

Kitchen Management Induction Programme Overview

**WEEK 1 First
Day Induction**

- Welcome Pack & Folder
- About your training
- Health & Safety
- Welcome to your training branch

**WEEKS 1
Aqua's Food**

- Trained by Exec Chef
- Following the skills programme - Learn all food specs and Aqua's food
- Follow all kitchen sections
- Week 1 Review

**WEEK 2&3
Aqua's Food**

- Trained by Exec chef
- Following skills programme - learn how to deliver the Aqua standard, brand & being self critical on food
- Week 2&3 Review

**WEEK 4 Aqua's
Food & Kitchen
Management**

- Trained by Exec chef
- Following skills programme - Learn how to run great kitchens
- Learn how to share the quality of Aqua
- Follow all kitchen management systems
- People management
- Week 4 review

**WEEK 5 Kitchen
Management &
Milton Keynes**

- Run your training kitchen for 1 week, observed by exec chef
- Review Milton Keynes operations and prepare all sections
- End of training de-brief

Induction Programme Overview

Week 1: First Day Induction				
Knowledge / Skill		Trained by:	Date/Done:	
Welcome Pack & Folder		Exec Chef		
Welcome to Aqua Italia		Exec Chef		
About your training		Exec Chef		
Health & Safety		Exec Chef		
Welcome to your training branch		Exec Chef		

Week 1: Aqua's Food				
Knowledge / Skill		Trained by:	Date/Done:	
Follow the skills programme - Learn Aqua Food		Exec Chef		
Week 1 review		Exec Chef		

Week 2&3: Aqua's Food				
Knowledge / Skill		Trained by:	Date/Done:	
Follow the Skills programme - Aqua Standard		Exec Chef		
Week 2&3 Review		Exec Chef		

Week 4 Aqua's Food & Kitchen Management				
Knowledge / Skill		Trained by:	Date/Done:	
Follow the skills programme - Aqua's quality		Exec Chef		
Run great shifts		Exec Chef		
Week 4 review		Exec Chef		

Week 5: Kitchen Management & Milton Keynes				
Knowledge / Skill		Trained by:	Date/Done:	
Running your training restaurant		Exec Chef		
Re-cap on all management procedures		Exec Chef		
Milton Keynes		Exec Chef		

Week 6 to 12 Sharing the Passion & Running Your Restaurant				
Knowledge / Skill		Trained by:	Date/Done:	
First day in new restaurant		Ops Manager		
Shadow Audits		Ops Manager		
Weekly Reveiws		Ops Manager/Exec		
3 month reveiw and development plan		Ops Manager		
Final graduation		Ops Manager		

Skills completed at a glance

Skills				Completion Date	Trainee's Signature	Trainer's Signature	Comments
1st Day	About your Training						
	Health & Safety						
	Welcome to your training restaurant						
Aqua Italia's Food	Service Standards						
	Starters						
	Desserts						
	Pizzas						
	Salads						
	Pasta						
	Mains						
	Grill						
	Sides						
Aqua's Kitchen Management	Email ordering (par level)						
	Cmi documents						
	Deliveries sign off						
	Prep lists (par level)						
	Pre Service						
	10@10						
	11.45 Sign off						
	Aqua line checks						
	Cleaning Schedules						
	Supplier feed back forms						
	Kitchen activity planner						
	Wastage sheets						
	Food GP management						
	Kitchen management meetings						
	Food Service						
	Weekly operations report						
Running your training kitchen	STANDARDS						
	Opening						
	Shift Organisation						
	Set for success						
	Closing						
	Trouble Shooting						
	PEOPLE						
	HR Best Practice						
	Training & Developing Your Team						
	Communication						
	Visitors						
	PROFIT						
	Stock Management						
	Stock Take						
	Labour Control						
	P&L's						
	PROMOTION						
	Marketing						
	PR						
	Offers						
	MILTON KEYNES						
	Schematics						
	Procedures						
	Kitchen operations						

Welcome to your Aqua Italia Experience & Aqua Italia's Food Training Planners

		PLANNING WEEK 1													
		Date: Mon 25th: 9am to 9pm		Date: Tues 26th: 10am to 10pm		Date: Wed 27th: 12 to Close		Date: Thurs 28th: 10am to 10pm		Date: Fri 29th: 9am to 6pm		Date: Sat 30th		Date: Sun 31st	
		AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
About Your Training												Off	Off	Off	Off
Health&Safety												Off	Off	Off	Off
Welcome to Your Training												Off	Off	Off	Off
Aqua Standards												Off	Off	Off	Off
Kitchen Walk through												Off	Off	Off	Off
Equipment												Off	Off	Off	Off
Spec Review												Off	Off	Off	Off
Pre+Starter preparation												Off	Off	Off	Off
Pre+Starter Prodcution												Off	Off	Off	Off
Dessert preparation												Off	Off	Off	Off
Dessert production												Off	Off	Off	Off
Salad preparation												Off	Off	Off	Off
Salad production												Off	Off	Off	Off
Pizza preparation												Off	Off	Off	Off
Pizza production												Off	Off	Off	Off
Pasta preparation												Off	Off	Off	Off
Pasta production												Off	Off	Off	Off
Mains preparation												Off	Off	Off	Off
Service												Off	Off	Off	Off
Mains production												Off	Off	Off	Off
Grill preparation												Off	Off	Off	Off
Grill production												Off	Off	Off	Off
Sides preparation												Off	Off	Off	Off
Sides production												Off	Off	Off	Off
Menu re-cap												Off	Off	Off	Off

Aqua's Food Planners

[illegible]

Aqua's Food Planners

[illegible]

Aqua's Food & Kitchen Management

[illegible]

Aqua's Kitchen Management & Milton Keynes Operation

		PLANNING WEEK 5													
		Date: Mon 22nd: 9am to 10pm		Date: Tues 23rd		Date: Wed 24th		Date: Thurs 25th: 3pm to Close		Date: Fri 26th: 9am to 10pm		Date: Sat 27th: 12pm to Close		Date: Sun 28th: 9am to 12pm	
		AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM	AM	PM
WEEK 4 Review				Off	Off	Off	Off								
Time Clock system				Off	Off	Off	Off								
Correct usage of specs				Off	Off	Off	Off								
Accurate food stock taking				Off	Off	Off	Off								
Chef's training/certification				Off	Off	Off	Off								
Overview of Kitchen Ops				Off	Off	Off	Off								
Running of Kitchen				Off	Off	Off	Off								
Review of food gp management				Off	Off	Off	Off								
Milton Keynes Review				Off	Off	Off	Off								
Milton Keynes plan				Off	Off	Off	Off								
Kitchen observation/exec				Off	Off	Off	Off								
Understand Viewbase				Off	Off	Off	Off								
Viewbase Management				Off	Off	Off	Off								
Viewbase reports				Off	Off	Off	Off								
End of week procedures				Off	Off	Off	Off								
Training on site MK				Off	Off	Off	Off								
Bristol training Debrief				Off	Off	Off	Off								

Welcome to Aqua Italia – Day 1 Record

OBJECTIVES

- Welcome you to your training restaurant and your training team
- Introduce the Kitchen Management Induction Training Programme
- Understand and embrace our Aqua Italia service standards
- Learn the Policies and procedures within Aqua Italia

You just need to discuss the checklists below with your trainer and tick the relevant box to keep track of your progress through the programme

Welcome to Aqua Italia - Day 1 Record	SKILL	KNOWLEDGE	Trained How to do it		Trained & can do task unsupervised		Can do task & can train others	
	About Your Training							
	About Your Training	Training Programme						
		Aqua's Standards						
		Time Table & Rotas						
	Health & Safety	Fire Training						
		Chemical Training(winterhalter)						
		Dangerous Equipment						
		Safe Manual Handling						
		Food Safety module						
		Health Questionnaire						
		Security Procedures						
		Licensing						
	Welcome to Your Training Branch	Introduction to the Team						
		Tour of the Restaurant						
		Staff Food						
		Dress Code						
		House Rules						
		Personal Belongings						
		Kitchen rules						
		Kitchen procedures						
		Licensing Policy						
		Queries						

FIRST DAY INDUCTION GENERAL QUIZ

1. How many Aqua Restaurants are there?
2. Which restaurant was the first and when was it set up?
3. Where can you store your personal belongings?
4. Where is the first aid box?
5. Who is the owner?
6. What type of alcohol licence does the restaurant hold and what are the conditions?
7. What does Aqua Italia set out to achieve?
8. Where is the fire assembly point?
9. What are the restaurant opening & Closing times?
10. What is the restaurant telephone number & website?

SCORE: /100%

WELCOME FROM THE FOOD DEPARTMENT

Welcome!

As we begin our food journey, over the next few weeks we will be spending some time learning to understand everything we need to know about Aqua's food.

What we would like to give you, is a thorough understanding of how your kitchen works, and what makes us proud of the food we serve. We hope that once you have completed your training, you will be able to effectively run your new kitchen to how the executive chef requires it to be run.

There is lots of other stuff to tell you about too:

How we organise the "back of house." You will be provided with training on all aspects of stock taking, gross profit margins, rotas and food safety. By cracking them now we will help make your job easier in the future.

If you have any questions during your training that we haven't covered, then please ask! There are loads of people who can help you from our food team.

Devoted to Food

WEEK 1

Put on your chef's jacket and apron, we're going to the kitchen!

General/Salads/Starters/Desserts

- Aqua Standards
- Washing Up
- Equipment
- Defrost
- Deliveries & Storage
- Date Labelling
- Preparation: Salad
- Preparation: Starters
- Preparation: Desserts
- Production: Salad
- Production: Starters
- Production: Desserts

QUIZ

MID WEEK REVIEW

CONTINUE WITH WEEK 1



WEEK 1

PIZZA/PASTA & MAINS/ORDERING/CONTROLS

- Ordering
- Stock control
- Preparation: Pizza
- Preparation: Pasta/Mains
- Production: Pizza
- Production: Pasta/Mains
- Head Chef: Managing your kitchen programme

QUIZ

WEEKLY REVIEW

MOVE TO WEEK 2

DEVOTED TO FOOD RECORD

OBJECTIVES

- To have sufficient menu knowledge to ensure preparation and presentation standards are maintained
- An introduction to Aqua Italia Stock takes and kitchen management

Again you just need to discuss the checklist below with your trainer and tick the relevant box to keep track of your progress through the programme.

AQUA ITALIA'S FOOD	SKILL	KNOWLEDGE	Trained How to do it		Trained & can do task		Can do task & can train others	
	Aqua Italia Standards	Tour of the Restaurant						
		Clean as you go						
		Chopping boards						
		Knife Storage						
		Kitchen Cleaning						
		Raw Meat/Fish Handling						
		Staff Food						
		Staff Areas						
		House Rules						
		Uniform						
		Communication						
	Washing Up	Dishwasher						
		Cleaning						
		Crockery						
		Lay-Out						
		Disposing of broken crockery						
		Pot wash safety						
		Utensils						
		Bins						
		Store room						
		Cleaning the kitchen						

AQUA ITALIA'S FOOD	Skills	Knoweldge			Trained how to do it	Trained and can do task unsupervi sed	Can do task and can train others
	EQUIPMENT	Dishwasher					
		Robot Coupe					
		Slicer					
		Knives					
		Tin Opener					
		Pizza Oven					
		Microwave					
		Pasta Boiler					
		Fridges					
		Freezers					
		Ice Machine					
		Cooking Range					
	DEFROST	Par Level					
		Date Labelling					
		Procedure					
		Responsibility					
	DELIVERIES & STORAGE	Suppliers					
		Priorities					
		Temperatures					
		Probing					
		Rotation					
		Organisation					
		Safe Manual Handling					
		Dry Food					
		Chilled Food					
		Frozen Food					
		Purchasing					
		Prep Food					
	DATE LABELLING	Shelf Life					
		Accountability					
		Procedure					

AQUA ITALIA'S FOOD	Skills	Knowledge			Trained how to do it	Trained and can do task unsupervised	Can do task and train others
	PREPARATION PIZZA	Dough Management					
		Ingredients Preparation					
		cooling Procedures					
		Date Labelling					
		Storage					
		Opening the Section					
	PREPARATION PASTA/MAINS	Pasta Boiler					
		Cooking Pasta					
		Cooling Procedures					
		Grill					
		Ingredients Preparation					
		Date Labelling					
		Opening the Section					
	PREPARATION SALADS	Daily Items					
		Cooling Procedures					
		Ingredients Preparation					
		Date Labelling					
		Storage					
		Opening the Section					
	PREPARATION STARTERS/DESSERTS	Daily Items					
		cooling Procedures					
		Ingredients Preparation					
		Date Labelling					
		Storage					
		Opening the Section					
	ORDERING	Daily Ordering					
		Computer Ordering					
		Printing order sheets					
		Responsibility					
		Schedule and Delivery Dates					

AQUA ITALIA'S FOOD	Skills	Knoweldge			Trained how to do it	Trained and can do task unsupervi sed	Can do task and can train others
	STOCK CONTROL	Budget Food Cost					
		Variance					
		Wastage					
		Storing					
		Action Plans					
	PRODUCTION: PIZZA	Dough Management					
		Reading a Check					
		Recipe Knoweldge					
		Measures & Utensils					
		Equipment					
		Food Quality					
		Presentation					
		Timings					
		Speed of Service					
		Closing the Section					
	PRODUCTION: PASTA & MAINS	Reading a Check					
		Recipe Knoweldge					
		Measures & Utensils					
		Equipment					
		Tossing a pan					
		Food Quality					
		Presentation					
		Timings					
		Speed of Service					
		Closing the Section					
	PRODUCTION: SALADS	Reading a Check					
		Recipe Knoweldge					
		Measures & Utensils					
		Equipment					
		Food Quality					
		Presentation					
		Timings					
		Speed of Service					
		Closing the Section					

AQUA ITALIA'S FOOD	Skills	Knoweldge			Trained how to do it	Trained and can do task unsupervi sed	Can do task and can train others
	PRODUCTION: STARTERS	Reading a Check					
		Recipe Knoweldge					
		Measures & Utensils					
		Equipment					
		Food Quality					
		Presentation					
		Timings					
		Speed of Service					
		Closing the Section					
	PRODUCTION: DESSERTS	Reading a Check					
		Recipe Knoweldge					
		Measures & Utensils					
		Equipment					
		Food Quality					
		Presentation					
		Timings					
		Speed of Service					
		Closing the Section					

WEEK 1 AQUA ITALIA'S FOOD PROGRESS REVIEW

Training Restaurant:

Date:

Trainee Name:

Trainer Name:

Operations Manager:

The Purpose of this review is to discuss with your trainer, areas in which you feel confident in and to highlight areas in which you require further support.

What have you learnt?

In which areas are you most confident?

In which areas would you benefit from further training?

Your Comments:

Trainer Comments:

On completion please email a copy to your Operations Manager

AQUA'S FOOD IN DETAIL

WEEK 2&3

We will now look at being more critical & adding serious amounts of flavour to the food! To do this we need to be super organised, clean and effective.

- Delivery controls
- Aqua Standards
- Mystery Diner review
- Food product certification
- Spec review
- Menu review
- Section Management
- Kitchen cleanliness
- PSB's
- EHO Requirements
- CMI Requirements
- Opening
- Closing

QUIZ

WEEKLY REVIEW

MOVE TO WEEK 3

AQUA's FOOD

OBJECTIVES

- Have a full understanding of the kitchen, it's specs and menus
- Ability to set up the kitchen to Company standards
- Have a full understanding and demonstrate Aqua's standards

Again, you just need to discuss the checklists below with your trainer and tick the relevant box to keep track of your progress through the programme

NB: Please refer to any additional operational material during weeks 2&3

AQUA'S FOOD	SKILL	KNOWLEDGE	Trained How to do it		Trained & can do task		Can do task & can train others	
	DELIVERY CONTROLS	Check delivery to order sheets						
		Weigh specific products						
		Check the delivery and sign off						
		Check the price of items to order						
		Check quality of items						
		Acceptance policies						
		Delivery method/access						
		Delivery notes						
		Signing of delivery note procedure						
		Designated delivery person						
		Quality control						
		Trouble shooting						
	AQUA STANDARDS	Welcome to Aqua Italia						
		Aqua standards						
		Mystery Diner						
	STOCK CONTROL	Storage of produce						
		Preparation levels						
		Par Levels						
		FIFO						
		Quality control						
		High Risk products						
		Temperature controls						
		Trouble shooting						

AQUA'S FOOD	SKILL	KNOWLEDGE			Trained how to do it	Trained & can do task unsupervised	Can do the task & can train others
	SERVICE	How to run an effective shift					
		PSB's					
		Section management					
		Time Management					
		Preparation					
	OPENING/AFTER NOON/CLOSING CHECKLISTS	Correct usage					
		Section Cleaning					
		Specific cleaning					
		Importance of cleaning					
		Maintenance of equipment					
	SPECS PREPARATION & BULK	Measurement tools					
		Correct understanding					
		Specs on show policy					
		Time Management					
		Multi Tasking					
		Updating specs					
		Questions on specs					
		Cheat sheets					
		Presentation sheets					
		Pre Starters					
		Oysters					
		Starters					
		Pasta/Risotto					
		Pizza					
		Salads					
		Mains					
		Grill					
		Sides					
		Desserts					

AQUA'S FOOD	SKILL	KNOWLEDGE			Trained how to do it	Trained & can do task unsupervised	Can do the task & can train others
	EHO REQUIREMENTS	Clean as you go					
		How to effectively deal with a Officer					
		Steps & procedures to follow					
		5* Aqua standards policy					
		Carrying out all paperwork					
		Time Management					
	CMI REQUIREMENTS	CMI Standards					
		90% Aqua standards policy					
		Daily completion sheets					
		Food & Safety handbook					
		Probe calibration sheets					
		Walk through of kitchen					
		Dealing with CMI					
		Time Management					
		Staff training					
	PREP/PAR SHEETS	Usage of prep sheets					
		Usage of par sheets					
		Review of sales mix					
		Do not over prep					
	CLOSEDOWNS	Effecive closedowns					
		Equipment maintenance					
		Section management					
		Checklists					
		Handover sheets					
		Locking up Kitchen					
		Line checking produce					

WEEK 2 AQUA ITALIA'S SERVICE PROGRESS REVIEW

Training Restaurant:

Date:

Trainee Name:

Trainer Name:

Operations Manager:

The Purpose of this review is to discuss with your trainer, areas in which you feel confident in and to highlight areas in which you require further support.

What have you learnt?

In which areas are you most confident?	In which areas would you benefit from further training?

Your Comments:

Trainer Comments:

On completion please email a copy to your Operations Manager

WEEK 3

AQUA'S FOOD	SKILL	KNOWLEDGE		Trained how to do it	Trained & can do task unsupervised	Can do the task & can train others
	SECTION PREPARATION	Follow preparation sheets				
		Ensure of great handovers				
		Cleanliness				
		Right usage of tools				
		Products in the correct places				
		Communication				
		11.45am				
		5.45pm				
		Timings				
	CRITIQUE YOUR FOOD	Is your food tasty?				
		Is your food presentable?				
		Is your food clean?				
		Is your food accurate to spec?				
		Does the dish say WOW?				
		Are you missing anything?				
	SCHEMATICS	Fridge organisation				
		Freezer organisation				
		Speed rail organisation				
		Dry store organisation				
		Crockery organisation				

AQUA'S FOOD	SKILL	KNOWLEDGE			Trained how to do it	Trained & can do task unsupervised	Can do the task & can train others
	FOOD PRODUCT CERTIFICATION	Pre Starters					
		Oysters					
		Starters					
		Pasta & Risotto					
		Pizza					
		Salads					
		Mains					
		Grill					
		Sides					
		Desserts					
	STOCK TAKING						
		Counting method top left to right					
		Dealing with discrepancies					
		When to start stock taking					
		Weighing produce					
		Accuracy of stock					
		Inputting data					
		Closing stock value					
		How to obtain food GP					
		Wastage variance					
	SALES MIX	Discounts					
		Staff food					
		How to input sales mix					
		Sales mix formulas					
		Purpose of sales mix					
		How to understand sales mix					
		Importance of sales mix					

AQUA'S FOOD	SKILL	KNOWLEDGE		Trained how to do it	Trained & can do task unsupervised	Can do the task & can train others
	OPENING	Walk through of kitchen				
		Turn on all equipment				
		Check all bookings for the day				
		Organise each section				
		Check handover sheets				
		Create prep sheets				
		Identify any maintenance issues				
		Identify any clenaing issues				
		Check all fridges/date labels/temps				
		Check off all deliveries				
		Carry out the line check of produce				
		Prepare sections for service				
	CLOSING	Sections:				
		Remove all produce from fridges and clean				
		Retub all produce				
		Re label all produce				
		Pull out fridges				
		Take everything off shelves and clean				
		Make sure all items go back in place				
		Identify any ordering needs				
		Write out handover sheets				
		Complete CMI records				
		Turn off all equipment				
		Deep clean all cooking equipment				
	CMI	Understand CMI				
		Importance of CMI				
		Daily due diligence sheets				
		Probe calibration				
		Monthly checks				
		Ops manager quarterly checks				
		How to deal with CMI inspections				
		Training booklets:				
		Health & Safety				
		Food & Safety				
		Fire Checks				

WEEK 3 AQUA'S SERVICE PROGRESS REVIEW

Training Restaurant:

Date:

Trainee Name:

Trainer Name:

Operations Manager:

The Purpose of this review is to discuss with your trainer, areas in which you feel confident in and to highlight areas in which you require further support.

What have you learnt?

In which areas are you most confident?	In which areas would you benefit from further training?

Your Comments:

Trainer Comments:

On completion please email a copy to your Operations Manager

AQUA'S KITCHEN MANAGEMENT & RUNNING GREAT KITCHEN'S

WEEK 4 Kitchen Management & running Great kitchen's

Shadowing shifts

- Opening Procedure
- Shift Organisation
- Kitchen Management procedures
- Closing Procedure
- Quality & Safety Best Practices
- Trouble shooting
- HR Best Practices
- Training & Developing your Team
- Communication
- Visitors

QUIZ
WEEKLY REVIEW
MOVE TO WEEK 5



WEEK 5 Running the Kitchen & Milton Keynes

Running Shifts

- Stock Management
- Stock Take
- Labour Control
- P&L's
- End of Week Procedures
- Milton Keynes
- Review of all Kitchen ops

QUIZ
WEEKLY REVIEW

Part 1 GRADUATION – Observation Shift

SHARING THE PASSION & RUNNING GREAT SHIFTS RECORD

OBJECTIVES

- Understand the importance of shift preparation and the tools to help you achieve this
- Identify the skills needed for effective shift management
- Describe the procedure of dealing with emergencies & visitors
- Understand and implement procedures and controls of cash management
- Learn all aspects of business and finance to successfully operate your Aqua Restaurant
- Understand human resources and responsibilities of a manager

Again, you just need to discuss the checklists below with your trainer and tick the relevant box to keep track of your progress

RUNNING GREAT KITCHENS	SKILL	KNOWLEDGE	Trained How to do it		Trained & can do task		Can do task & can train others	
	OPENING	Security						
		Temperature record						
		Delivery record						
		Opening Checklists						
		Kitchen Quality check						
		Cleaning						
		FOH set up including outside						
		E-mails						
		Management Diary						
	SHIFT ORGANISATION	Team Briefings						
		Staff Levels						
		Duty Planners/PSB's						
		Bookings/Special requirements						
		Responsibilities during the shift						
		Handovers						
		Trouble shooting						
		10@10						
		11.45am sauce check						
		Special Requirements						
		Kitchen Meeting requirements						

RUNNING GREAT KITCHENS	SKILL	KNOWLEDGE	Trained How to do it		Trained & can do task		Can do task & can train others	
	CLOSING	BOH Closing Checks						
		Kitchen Closing						
		End of Day						
		Inputting of invoices						
		Closing Security						
	QUALITY & SAFETY BEST PRACTICES	Training Policies						
		Haccp Policy						
		Practice Fire Drill						
		Emergency Lighting						
		Call Points						
		Risk Assessments						
		Food Safety						
		Health & Safety						
		Pest Control						
		Laundry						
	W3's	The importance of a W3						
		Why we use W3 reporting						
		Who it gets sent too.						
	KITCHEN MANAGEMENT PROCEDURES	Weekly operations report						
		E-mail ordering						
		Par levels						
		Prep levels						
		Wastage sheets						
		Checking+Signing off deliveries						
		Weighing procedures						
		Supplier feedback forms						
		Cheat sheets						
		Time clock system						
		Portion controls						
		DO's & DONT's of KITCHEN						

PROFIT	SKILL	KNOWLEDGE			Trained how to do it	Trained & can do task unsupervised	Can do the task & can train others
	STOCK MANAGEMENT	Wastage					
		End of Day Procedures					
		Prep levels					
		Weighing produce					
		Checking suppliers					
		Checking invoices					
		Entering an Invoice					
		Checking Deliveries					
		Food GP Management					
	STOCK TAKES	Stock Count					
		Entering Stock onto Viewbase					
		Investigation Variances					
		Closing stock variance report					
		Stock Summary report					
		Till updates					
		Finalising Stock					
		Stock Transfer procedure					
		Staff Food					
		Budget (food Cost)					
	LABOUR CONTROL	Forecasting					
		Planning a rota					
		Entering a rota					
		Completing Each day					
		Finalising Each day					
		Flexing Labour					
		Reacting week on week					
	P&L'S	Understanding P&L's					
		Controllable Restaurant profit					

MILTON KEYNES	SKILL	KNOWLEDGE	Trained How to do it		Trained & can do task		Can do task & can train others	
	HR Procedures	Recruitment needs						
		Training requirements						
		Staff management						
		Setting the team up						
		Rotas						
		Incentivising						
	OPERATING PROCEDURES	Set up up						
		Schematics						
		Sections						
		Storage						
		Cleaning						
		Kitchen operating procedures						
		Delivery rules						
		Useful contact numbers						
		Refuse times						
	ON SITE 2 WEEK TRAINING PROGRAMME	Structure						
		Who is training who?						
		Time schedule						
		Layout						
		Objectives						
		Tasks						
		Outcome						

SHARING AQUA'S VISION
& RUNNING GREAT
SHIFTS!

QUIZ PACK

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: OPENING SKILLS QUIZ

1. What are the opening & closing times of the restaurant?
2. What temperatures should all your fridges be at/below?
3. What action should you take if your fridge is not at the correct temperature?
4. When should the kitchen opening checklist be completed by and why?
5. What is the first thing that you should do when you enter the kitchen?
6. What actions could you take, if you run out of stock items?
7. At what temperatures would you refuse to accept a frozen delivery?
8. What is the 10@10 procedure?
9. What would you do if bookings had increased for that day?
10. What is the purpose of the line checks at 11.45am?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: SHIFT ORGANISATION SKILLS QUIZ

1. What is the duty planner and what information can you include on it?
2. Why is it important to create a prep list?
3. Name 5 things you would discuss with the next duty KMOD at handover?
4. What are the company rules regarding restaurant keys?
5. When must you check the bookings for the day?
6. How would you organise your team during busy services?
7. What do you do if a member of staff calls in sick?
8. What are the smoking policies?
9. What are your sections in your kitchen?
10. Where do you put your staff and how do you control them?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: CUSTOMER SERVICE SKILLS QUIZ

1. How can you ensure that all food served adheres to our food quality standards?
2. Why is it important to deal with customer complaints quickly and effectively?
3. What is the procedure if a customer calls you regarding a food poisoning allegation?
4. List 5 things you would do when dealing with a customer complaint?
5. What is Aqua's Mystery Dining timing policies?
6. What are Aqua's motives for service?
7. List 5 key Mystery Diner steps?
8. A customer compliments you on great food and service, what do you do?
9. What is the time clock system?
10. How many people will a disgruntled customer tell their experience in your restaurant to?

SCORE: /100%

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KITCHEN: QUALITY & SAFETY BST PRACTICE SKILLS QUIZ

1. In the event of a fire in your restaurant, what would you do?
2. What should you do if the alarms and/or emergency lights are not working properly?
3. How often should your fire alarms be tested? What do you need to complete?
4. What does H.A.C.C.A.P stand for and what does this mean?
5. List 5 measures you can take to ensure effective pest control is being carried out in the restaurant?
6. What should you do if a customer finds a foreign object in their food?
7. What should you do if a customer calls the restaurant complaining of food poisoning?
8. List 5 responsibilities a kitchen manager has in relation to Food Safety policies?
9. What is the procedure if you do not have any hot water in the restaurant?
10. Who should you contact if you have any questions/issues relating to Food Quality & Service?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: CLOSING SKILLS QUIZ

1. List how you go about your closing procedures?
2. Name 5 safety and security duties that must be done when closing the kitchen?
3. What must you do if the alarm will not activate when leaving the restaurant?
4. List the procedures when closing down a section?
5. When would you send staff home?
6. What do you do with the laundry at the end of the night?
7. When must the kitchen cleaning be checked and the cleaning schedule signed?
8. Why must toilet and staff areas be checked at the end of the night?
9. What security measures do you take at the end of the night in the kitchen?
10. What must be your final action when leaving the kitchen?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: TROUBLE SHOOTING SKILLS QUIZ

1. What do you do if a kitchen equipment fails to work?
2. What do you do if the fire alarm goes off during shift?
3. What do you do if a member of staff fails to turn up for work?
4. What do you do if someone has an accident at work?
5. What do you do if the cooker stops working during shift?
6. What do you do if there is a power fault in the restaurant and all electrical equipment is not working?
7. What must you do if the alarm will not activate when leaving the restaurant?
8. What should you do if the alarms or emergency lights are not working properly?
9. What do you do if a drunken customer gets violent in the restaurant?
10. What do you do if the main door does not lock at the end of the night?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: HR BEST PRACTICE SKILLS QUIZ

1. What break times are your staff entitled to?
2. A member of staff continually arrives late for work? What do you do?
3. How often are new starters reviewed using the performance ranking of staff method?
4. What is the purpose of the ranking your staff?
5. What information do you need to send to payroll for a new starter?
6. What is the grievance and what procedures should you follow should a member of staff raise one?
7. When should you suspend an individual?
8. What would you do after someone from your team informs you she is pregnant?
9. What is the minimum amount of notice required to inform a member of staff in writing of to attend a disciplinary hearing?
10. Who is entitled eat staff food? What is the staff food?

SCORE: /100%

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KITCHEN: TRAINING & DEVELOPING YOUR TEAM SKILLS QUIZ

1. What is the training procedure for a chef?
2. How long is the training for a kitchen member?
3. What is your role in training others?
4. How would you ensure your staff are trained prior to a new menu launch?
5. What does an employee need to graduate as a Aqua chef?
6. At what times do you carry out kitchen training?
7. Why is the induction so important?
8. How would you train someone in the use of chemicals?
9. What do you do if a chef is understanding the training but not putting their training into practice?
10. What tools do you have to train a new chef?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: COMMUNICATION SKILLS QUIZ

1. Why should you keep your e-mails open and minimised at all times?
2. Where is critical information displayed in your site?
3. What information should be displayed on the Health & Safety notice boards?
4. What forms of communication do we use?
5. Where should the kitchen diary be kept and why?
6. How would you ensure that all members of your team are kept up to date with any operational changes and new policies and procedures?
7. Who do you call for maintenance issues?
8. Who do you call if you have supplier issues?
9. Who will you contact if you have any delivery queries or discrepancies?
10. How would you ensure that all members of your team are kept informed of operational changes and new policies?

SCORE: /100%

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KITCHEN: VISITOR SKILLS QUIZ

1. What is an Environmental Health Officer (EHO) and what do they do when visiting the restaurant?
2. What is a trading standards officer and what do they do when visiting the restaurant?
3. What is the Stocktaker and what is their role?
4. What should you do if a local authority EHO visits your restaurant?
5. What should you do if the EHO mentions that they will be taking legal proceedings against your restaurant?
6. Which authorised personnel can require a personal license holder to produce their license for examination?
7. What is an Immigration Officer and what do they check when visiting your restaurant?
8. What could a fire officer check in your restaurant?
9. How often should the pest control visit your site?
10. What is a test purchaser and why would they visit your restaurant?

SCORE: /100%

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KITCHEN: STOCKTAKE/MANAGEMENT SKILLS QUIZ

1. Where would you find the order sheets?
2. What actions can you take to lower your food costs?
3. When is the cut off time to request a credit?
4. What actions would you take if your stock result summary highlighted a number of stock variances?
5. List down the actions you need to do your stock at the end of the week?
6. How can you record wastage in your restaurant?
7. List some possible explanations for high food costs?
8. What is the acceptable food cost for you restaurant?
9. What is the acceptable closing stock level for your restaurant?
10. What do you do if the GP variance is -/+ 1%?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: LABOUR CONTROL SKILLS QUIZ

1. When and how must wages be processed?
2. What system do we use to manage our payroll?
3. How do you forecast your labour for the following week?
4. By when should labour be finalised at the end of the week?
5. How do you know how much money you need to put aside for wages?
6. Who should you contact if you have queries from your staff regarding their pay, payslips and payment?
7. What are the key things to consider when planning your rota and forecasting your labour?
8. What events could affect your forecast sales?
9. When is the latest time to input your next week's rota?
10. How do you enter a new employee's details on the system?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

KITCHEN: P&L SKILLS QUIZ

1. What is EBITDA?
2. What is GP? How does it affect the business
3. What are variable costs?
4. What are fixed costs?
5. Which costs can you control as a manager?
6. What is the theoretical food costs?
7. What does variance to actual mean?
8. Which costs are not directly controlled by the restaurant?
9. When does the financial year run from?
10. What does 'like for like' mean?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

CUSTOMER: END OF WEEK PROCEDURES SKILLS QUIZ

1. What paperwork needs to be sent to Petticoat Management?
2. When do you need to complete the end of week by?
3. How do you go about your stock take?
4. What needs to be included in the weekly operations report?
5. What do you do if you have a low food GP?
6. When should you post all of your end of week paperwork?
7. How would you ensure that all invoices are correct at the end of the week?
8. Why is it important to make sure that staff hours are inputted daily?
9. When must you finalise your end of week?
10. Where do you store all your paperwork?

SCORE: /100%

SHARING THE PASSION & RUNNING GREAT SHIFTS

CUSTOMER: PLANNING & FORECASTING SKILLS QUIZ

1. How can you increase the productivity in your kitchen?
2. You are new to a branch, how would you find their previous year's sales?
3. What could be external sales contributors?
4. What is the kitchen labour figure?
5. How do you factor in cover staff when forecasting labour?
6. Why do we forecast labour?
7. How and why do you close your rota on a daily basis?
8. How do you submit your payroll?
9. What reports can you access on viewbase?
10. When do you finalise rotas and forecasting and send to your ops manager?

SCORE: /100%

Please note your scores below. The aim is to achieve 100% for each skills quiz!

Skills Quiz	Score	Comment
First Day Induction		
Opening Skills Quiz		
Shift Organisation		
Customer Service		
Closing		
Quality and Safety Best Practice		
Trouble Shooting		
HR Best Practice		
Training & Developing Your Team		
Communication		
Visitor		
Stocktake/Management		
Labour Controls		
P&L		
EOW Procedures		
Planning & Forecasting		