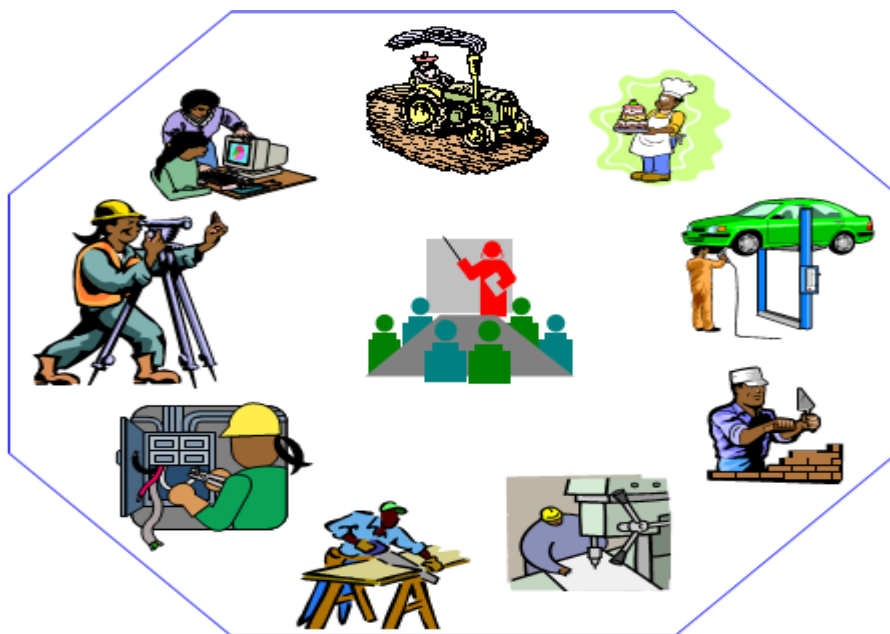




# FOOD AND BEVERAGE SERVICE

## Level-I

Based on *March* 2019, Version 3 Occupational standard



**Module Title: - Using Basic Methods of Cookery**

**LG Code: CST FBS1 M08 LO (1-2) LG (35-36)**

**TTLM Code: CST FBS1 TTLM 0221v1**

**February, 2021**  
**Adama, Ethiopia**

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**LG # 35**

## **LO #1- Select and use cooking equipment and technology**

### **Instruction sheet**

This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:

- Selecting appropriate equipment and technology for particular cooking methods
- Using equipment hygienically.

This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:

- Select appropriate equipment and technology for particular cooking methods
- Use equipment hygienically.

### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
2. Follow the instructions described below.
3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.
4. Accomplish the “Self-checks” which are placed following all information sheets.
5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).
6. If you earned a satisfactory evaluation proceed to “Operation sheets
7. Perform “the Learning activity performance test” which is placed following “Operation sheets” ,
8. If your performance is satisfactory proceed to the next learning guide,
9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”.

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## Information Sheet 1- Selecting appropriate equipment and technology for particular cooking methods

A kitchen, is a room or part of a room (sometimes called "kitchen area" or a "kitchenette") used for food preparation and cooking.

Various types of equipment are used in a kitchen. The type, amount and size of equipment will depend on the type of menu being provided and number of people to dine. Kitchen equipment may be divided into three categories :( large equipment's, Mechanical equipment, utensils and small equipment's

### 1.1 Large equipment

Large equipment's include cooking ranges, electric ovens, microwave ovens, steamers, boiling pan, deep fat-fryers, sinks, and tables.



**Brick Oven**



**Modern 3 oven AGA cooker**



**Electric Trivection Oven**



**Gas Range on Oven**

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Fig. 1, range and oven



Fig. 2.steamer



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Fig 3.boiling pan



Fig 4.deep fat fryer



Fig 5.hot cupboard



Fig 6.grill



Fig 7.sink

### 11.1 Mechanical equipment

Mechanical equipment includes peelers, mincers, mixers, refrigerators, dish-washers.



Fig 9.mincers



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Fig 10.blender



Fig 11.mixers

### 1.1.2 Utensils and small equipment

Cutlery and utensils are tools used for everyday preparation and consumption of foods:

✚ **Utensils** are instruments, implements, or containers used in the kitchen for food preparation

✚ **Cutlery** tools for cutting and eating food such as knives, forks, and spoons.

**Utensils and small equipment** includes pots, pans, whisks, bowls, spoons and ladles.

**Cookware and Bake ware:** Cookware and bake ware are types of food preparation containers commonly found in the kitchen. Cookware comprises cooking vessels, such as saucepans and frying pans, intended for use on a stove or range cook top. Bake ware comprises cooking vessels intended for use inside an oven. Some utensils are both cookware and bake ware.



Sauce Pan

Saute Pan

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Fig 12.pans



Fig 13.Pot,oven and casserole



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Fig 14.chiefs knife



Fig 15. Mashing, Grating and Grinding Tools



Fig.16 Extracting and Straining Tools



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Self-check 1	Written test
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Name..... ID..... Date.....

**Directions:** Answer all the questions listed below.

**Test I Short Answer Questions**

1. Define A kitchen? (2.5 pts)
2. List the three categories of Kitchen equipment? (2.5 pts)

**Test II Write true if the statement is correct and false if statement is incorrect**

1. Cutlery and utensils are tools used for everyday preparation and consumption of foods. (2.5 pts)
2. Utensils are instruments, implements, or containers used in the kitchen for food preparation (2.5 pts)

**Note: Satisfactory rating - 10 points**

**Unsatisfactory - below 10 points**

You can ask you teacher for the copy of the correct answers

**Answer Sheet**

Score:-----

Rating:-----

Name: ..... Date: .....

**Test I**

1.....2. ....

**Test II**

1. ....2. ....

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## Information Sheet 2- Using equipment hygienically

It is important to be aware of safe handling techniques for all utensils and equipment. For example, the handling of knives is an everyday occurrence in the food preparation area of hospitality industry businesses. Therefore it is essential to follow the rules for correct knife handling techniques.

Knowledge of safe work practices and procedures for working with heated surfaces is necessary to ensure staff are not harmed or burnt when working with hot surfaces. Many workspaces have hot areas with warning signs. This helps staff be aware of those particular areas.

A heat alert safety device can also be attached to a surface in order to warn individuals that the surface is hot. Some large appliances come fitted with warning lights as an added safety feature. However, if signs are not used within the workplace, a common sense approach is essential when working in food preparation areas.

### 2.1 Hygienic work practices

- A. **Personal hygiene** Personal hygiene is cleanliness relating to the body. The human body carries dangerous germs and bacteria so good personal hygiene means fewer hygiene risks. All clothing must be clean and uniforms should not be worn outside the workplace. Staff involved in food preparation and handling should wear protective clothing such as a chef's uniform. This includes enclosed leather shoes and hair covers. Jewelers and ornate rings are not permitted All food handlers should wash and dry their hands according to correct procedure.
- B. **Food hygiene** Good food hygiene is achieved by ensuring that food preparation, handling and storage areas are kept clean, and food handlers maintain good standards of personal hygiene.

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All foods should be cooked properly, especially meat. It is important that raw foods are prevented from cross contaminating ready-to-eat foods. Foods must be kept at the right temperature. Chilled foods must be kept at constantly low temperatures and hot foods cooled as quickly as possible and then chilled.

Food handling areas must be designed to permit food handlers to work hygienically and keep the premises clean. All areas should be adequately protected from pests. Food should be handled carefully to prevent contamination and handlers should avoid unnecessary handling of food.

#### Tips for handling knives safely

##### Do:

- keep knives sharpened and let other staff know when knives have been newly sharpened
- use knives only for their intended purpose
- use the appropriate knife for the job
- store knives properly in racks or knife drawers
- carry knives with the cutting edge away from your body.

##### Don't:

- touch knife blades
- try to catch a falling knife – let it fall
- pass a knife to someone – put it down on the work surface and let others pick it up
- cover knives – always leave knives in full view
- leave knives soaking in the sink
- talk to others while using knives.

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Self-Check 2	Written test
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Name.....ID.....Date.....

**Directions:** Answer all the questions listed below.

**Test I** Write true if the statement is correct and false if statement is incorrect

1. Personal hygiene is cleanliness relating to the body. (2.5 pts)
2. The human body carries dangerous germs and bacteria so good personal hygiene means fewer hygiene risks. (2.5 pts)
3. All clothing must be clean and uniforms should not be worn outside the workplace. (2.5)

**Note:** Satisfactory rating - 7.5 points

Unsatisfactory - below 7.5 points

You can ask you teacher for the copy of the correct answers

### Answer Sheet

Score:-----

Rating:-----

Name: ..... Date: .....

### Test I

1.....2.....3.....

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<b>L G#36</b>	<b>LO #2- Prepare and cook food using basic methods of cookery</b>
<b>Instruction sheet</b>	
<p>This learning guide is developed to provide you the necessary information regarding the following content coverage and topics:</p> <ul style="list-style-type: none"><li>• Using various cookery methods to prepare dishes.</li><li>• Calculating correct quantities and ratios of commodities.</li><li>• Completing cooking process</li><li>• Identifying problems with the cooking process</li><li>• Preparing dishes a range of methods and current technology</li></ul> <p>This guide will also assist you to attain the learning outcomes stated in the cover page. Specifically, upon completion of this learning guide, you will be able to:</p> <ul style="list-style-type: none"><li>• Use various cookery methods to prepare dishes.</li><li>• Calculate correct quantities and ratios of commodities.</li><li>• Complete cooking process</li><li>• Identify problems with the cooking process</li><li>• Prepare dishes a range of methods and current technology</li></ul>	
<b>Learning Instructions:</b>	
<ol style="list-style-type: none"><li>1. Read the specific objectives of this Learning Guide</li><li>2. Follow the instructions described below.</li><li>3. Read the information written in the “Information Sheets”. Try to understand what are being discussed. Ask your trainer for assistance if you have hard time understanding them.</li><li>4. Accomplish the “Self-checks” which are placed following all information sheets.</li><li>5. Ask from your trainer the key to correction (key answers) or you can request your trainer to correct your work. (You are to get the key answer only after you finished answering the Self-checks).</li><li>6. If you earned a satisfactory evaluation proceed to “Operation sheets</li><li>7. Perform “the Learning activity performance test” which is placed following “Operation sheets” ,</li><li>8. If your performance is satisfactory proceed to the next learning guide,</li><li>9. If your performance is unsatisfactory, see your trainer for further instructions or go back to “Operation sheets”.</li></ol>	

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### Information Sheet 1- Using various cookery methods to prepare dishes.

To ensure desired texture, taste, flavor and quality of cooked food, choosing correct method of cooking is very important. The characteristics desired in the finished product determine which method of cookery will have to be chosen for any given food. While correct preparation of ingredients and correct mixing are necessary, greater skill is needed in the actual cooking of the food.

The cooking of food involves heating it in a variety of ways to make it more palatable. The heat to cook the food comes from a variety of sources, including electric elements or hotplates; gas flame from a stove or barbecue; the heat from a conventional oven; and heat generated by a microwave oven.

Heat is transferred to the food and cooking medium (the fat, water, stock or milk) by means of convection, conduction and radiation. It must be remembered that most foods are cooked by a combination of at least two of the processes of transferring heat, not just one. For example, a baked butter cake will be cooked by heat directly reflecting from the oven walls (radiation), heat circulating in the air of the oven (convection), and heat transferred from the cake pan to the cake mixture (conduction). The three methods of heat transference are:

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Cooking methods are mainly classified as:

- ✚ Moist heat cooking method
- ✚ dry heat cooking method

**1.1 Moist heat cooking method** which uses liquid cooking medium (like water, stock, milk, fruit juices).the liquid cooking medium is used to transfer heat to the food and cook by convection. E.g. of moist heat cooking method includes boiling, poaching, steaming, stewing etc.

### 1.1.1 Boiling

Boiling is a process of cooking food that mainly requires rapid movement of the cooking liquid. Foods that suit this method of cookery are pasta, rice, fresh vegetables and dried vegetables. Food is cooked by bringing liquid (usually water) to the boil quickly and maintaining it at a temperature of 100°C.

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Fig 17.boiling of vegetables

Boiling can be done in two ways: The food can be placed into already rapidly boiling water and left to cook.

The heat can be turned down and the food can be simmered; or the food can also be placed into the pot, and cold water may be added to the pot. This may then be boiled until the food is satisfactorily cooked.

The equipment used for boiling and simmering includes the stove, stockpots, electric stockpots, spiders, balers, ladles, chinois and filters. Very large stockpots have a tap at the base or a mechanical tilt to remove the stock.

Suitable foods for boiling include:

- ✚ **Green vegetables** start cooking process by adding to already boiling water. Refresh in cold water to retain color and texture. Refreshing stops the cooking process and helps the vegetables retain vitamins and minerals.
- ✚ **Root vegetables** start the cooking process in cold water. Cover with water and put the lid on.
- ✚ **Fresh meat and poultry** start in cold water and cover during the cooking process.
- ✚ **Cured meats, such as corned silverside** can be started in cold water. Keep the meat fully submerged during the cooking process.

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✚ **Farinaceous foods, such as rice, pasta, grains** start cooking by adding to boiling water. Stir occasionally with the lid off. Cook pasta until 'al dente'. Refresh to separate once cooked.

✚ **Bones for stocks and bouillons** start in Coldwater. Skim off any scum. Simmer only. Blanch bones in boiling water first before cooking to produce a clear stock.

The equipment's used for boiling and simmering includes stove, stockpot, balers, ladles, filter.

### 1.1.2 Poaching

Poaching is the process of gently simmering food in liquid, generally water, stock or wine. Poaching is particularly suitable for fragile food, such as eggs, poultry, fish and fruit, which might easily fall apart or dry out. For this reason, it is important to keep the heat low and to keep the poaching time to a bare minimum, which will also preserve the flavor of the food.

The poaching liquid is called *court bouillon* and a classical *court bouillon* consists of: an acid (wine, lemon juice), aromatic (*bouquet garni*), poaching liquid, and *mirepoix*. The temperature of the liquid should be around 160-185°F (70-85°C). Always remember that to serve chicken safely; it has to have reached a temperature of 165°F (74°C) in the core. Utensils and equipments for poaching are pots, saucepan, spoons, ladles, spatulas, baskets and fish kettles.



Fig 18. Poaching of Chicken Suitable foods for poaching includes meat, offal, Egg, seafood, poultry, Fruit.

### 1.1.3 Simmering

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Simmering is a cooking technique in which foods are cooked in hot liquids kept at or just barely below the boiling point of water (at average sea level air pressure), 100°C (212°F).

To keep a pot simmering, one brings it to a boil and then adjusts the heat downward until just before the formation of steam bubbles stops completely. Water normally begins to simmer at about 94°C or 200°F.

#### 1.1.4 Blanching

Blanching is a process of food preparation wherein the food substance, usually a vegetable or fruit, is plunged into boiling water, removed after a brief, timed interval and finally plunged into iced water or placed under cold running water (shocked) to halt the continuing cooking process.



Fig 19. Blanching

There are two ways of blanching in water:

- a. Place the item in cold water, bring to a boil and simmer briefly, Cool the item by plunging into cold water. The idea is to dissolve out blood, salt, and impurities from certain meats and bones.

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- b. Place the item in rapidly boiling water and return the water to the boil. Remove and cool in cold water. The purpose is to preserve the color and destroy harmful enzymes in vegetables, or to loosen skins of tomatoes, peaches and similar item for easier peeling.

#### 1.1.5 Steaming

Steaming is a method of cooking using steam. Food is cooked in the steam produced by a boiling liquid (rather than placing the food itself in the boiling liquid). Steaming relies on the steam produced being under pressure. The amount of pressure produced is determined by the type of equipment used.

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Self-check 1	Written test
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Name..... ID..... Date.....

**Directions:** Answer all the questions listed below.

**Test I Short Answer Questions**

1. List the two ways of blanching in water:? (2.5 pts)
2. What is Steaming? (2.5 pts)

**Test II Write true if the statement is correct and false if statement is incorrect**

1. Boiling is a process of cooking food that mainly requires rapid movement of the cooking liquid. (2.5 pts)
2. Food is cooked by bringing liquid (usually water) to the boil quickly and maintaining it at a temperature of 75°C. (2.5 pts)

**Note: Satisfactory rating - 10 points**

**Unsatisfactory - below 10 points**

You can ask you teacher for the copy of the correct answers

**Answer Sheet**

Score:-----

Rating:-----

Name: ..... Date: .....

**Test I**

1.....2. ....

**Test II**

1. ....2. ....

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## Information Sheet 2- Calculating correct quantities and ratios of commodities.

**2.1. Dry heat cooking method** which doesn't require liquid cooking medium (like water, stock, milk, fruit juices).heat is transferred by direct contact(conduction) between heat source and the food. E.g. of dry heat cooking method includes roasting, grilling, baking etc.



Fig 20.Roasting in Middle ages

There are four types of roasting: pit roasting, oven roasting, pot roasting and pan roasting.



Fig 21.Chicken Grilled over the Heat

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### 2.1.1. Sautéing (Dry-Heat Methods Using Fat)

Sautéing is a method of cooking food that uses a small amount of fat in a shallow pan over relatively high heat.



Fig 22.Sauting of onion

### 2.1.2. Frying

Frying is a method of cooking wherein the food to be cooked is brought directly in contact with hot fat. Frying techniques vary in the amount of fat required, the cooking time, the type of cooking vessel required, and the manipulation of the food. Stir frying, pan frying, shallow frying, deep frying are all standard frying techniques.

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Fig 23.stirr frying



Fig 24.shallow fat frying



Fig 25.deep fat frying

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Self-check 2	Written test
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Name..... ID..... Date.....

**Directions:** Answer all the questions listed below.

**Test I Short Answer Questions**

1. What does mean Frying? (2.5 pts)
2. List the four types of roasting? (2.5 pts)

**Test II Write true if the statement is correct and false if statement is incorrect**

1. Heat is transferred by direct contact(conduction) between heat source and the food. (2.5 pts)
2. Saut  ing is a method of cooking food that uses a small amount of fat in a shallow pan over relatively high heat. (2.5 pts)

**Note: Satisfactory rating - 10 points**

**Unsatisfactory - below 10 points**

You can ask you teacher for the copy of the correct answers

**Answer Sheet**

Score:-----

Rating:-----

Name: ..... Date: .....

**Test I**

1.....2. ....

**Test II**

1. ....2. ....

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### Information Sheet 3- Completing cooking process

Dishes to be prepared must use a range of commonly-found commodities including:

- + dairy products, such as milk, butter, yoghurt, cheeses and alternatives
- + dry goods, such as flours, sugars, pastas and rice
- + standard fruit and vegetables
- + eggs
- + meat, seafood and poultry, which may be fresh, frozen, preserved or pre-prepared, and may also include meat products such as standard cuts, sausages, hams, salami and other meat products
- + general food items, such as oils, sauces, condiments and flavorings, garnishes, coatings and batters

#### 3.1 Standard recipes

Standard recipe cards are essential in the operation of a successful kitchen. Recipe cards act as a standardizing tool within the industry. They enable consistent standard of production of menu items at every service. Because of the standard recipe card, dishes are consistent in portion size, presentation and composition.

Standard recipe cards eliminate inconsistencies and ensure all staff cook and serve the menu item consistently. The recipe is tested, portioned and priced prior to placement on the menu. Trials, tests and experimentation takes place with new cookery style, produce

In season and cuisine of the restaurant or catering establishment. The following is valuable information that should be included in a standard recipe card:

- + **name of the dish**
- + **section/file number**
- + **date created**
- + **portion sized** – quantity served, portion size yield for the recipe

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- + **portion yield** – number of serves the recipe provides
- + **ingredients** – listed in order of use
- + **quantity of ingredients, including measurements**
- + **unit costs of ingredients**
- + **unit cost** – price of ingredients when recipe developed
- + **total cost of ingredients** – unit cost multiplied by the quantity
- + **method**
- + **photograph/illustration**
- + **Recipe reference/page number.**

Recipe cards can also include the food cost percentage and the selling price.

They can also include yield test results showing the wastage, percentage and usable weight.

### 3.1.1 Measuring ingredients

Measuring is an important practical skill needed to ensure accuracy of all recipes. Measuring is weighing the mass of a food (whether wet or dry). The key to measuring ingredients is consistency. Most recipes are best judged by taste with balance and personal preference, so taste testing is essential at all times. Most all-purpose recipes contain liquid- and dry measure equivalents. These are useful for converting spoon measurements into cup measurements, and for converting volume measurements into weight for use with kitchen scales.

When a recipe has been evaluated positively in the evaluation phase but is not in the desired quantity, it would move to the quantity adjustment phase of recipe standardization. There are several methods that can be used to adjust a recipe to get to the desired number of servings (yield). Some methods are done manually; others involve use of the computer.

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**Table 1: Comparison of Standardized Recipe Adjustment Methods**

Method	Advantages	Disadvantages	Initial Recipe	Final Recipe
Factor method	<ul style="list-style-type: none"> <li>◆ Can be used for any recipe</li> <li>◆ Easy to use</li> </ul>	<ul style="list-style-type: none"> <li>◆ Math skills required</li> </ul>	<ul style="list-style-type: none"> <li>◆ Can start with any recipe and desired yield</li> </ul>	<ul style="list-style-type: none"> <li>◆ Final recipe can yield any number of servings desired</li> </ul>
Direct reading tables method	<ul style="list-style-type: none"> <li>◆ Minimal math skills needed</li> </ul>	<ul style="list-style-type: none"> <li>◆ Direct reading tables must be available</li> <li>◆ Must know how to read tables</li> <li>◆ Can only be used for yields in multiples of 25</li> </ul>	<ul style="list-style-type: none"> <li>◆ Must have yield of 25 servings or multiples of 25 servings</li> </ul>	<ul style="list-style-type: none"> <li>◆ Yield of 25 servings or multiples of 25 servings (i.e., 200, 175, 500)</li> </ul>
Percentage method	<ul style="list-style-type: none"> <li>◆ Further adjustments to a single recipe are easy after initial ingredient percentages are calculated</li> </ul>	<ul style="list-style-type: none"> <li>◆ Many steps in process</li> <li>◆ Math skills required</li> <li>◆ Must use weights for all ingredients</li> <li>◆ Must calculate and adjust for handling loss</li> </ul>	<ul style="list-style-type: none"> <li>◆ Can start with any recipe and yield</li> <li>◆ Initial recipe ingredients must be in weights</li> </ul>	<ul style="list-style-type: none"> <li>◆ Yield can be any amount desired</li> <li>◆ All final ingredients are in weights</li> </ul>
Computerized recipe adjustment	<ul style="list-style-type: none"> <li>◆ Adjustments easy after recipe entered on computer</li> <li>◆ No math skills needed</li> </ul>	<ul style="list-style-type: none"> <li>◆ Computer programs can be expensive</li> <li>◆ Some programs require ingredients to be entered in weights only</li> <li>◆ Ingredient quantities may be listed in decimals</li> </ul>	<ul style="list-style-type: none"> <li>◆ Can start with any recipe and desired yield</li> </ul>	<ul style="list-style-type: none"> <li>◆ Final recipe can yield any number of servings desired</li> </ul>

The factor method for adjusting recipes involves mathematical calculations and is the most commonly used method of manual adjustment.

*The factor method consists of three basic steps;*

- I. *Determine the “factor” to be used*
- II. *Multiply each ingredient quantity by the “factor.”*
- III. *Change amounts into more common measurements.*

### **Determine the “factor” to be used**

The factor is a multiplier that will be used to increase or decrease the quantity of ingredients in a recipe.

The factor is determined by dividing the desired yield (in number of servings) by the current recipe yield (in number of servings).

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$$\text{Desired yield} \div \text{Current yield} = \text{Factor}$$

- For example, if a manager wishes to make 250 servings and the current recipe produces 100 servings, divide 250 by 100; the factor would be 2.5.

$$250 \div 100 = 2.5$$

**Multiply each ingredient quantity by the “factor.”**

- Each ingredient quantity in a recipe is multiplied by the factor to determine the ingredient quantity needed to produce the new yield.
- Ingredient quantities given as fractions would need to be converted to decimals prior to doing this calculation.
- For example, if the goal is to make 250 servings and the base recipe yields 100 servings, the “factor” would be 2.5. If the original recipe calls for 1/2 cup lemon juice, 8 oz sour cream, and 1 Tbsp + 1 tsp chopped parsley, the math is as follows:

**Lemon juice:** .5 cup x 2.5 = 1.25 cups lemon juice  
(original amount) x (factor) = (amount needed for 250 servings)  
(Note: Change  $\frac{1}{2}$  cup to the decimal .5 before calculating.)

<b>Sour cream:</b>	8 oz	x	2.5	=	20 oz sour cream
(original amount)	x	(factor)	=	(amount needed for 250 servings)	

**Parsley:** 4 tsp x 2.5 = 10 tsp parsley  
(original amount) x (factor) = (amount needed for 250 servings)  
(Note: Change 1 Tbsp + 1 tsp to all tsp [4] before calculating.)

## Change amounts into more common measurements

Often, the result of the mathematical calculations is a quantity that is hard to measure or not commonly used.

These quantities may need to be converted to a more common measurement.

Rounding to the nearest common measure also may occur.

*For example:*

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- ✓ The lemon juice is listed as 1.25 cups; the more common measurement would be 1 1/4 cups. The sour cream could be changed to 1 lb 4 oz (or 1.25 lb) for easier measurement. (Note: 16 oz = 1 lb)
- ✓ The quantity of parsley might be changed to 3 Tbsp + 1 tsp for ease in measuring.

## **3.2 Complete cooking process in a logical and safe manner**

### **3.2.1 The cooking process-Workflow**

Effective workflow management is vital to ensure the smooth running and operation of your kitchen. Workflow plans identify the precise steps of a task, enabling staff to quickly and effectively complete these steps, saving time and energy and providing an organized and effective working environment. Features of effective workflow management include:

- ✚ Logical sequence
- ✚ Time efficiency
- ✚ Planning and organization
- ✚ Time constraints
- ✚ Cooperation's

Following these workflow steps will improve efficiency within the kitchen and service team, and ensure fast and efficient service. When teams work as a cohesive unit, the entire establishment is likely to be efficient and successful. The relationship that develops between food production, food and beverage, and room service reflects the workings of the establishment. For cooperative work between kitchen and front-of-house colleagues, it is necessary to ensure timely preparation of dishes. The result is a fully functioning kitchen that requires minimal energy but delivers maximum efficiency and quality.

The effect poor workflow has on colleagues, customers and the workplace is huge it retards growth of the business, results in poor customer service, produces excessive stress, staff conflict, higher absenteeism and loss of profits. Therefore, it is essential for

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businesses to ensure they maintain a high standard in their workflow to ensure the best is produced always for a successful business/workplace.

### **3.3 Safe work practices**

Within the hospitality industry, safe work practices include safe posture, manual handling and safe work techniques for using equipment. Safe work techniques are essential to ensure the safety of all staff. This involves training and knowledge of use, cleaning and maintenance of all equipment.

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Self-check 3	Written test
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Name..... ID..... Date.....

**Directions:** Answer all the questions listed below.

**Test I Short Answer Questions**

1. Describe Features of effective workflow management? (2.5 pts)
2. What is portion yield? (2.5 pts)

**Test II Write true if the statement is correct and false if statement is incorrect**

1. For cooperative work between kitchen and front-of-house colleagues, it is necessary to ensure timely preparation of dishes.(2.5 pts)
2. Standard recipe cards are essential in the operation of a successful kitchen.(2.5 pts)

**Note: Satisfactory rating - 10 points**

**Unsatisfactory - below 10 points**

You can ask you teacher for the copy of the correct answers

**Answer Sheet**

Score:-----

Rating:-----

Name: ..... Date: .....

**Test I**

1.....2. ....

**Test II**

1. ....2. ....

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## Information Sheet 4- Identifying problems with the cooking process

### 4.1 Identify problems with the cooking process

The identification and the ability to fix problems with the cooking process is crucial in commercial kitchens. It is necessary to identify problems with the cooking process promptly and take corrective action as soon as possible.

Many problems can occur with the texture, color, flavor, viscosity and aroma of the food being cooked. These problems are commonly due to incorrect procedures or improper use of equipment used in the cooking process. Being able to anticipate potential issues will help avoid or limit the seriousness of problems. To reduce problems, it is necessary to check temperatures, times, methods of cookery and ingredients prior to cooking. The selection and/or use of utensils and equipment are also important.

Strategies to deal with a range of problems when preparing food are required for the normal running of any business. These strategies are known as contingency plans. Problems with ingredient quality, available commodities, meals produced and the cooking process are key issues to be aware of. The shortage of food items, spillages, mistakes and equipment failure can all contribute to the failure of prepared food at any business staff needs to have the ability to adapt to changes and use initiative to solve problems within a short timeframe. This ability comes with experience and knowledge of food.

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Self-check 4	Questions
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Name..... ID..... Date.....

**Directions:** Answer all the questions listed below.

**Test I Write true if the statement is correct and false if statement is incorrect**

1. To reduce problems, it is necessary to check temperatures, times, methods of cookery and ingredients prior to cooking. (3 pts)
2. Being able to anticipate potential issues will help avoid or limit the seriousness of problems.(3 pts)
3. The identification and the ability to fix problems with the cooking process is crucial in commercial kitchens. (3 pts)

**Note: Satisfactory rating - 9 points**

**Unsatisfactory - below 9 points**

You can ask you teacher for the copy of the correct answers

**Answer Sheet**

Score:-----

Rating:-----

Name: ..... Date: .....

**Test I**

1.....2. ....3.....

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## Information Sheet 5- Preparing dishes a range of methods and current technology

Team building and effective teamwork are basic principles to ensure timely preparation and efficiency from the kitchen to the front of house to the customer.

Team building generally refers to the selection, development, and collective motivation of result-oriented teams. Features and characteristics of successful teamwork include:

- ✚ Identification of purpose and aim of team
- ✚ Goal setting
- ✚ Planning and organizing work routine cooperative working environment.

This environment needs to include:

- ✚ Good communication
- ✚ Mutual respect
- ✚ Understanding roles and responsibility
- ✚ Positive working relationship
- ✚ Application of codes of conduct and work policies and procedures
- ✚ Teamwork

There are many negative consequences of not maintaining positive and effective working relationships. These include loss of business, loss of staff, accidents/ unsafe work practices and customer dissatisfaction. Therefore, it is necessary for the key areas of food production, food and beverage and front of house to have good relationships and an understanding of each key area's needs and expectations.

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Self-check 5	Written test
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Name..... ID..... Date.....

**Directions:** Answer all the questions listed below.

**Test I Short Answer Questions**

1. List Features and characteristics of successful teamwork? (2.5 pts)
2. What are the negative consequences of not maintaining positive and effective working relationships. (2.5 pts)

**Test II Write true if the statement is correct and false if statement is incorrect**

1. Team building generally refers to the selection, development, and collective motivation of result-oriented teams.(2.5 pts)
2. Team building and effective teamwork are basic principles to ensure timely preparation and efficiency from the kitchen to the front of house to the customer.(2.5 pts)

**Note: Satisfactory rating - 10 points**

**Unsatisfactory - below 10 points**

You can ask you teacher for the copy of the correct answers

**Answer Sheet**

Score:-----

Rating:-----

Name: ..... Date: .....

**Test I**

1.....2. ....

**Test II**

1. ....2. ....

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## Reference Materials

### Reference books

- *practical cookery, professional cookery, theory of catering*
- [http://farm2.static.flickr.com/1096/529143527\\_c8cd9a3d8b.jpg?v=](http://farm2.static.flickr.com/1096/529143527_c8cd9a3d8b.jpg?v=)
- [http://farm4.static.flickr.com/3241/2280353615\\_79ff7f7b22.jpg](http://farm4.static.flickr.com/3241/2280353615_79ff7f7b22.jpg)
- <http://chillies.files.wordpress.com/2007/01/semiya-payasam1.JPG>
- [http://farm2.static.flickr.com/1155/1267216536\\_bd5f417d29.jpg?v=](http://farm2.static.flickr.com/1155/1267216536_bd5f417d29.jpg?v=)
- [http://images2.wikia.nocookie.net/solarcooking/images/thumb/7/7e/Ju\\_.jpg/](http://images2.wikia.nocookie.net/solarcooking/images/thumb/7/7e/Ju_.jpg/)

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