**TRAINING PLAN**

Sector : **TOURISM (Hotel and Restaurant)**

Qualification : **BREAD AND PASTRY PRODUCTION NC II**

Nominal Duration : **356 hours/ 45 DAYS**

**Basic Competencies**

**(18 hours)**

| **Trainees’ Training Requirements** | **Training Activity/Task** | **Mode of Training** | **Staff** | **Facilities/**  **Tools and Equipment** | **Venue** | **Assessment Method** | **Date and Time** |
| --- | --- | --- | --- | --- | --- | --- | --- |
| 1. Participate in workplace communication | * + Obtain and convey workplace information   + Participate in workplace meetings and discussions   + Complete relevant work related documents | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * e- CBLM * Telephone * Notebook * Writing materials * Computer with Internet connection | CSU Training Center | Demonstration, observation,interviews/ questioning | October 9, 2023  8am – 5 pm |
| 1. Work in a team environment | * + Describe Team Role and scope   + Identify own role and responsibility within team   + Work as a Team Member | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CSU Training Center | Demonstration, observation,interviews/ questioning | October 10, 2023  8am – 5 pm |
| 1. Practice career professionalism | * + Integrate personal objectives with organizational goals   + Set and meet work priorities   + Maintain professional growth and development | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CSU Training Center | Demonstration, observation,interviews/ questioning | October 11, 2023  8am – 5 pm |
| 1. Practice Occupational Health and Safety Procedures | * + Identify hazards and risks   + Evaluate hazards and risks   + Control hazards and risks   + Maintain OHS awareness | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CSU Training Center | Observe  Interview | October 12, 2023  8am – 5 pm |
| **Common Competencies**  **18 Hours** | | | | | | | | |
| **Trainees’ Training Requirements** | **Training Activity/Task** | **Mode of Training** | **Staff** | **Facilities/Tools and Equipment** | **Venue** | **Assessment Method** | **Date and Time** |
| 1. Perform workplace and safety procedures | * Follow workplace procedures for health, safety and security practices * Deal with emergency situations * Maintain safe personal presentation standards | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CSU Training Center | Individual and group demonstration (Practical application) | October 13, 2023  8am – 5 pm |
| 1. Provide effective customer sevice | * Greet customer * Identify customer needs * Deliver service to customer * Handle queries through telephone, fax, machine, internet and email * Handle complaints, evaluation and recommendations | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CSU Training Center | Individual and group demonstration (Practical application) | October 14, 2023  8am – 5 pm |
| 1. Observe workplace hygiene procedures | * Follow hygiene procedures * Identify and prevent hygiene risks | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials   Computer with Internet connection | CSU Training Center | Individual and group demonstration (Practical application) | October 15, 2023  8am – 5 pm |
| 1. Develop and update industry knowledge | * Seek Information on the industry * Update industry knowledge | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials * Computer with Internet connection | CSU Training Center | Individual and group demonstration (Practical application) | October 16, 2023  8am – 5 pm |
| 1. Perform computer operations | * Plan and prepare for tasks to be undertaken * Input data into computer * Access information using computer * Produce/output data using computer system * Maintain computer equipment and systems | Blended learning (modular, online and face to face) | Trainer:Sophia Agunoy | * E-cblm * Telephone * Notebook * Writing materials * Computer with Internet connection | CSU Training Center | Individual and group demonstration (Practical application) | October 17, 2023  8am – 5 pm |
| **CORE COMPETENCIES**  **105 Hours** | | | | | | | | |
| **Trainees’ Training Requirements** | **Training Activity/Task** | **Mode of Training** | **Staff** | **Facilities/Tools and Equipment** | **Venue** | **Assessment Method** | **Date and Time** |
| * Prepare and produce bakery products | * Prepare bakery products * Decorate and present bakery products * Store bakery products | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * Telephone * Fax * Computer * Internet * E-cblm * Special requirements * Reservation Sheets * Logbook * Computer * Reservation Cards | CSU Training Center | Oral questioning and written examination  Observation  Demonstartion | November 3-4 2023  8am – 5 pm |
| * Prepare and produce pastry products | * Prepare pastry products * Decorate and present pastry products * Store pastry products | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * Checklist * Blank order slips * Touch screen * POS system * Paper * Ball pen * Tables * Table cloth * Table napkin * E-cblm | CSU Training Center | Oral questioning and written examination  Observation  Demonstartion | November 5-6, 2023  8am – 5 pm |
| * Prepare and present gateaux, tortes and cakes | * Prepare sponge and cakes * Prepare and use fillings * Decorate cakes * Present cakes * Store cakes | Blended learning (modular, online and face to face) | Trainer:Sophia Agunoy | * Menu card * Menu board * E-cblm * Ball pen * Paper * Books recipe * Procedures * Paper * Notebook * Copies on how to do. * Book guidelines * Checklist * Booklet * Ball pen * Paper | CSU Training Center | Oral questioning and written examination  Observation  Demonstartion | November 7-8, 2023  8am – 5 pm |
| * Prepare and display petits fours | * Prepare iced petits fours * Prepare fresh petits fours * Prepare marzipan petits fours * Prepare caramelized petits * Display petits fours * Store petits fours | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * pencil * Paper * Ball pen * Checklist * Menu card/board * Service tray * Serving plate * place mat * plates * spoon/fork * drinking glasses * Serving spoon * Napkin * Cloth   Tissue holder w/ tissue | CSU Training Center | Oral questioning and written examination  Observation  Demonstartion | November 9-10, 2023  8am – 5 pm |
| * Present desserts | * Present and served plated desserts * Plan, prepare and present dessert buffet selection or plating * Store and package desserts | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Telephone * Ball pen * Paper * Checklist * Paper * Ball pen * Checklist * Paper * Ball pen | CSU Training Center | Oral questioning and written examination  Observation  Demonstartion | November 11-12 2023  8am – 5 pm |
| Receive and handle guest concerns | * Listen to the complaint * Apologize to the guest * Take proper action to the compliant * Record complaint | Blended learning (modular, online and face to face) | Trainer: Sophia Agunoy | * E-cblm * Paper * Ball pen * Notebook * Document * Folders * computer | CSU Training Center | Oral questioning and written examination  Observation  Demonstartion | November 13-14, 2023  8am – 5 pm |