

LCA



EDUCOOT

**SAMPLE!**

# COOKING & CATERING Student Worksheets

Includes Menu Planning, Serving Customers, Health & Safety, Special Meal Events, Making Breakfast, Lunch & Dinner, Review and Evaluation of Meals

**BOOK B**

[www.educoot.org](http://www.educoot.org)

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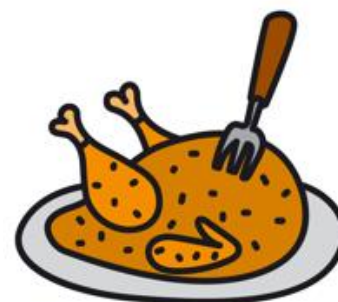
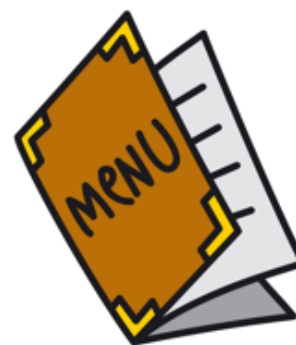
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## A. Types of Menus

### 1. Read:

The five types of menus most commonly used are: a la carte menus, static menus, du jour menus, cycle menus, and fixed menus.

An **a la carte menu** lists the prices for each item separately. These menus have more flexibility. Customers can choose individual items and combine them any way they want.

A **du jour menu** changes daily, depending on what's available or what the chef prepared. For example, "chicken du jour" means the chicken that's available today, and "soup du jour" is the soup that's available today. Du jour is a French phrase that means "of the day."

A **cycle menu** is a menu or part of a menu that has repeated options over a specific period of time. For example, a café may serve lasagne on Mondays, fish and chips on Tuesdays, curry on Wednesdays, etc. If they stick to these choices on those days and repeat that week after week, it's a cycle menu.

A **static menu** is a larger menu, usually divided into categories. This menu doesn't change very often. It's the most widely used menu today. A static menu typically presents everything a bar or restaurant offers.

A **fixed menu** is a menu with few options and a fixed total price. It is also commonly called a set menu, and there are two common types. The table d'hôte menu and the prix fixe menu.

A **table d'hôte menu** is a menu that offers a choice of appetiser, entree, and dessert all at a fixed total price.

A **prix fixe menu** is a fixed menu with little to no variability for a fixed total price. It usually includes an appetiser, an entree, and a dessert.

Some menus may be a combination of different types.

Other menus include: Beverage, Cocktail, Dessert, Digital, Industry, etc.

### 2. As a class:



Gather an assortment of restaurant menus from different kinds of restaurants, fast food, café, restaurant chain, local pub, hotel restaurant, etc.

Many restaurants also have menu information available online, but make sure that you have a good few physical menus too.

\*Use the questions over the page.

## C. Taking & Fulfilling Orders

1. Complete the sentences about approaching your guests.

**contact, minute, time, menu, drink, appreciated, welcoming**

a) When approaching your guests, pleasantly greet them within one  of them entering the venue.

b) Make a good first impression – be pleasant, , helpful, and neat.

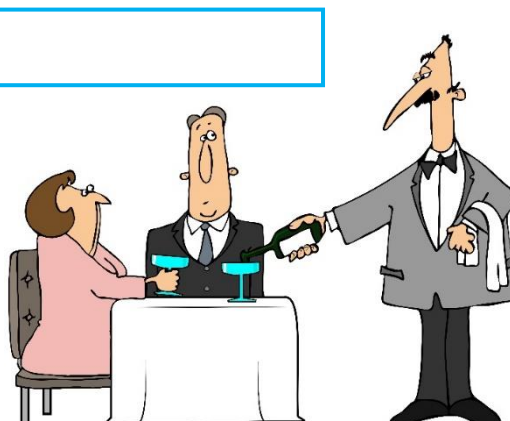
c) Smile, make eye , and give them your name.

d) Show guests to their table, and ask them if they would like water. Present them with a .

e) Your customer needs to feel important and that their patronage is .

f) Give guests  to look at the menu. Answer any questions about the menu.

g) Usually, the first order to fill is the  order.



## 2. Read and practise:

- Listen intently while you write down each customer's order. Proper etiquette requires that you start with the women of the table, then the children, and finally move on to the men. If you know who the host is, they can be last. If, however, the woman is undecided, it is absolutely fine to move on to the next guest so that you do not make her feel uncomfortable.
- Check the protocol for taking orders in the place where you are working, but usually, it is a good idea to write down the date, table number, number of people, and your name.
- Make eye contact with the person who's telling you their order and lean in closer so you can hear them better. Only look away from the customer when you write down what they're ordering. Be sure to write everything legibly so you don't make any mistakes when entering the order later on.
- Continue around the table clockwise as you take the orders, making sure to write everyone's order, taking note of who is ordering what!
- It's OK to use shorthand when writing down the order as long as you know what your abbreviations mean. Pass all information on to the chef.
- Ask guests how they want their meal prepared if there are multiple options. Some meals may have optional sides or different cooking temperatures, so inquire about how they want it done. List all of the available options the customer can choose from so they know their options and make sure to write down whatever they say so the kitchen cooks it properly.
- If the guest has special requests, such as sauce on the side or omitting an ingredient, circle it on your notepad so you remember there's something different you need to pay attention to.
- If someone asks if you can make a substitution and you don't know, tell them you will ask the kitchen first. Don't promise or say yes to something if you don't know if the kitchen can complete the order.



3. In groups, practise taking drinks and food orders from guests. You can use the food order docket over the page if you wish. Ensure that some of the guests

have special requirements / needs / diets. 

## D. Taking Payments

### 1. Read:

The bill should be presented when guests have completed their meals and they do not wish to order anything else. Keep an eye on the guests as they should never have to look around the restaurant to catch your eye to let you know they wish to pay. Ensure the accuracy of the bill and lay it face down to the right of the host's cover, on a small tray, or in a bill folder. If you do not know who the host may be, place the bill near the centre of the table. If two people are dining, it is appropriate to place the bill between the two guests.

Be sure to thank guests for their patronage. When you pick up the payment, and the payment is in cash, be sure to mention that you will bring their change back to the table. When a debit or credit card is used, give clear instructions as to which copy is yours and which copy they are to keep. Usually this is clearly marked, but it is a sign of a good server to make this point clear.

Your reaction to the amount of the tip must be kept to yourself. Gratuity is just that. While there is a certain expectation that at least 10 percent of the bill should be paid to you, not all places follow this custom.

Continue to be courteous as your guests are leaving. You have just spent over an hour in their company; say goodbye, help your female guests with their chairs or any packages they may have placed on the floor. It is good customer service to invite your guests to return at some point to see you.



### 2. Work out the change for these orders:

a) Order: €54.12      Cash given: €100      Change:

b) Order: €267.40      Cash given: €280      Change:

c) Order: €15.24      Cash given: €20      Change:

d) Order: €103.98      Cash given: €105      Change:

e) Order: €46.55      Cash given: €100      Change:

f) Order: €327.12      Cash given: €330      Change:

4. Reply to the letter of complaint. Type it up and include it with your Portfolio. (also available in pdf)

**13 Oak Drive  
Beach Town  
J34TY80  
Tel: 754-648886  
Email: mcooke@email.com  
15th December 2021**

**To the Manager of the Hot Stone Cafe,**

**Re: A complaint about the poor service of the restaurant**

I am writing a complaint letter because of the terrible service we received at your restaurant yesterday, 14th December 2021.

It took about half an hour to get us seated, but there were a lot of empty tables! The waiter who finally noticed us gave us a dirty look when he showed us a table. It was as if we were an inconvenience! This same unfriendly waiter kept going outside to smoke cigarettes during the evening, while ignoring the guests!

Another waiter who took our order kept coming back to the table to clarify our orders. He must have done this four times!

After the long wait for the food, we were faced with more disappointment. Not one person in our party of six was satisfied with their meal. The steak was tough and overcooked, the pasta was not fresh as advertised on the menu, the curry was burned, the roast dinners were bland and boring and the burger was cold and greasy. The food was horrible!

Lastly, the cleanliness of the restaurant was unacceptable. Our table had clearly not been properly cleaned, there were spills on the floor, there are cobwebs on the ceiling and the restaurant has a grimy, dirty feel to it.

To conclude, this is one of the worst restaurants that I have ever eaten in. I would like a refund of my €302.- as soon as possible. I requested to speak to the manager that night, but was informed that the manager was unavailable.

**Sincerely,**  
Martin Cooke

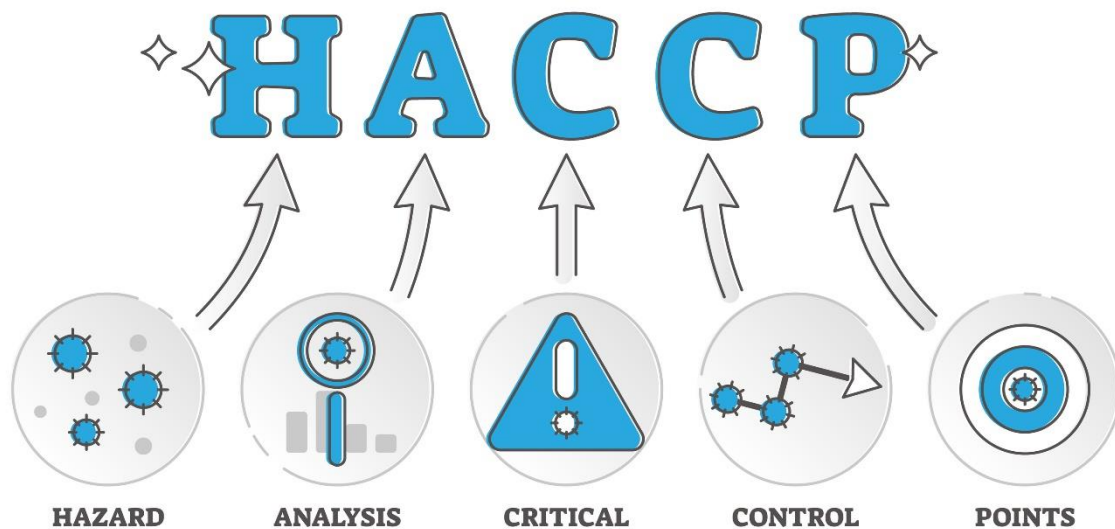
## B. Health & Safety (Revision)

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1. See the HSA website. Read the articles and watch the videos.

[https://www.hsa.ie/eng/Your\\_Industry/Catering\\_and\\_Hospitality/](https://www.hsa.ie/eng/Your_Industry/Catering_and_Hospitality/)

2. Briefly describe the HACCP procedures.





## 5. Read:

**Manual handling** accounts for over one-third of all reported incidents in the hospitality sector. Manual handling is the main cause of injury at work. Manual handling problems can lead to debilitating long-term illnesses and cause a great deal of pain and discomfort. Sufferers can be forced to leave their jobs and, in severe cases, are unable to work at all.

Manual handling requirements only apply to lifting, putting down, pushing, pulling, carrying or moving a load, where the characteristics of the load pose a risk or the ergonomic conditions of the activity are unfavourable.

Top tips to prevent injury:

- Avoid handling loads wherever possible.
- Use the trolleys provided.
- Assess the load before you handle it.
- Break up a large load.
- Ask for help if you need it.
- Keep walkways clear.
- Bend your knees.
- Always use the correct method for lifting.



6. Practise the correct method of lifting. (but remember, if is very heavy, find alternative ways to move it!)



17. Cuts are a major risk in Food Services Activities. Read carefully and tick the correct sentences.



- Use a knife to taste food.
- Always cut away from you.
- Leave knives lying around in sink areas, on countertops, etc.
- Ensure item being cut is secure and cannot roll/ topple.
- Choose the correct size knife for the task that you are doing.  
Store knives securely in the proper areas.
- Leave knives soaking in a sink full of water.
- Cut down onto a proper cutting board.
- Cut towards yourself.
- Use a knife to open bags and boxes.
- Don't use a knife unless you have to.
- Never touch the blade, even when it is dull.
- Cut items while holding them in your hand.
- Provide a designated area for dirty knives.
- Hold the knife handle and use a brush when washing.
- Use large sharp knives for all cutting tasks.
- Load knives in dishwashers with the point downwards.
- Always pick up knives by the handle.
- Keep knives sharp

## 18. Read:

### Fire Safety

Electrical faults in wiring, lights and equipment, burning fat and grease and flare-ups or faults in cooking appliances are the main causes of fires.

Little or no maintenance of gas appliances can cause incidents.

Staff training is important and must cover

- the details of the emergency plan
- periodic fire drills to check that the plan works, and
- people's roles within the emergency plan.

Here are some safeguards

- ✓ Ensure that all means of escape are properly maintained and kept free from obstruction, unlocked and easy to open
- ✓ Ensure that the fire alarm can be heard in all parts of the building including the stores
- ✓ Ensure electrical systems are checked regularly and faults reported and repaired immediately
- ✓ Regular inspection and maintenance of appliances by competent, trained people is essential
- ✓ To help prevent fires, remove dirt and deposits in ventilation filters and ducting
- ✓ Train staff to spot and report fire risks, e.g. faulty wiring
- ✓ Carry out regular tests of automatic fire detection equipment
- ✓ Carry out periodic checks of emergency exit routes, e.g. that doors are in working order
- ✓ Never wedge fire doors open. Fire doors must close automatically in the event of a fire.



## 19. Name common causes of fire in a professional kitchen.



15. Read:

If you're alone and choking, follow these steps:

- A. Make a fist and place it just above your navel, thumb side in.
- B. Grab the fist with your other hand and push it inward and upward at the same time. Perform five of these abdominal thrusts.
- C. Repeat until the object is expelled and you can breathe or cough on your own.
- D. You can also thrust your upper abdomen against a hard edge like the corner of a table or counter, or back of a chair.

16. Go through these steps so that you are aware of what to do when you are choking!



## **WARNING:** **CHOKING HAZARD**

The 10 foods that pose the highest choking hazards for young children are hot dogs, peanuts, carrots, boned chicken, sweets, meat, popcorn, fish with bones, sunflower seeds and apples. It is best not to give these foods to children under five years of age.

## B. Breakfast

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1. Write T (True) or F (False).

- a) It's OK to skip breakfast on weekdays.
- b) A healthy breakfast fuels up your body and gives you energy to start the day.
- c) Eating breakfast can help you think better in class.
- d) A healthy breakfast includes two or more food groups.
- e) You shouldn't eat beans for breakfast.
- f) A doughnut and coffee is a healthy breakfast.
- g) You should avoid sugary cereals or sugary foods for breakfast.
- h) People who eat breakfast tend to make better food choices during the day.



i) Breakfast can kick-start your metabolism.

j) Eating breakfast on the go is better than no breakfast at all.

2. Describe your breakfast eating habits.

### 3. Read:

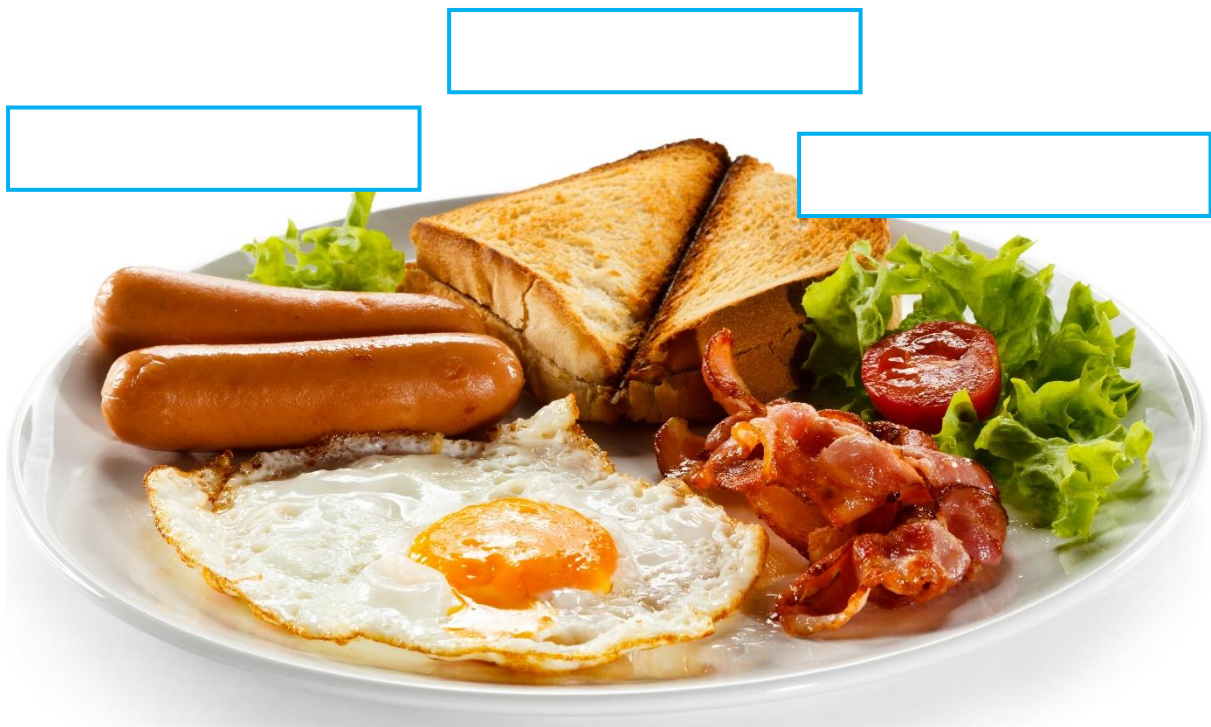
The very name tells us that this meal is a time when we **break** the “**fast**” we have had overnight and so we need to fuel our bodies to supply energy for all the activities we want to do.

A full breakfast is a substantial cooked breakfast meal, often served in the United Kingdom and Ireland.

Traditionally, the most common ingredients in Ireland are bacon rashers, pork sausages, fried eggs (or scrambled or poached), white pudding, black pudding, toast and fried tomato. Sautéed mushrooms are also sometimes included, as well as baked beans, hash browns, liver, and brown soda bread. Fried potato farl, boxty or toast is sometimes served as an alternative to brown soda bread.

The “breakfast roll”, consisting of elements of the full breakfast served in a French roll, has become popular in Ireland due to the fact it can be easily eaten on the way to school or work. The breakfast roll is available from many petrol stations and corner shops throughout Ireland.

### 4. Label the breakfast below:



7. Read the recipe:

### VEGGIE & HUMMUS SANDWICH

*This is a great heart-healthy vegetarian lunch to go. Mix it up with different flavours of hummus and different types of vegetables!*

Preparation Time: 10 mins

Servings: 1

Try it  
out!

### Ingredients

- 2 slices whole-grain bread
- 3 tablespoons hummus
- ¼ avocado, mashed
- ½ cup mixed salad greens
- ¼ medium red pepper, sliced
- ¼ cup sliced cucumber
- ¼ cup shredded carrot



### Instructions

- Spread one slice of bread with hummus and the other with avocado.
- Fill the sandwich with greens, sliced red pepper, cucumber and carrot. Add other veggies if you like!
- Slice in half and serve.

### Tip

- To make ahead: Refrigerate sandwich for up to 4 hours.

8. Write a variation for this sandwich.

## D. Dinner

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1. Which of these meals do you commonly have for dinner? Tick them.

Baked potatoes

Barbecue

Breaded chicken

Burgers or hotdogs

Burritos or fajitas

Casserole

Chicken / Beef / Vegetable  
curry

Chicken and vegetables

Chicken nuggets

Chicken wings

Couscous

Fish and chips

Fish and vegetables

Fish cakes

Fish sticks

French toast

Fried chicken

Garlic bread

Ham & potatoes

Kebabs

Lasagne

Macaroni cheese

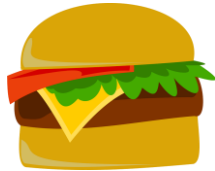
Mashed / Roast potatoes

Nachos

Omelette / Scrambled eggs

Pancakes

Paninis



Pasta and vegetables

Pie

Pizza

Pork chops

Quiche

Quinoa

Ribs

Rice

Risotto

Roast beef / chicken / lamb

Salad

Salmon

Sandwich

Sausages

Seafood

Shepherd's pie

Shrimp

Soup

Spaghetti & meatballs

Spaghetti Bolognese

Steak

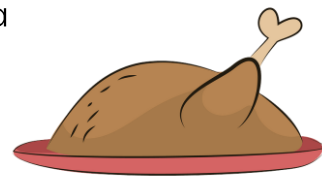
Stew

Stir fry

Tacos

Vegetables

Waffles





## ***Mapping of Learning Outcomes***

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### **Menu Planning**

1. Plan simple menus for breakfasts, lunches and dinners **Pages 10 to 17 (menu planning)**
2. Identify different menu types **Pages 8 to 9 (types of menus)**
3. Design a suitable menu for a given special occasion **Pages 18 and 19 (designing menus)**

### **Preparing to Serve Customers**

1. Greet and seat customers. Present a menu to customers. Take a food order. **Pages 22 and 23 (meal events and venues, considering if venues suit customers), Pages 26 to 30 (taking and fulfilling orders)**
2. Write a docket accurately **Page 28 (docket)**
3. Serve a meal to customers using plate service while adhering to standard procedures **Pages 24 and 25 (preparing the venue, table settings)**
4. Clear dishes from a table during and after the meal **practical – throughout all meal services**
5. Recognise the importance of maintaining good customer relations **Pages 26 to 30 (taking and fulfilling orders), Pages 34 to 38 (handling complaints and compliments)**
6. Cater for different customer requirements and special needs **Pages 39 and 40 (customer needs)**
7. Handle complaints and compliments effectively and courteously **Pages 34 to 38 (handling complaints and compliments)**

8. Write a letter of complaint **Pages 34 to 38 (handling complaints and compliments)**
9. Write a reply to a letter of complaint as the service provider or shop **Pages 34 to 38 (handling complaints and compliments)**
10. Calculate customer bills, receive payment by cash/ credit card/laser, cheque **Pages 31 to 33 (taking payments, giving receipts)**
11. Issue receipts and dockets **Pages 31 to 33 (taking payments, giving receipts)**
12. Give correct change **Pages 31 to 33 (taking payments, giving receipts)**

### Health, Safety & Hygiene

1. Understand importance of personal hygiene – maintain a well-groomed appearance **Page 43 (personal hygiene)**
2. Apply general rules of safety and hygiene **Pages 44 to 73 (health and safety, including revision from Book A), Pages 71 to 73 (stress)**
3. Follow correct procedures in the event of fire **Pages 56 to 58 (fire safety)**
4. Identify and use clean tools and equipment related to the menu items selected **practical – throughout all meal services and preparation/cooking**
5. Know simple first-aid for: **Pages 63 to 70 (first aid, including revision from Book A)**
  - Cuts
  - Burns
  - Bruises

- Choking
- Electric shock

### Preparing for Meal Events

1. Prepare individual and team work plans **Pages 76 to 78 (special events, preparation and discussion), Planning, preparing and cooking – working as a team – Pages 79 to 98 (breakfasts), Pages 99 to 119 (lunches), Pages 120 to 137 (dinners)**
2. Organise and run meal events as a class and/or mini-enterprise activities **Pages 76 to 78 (special events, preparation and discussion), Planning, preparing and cooking – working as a team – Pages 79 to 98 (breakfasts), Pages 99 to 119 (lunches), Pages 120 to 137 (dinners)**
3. Plan, prepare, cook and present a selection of basic menu items associated with **Pages 79 to 98 (breakfasts), Pages 99 to 119 (lunches), Pages 120 to 137 (dinners)**
  - a. breakfast
  - b. lunch
  - c. dinner
  - d. special events e.g. Christmas, Easter, Child's party, 21st birthday
4. Identify and use clean tools and equipment related to the menu items selected **practical – throughout all meal services and preparation/cooking**
5. In the case of lunch or dinner consider the use of some convenience food **practical – throughout all meal services and preparation/cooking, Pages 138 to 141 (convenience foods)**

6. Evaluate the use of convenience foods in relation to time, skills, equipment availability, flavour, nutritional value and cost

**Pages 138 to 141 (convenience foods)**

### **Reviewing and Evaluating**

1. Give and receive feedback on assignments as appropriate throughout the course **Pages 93, 98, 119, 137 (evaluations), throughout the course, during theory and practical work**
2. Evaluate meal events in terms of menu design, product analysis, service and customer reactions **Appendix 1, Appendix 2, Appendix 3**
3. Recognise and evaluate your own learning in terms of new skills, knowledge acquired, observations, positive and negative learning experiences **Pages 144 to 147 (new skills)**
4. Identify other factors associated with the hotel, catering and tourism industry e.g. personal and professional pressure **Page 149 (other factors)**
5. Appraise your own suitability for employment in, and further training for the hotel, catering and tourism industry **Page 148 (suitability)**
6. Develop a critical eye for detail **practical – throughout all meal services and preparation/cooking**
7. Become more observant and aware of standards. **practical – throughout all meal services and preparation/cooking**