



CANTERBURY
TECHNICAL INSTITUTE

SIT40521 Certificate IV in Kitchen Management

Logbook

Maintained personal hygiene and dress standards	V	Sought assistance from management when required	V	Diversity and cultural appropriateness	V
Safely and hygienically prepared, cooked and presented dishes	V	Restock and stock rotation	V	Menus including options for dietary requirements	V
		Provided alternative options to customers		Provided advice and support to team	V



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V		Job role, tasks and responsibilities		Prepare, cook and serve the following that meet quality requirements:	
Cleaned work areas and equipment	V	Conflict resolution		appetisers and salads	V
Restocked as required	V	Completed required reporting	V	fish and shellfish	V
Safely stored equipment and supplies	V	Work cooperatively	V	hot and cold desserts	V
Recycled and minimised waste	V	Asked questions to clarify and confirm	V	meat, poultry and game	V
Handover to next shift	V	Assisted customer with choices which met their needs, special requests and cultural requirements		vegetables, fruit, eggs and farinaceous products	V
Development of prep list	V	Resolved customer complaints		stocks, sauces and soups	V
Debriefing and reporting	V	Provide quality customer service	V	Varying requirements of different food service periods and menu types	V
Completing incident, work health and safety reports		Followed work schedules	V	evaluate dishes and make adjustments to ensure a quality product	V
Completing maintenance reports		Used a variety of equipment for day-to-day work activities.	V	Select and use appropriate commercial equipment to produce menu items in line with manufacturer specifications.	V
De-briefing session	V	Worked with speed and accuracy during multitasking	V	Other:	
Apply feedback on job performance and service requirements to improve	V	Monitored the service process and workflow	V		
Calculating and ordering/purchasing additional stock: à la carte, buffet, set menu, table d'hôte, bulk cooking operations, functions and events or festivals	V	Took responsibility for own actions and outcomes	V		

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Workflow plan

Develop a work plan for both an opening and a closing shift relevant to your workplace procedures. Consult team members to confirm and inform of service requirements to ensure your plan is accurate. Ensure you detail the timeline for the task, the task description and all relevant equipment and WHS concerns. Attach additional pages if required. Use this plan during each shift as a guide.

Workflow plan – Opening Shift

Timeline	Task (Description) and Priority	Equipment & WHS	Communication (Who, About what?)
16:00	Check mise en place left and bookings.	-	Talk with the last CDP in charge for the mains section and FoH.
16:05	Check sauces, purees and foam and back-up on hot boxes.	-	Verify needs with the head chef.
16:10	Bake Bread, Roast potatoes and keep it in the warmer at 65 Celsius.	Trays, Gloves, T-Towel.	Check quantity needs based on bookings.
16:20	Check if tools and garnishes are replaced and topped up.	-	Non required.
16:25	Prep – Mash Potatoes, Brine Quail.	Steam Tray, Oven, Spatula, Sheive, Containers, Pot.	Check with the head chef how many recipes to do.
17:30	Venue Dinner Open. Start Service.	Stove e Tolls.	Check opening with FoH, Communicate with CDPs in charge of other sections to send every dish to the same table at the same time.
21:30	Venue Dinner Closed.	-	Check closing with FoH and any feedback.



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Workflow plan – Closing Shift

Timeline	Task (Description) and Priority	Equipment & WHS	Communication (Who, About what?)
21:31	Take Tools, Containers, trays, chopping board and Pots to Dishwasher.	Same as left	Warning hot pot coming through.
21:34	Follow 2h/4h Rules, Dispose and storage food left. Top Up Section and fridge to the next day.	Wrap, tray, sharpie, label.	Non required.
21h40	Wash and dry bench and stove.	Hot water, Soap, Sponge, Disposable wipes, cleaning cloths.	Non required.
21h45	Sanitize bench and stove.	Chemical sanitizer, cleaning cloths.	Non required.
21h47	Clean Fridge.	Hot water, Soap, Sponge, Disposable wipes, cleaning cloths.	Non required.
21h53	Sanitize Fridge.	Chemical sanitizer, cleaning cloths.	Non required.
22h	Sweep the Floor.	Broom and dustpan.	Non required.
22h10	Scrub, mop and squeegee the Floor	Heavy Broom, Mop, Squeegee, hot water and floor chemical.	Non required.
22h15	Organize Cold Room	Trolley.	Talk to other CDP to organize their shelves in the way which is better to them find their preps.
22h30	Shift finished.	-	Talk with head chef if anything else needs to be done.



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Grievance reflection

Reflect on a time during the logbook when you encountered a issue, problem or conflict in the kitchen.
Answer the questions below to demonstrate how you worked through the issue that occurred.

Describe the incident that occurred:

Costumer Complain about Salty Roasted Potatoes.

What do you believe was the main cause of the issue, problem or conflict:

Potatoes were seasoned twice (Considering it is already seasoned when its pre-cooked don't have to salty when is roasting) probably has not being checked before send.

What steps did you take to resolve the issue:

Send a new fresh Potatoes.

Describe any actions or steps you have done after the incident to improve the interactions and relationship with the colleague



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Explain again how to proceed each step during the cooking and roasting to seasoning it only once and also always check how the potatoes are before send it.

List strategies you implement in the kitchen to demonstrate respect of the different values, beliefs, language needs and cultural differences of your team.

Improve communication.

4. SITHCCC043 Work effectively as a cook.					
Name of establishment: Fatcow on James St			Date of shift:		
Start & finish time of shift: 4h30 - 22h30			Hours: 6h		
Shift type:	<input type="checkbox"/> Breakfast	<input type="checkbox"/> Lunch	<input checked="" type="checkbox"/> Dinner	<input type="checkbox"/> Special function	
Menu/food service style:	<input type="checkbox"/> à la carte	<input type="checkbox"/> set menu	<input type="checkbox"/> table d'hôte	<input type="checkbox"/> buffet	<input type="checkbox"/> cyclical
Prepared for service					



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Describe how you prepared your workstation including how you prepared equipment:

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Check temperature set on Oven, Warmer, Deep Frier and Hot box, Check tools necessary for each dish was already change for clean stuff, Check the Food left over, throw away the one kept above 4h outside the fridge, Check Sauces, purees and foam left into the hot box and top up what was missing.

Describe what special requests you carried out for customers, include the steps you took to provide assistance:

Detail the food you prepare, cooked and served during this shift:

Describe customer issues/complaints raised and how you resolved the problem:

Salty Roasted Potatoes.
New fresh Roasted Potatoes.

Debrief summary:

Successful handover completed:

Good Timing sending everything at the same time the whole night.

Record customer feedback on quality & service for self-improvement/reflection:

Supervisor's name:

Signature:

Date:

Tick all that apply during the shift



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Workflow planning		Service Provisions		Industry Knowledge	
Worked within expected timelines		Communication with colleagues and customers		Promotions or specials	
Prepare a workflow schedule and mise en place plan for food production according to menu and food volume requirements		Work effectively and demonstrate respect for the different values, beliefs, language and cultural differences of the team		Provided customers with information including characteristics of foods from all main food categories served in the organisation	
Organised availability of suppliers		Carried out special requests		Product and service knowledge including pricing and availability	
Development of kitchen workflow schedules		Calculate required food supplies for food production period.		Supervise food production processes to ensure food safety.	
Planned and organised tasks in a logical sequence		Multi-tasking and integrating technical and other skills to		Event or function running sheets	
Accessed workplace information		Preparing dishes within the typical time constraints		Policies and procedures	
Planning, preparing and storing food		Responding to multiple demands simultaneously		Staff rosters	
Food preparation, slicing, chopping, peeling etc..		Processing reservations			
WHS & Hygiene		Job role, tasks and responsibilities		Basic principles and methods of cookery	
Correctly followed relevant cleaning procedures		Identified customer complaints		Cook freeze	
Correctly and safely used appropriate chemicals		Used appropriate language		Fresh cook	
Followed WHS procedures		Used appropriate body language		Bulk cooking	
Maintained workplace tidiness		Used initiatives to solve problems		Cook chill for extended life	
Maintained personal hygiene and dress standards		Sought assistance from management when required		Diversity and cultural appropriateness	
Safely and hygienically prepared, cooked and presented dishes		Restock and stock rotation		Menus including options for dietary requirements	
		Provided alternative options to customers		Provided advice and support to team	