• Provide simple face-to-face explanations to customers about sandwich range</li> </ul>
Numeracy skills to:	<ul style="list-style-type: none"> <li>• Count portions</li> </ul>
Problem-solving skills to:	<ul style="list-style-type: none"> <li>• Evaluate quality of sandwich ingredients and finished items and make adjustments to ensure quality product</li> <li>• Adjust appearance of food products according to identified deficiencies</li> </ul>
Self-management skills to:	<ul style="list-style-type: none"> <li>• Manage own speed, timing and productivity</li> </ul>

## RANGE OF CONDITIONS

Specifies different work environments and conditions that may affect performance. Essential operating conditions that may be present (depending on the work situation, needs of the candidate, accessibility of the item, and local industry and regional contexts) are included.

Range is restricted to essential operating conditions and any other variables essential to the work environment.

**Adjusting presentation** must involve consideration of:

- accompaniments and garnishes that maximise visual appeal
  - balance
  - colour
  - contrast
- plating food for practicality of:
  - customer consumption
  - service
- wiping drips and spills

**Environmental conditions** must ensure appropriate:

- atmosphere
- humidity
- packaging
- temperature
- use of containers
- ventilation

## PERFORMANCE EVIDENCE

Evidence of the ability to complete tasks outlined in elements and performance criteria of this unit in the context of the job role, and:

- follow safe food handling practices when preparing at least one of each of the following hot or cold sandwiches within commercial time constraints:
  - club
  - filled rolls
  - focaccia
  - open
  - pullman
  - wraps
- use a variety of fillings and ingredients to prepare above sandwiches using each of the following breads at least once:
  - white, wholemeal, and grain
  - wraps
  - sourdough
  - flatbreads
- present sandwiches in line with organisational presentation requirements
- store sandwiches and ingredients to optimise shelf life in line with environmental conditions and food safety practices.

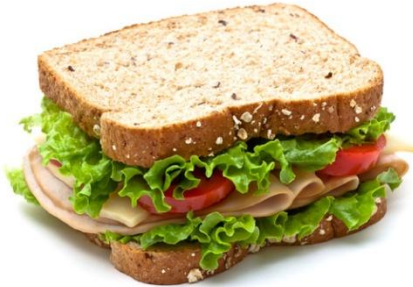
**KNOWLEDGE EVIDENCE**

Demonstrated knowledge required to complete the tasks outlined in elements and performance criteria of this unit:

- culinary terms and trade names for the different types of sandwiches and breads specified in the performance evidence
- contents of stock date codes and rotation labels and their implication for food quality standards
- characteristics of different sandwiches specified in the performance evidence:
  - appearance and presentation
  - bread variations
  - classical and contemporary variations
  - combinations of ingredients
  - freshness and other quality indicators
  - service style
  - trends
- meaning and role of mise en place in the process of preparing sandwiches
- methods used in sandwich preparation:
  - cutting
  - garnishing
  - layering
  - moulding
  - portioning
  - spreading
- appropriate environmental conditions and methods for storing sandwiches to:
  - ensure food safety
  - optimise shelf life
- safe operational practices using essential functions and features of equipment used to produce sandwiches.

## **SANDWICHES - HISTORY AND HEALTH**

A sandwich is usually bread (one or more pieces) with some type of filling. It was actually developed by accident by the Earl of Sandwich in the late 1700's. During a late night gambling session, he required sustenance. Two slabs of bread were put together with some roasted beef, and thus the legend was born.



Sandwiches are no longer quite so basic and over the last few years the sandwich market has been further advanced by the introduction of a wider range of fillings and bread types. The original “grab and go” food, sandwiches are the ultimate in convenience.

Creativity has kicked in so now we have all kinds of sandwiches available hamburgers, hotdogs, subs, gyros, tacos, quesadillas, samosas, calzones, wraps, and pita pockets. Pick your bread—focaccia, French baguette, sourdough or bagel. Add cheese—Swiss, Colby, Cheddar, Marble, Brie and flavour with mayonnaise, pesto, sandwich spread, mustard, pickles, relishes...

However some customers are leaning toward healthier eating which has lead to a need for low fat or at least reduced fat fillings. Some customers have special dietary requirements so the need for different bread types has also arisen.

For example Coeliac's would need to have a total gluten-free diet (no wheat, rye, barley or oat grains) so they would need bread made from rice flour, corn flour or spelt and yeast as a base. If a customer is lactose intolerant then many of the flatbreads available are both yeast and dairy free, and make wonderful sandwiches.

Lactose intolerant customers are unable to eat any dairy products, therefore when choosing bread you have to ensure there is no dairy products used like milk, butter or cream. Special attention must also be paid to the fillings used to ensure there is no butter, cheese or certain spreads that contains dairy products used.

Vegan customers do not eat any food derived from animals, so it is important that all breads and fillings do contain any product that came from an animal.

Sandwiches may be classical or modern (contemporary), hot or cold, of varying cultural and ethnical origins and use a variety of fillings and types of bread. Types of sandwiches may include pullman; open sandwiches; club sandwiches; pinwheel, domino or chequerboard sandwiches; filled rolls, focaccia or pita bread; or those using specialised or ethnic breads such as dark rye, gluten-free or Turkish.

Preparation, presentation and storage of sandwiches depend on bread type; ingredients, nature and consistency of fillings; need for chilling; use of plastic

wrap or foil; use of bulk-storage containers; and the use of customised containers for display/presentation/sale.

Sandwiches may be pre-prepared or made on demand by spreading, layering, piping, portioning, moulding, cutting and/or garnishing.

There are numerous varieties of bread available in Australia. For example:

- |              |                             |             |
|--------------|-----------------------------|-------------|
| • white      | • wraps                     | • wholemeal |
| • multigrain | • corn                      | • herb      |
| • rye        | • sour dough                | • sourdough |
| • olive      | • baguettes (French sticks) | • Lebanese  |
| • flatbreads | • Pullman loaf              | • bagel     |
| • pide       | • pita                      | • lavosh    |
| • foccacia   | • chullah                   | • vienna    |
| • cobb       | • chapati                   | • paratha   |

Along with the varieties of bread itself, there is also a wide array of bread rolls available, i.e. dinner rolls, petite pain (crispy rolls), flavoured rolls, etc. There are many types of bread available in the marketplace. Bread is a versatile commodity.

Breads	Type of sandwich
Bagel	Filled roll
Ciabatta	Open sandwich
Coburgs	Open sandwich or small filled roll
Pita or pocket bread	Filled
Foccacia	Filled and toasted
Baguette	Open or filled sandwich
Sourdough bread	Open or filled sandwich
Wholemeal, white, grain sliced bread	Sandwiches open and closed and Pullman
Wraps	Filled and can be heated
Flatbread	Filed and rolled



## SANDWICH STYLES

The following sandwiches are some varieties available in Australia:

### Finger Sandwich (Pullman)



Two slices of buttered bread with a variety of fillings, crust removed and cut into three fingers.

### Club Sandwich



Three slices of toasted bread with filling and spread cut into 4 triangles and held together with toothpicks.

### Open Sandwich



A base only with a variety of fillings is highly garnished, as eye appeal is extremely important. Traditionally eaten with a knife and fork and served as a light lunch item

### Wrap



A wrap usually consists of a soft flatbread rolled around a filling. Wraps can include wheat flour tortillas, pita's, lavosh, corn tortillas and many other varieties

Some other classic sandwich styles also include the following:

**Bookmaker** –Style of toasted steak sandwich – served warm e.g. two slices toasted bread with steak and mustard.

**Tea sandwich** - Two slices of buttered bread with a lighter filling e.g. Cucumber sliced, with crust removed and cut into points or fingers. Served for lunch as a

take away or plated service.

**Conventional sandwich** - two slices buttered bread with a variety of fillings. Cut into two triangles or points Uses a variety of garnishes if plated e.g. alpha sprouts and cherry tomato.

**Ribbon Sandwich** contrasting colours of sliced bread e.g. brown bread spread with cream and dill topped with a slice of white bread then topped with smoke salmon and butter lettuce. Cut into three fingers – served for cocktail style lunch or dinner.

**Filled Rolls** – A variety of different rolls can be used – white, wholemeal, seed encrusted, crusty, soft with a wide variety of fillings

**Foccacia** - This is yeasted Italian flat bread. It is sliced in half, filled with meats, vegetables, cheeses and dressings and toasted to order.

**Ciabatta** - This bread is available in rolls or larger loaf. It is an open textured yeasted bread similar to foccacia. It is sliced in half and filled. Eaten cold or can be heated.

**Baguette/Battard/Ficelle** -These are French style long loaves, split in half length wise and filled with a variety of salads, cold meats and cheeses. Once filled it is cut into individual portions and individually wrapped. The fillings are usually more simple to complement the crusty bread style.

## **SANDWICH PRODUCTION**

Sandwich production needs to be a very quick process. Whether you work in a sandwich bar where customers are purchasing ready-made sandwiches or a busy restaurant where diners want to be served as quickly as possible. Just like in other sections of the kitchen it is essential to be completely organised before you begin the food preparation.

Some tips for great sandwiches!

- Combinations of sandwich ingredients are delicious when you follow similar patterns to those that you use in a meal.
- Thinner slices of meat and cheese are better for portioning and assembling
- Fillings sliced ahead of service makes for a clean and freshly prepared sandwich
- The main ingredient of a sandwich is usually accompanied by extra ingredients called the loading. Loadings provide a contrast in texture, colour, shape and taste as well as compliment the flavour
- Use only the freshest ingredients NOT substandard leftovers

## **Mise en place**

Mise en place is a French term for everything in its place. Below are some of the mise en place activities that would need to be completed before preparing sandwiches for service:

- Washed and sliced or shredded lettuce varieties, spinach, fresh herbs,
- Sufficient supply of fresh high quality ingredients
- Bread – pre sliced
- Chopping Boards - correct colour for each stage of production
- Clean, sanitised and dry work bench

- Butter, margarine or alternative spreads for dietary requirements e.g. avocado

It is important that mise en place is done prior to preparation of sandwiches to ensure that service is smooth and efficient, and that customers are not kept waiting. It is also a chance to check for spoilage and contamination of perishable supplies.

## **SANDWICH TOPPINGS & FILLINGS**

### **Sandwich Toppings**

A topping goes on 'top' of the piece of bread, e.g. roast beef on a baguette or on a Danish open sandwich. Sandwiches with toppings are specifically designed to accentuate the food presentation. This means that all garnishes and topping ingredients need to be as colourful as possible. For example, open sandwiches use colourful foods to have maximum visual appeal. The finely sliced or shaved meats are arranged with a variety of lettuce leaves, fine vegetable strips and dressings, etc

### **Sandwich Fillings**

A filling, as the word suggests, is placed inside or in between bread (or layers of bread).

Soft fillings should be used for any sandwich that requires manipulation, e.g. rolling or folding of pinwheel sandwiches. Soft fillings include flavoured butters, cream cheeses or pastes for pinwheel, chequerboard sandwiches and lavash rolls.

Filled sandwiches can use sliced meats or other products. They can be supplemented with garnishes for extra colour and flavour, i.e. sliced tomatoes, cucumbers and grated vegetables.

Fillings add interest, flavour and texture to breads. There are many types of fillings that are suitable for sandwiches. It is important that the filling is moist, not wet or the sandwich will become soggy. It should not be dry or the sandwich will be unpalatable.

**Fillings:** rare roast beef, pastrami, tandoori chicken, prosciutto, smoked ham, turkey, salmon, chicken, meats, cheeses, seafood, pâtés, roast meat and char grilled vegetables

A spread should be used before adding the filling. This will help to prevent the filling soaking into the bread and will also add flavour to the filling. It is an important part of a sandwich because it can improve the taste and mouth feel.

**Spreads:** mayonnaise, ricotta cheese, butters, compound butters, cream cheese, pesto, sun dried tomato pesto, sauces, mustards, garlic butter, anchovy butter, tartare sauce, avocado, jams and compotes

## SAFE FOOD HANDLING PRACTICES

There are many safe food handling practices that you can observe whilst completing the preparation and presentation of sandwiches. These include:

- Single use kitchen gloves to prevent contamination for hands.
- Avoiding cross contamination when making sandwiches is very important because they are classed as potentially hazardous foods.
- Wear clean clothes,
- Wear long hair tied back and hair nets if required.
- If you cut yourself whilst preparing sandwiches ensure that the food that is contaminated is disposed of and dress the cut with a blue bandaid
- Clean as you go, ensuring that you work in a clean and tidy workplace means that you are more organised and efficient, but also reduces the risk of cross contamination.



## EQUIPMENT USED IN THE PRODUCTION OF SANDWICHES

There are many pieces of equipment that are used in the production of sandwiches which can range from small equipment such as a butter knife used for spreading to large equipment such as a salamander or sandwich press for toasting sandwiches.

It is important that you are familiar with how all equipment works so that you can operate them in a safe manner. If you do not know how to use a piece of equipment ask your supervisor to be trained on how to use it safely.





**Salamander grill**



**Double sided griddle**



**Sandwich Press**

## **PREPARATION AND PRESENTATION**

Effective and efficient sandwich making requires organisation and good planning. Some areas to keep in mind when creating sandwiches are:

- appropriate shape;
- size; (portion control)
- taste;
- texture;
- sandwich serving temperature;
- neat and clean preparation;
- appropriate and simple garnish;
- ensuring the platter is thoroughly wrapped or covered to prevent drying;
- correctly storing sandwiches for later service, hygienically covered and under refrigeration.

### **Presenting Sandwiches**

Once the sandwich has been prepared, presentation becomes the next important step.

Choose the appropriate crockery for the sandwich that has been prepared. There are a variety of plates, single use containers and platters for this stage of the sandwich making process. Don't overcrowd the plate and make sure that it is not cracked or chipped.

**Sandwiches for a function****Pre prepared for storage****Plated sandwich****Portioning**

This will be part of your duty while preparing sandwiches. The purpose of this is so that the number of portions is identified and that every customer receives the same quantity or size serving.

The control of portion sizes is one of the most important practices in any food business. Diners do not want variation in sizes of portions served. The owner of the business will also want to be able to rely on the sandwich costing the same each time it is served or prepared. Portion control also eliminates unnecessary wastage of ingredients. Ensure that you are aware of the portion control practices implemented in your business.

**Cutting**

Some business use cutting templates in order to ensure that all the sandwiches are of uniform size and consistency

**Garnishing**

Presenting sandwiches can range from elaborate garnishes with exotic and interesting accompaniments, which not only add to the overall taste experience but also create enormous eye appeal, to simple herbs that complement the filling or topping. Garnishes can be served on the side of the plate, on top of the sandwich or as an integral part of the sandwich

A variety of garnishes and accompaniments follow:

**Garnishes**

Lettuce, tomato, watercress, cress, mustard cress, radish, gherkins, cucumber, onion rings, capers, strawberry, rocket, salad leaf mix, sliced citrus, shallot curls, celery curls, herbs, pickled vegetables, julienne vegetables and olives.

**Layering**

Some sandwiches involve the method of layering e.g. Club sandwich, where the sandwich is made up of layers of bread and fillings.

### Moulding

Moulding of sandwiches is a method used for making novelty sandwiches, e.g. for children's birthday parties.



### Garnishing Guidelines

#### Blanching and Refreshing

To maintain and enhance the colour of vegetables always blanch and refresh products. Immerse in boiling water for a minute, drain and rinse under cold running water until wet.

#### Colour

Complement the colour of the garnish with the food. Colours that are too similar will clash with the main item and will not be appealing to the eye.

#### Textures

Use the garnish to vary the textures of the food. E.g. Crunchy bean sprouts

#### Display

Keep garnishes away from air and heat to prevent drying out. Keep in airtight containers or wrap in plastic where possible



#### Edible Garnishes

Only ingredients that are edible should be presented with food. Sometimes toothpicks or skewers are needed to secure or hold sandwiches together, keep these to a minimum. Be careful when using flowers and leaves as garnishes, ensure that they are edible. Always wash the garnish and never be tempted to re-use a garnish.



**Flavour**

The flavour and style of the garnish should complement the sandwich, e.g. do not use a rosemary sprig to garnish a sandwich with a smoked salmon filling. Use dill or chives instead.

**Plan**

Plan the garnish with the arrangement of food so it can be viewed as a whole. Determine a focal point to attract the diner's eye, the garnish does not always have to go on the top of or next to the food. Be creative

**Preventing Discolouration**

Once cut, some foods discolour quickly, e.g. avocados, artichokes apples. To slow the discoloration process down cover or sprinkle with acidulated water. Alternatively prepare as close as possible to service time.

**Size**

The garnish size should be in relation to the size of the food items. Too large a garnish will make the plate look overcrowded and detract from the sandwiches. Too small a garnish will be lost on the food item.

**Storage**

It is best to make garnishes just before serving. Different parts of a garnish can be prepared ahead of time and assembled at the last minute. Store garnishes as you would the food commodity. If made with ingredients that are normally refrigerated, seal by wrapping in plastic wrap, an airtight container or plastic bag and refrigerate.

**Temperature**

Choose a garnish suitable to the temperature of the sandwiches being served, e.g. a garnish that has the potential to melt or become limp should not be placed on hot sandwiches.

**STORAGE OF SANDWICHES AND EXCESS FILLINGS**

Most sandwiches are perishable goods. Sandwiches which are made up with moist fillings are highly perishable but if they are well covered they may be refrigerated for a few hours without substantial staling.

When storing ingredients for sandwiches and finished sandwiches make sure you regard them as highly perishable. It is essential to stringently apply hygienic food handling principles to the storage and preparation of sandwiches:

- Always use fresh bread.
- The risk of cross contamination is always present with these foods, so work hygienically at all times.
- Ingredients must be closely tracked at each stage of the production process to ensure that each ingredient is handled correctly.
- Ingredients must be fresh, freshly prepared, held at below 4°C, prepared in batches related to production requirements, and kept for the minimum amount of time possible between production and service.



When storing prepared sandwiches pay attention to the humidity and lighting and ensure there is adequate ventilation.

### Rotation

Stock rotation is important when storing sandwiches or fillings. Stock rotation is where you put all new stock to the rear or underneath already stored stock, so that existing stock is used first. This prevents stockpiling older supplies which may then deteriorate or exceed their use by date. This process is also known as the F.I.F.O 'First In, First Out' method.



### Labelling

A good system for labelling must be in place for the stored items. You should also label the shelves or containers.

Labels not only allow you to identify what the product is, but they also allow you to record information such as use by dates and supplier details.

Below is a sample of labels (day dots) that can be used to accurately label and identify prepared foods. Including information on what day/date they were produced, what the food is and initials of who made the item.



### Implications of not following contents of stock dates codes and rotation labels

- Wastage
- Customer dissatisfaction and possible illness



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