**Part 3: Student Records and Shift entries**

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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?)** |
| 10:30 | Turn on Commercial Oven, Deep Frier, Hot box and Warmer. (igual) | Oven,  Deep Fryer,  Hot Box,  Warmer. | Not Required |
| 10:32 | Set up Tolls in the mains/sides section.  Tongs, Tweezers, Spatulas, Spoons, Ladles, Chopping Board, individual Metal Containers to hold the tools with water for different type of food, vegetarian, seafood and poultry, Oval tray with Disposable wipes, every one for a specific propose. Pot with Water and strainer for pastas, set up mise en place, Garnishes.(igual muda o horario) | Same as left. | Not required. |
| 10:40 | Heat Sauces, purees and foam, set it in the pass hot box and a sealed bags for backup in the hot box on mains, both at 65 Celsius. .(igual muda o horario) | Pot, Spatula, Funnel, scissors, hot box. | Check quantity needs with the head chef. |
| 11:00 | Bake Bread, Roast potatoes and keep it in the warmer at 65 Celsius. (modificar de acordo com a lista de receitas, vai repetir um que outro, pode usar aleatorio) | Trays, Gloves, T-Towel.(modificar de acordo com os equipamentos usados, relacionado ao que esta preparando) | Check quantity needs based on bookings. .(modificar de acordo com os equipamentos usados, relacionado ao que esta preparando) |
| 11:20 | Prep Scallops. (modificar de acordo com a lista de receitas, vai repetir um que outro, pode usar aleatorio) | Tray, Chox, Gloves, Containers. .(modificar de acordo com os equipamentos usados, relacionado ao que esta preparando) | Check quantity left with Commis Chef.(modificar de acordo com os equipamentos usados, relacionado ao que esta preparando) |
| 11:30 | Venue Open to Customers, start Service. .(igual) | Stove and tools. | Check opening with FoH, Communicate with CDPs in charge of other sections to send every dish to the same table at the same time. |
| 15:00 | Venue Lunch Close. (igual) | - | Check closing with FoH and any feedback. |
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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 – Closing Shift** | | | |
| **Timeline** | Task (Description) and Priority | **Equipment & WHS** | **Communication (Who, About what?)** |
| 15:05 | Take Tools, Containers, trays, chopping board and Pots to Dishwasher. (igual, muda o horario, continuação dps que ‘fecha[posterior as 15]’,muda horario) | Same as left | Warning co-workers coming through with hot pot. |
| 15:15 | Follow the 2h/4h Rules dispose and storage food left. (igual, muda o horario,muda horario) | Wrap, Tray, Containers, Sharpie, Label. | Inform the next CDP in charge. |
| 15:20 | Wash and drain bench and stove.(igual, muda horario) | Hot water, Soap, Sponge, Disposable wipes, cleaning cloths. | Non required. |
| 15: 40 | Sanitize bench and stove. (igual, muda horario) | Chemical sanitizer, cleaning cloths. | Non required. |
| 15: 45 | Reset section with cleaned tools, containers, trays, chopping board and pots.(muda pelo fato de fechar o restaurant, mas pode acrescentar mais coisas uma vez por semana ‘deep clean’) | Same as left | Non required. |
| 15: 50 | Top up section, garnishes and fridges.(igual,muda horario) | Non required. | Inform it to the next chef. (mais opções para nao fiacr sempre igual) |
| 16:00 | Shift Finished.(igual) | Non required. | Talk to head chef if anything else needs to be done. (mais opções para nao fiacr sempre igual) |
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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: |
| Cold Veggies. |
|  |
| **What do you believe was the main cause of the issue, problem or conflict:** |
| Veggies not poached before Sauteed. |
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| **What steps did you take to resolve the issue:** |
| Sent a new hot one. |
|  |
| **Describe any actions or steps you have done after the incident to improve the interactions and relationship with the colleague** |
| Talk with the co-worker to ensure always the veggies is poached before sauteed, how the orders works and the understanding on the head chef calls in the pass ensuring he have time enough to do it properly. |
| **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 and develop agility. |

**Shift entries 1-48**

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| **SITHCCC043 Work effectively as a cook.**   1. **Shift of 48** | | | | | | | | | | |
| **Name of establishment:** Fatcow on James Street | | | | | | **Date of shift: muda de acordo** | | | | |
| **Start & finish time of shift:**  **10h30-16h (se for launch vai ser igual do workflow launch, puxa de cima as informaçlões ja preenchidas)** | | | | | | **Hours: 5h30min (calcula)** | | | | |
| **Shift type:** | **Breakfast** | | | **Lunch** | | **Dinner** | | | **Special function** | |
| **Menu/food service style:** | | **à la carte** | | | **set menu** | **table d’hôte** | **buffet** | | | **cyclical** |
| **Prepared for service** | | | | | | | | | | |
| Describe how you prepared your workstation including how you prepared equipment:  Turn on Oven, Warmer, Deep Frier and Hot box, take the Tools necessary for each dish, Set on top of the bench on side the stove 4 Metal container with water, one for seafood dishes with two tweezers, one silicone spatula, a medium ladle and a fish spatula, another one for poultry with one tong and one tweezer, third one for vegetarian with two silicone spatulas, one tweezer and two tongs, last one with lot of tablespoons multi-purpose. Set on side, mix salt and pepper, plain butter and vegetable oil. On Top bench, 5 oval trays with disposable wipes. In the bench on front the stove set brown chopping board used for quail, garnishes, dockets holder. Sauces, purees and foam into the Hot box at 65C. On top the stove a pot with boiling water and a strainer to cook pasta. Under the Oven a tray to put the used/dirty stuff to be washed. Oven set at 185C, warmer set at 65C with baked bread and roasted potatoes. Deep-Fryer set at 190C.  SEMPRE IGUAL | | | | | | | | | | |
| Describe what special requests you carried out for customers, include the steps you took to provide assistance:  Requested Sauce on side. Sent sauce on side.  MUDA DE ACORDO COM O PEIDDO QUE O CLIENTE FIZER | | | | | | | | | | |
| Detail the food you prepare, cooked and served during this shift:  Prep Scallops: Scallops defrosted in 24h into the cold room, set in a steam tray with a deep tray on the bottom to drain the water left then cleaned the muscle and set the scallops already cleaned in a flat tray with chox on the bottom to ensure it is dry, then portioned in take aways containers, around 20 pieces each container with ¼ of chox on the bottom and ¼ of chox on top. Labeled and storaged in the fridge service ensuring the FIFO has been followed.  Cooked and served Tagliatelle, Quail, Toothfish, Mash Potatoes, help co-worker to plate sides.(TAMBEM PODE MUDAR DE ACORDO COM OQUE FOR SERVIDA)  MUDA DE ACORDO COM O PREPARATION QUE TEM AS RECEITAS | | | | | | | | | | |
| Describe customer issues/complaints raised and how you resolved the problem:  Customer complain about cold veggies delivered from mains/sides section.  Sent a new hot Veggies.  Talk with the co-worker to ensure always the veggies is poached before sauteed, how the orders works and the understanding on the head chef calls in the pass ensuring he have time enough to do it properly. (MUDA, PODE SER QUALQUER COISA REFERENTE AO PRATO) | | | | | | | | | | |
| **Debrief summary:** | | | | | | | | | | |
| Successful handover completed:  Defrost Toothfish and Order Peppercorn. (PREFACIO PARA O PROXIMO DIA, temq estar condizenten com o proximo shift ‘preparação para o proximo dia) | | | | | | | | | | |
| Record customer feedback on quality & service for self-improvement/reflection:  Great Pasta. (muda ams pode ser qualquer coisa) | | | | | | | | | | |
| **Supervisor’s name:** | | |  | | | | | | | |
| **Signature:** | | |  | | | **Date:** | |  | | |