AQUA

Kitchen

TEN STEPS TO WOOLACOMBE



AQUA

1 ON ARRIVAL: PREPARATION, PERSONAL PRESENTATION & PRIORITISATION (3 P'S)

- "Look like A chef" Are your whites clean, are you clean, do you have tidy hair and clean nails? Take pride in your appearance
- Check your sections are clean from the night before - "in God we trust" everyone else we check out!
- Ensure you have a thorough handover & prep list
- Review your fridges & schematics, are they in order?
- Organise & prioritise your morning - top jobs to achieve before lunch service
- Are fridges tidy & labelled correctly?
- Preservice checklist in operation
  - is everything in the right place?
  - everything has a place – is it in it?
- Walk through your kitchen, from the kitchen door to the back yard and bin section - it must be spotless & immaculate
- Don't prep for the day, prep for 3 days – think ahead!

2 SPEC ADHERENCE

- Know your recipes & don't go in blind – if in doubt – CHECK
- Ensure you understand the recipes, products & methods. Question them if you don't
- Practice, practice & practice. Practice does not make perfect, perfect practice makes perfect
- Make sure you taste your product every time you have made something
- Be proud & passionate of what you are producing. YOU ARE A PROFESSIONAL

3 10@10'S, SPECIALS, MAINTENANCE

- Communicate with your management team & let them know what is going on in the kitchen.
  Share all information:
  - what is going on with the team?
  - what about the produce?
  - any maintenance issues?
  - any delivery problems?

- Decide on your specials – MAKE THEM SPECIAL

- Identify any maintenance requests

4 11:45, PSB'S, TASTING

- No double dippers, taste and move on – teach your people how to taste the food. Not all of them have experienced exquisite food like yourself! LET THEM KNOW WHAT THEY ARE TASTING

- Specials – ensure everyone has tasted them & make foodies out of non-foodies. SHARE THE LOVE

- Carry out a detailed PSB
  - everyone knows their role & goal
  - everyone knows their section
  - everyone knows what their targets are for the day

- Product knowledge - work with the FOH to ensure the love of food is shared with every member of the team

5 SERVICE & PRESENTATION

- Have your plates ready
- Have your speed rail ready
- Be prepared for a busy shift every time/session/day
- Take pride over your presentation & be proud of every dish being served – if it's not right, it doesn't go out
- Remember people eat with their eyes first
- Quality produce deserves quality presentation. Nothing goes out mediocre
- All complaints, no matter how big or small, are fed back to the senior chef and manager on duty. We rectify and move on, no questions asked - don't justify



6 CLEAN AS YOU GO

- Don't walk past fault/mess
- Wipe down after every prep, no matter how big or small it was
- Sweep your section, underneath units, behind & in front
- Keep your section immaculate
- DON'T WALK PAST FAULT!!!

7 STOCK CONTROL, WASTAGE, MARGIN CONTROL

- Know what is in your fridges
- First In First Out – FIFO
- Always check your current stock before actioning.
  Check sales mixes and what is in your fridges
- Push your food that is close to sell by date. Don't act on it too slow.
  Deliver this through messages with the FOH - wasted food is straight off the bottom line
- Portion control & follow exact costs to specs
- Spec adherence
- Ensure you obtain your yields as per specs



8 ORDERING: "JUST IN TIME, NOT IN CASE"

- Order just in time & not just in case
- Get to know our suppliers – they can easily get us out of trouble. They provide a great service. Use them to our advantage
- Review your sales mix
- Do not blind order
- Order versus your forecast; 24% of food sales
- Take advantage of all our advanced systems
- Order to your par levels
- Identify perishables

9 FOOD, HEALTH & SAFETY, COMPLIANCE

- Make sure we are compliant above all
- Everyone gets inducted
- The book and online is filled out
- We do not walk past fault
- We retrain on Allergens, H&S, F&S
- We spot check our knowledge
- We do not cross contaminate
- We do not walk past hazards
- Kitchens can be dangerous if we do not obey these rules

10 CLOSEDOWNS, CLEANLINESS, HANDOVERS:

THIS HAS TO BE A TEAM EFFORT - WE ARE ALL RESPONSIBLE FOR THIS

- We pride ourselves on cleanliness, personal presentation and hygiene standards
- We have a constant focus on cleanliness
- Our fridges are immaculate
- Our stores are immaculate
- We leave perfect handovers so the next team coming in knows exactly what they need to do
- Our closedowns are effective & efficient making it a breeze for the next team coming in