



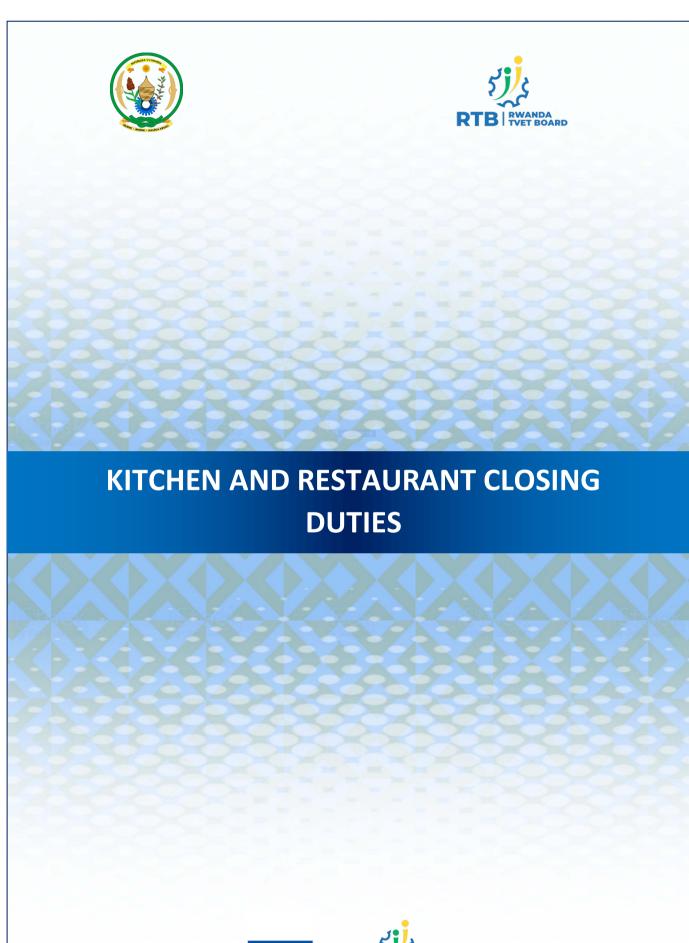
# **RQF LEVEL 3**

# **TORTS302**

**CULINARY ARTS** 

Kitchen and Restaurant Closing Duties

**TRAINEE MANUAL** 







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**KIGALI-RWANDA** 

Original published version: February 2023.

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#### **FOREWORD**

Welcome to the world of Technical and Vocational Education and Training (TVET) in the hospitality and tourism sector. In an era of constant evolution and growing demand for skilled professionals, the importance of specialized training cannot be overstated. As the global hospitality and tourism industry continues to flourish, the need for competent individuals equipped with relevant knowledge and practical skills has become crucial. This collection of TVET training manuals serves as a comprehensive resource for those seeking to embark on a fulfilling career or further their expertise within the hospitality and tourism sector. Developed with meticulous attention to detail and in collaboration with industry experts, these manuals offer a wealth of knowledge, practical insights, and hands-on training exercises.

The manuals cover a wide range of topics, ranging from essential foundational concepts to specialized areas within the industry. Whether you are interested in hotel management, culinary arts, event planning, travel and tourism, or any other facet of this vibrant sector, you will find invaluable guidance within these pages. At the heart of the TVET approach is the belief that learning should be both practical and relevant. These manuals have been carefully crafted to ensure that they reflect the real-world challenges and requirements of the hospitality and tourism industry. They are designed to empower learners with the skills, competencies, and confidence needed to excel in their chosen field.

Furthermore, the manuals adopt a learner-centered approach, encouraging active participation, critical thinking, and problem-solving. Throughout each module, learners are encouraged to engage in practical exercises, case studies, and interactive activities that simulate real-world scenarios. This hands-on approach allows learners to apply theoretical concepts and develop the necessary skills that are highly sought after in the industry.

We understand that education is a lifelong journey, and these manuals have been designed to cater to learners at various stages of their professional development. Whether you are a student taking your first steps in the industry, a working professional seeking to enhance your skills, or an instructor guiding aspiring individuals, you will find the manuals to be a valuable asset.

I would like to express my sincere appreciation to the authors, industry experts, and

educators who have contributed to the creation of these TVET training manuals. Their

dedication and expertise have ensured that the manuals are of the highest quality and

relevance.

I encourage you to embrace the opportunities presented within these pages, to explore the

dynamic world of hospitality and tourism, and to unlock your potential in this exciting

industry. By investing in your education and acquiring the skills offered in these manuals, you

are taking a significant step towards a rewarding and successful career.

Best wishes on your journey of discovery and growth in the hospitality and tourism sector.

Dipl.-Ing. Paul UMUKUNZI

**Director General/RTB** 

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#### **ACKNOWLEDGEMENTS**

Rwanda TVET Board (RTB) would like to recognize all parties who contributed actively to the preparation of the Trainer's and Trainee's manuals for this Hospitality and Tourism Level 3 TVET Curriculum.

We wish to extend our thanks to various organizations such as the European Union through UBUKERARUGENDO IMBERE Project for the valuable financial and technical support throughout the project. We would also wish to acknowledge the Food and Beverage Operations experts for their huge contribution in this project, as well as French Press Ltd and its entire production team that technically conducted the whole assignment.



Under European Union funding

Under UBUKERARUGENDO IMBERE supervision and involvement



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#### **ACRONYMS**

**CPA:** Certified Public Accountant

**DSR:** Daily Sales Report

FIFO: First-In-First-Out

**HQs:** Highly Qualified

**HVAC:** Heating Ventilation and Air conditioning

**KPI:** Key Performance Indicator

LIFO: Last-In-First-Out

**NFPA:** National Fire Protection Association

**OSHA:** Occupational Safety and Health Administration

**POS:** Point of Sale

**ROPs:** Roll Over Protection System

RTB: Rwanda TVET Board

**SDS:** Safety Data Sheet

TVET: Technical and Vocational Education and Training

**USDA:** The United States Department of Agriculture

**VMI:** Vendor-Managed Inventory

Web: World Wide Web

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#### **INTRODUCTION**

Welcome to the training manual focused culinary Arts sector. This manual, titled "Kitchen and Restaurant Closing Duties," aims to provide extensive training for individuals who wish to comprehend the significance of Kitchen and Restaurant closing Duties.

The manual is composed of five units that delve into crucial aspects of cleaning during Kitchen and Restaurant closing Duties. These include performing kitchen and restaurant closing duties. These units include Perform kitchen closing duties, maintain kitchen tools, equipment, and materials, Perform Restaurant closing duties and Maintain Restaurant Tools, Equipment and Materials.

The manual provides an interactive learning experience consisting of discovery activities that allow learners to discover and explore concepts, problem-solving activities that challenge learners to think critically and find solutions, guided practice activities that offer step-by-step instructions, and application activities that motivate learners to apply their newly acquired knowledge in real-world situations.

The manual also features assessment activities that provide feedback to learners regarding their progress and assist them in identifying areas where they can improve.

Upon completion of this manual, learners will have an extensive understanding of cleaning during Kitchen and Restaurant closing Duties and possess the necessary skills to prepare end service reports. Let's get started!

## **Module Units:**

- Unit 1: Perform Kitchen Closing Duties.
- Unit 2: Maintain Kitchen Tools, Equipment, and Materials.
- **Unit 3: Perform Restaurant Closing Duties.**
- Unit 4: Maintain Restaurant Tools, Equipment and Materials.

#### **UNIT 1: PERFORM KITCHEN CLOSING DUTIES**



Figure 1: Kitchen closing duties

# Unit summary:

This unit describes the knowledge, skills and attitudes needed to identify the task and create a checklist.

At the end of this unit, you will be able to organize your task and consider safety and security aspects during kitchen closing duties

#### **Self-Assessment: Unit 1**

**1.** Look at the illustration. What is happening? What do you think this learning outcome will be about?

#### **2.** Fill in the self-assessment below:

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: Do you think you can do this? How well? Read the statements across the top. Put a check in column that best represents your situation. At the end of this learning outcome, we will take this survey again.

My experience	I do not	I	I have some	I have a lot	I am
	have any	know	experience	of	confident
Knowledge, skills	experience	a little	in doing	experience	in my
and attitudes	in doing	about	this.	in this.	ability to
	this.	this.			do this.
					ao tinoi
Define closing duty					
Identify the task and					
create a checklist					
Describe key steps in					
performing kitchen					
closing duties					
5 11 111 1					
Describe kitchen					
safety and security					
during kitchen closing					
duties					
Perform kitchen					
reporting					

Table 1: Self-Assessment of Unit 1

#### **Key Competencies:**

Knowl	edge	Skills		Attitud	des
1.	Identify kitchen closing duties.	1.	Describe kitchen closing duties.	1.	Kitchen closing duties are well described
2.	Maintain kitchen tools, equipment, and materials	2.	Describe kitchen tools, equipment, and materials.	2.	Kitchen tools, equipment and materials are properly described.
3.	Identify Restaurant closing duties	3.	Describe restaurant closing duties	3.	Restaurant closing duties are properly described.

Table 2: Key Competencies-Unit 1





- 1. Discuss the following questions with your partner
  - a. What does closing duties mean?
  - b. Identify kitchen closing duties?
  - c. Identify the cleaning agents for kitchen tools and equipment and explain their usage?
  - d. Describe benefits of maintaining tools, equipment, and materials after use?
  - e. Explain storing procedures for kitchen cleaning chemicals?
- 2. Discuss with your partner all the questions (1, 2, 3 and 4)
- 3. Share your findings on the questions (3 and 4) with the rest of the class. Compare and discuss your ideas.

Topic 1.1: Identify key steps in performing kitchen closing duties



Figure 2: Identifying key steps in performing kitchen-closing duties



1. Discuss the following situation:

" Ikaze Kigali Hotel's first shift has been operating from 5 AM to 11 PM. At closing time, the manager requests you to identify key steps in performing kitchen closing duties.

- 2. Take time to brainstorm and discuss these questions in your respective groups.
  - a. Identify the task that Ikaze Kigali Hotel needs to perform at closing time.
  - b. Create a checklist to follow during closing duties.
- 3. Present your work in a plenary session.



**Key Facts** (Indicative contents)

#### Identification of key steps in performing kitchen closing duties

#### Description of closing duties

Closing duties are tasks that employees must complete at the end of service or closing time to ensure that everything is well cleared up, arranged and ready for next service and then closed up properly for the night. Therefore, a closing checklist is a helpful tool to keep kitchen staff accountable and ensure that the day-to-day kitchen management and business run smoothly.

#### ✓ Identification of closing duties

Kitchen closing duties include:

- Closing doors
- Kitchen and restaurant clearing
- Checking the status of the kitchen and restaurant premises after service
- Double-checking if any perishable foods have been left out
- Checking if all refrigeration equipment are locked
- Locking of cabinets and proper storage of keys
- Shutting off all heating equipment and other utilities
- Activation of alarm system
- Locking up the facility

#### Key Steps to follow during performing kitchen closing duties

This includes identifying the task and creating a checklist, organizing your task and assessing your task based on your checklist.

#### ✓ Step 1: Identify the Tasks

Observe back-of-house crew as they close for the night. Take note of any loose ends you want to tie up with the kitchen closing checklist. Common kitchen closing checklist tasks include:

- Turn off all lights, ovens, grills, stoves, and hot surfaces;
- Safely store cooking utensils, glasses, and dishes;
- Wrap, date, and store all remaining food that can be used later;
- Take out the trash;
- Sanitize all surfaces and clean all floors;
- Wipe down the kitchen display screen;
- Set up a security system.

#### • Step 2: Organize Your Tasks and create kitchen checklist

Like opening checklists, it is helpful to structure kitchen closing checklists by common threads. As there are more tasks to tackle at closing than opening, this organization is crucial. Cleaning, safety, and general are all categories you can organize your closing tasks into. A general kitchen checklist is created and used to track kitchen operations and monitor specific tasks. Duty kitchen managers can use this checklist to ensure that all necessary tasks are done according to the kitchen standard operating procedures.

#### Step 3: Assess your task basing on your checklist

Once everything is good to go, list the tasks on an Excel sheet and use that as your printable kitchen closing checklist. As before, leave space for comments and a signature by whomever reviewed the tasks so errors and notes can be followed upon.

#### **Example of Kitchen cleaning checklist**

At the end of Kitchen services, make sure that you initial the following as the tasks are completed.

11/	٦т		-	GO
н	"	-1		(7()
	•			-

Cook Name:	Date:
Signature:	Phone:

Area	Specifics	Initial
Dishwasher	Interior screens cleaned of food debris, turned	
	off, water supply to sprayer turned off.	
Cupboards	Wiped down, no spills or splashes.	
Kitchen Walls	Wiped down, no spills or splashes.	
Stove/Griddle	Top of stove wiped down, griddle cleaned with a	
	screen or grill brick (if used), grease trap on	
	griddle dumped (if used).	
Oven	Nothing was left inside. Wiped down, no spills or	
	splashes.	
Stove backsplash Wiped	Stove backsplash Wiped down, no splashes.	
down, no splashes.		
Sinks	Cleaned and sanitized, no food debris left in the	
	sink.	
Steam wells	Emptied of water (if used), cleaned, no food	
	debris.	
Counter tops	Cleaned and sanitized.	
Refrigerator/Freezer	Nothing was left inside.	
Trash	All trash taken out to green dumpsters in the	
	parking lot (if full, renter/caterer to take with	
	them).	
Kitchen Floors	Swept and mopped.	
Back enclosure	No trash or recyclables left in the enclosure;	
	kitchen mats stacked neatly.	

# For Internal Use Only Staff Name: ......Date: ..... Signature: ......

Table 3: Example of Kitchen cleaning checklist

Source: Edited by Author from: https://www.template.net/business/checklist-templates/kitchen-checklist/#4-professional-restaurant-kitchen-cleaning-checklist-template





As you have already read the scenario in task 1, discuss the following question:

- a. Apply safety and security aspects to consider during kitchen closing duties.
- b. Then present in the plenary session.



In the kitchen workshop, perform the following activities:

a. Identify the task to be performed in the kitchen at closing time.



Topic 1.2: Apply kitchen Safety and security during kitchen closing duties



Figure 3: Applying kitchen Safety and Security





1. Read the situation in task 1 and brainstorm the following question:

"You have been working in Karimu Restaurant since the morning. At the end of duties, the restaurant manager requests you to apply kitchen safety and health during kitchen closing time.

- 2. Take time to brainstorm and discuss the questions in your respective groups.
  - a. List down the kitchen safety and security aspects to apply during kitchen closing duties.
- 3. Present your work in a plenary session.

#### **Key Facts (Indicative contents)**

#### Apply kitchen Safety and Security during kitchen closing duties

Kitchen Safety and security include Leaving kitchen clean, Disconnecting/Switching off all cookers and burners and unplugging all appliances and closing tightly doors for equipment and premises.

#### **✓** Disconnecting/Switching off all gas cookers and burners

At closing time disconnect all gas cookers and burners not in use to keep them safe and save electricity and gas consumption.

#### Unplug the Range

Once the stove is far enough from the wall, walk behind it and locate the outlet it is plugged into. Unplug the stove. If you would like to be extra cautious, disconnect the electricity in your kitchen from your circuit breaker before this step.

#### Unplugging all appliances not in use

At closing time disconnect all appliances not in use to keep them safe and save electricity consumption.

#### Storing food commodities and leftovers

Kitchen closing is also crucial as it involves proper overnight storage of leftover food and ensures the security of the facility before leaving. Overlooking a simple step such as turning off ovens or stoves may lead to fire and other potential risks. At closing time, remaining food & beverage items should be stored safely at the right place and temperature:

- Keep high-risk food at 5 °C or below or above 60 °C to avoid the temperature danger zone and food poisoning.
- Store raw foods below cooked foods.
- Store food in suitable, covered containers.
- Avoid refreezing thawed foods.
- Check and observe the use-by dates on food products.

Food poisoning bacteria grow and multiply faster in the temperature danger zone between 5 °C and 60 °C. It is important to keep high-risk food out of this temperature zone.

#### • Take special care with high-risk foods

Food poisoning bacteria can grow and multiply on some types of food more easily than others. High-risk foods include:

- raw and cooked meat such as chicken and minced meat, and foods containing them, such as casseroles, curries and lasagne
- dairy products such as custard and dairy-based desserts like custard tarts and cheesecake
- eggs and egg products such as mousse
- smallgoods such as ham and salami
- seafood such as seafood salad, patties, fish balls, stews containing seafood and fish stock
- cooked rice and pasta
- prepared salads such as coleslaws, pasta salads and rice salads
- prepared fruit salads
- ready-to-eat foods such as sandwiches, rolls, and pizzas that contain any of the food above.

Food that comes in packages, cans and jars can become high-risk foods once opened, and should be handled and stored correctly.

#### Storing food in the fridge or Freezer

Your fridge temperature should be at 5 °C or below. The freezer temperature should be below -15 °C. Use a thermometer to check the temperature in your fridge.

#### Set security system

- Define a company policy. Make sure that the staff know that you will not tolerate dishonesty.
- Use a POS machine in your daily operation.
- Keep a close eye on your POS reports.
- Monitor employee access.
- Create a positive work environment.
- Keep your door open.
- Install security cameras.
- Empty dishwasher and put everything back in its correct place.

#### ✓ Set security cameras

Put on cameras and explain to staff that cameras help safeguard the business and the whole team from theft (whether from outside or inside). They also provide positive proof for an honest employee who is caught up in a dispute over a shortage at a till or an irate customer. Read more about how security cameras can prevent theft in the article increasing hotel profitability with integrated Video & POS Data.

#### Closing doors

For tightly closing kitchen doors safely, the automatic door systems are used to naturally ensure accessibility and a smooth service. If doors need to close not only quietly but also securely, At the same time, our products support hotels and restaurants in implementing hygiene measures, food hygiene in particular is subject to particularly stringent statutory

provisions. But a hygienic environment plays a key role in ensuring a wholly positive experience in many other areas too. Whether in kitchen entrance areas manually operated functional elements will always be touched by many people, resulting in problems in terms of hygiene.





- 1. Brainstorm on the (a and b) and present in the plenary session.
- 2. As you have already listed down the kitchen safety and security aspects to apply during kitchen closing duties, perform the following task:
  - a. Apply kitchen safety and security during kitchen closing duties





- 1. Trainees are guided to the workshop for observation.
- 2. Observe carefully and perform the following tasks:
  - a. Disconnect/Switch off gas cookers and burners not in use
  - b. Unplug all appliances not in use
  - c. Close unnecessary light
- 3. Each group is requested to present.
- 4. The class comments on the performance of each group.

**Topic 1.3: Perform kitchen reporting** 



Figure 4: Illustration of kitchen reporting





1. Discuss and brainstorm on the following scenario:

"Assuming that you are the Assistant Head Chef at a hotel, and you have been on duty since the morning, then at the end of services the hotel manager requests you to perform kitchen reporting." Read the above scenario and answer the following questions:

- a. What can you take into consideration before reporting?
- b. How can you elaborate a production report?
- 2. Take time to brainstorm and discuss the questions in your respective groups.
- 3. Present your work in a plenary session.

#### **Key Facts** (Indicative contents)

#### • Performing kitchen reporting.

The Kitchen report lists all menus and items needed to be performed on a specific date. This report is a useful tool for the property's chef and kitchen staff and is often used as a guide for purchasing food and monitoring kitchen inventory. A kitchen report is also a written document that presents the results of Kitchen Production. It can also be an in-depth analysis of a particular issue or data set. The purpose of a report is to inform, educate and present options and recommendations for future action.

Kitchen reporting typically consist of several key reports, including:

#### **✓** Kitchen Production report

The Kitchen Production Report is a very basic report to show your kitchen what food to produce for a single event or order. This report uses Stations to help you. Each item to be prepared has the name of the station responsible for production out to the side.

#### **Sample of Kitchen Production report**

#### **HOTEL LOGO**

Date: 20-January-2023

Department: Food and Beverage

Dishes produced	Quantity	Description	Unit Cost	Total Cost
Starters	10	Starters	2,500	
Chicken curry	25	Main courses	10,000	
Steamed Pudding	20	Desserts	4,000	
Cocktail Juice	5	Fresh Juices	3,000	

Charge to:

Catering Dept.

Reported by: Chef Andrews

**Table 4:** Sample Kitchen Production report

Source: https://www.pinterest.com/pin/732679433121106673/

Not only does the kitchen production report keep tabs on inventory, but it can also be used to determine the money value of foods produced by each F&B department and so be used to determine expenses. In a larger operation where food production may be made from different cuisines at different prices, it may be necessary to tag all staples with their costs and date of production.

Pricing all items is time consuming, but that time will soon be recovered when restaurant bills are being filled out or when the production must be given a monetary value. In addition, having kitchen recipe prices on food produced may help to remind F&B staff that the dish is costly, and it will help to compare kitchen production and restaurant sales which should be balanced.

#### Inventory report

For kitchen inventory, there are three basic things you need to inventory on a regular basis: your freezer, your fridge, and your pantry. But there are lots of different ways you can keep your inventory. Choose the one that works best for you, because you are going to have to work with it on a regular basis. An inventory is everything that is found within your establishment. Produce, dry stores, pots and pans, uniforms, liquor, linens, or anything that costs money to the business should be counted as part of inventory.

Kitchen items should be counted separately from the front of house and bar inventory and so forth. Regardless of the size of your operation, the principles of inventory control are the same. In larger operations there will be more people and sometimes even whole teams involved with the various steps, and in a small operation all responsibility for managing the inventory may fall on one or two key people. Inventory can be either print or digital, whichever works best for you. Here are just a few examples of how you can do it:

Effective inventory control can be broken down into a few important steps:

- ✓ Set up systems to track and record inventory
- ✓ Develop specifications and procedures for ordering and purchasing
- ✓ Develop standards and procedures to efficiently receive deliveries
- ✓ Determine the frequency and processes for reconciling inventory
- ✓ Analyze inventory data and determine any areas for improvement

#### Incoming Inventory

The primary reason for establishing a consistent method for accepting ordered goods is to ensure that the establishment receives exactly what has been ordered. Errors frequently occur, and unless the quantity and quality of the delivered items are carefully checked against what was ordered, substantial losses can take place. When receiving procedures are carefully performed, mistakes that could cost the kitchen time and money are avoided. In addition, an effective receiving method encourages honesty on the part of suppliers and delivery people.

#### Invoices

The most important document in determining whether the received goods are the goods ordered is the invoice. An invoice is an itemized list of goods or products delivered to a food preparation premise. An invoice shows the quantity, quality, price per kilogram or unit, and, in some cases, the complete extension of the chargeable cost. Only by carefully comparing and checking can you be sure that the information on the invoice tallies with the received products. This comparison may require that items be weighed and/or counted.

Whenever possible, the receiver should check the invoice against the purchase order or purchase request slips. This will ensure that the quantity and price of the shipped goods match those listed on the order form. If the invoice is not checked against the purchase order when the goods arrive, there is the possibility that you will be missing products you need or receive products that were not ordered or are in incorrect quantities. In addition, the quality of the goods should be determined before they are accepted. For example, boxes of fresh produce and frozen foods should be opened and inspected to ensure quality.

#### Outgoing Inventory

When a supply leaves the storeroom or cooler, a record must be kept tracking where it has gone. In most small operations, the supplies go directly to the kitchen where they are used to produce the menu items. In an ideal world, accurate records of incoming and outgoing supplies are kept, so knowing what is on hand is a simple matter of subtraction. Unfortunately, systems are not always that simple.

In a smaller operation, knowing what has arrived and what gets used every day can easily be reconciled by doing a regular count of inventory. In larger operations and hotels, the storage rooms and coolers may be on a different floor than the kitchen, and therefore a system is needed that requires each department and the kitchens to requisition food from the storeroom or purchasing department, much like a small restaurant would do directly from the supplier. In this model, the hotel would purchase all the food and keep it in a central storage area, and individual departments would then "order" their food from the storerooms.

#### Requisitions

To control inventory and determine daily menu costs in a larger operation, it is necessary to set up a requisition procedure where anything transferred from storage to the kitchen is done by a request in writing. The requisition form should include the name and quantity of the items needed by the kitchen. These forms often have space for the storeroom clerk or whoever handles the storeroom inventory to enter the unit price and total cost of each requested item (Figure 1).

In an efficiently run operation, separate requisition forms should be used by serving personnel to replace table supplies such as sugar, salt, and pepper. However, often personnel resist using requisition forms because they find it much easier and quicker to simply enter the storage room and grab what is needed, but this practice leaves no record and makes accurate record keeping impossible. To reduce the possibility of this occurring, the storage area should be secure with only a few people having the right to enter the rooms, storage freezers, or storage refrigerators.

#### Maintenance report

A maintenance report is a detailed document that covers any routine or emergency maintenance services performed on a specific vehicle, piece of equipment, or machine. It serves as a guide outlining the proper care of the equipment in your workplace and can help your company avoid duplicate service requests.

A maintenance report is a document that holds specific data about inspections and tasks as well as their effects on overall maintenance operations. You use them to gain visibility on your operations, which you can then leverage into better decision-making.

#### Maintenance Report Form:

MAINTENANCE REPORT
Tenant Name:
Contact:
Property Address:
Email:
Please clearly describe below the repair and in detail - what kitchen, when it started to occur etc.
<del></del>
If the repair relates to any of the following appliances, please list the make and model
below:
Stove: (Gas/Electric)
Air Con: (Ducted/Spilt
Oven:Gas/Electric)
Dishwasher: Hot Water System:
Tenant Sign Dated/

Table 5 : Maintenance Report Form

**Source:**https://www.bestcollections.org/business/maintenance-report-form.html#google\_vignette

#### Kitchen Incident Report

Kitchens are one of the busiest places within any hotel, or restaurant management. They hold a certain degree of importance because not only are they the place where meals are being prepared but also with storing fresh ingredients and utensils. Kitchens also contain large appliances such as refrigerators, freezers, and stoves, the latter being one of the most crucial appliances because one mishandle can cause anyone an incident to break out. In such a situation, anyone capable of writing a kitchen incident report form needs to be equipped with the knowledge to write it out.

A kitchen Incident Report is a formal document that describes the circumstances surrounding a workplace event. The report is generally about a worksite accident or injury, but it may also be about other odd worksite events including near misses, security failures, property and equipment damage, and health and safety concerns. Following an event or injury within the kitchen, incident reports should be prepared as quickly as feasible.

Kitcher	Incident Report Form			
Name and role of person completing this form:				
Signature of person completing th	nis form:			
Date:				
Incident				
Date and time of incident:				
Name/s of person/s involved in the	ne incident:			
Description of incident:				
Witnesses (include contact details	5):			
Danautina af tha imaidant ta Kitaha	n Managar/Usad Chaf			
Reporting of the incident to Kitche				
Incident Reported to:	Date:			
How (this form, in person, email, phone):				
Follow Up Action				
Description of actions to be taken	:			

**Table 6:** Kitchen Incident Report Form

**Source: Edited by Author from:** https://www.sampletemplates.com/business-templates/report/kitchen-incident-report.html

#### Importance of an Incident Report

Any incident involving worker safety should be documented, no matter how minor it appears. After the event has occurred and any wounded individuals have been taken care of, an inquiry into what transpired should be conducted as quickly as feasible. The report that is created as a consequence should detail everything that happened. There have been failures in the kitchen's Safety standards, according to incident reports. As a result, it is critical to report and document an event in order to identify the risks, failures, and dangers that contributed to the occurrence.

Moreover, these reports may be used to assist companies to make the required adjustments, improvements, and corrective steps to avoid future occurrences. An incident report will aid in the prevention of more serious incidents, the improvement of existing health and safety procedures, the saving of time and resources, the protection of the company from financial losses and a negative reputation, and the instillation of employee trust.

#### - Benefits of Using an Incident Report

Incident reporting is a well-established concept that was originally designed to promote and improve workplace safety. However, the majority of employees continue to disobey this procedure. Management and employees should understand why incident reporting may assist a company not only enhance its safety but also differentiate itself from competitors and, most importantly, establish safe employees and will have a healthy working environment and culture.



- 1. As you have already worked on task 2, perform the following task:
  - a. "Assuming you are assistant head chef in a hotel, and you have been on duty since morning, then at the end of services, the hotel manager requests you to apply the kitchen reporting procedure.



- 1. In kitchen workshop, observe the store carefully and perform the following task:
  - a. Perform kitchen production reporting.
  - b. Each student will perform individually.



#### **True or False Questions**

 Closing duties are tasks that employees must complete upon the beginning of service to ensure that everything is well arranged.



2. To ensure kitchen safety and security chemicals are clearly labelled and stored away from food and out of reach of children.



3. The purpose of a kitchen closing checklist is to enable the kitchen crew to check if all their end activities are done.



4. During kitchen closing duties, Kitchen Safety and security include Leaving kitchen clean, Disconnecting/Switching off all cookers and burners and unplugging all appliances and closing tightly doors for equipment and premises.



5. The main role of incident report in the kitchen is to assist companies to make the required adjustments, improvements, and corrective steps to avoid future occurrences again. And help to prevent more serious incidents, the improvement of existing health and safety procedures, the saving of time and resources, the protection

of the company from financial losses and a negative reputation, and the instillation of employee trust.

	employee trust.
	True False
Answ	er:
Opei	n Ended Questions
1. Id	entify kitchen closing duties?
Answ	er:
2. Wh	at are Key steps to follow when performing kitchen closing duties?
Answ	er:
Multi	ple choice questions
1. <b>O</b> n	e of the following Tasks is not to be performed at closing time:
a.	Switching off gas cookers and burners
b.	Plugging kitchen oven
C.	Closing unnecessary right
d.	Setting kitchen security system
An	swer:
2. Wh	at is the main purpose of Kitchen production report during kitchen closing duties
a.	Show what foods are produced for a single event or order.
b.	Help to keep track of required production tasks and follow kitchen standard operating
	procedures.
c.	Help to identify issues and areas of improvement within a business and ensure that
	you're on track to meet your goals.
Answ	or:

# **©** Further Information for the Trainer

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- 4. Gleason J. (2014) Introduction to Culinary Arts 2nd Ed. Pearson
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Figure 5: Maintaining kitchen tools, equipment, and materials

# **Unit summary:**

This unit describes the knowledge, skills and attitudes needed to check the status of tools, equipment, and materials before washing, identify cleaning agents for kitchen tools and equipment, identify cleaning procedures for kitchen tools and equipment, clean dishes, clean tools and cooking utensils, clean kitchen machinery and appliances and sanitizing and disinfecting

# **Self-Assessment: Unit 1**

- 1. Look at the illustration. What is happening? What do you think this learning outcome will be about?
- 2. Fill in the self-assessment below.

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: Do you think you can do this? How well? Read the statements across the top. Put a check in the column that best represents your situation. At the end of this learning outcome, we will take this survey again.

My experience  Knowledge, skills and attitudes	I do not have any experience in doing this.	know a little about this.	I have some experience in doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Define kitchen cleaning.					
Identify cleaning agents for kitchen tools and equipment					
Identify cleaning procedures for kitchen tools and equipment					
Identify status for used kitchen tools,					

My experience	I do not	l know	I have some experience	I have a lot	I am confident
Knowledge, skills and attitudes	experience in doing this.	a little about this.	in doing this.	experience with this.	in my ability to do this.
equipment, and materials					
Perform cleaning dishes					
Explain how to clean an oven					
Describe sanitizing and disinfecting kitchen surfaces.					
Apply basic maintenance activities in kitchen					
Apply storage procedures for cleaned kitchen tools and equipment					
Describe benefits for maintaining kitchen tools, equipment, and materials after use					

My experience  Knowledge, skills and attitudes	I do not have any experience in doing this.	know a little about this.	I have some experience in doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Apply basic maintenance activities for kitchen tools, equipment, and materials					

# **Key Competencies:**

Knowledge	Skills	Attitudes	
<ol> <li>Identify cleaning agents for kitchen tools and equipment.</li> </ol>	<ol> <li>Describe cleaning agents for kitchen tools and equipment.</li> </ol>	Careful while     selecting cleaning     agents	
2. Identify cleaning procedures for kitchen tools and equipment	2. Apply cleaning procedures for kitchen tools and equipment.	Meticulous while applying cleaning procedures	
3. Identify procedures for cleaning dishes	3. Perform procedures for cleaning dishes	Detail oriented while following cleaning procedures for dishes	

# Discovery activity



# Discuss the following questions with your partner (pair):

- 1. Identify cleaning agents for kitchen tools and equipment.
- 2. Identify cleaning procedures for kitchen tools and equipment
- 3. How to clean dishes in the kitchen?

Discuss with your pair all the questions (1., 2., 3)

Share your findings on question (2) with the rest of the class. Compare and discuss your ideas.

Topic 2.1: Cleaning kitchen tools, equipment, and materials after use



Figure 6: Cleaning kitchen tools, equipment, and materials after use





- 1. Read the scenario and discuss the following question:
  - "Amagaju Hotel has hosted many events during the day and a lot of tools, equipment and utensils need cleaning to make them ready for the next day. At closing time, the executive chef requests you to perform cleaning kitchen tools, equipment, and utensils. Read the above scenario and answer the questions below:
    - a. Check status of tools, equipment, and materials before washing
    - b. Identify cleaning agents for kitchen tools and equipment based on type
- 2. Take time to brainstorm and discuss the questions in your respective groups.
- 3. Present your work in a plenary session.

# **Key facts (indicative content)**

# Cleaning kitchen tools, equipment, and materials after use

- Status of tools, equipment, and materials.
  - ✓ Check the air filters in coolers, refrigerators, and ice machines. Remove any debris with a shop vac.
  - ✓ Repair any tears or cracks around the door gaskets. Clean the gaskets as well as any moving parts.
  - ✓ Clean the drain pans and tubes of any slime or sludge.
- Identification of cleaning agents for kitchen tools and equipment

It is important to ensure that the correct cleaning agents, materials, and products are used to ensure safety and hygiene in the kitchen.

# For example:

- ✓ **Detergents:** These are used to remove food debris, grease, and dirt. They cannot kill bacteria and microorganisms. Detergents are usually used to wash crockery and cutlery and are especially designed for use either by hand or in a dishwasher.
- ✓ **Disinfectants:** These are used to destroy the harmful bacteria which can remain on articles and cause food contamination and cross-contamination. Disinfectants include diluted bleaches and antibacterial solutions. Equipment and food contact surfaces must be disinfected between two different types of food preparation.
- ✓ Sanitizers: These contain both detergents and disinfectants and may be used in washing shelves, and dishes.
- ✓ Water the simplest cleaner of all. Water can also be used to rinse out dirt removed from other cleaning agents.
- ✓ General purpose or neutral detergents these are able to penetrate moderately greasy and dirty from tools and equipment.
- ✓ Hard surface cleaners these are used for heavier stains from dishes. Care should be taken as they are corrosive and may damage surfaces if used incorrectly.
- ✓ Abrasive powders mostly used for cleaning dishes.
- ✓ Oven and Grill Cleaners- An oven and grill cleaner removes grease deposits, carbon, and burnt-on fat.

The cleaner can work on all surfaces, including:

- Baking trays
- Rotisseries
- Baking trays
- Barbecues
- Hotplates

Regular cleaning ensures your kitchen equipment continually works appropriately. An example of oven and grill cleaners is the Cleaner. This cleaner is highly effective even during first-time cleaning. They are also biodegradable to promote a cleaner environment.

# Identification of cleaning procedures for kitchen electrical tools and equipment

- 1. Unplug electrical tools and equipment from its source of power.
- 2. Let it cool down for a few minutes.
- 3. Using a spider strainer, remove any large food debris.
- 4. Pour cooled oil from the unit into a container.
- 5. Add a cleaning solution.
- 6. Use a brush to remove any remaining soil from the sides of the deep fryer.
- 7. Use the cleaner to spray the exterior surface of the unit.
- 8. Rinse it with clean water.
- 9. Wipe well to dry out.

Thus, you need to regularly clean kitchen tools and equipment to make tasks quicker and faster.

#### Cleaning dishes

- ✓ Remove detachable parts, such as blades, plastic or wooden handles and screens.
- ✓ Wash dishes, pots, pans and utensils and detached parts in hot, soapy water. Use a brush, if necessary.
- ✓ Rinse in clear water after washing.
- ✓ Place items in a wire basket or other container and immerse them in a sanitizing solution. The sanitizing solution is prepared by mixing 1 tablespoon unscented chlorine bleach in 1 gallon of warm water.
- ✓ Air-dry dishes in a clean and sanitized dish rack.
- ✓ Remember to wash cupboards and other surfaces with soapy water, then rinse and wipe surfaces with a disinfecting solution before storing food, dishes, and cooking utensils in them.

# Cleaning tools and cooking utensils

Clean kitchen utensils in hot water with an antibacterial detergent. When sanitizing kitchen tools and equipment, use either boiling water or a solution of bleach and water.

After you have finished cooking, it is vital you clean and sanitize kitchen tools and equipment to prevent the spread of bacteria. To start with, here is how you can clean your tools:

Scrape any food debris into a bin before cleaning and sanitizing tools and equipment.

Fill your sink with warm or hot water and an antibacterial detergent. Use a clean sponge or brush to scrub each item thoroughly, making sure to remove all bits of food and getting into all the little, hard-to-reach areas. Either leave to air dry or use a dish cloth, which should be cleaned with a quality detergent, such as, to ensure you are properly cleaning and sanitizing kitchen tools and equipment.

# Cleaning kitchen machinery and appliances

Unplug the appliance before cleaning it. Never spray or hose down the device, and always be careful while cleaning the surface area with any liquid. By wiping the device with a moist towel, you may help reduce the likelihood of any liquid entering the equipment. With a damp wiping cloth with a detergent mix is all that is necessary to clean the main part of the machine. Disassemble all attachments, shields, and mixing bowls and clean them individually in hot soapy water. Dry these items well before storing them.

# Cleaning Oven & Stove

The exterior of your stove and oven should be wiped down frequently to remove food buildup. Be sure to include the knobs! Burners and grates should be soaked in hot, soapy water before scrubbing away debris. If you have a self-cleaning oven, follow the manufacturer's instructions carefully. If not, scrub down the inside of the oven with soapy water or a degreasing agent. This chore should be done at least once every three months. Lastly, remove the hood fan filters, and soak them in hot water with soap or a degreasing agent and rinse thoroughly.

# Cleaning Microwave

This handy little appliance can also be one of the messiest! From splattering foods to bubbling spills, it can become covered in grime in a jiffy! Luckily, it is also one of the easiest to clean. First, place a microwave-safe bowl with about a cup of water and a few tablespoons of vinegar into the microwave. Run on high until it is boiling and steamy and let cool for 15 minutes. The interior walls should wipe down with ease.

Make sure you also wipe the rubber gasket around the door with a damp sponge and use a household cleaner to wipe down the outside. Always use a soft cloth or sponge on the outside as rough sponges can leave scratches behind.

# Cleaning Refrigerator

Clean is key when it comes to keeping the fridge in top shape. First, make sure you clean under and behind the refrigerator regularly, including the grill, to improve airflow. While you are at it, give the coils a thorough vacuuming so they can cool more effectively and help the refrigerator live a longer life. Sticky door seals around the fridge and freezer should be wiped down with warm, soapy water to ensure proper closure. If your freezer is not frost-free, periodically defrosting whenever the buildup exceeds a quarter inch will be necessary. This is also a good time to remove all the ice from the dispenser and give it a good cleaning for freshtasting ice. Lastly, the water filter in your fridge should be replaced every six months, or sooner if you drink a lot of water!

# Cleaning Dishwasher

Seems odd to have to clean a machine that does the cleaning, but it is a necessary job. First, if your dishwasher is equipped with a filter to trap bits of food, you should frequently clean that out. Spray arms can become clogged with food and mineral deposits, and a toothpick is a simple way to keep them clear and avoid dishwasher repairs down the road. Hard water deposits can be removed by running an empty cycle and using a commercially available dishwasher cleaner.

# Sanitizing and disinfecting

After cleaning, the next step is sanitizing in order to destroy bacteria. Sanitizing is most effective after you have cleaned the surface. That is why it is important to follow these two steps in the correct order. Keeping a clean kitchen is a good rule to live by, and it is important to sanitize your kitchen properly after every use. The United States Department of Agriculture (USDA) has a two-step method, which is commonly used in restaurants and other food service operations. You can also use this method in your own home. Sanitizing is not sterilizing. Sterilizing means that 100% of microorganisms are destroyed, which is done in doctors' offices or hospitals, not in your kitchen or in restaurants.

You can make your own homemade version by mixing a solution of 1 tablespoon of liquid chlorine bleach per gallon of water. You can also use commercial sanitizers or sanitizing wipes. The proper way to sanitize is to pour or spray the sanitizing solution on surfaces and wipe clean with a paper towel. Sanitizing, which is the process of reducing bacteria to a safe level, can be achieved by applying a solution of one tablespoon of bleach and one gallon of warm water to reduce harmful bacteria. Soak your kitchen equipment in the solution for two minutes, rinse with hot water, then air-dry. To protect your skin, wear rubber gloves when working with bleach.

# Sanitizing kitchen tools and equipment

If you need to be thoroughly sanitizing kitchen tools and equipment to ensure there is no chance of any bacteria, follow these steps:

- ✓ Put your utensils in a large pan, covering them fully in water.
- ✓ Carefully bring the water to the boil, putting a lid on the pan, for 5 minutes.
- ✓ Remove the lid and wait for the water to stop boiling before removing the utensils with prongs.
- ✓ Another method for cleaning and sanitizing kitchen utensils is to combine a tablespoon of bleach with a gallon of water, leaving your tools to soak before rinsing them thoroughly with hot water.

# • Efficient Method for Cleaning Kitchen Tools and Equipment

Chefs tend to clean and care for their tools, but when the restaurant gets too busy, the task falls into the hands of others. Therefore, it is important to explain the proper way of washing kitchen tools and equipment to other members of the staff. Ideally, all equipment should be wiped down several times throughout the day to keep it running in peak condition. Is there a specific step in cleaning and sanitizing kitchen tools and equipment? The truth is each kitchen does things differently, but here are some basics for cleaning kitchen tools and equipment:

ITEM	WHAT YOU NEED	STEPS
Burners, cooktops, and flattops	Non-abrasive sponge, soap, disinfectant spray, water	Scrub the surface daily with soapy water and disinfectant
Grillers and catch trays	Brush, soap, warm water	Soak in warm soapy water and scrub down the grates. Collect and dispose of catch tray drippings.  Practice proper waste management
Fryers	Non-abrasive sponge, soap, water	Remove oil and boil soapy water. Repeat twice a week
Ovens	Non-abrasive sponge, soap, brush, water	Take out removable parts. Clean with soap and water. Use brush for stubborn food pieces
Freezers & refrigeration systems	Clean cloth, soap, water	Wipe down spills with clean cloth. Empty out drain pans often. Schedule regular maintenance for other parts.

ITEM	ITEM WHAT YOU NEED STEPS	
Pots	Non-abrasive sponge, soap, disinfectant spray, water	Scrub the surface daily with soapy water and disinfectant
Cast iron pans	Coarse salt, water	Clean while still warm. Use coarse salt to loosen crusts
Knives	Non-abrasive sponge, soap, water	Hand wash only. Never soak in water or place in the dishwasher to avoid dulling.
Wooden tools	Non-abrasive sponge, soap, water	Wash with soapy water and rinse.  Allow thorough drying before  storing
Whisks	Non-abrasive sponge, soap, water	Not dishwasher safe. Hand wash with water and soap
Cheese grater	Non-abrasive sponge, soap, water	Briefly soak in water. Run sponge down the direction of blades and rinse thoroughly

**Table 9:** Efficient Method for Cleaning Kitchen Tools and Equipment





Brainstorm on the (a and b) and present in the plenary session.

As you have already read the scenario in task 1, discuss the following questions:

- a. Identify cleaning procedures for kitchen tools and equipment.
- b. Clean kitchen machinery and appliances





In the kitchen workshop perform the following activities:

a. Perform cleaning procedure for dishes.

**Topic 2.2: Performing basic maintenance activities in kitchen** 





Figure 7: Maintenance of kitchen tools and equipment

# **Activity 1: Discovery**





1. Read and discuss on situation written as follow:

"Amarebe Hotel tools and equipment have been working for a long time without deep maintenance, then, the executive chef asks you to perform basic maintenance activities for kitchen, tools and equipment, how will you perform this activity."

- 2. Brainstorm on the following question:
  - a. Identify maintenance required for knives.
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.

# **Key facts (indicative content)**

# Performing basic maintenance activities in kitchen

# Regular inspection of kitchen

For regular inspection of kitchen check the air filters in coolers, refrigerators, and ice machines; And perform the following basic maintenance activities:

- ✓ Remove any debris with a shop vac.
- ✓ Repair any tears or cracks around the door gaskets.
- ✓ Clean the gaskets as well as any moving parts.
- ✓ Clean the drain pans and tubes of any slime or sludge.
- ✓ Knowing how to maintain kitchen equipment properly is important because lost time means lost revenue.

✓ Therefore, you need to take the time to learn the best way to keep all of the equipment up and running.

# • Refrigeration Equipment

- ✓ Check the air filters in coolers, refrigerators, and ice machines.
- ✓ Remove any debris with a shop vac.
- ✓ Repair any tears or cracks around the door gaskets.
- ✓ Clean the gaskets as well as any moving parts.
- ✓ Clean the drain pans and tubes of any slime or sludge.

## Fryers

- ✓ Check for gas leaks every four to six weeks.
- ✓ Clean combustion fans once a month.
- ✓ Boil out the fryer weekly.
- ✓ Clean exhaust unit grease filters and replace any that are damaged or have excessive

# Maintaining knives

# **✓** Sharpening knife with electric Sharpeners

Many electric sharpeners utilize a 2 or 3 step process for creating, sharpening, and honing the edge on a blade. The first step utilizes a coarse grit to sharpen extremely dull blades and the last step uses a fine grit for honing sharp blades. When turned on, a sharpener will spin the sharpening stones, which, when a knife is drawn through the slots, sharpens blades to the desired sharpness. Most electric sharpeners have guides that allow the user to get the perfect angle, which makes them popular because they greatly simplify the precise task of sharpening knives.

#### **✓** Knife Sharpening with Honing Steels

This is a carbon steel bar with either a wooden or polypropylene handle. It is used for sharpening all knives. Contrary to the name, most sharpening steels do not actually sharpen knives. The primary job of a sharpening steel is to hone a knife blade, though certain cuts, or styles, are able to do minor sharpening; however, steels that do sharpen knives should not be used in place of the above sharpeners. The four most common cuts are regular, diamond, combination, and ceramic. The differences between cuts are rather minimal, and choosing

between them mainly depends on whether you want to have the option of sharpening and how much you are willing to spend.

It is also recommended that you use sharpening steels with a matching knife brand because manufacturers specifically design their steels to hone their knives. Regular cut steels are the most common and well known, as they are made from steel. Diamond steels feature a coating of diamond abrasives similar to what can be found on some sharpening stones. Combination cut steels combine a smooth surface for honing and a rough surface for minor sharpening Ceramic cut steels, as the name implies, is made of ceramic and can be used for minor sharpening to help align the blade.

# **✓** Serrated Knife Sharpeners

Serrated knives can be difficult to sharpen with a stone due to the shape of the blade, and most common sharpeners, both manual and electric, will actually damage your serrated blades if used with them. However, there are certain knife sharpeners that are able to accommodate serrated blades, so you should always check the sharpener before purchasing. Manufacturers will state whether their sharpeners can be used with serrated blades in their manual or literature. We also provide this information in our product descriptions.

# **✓** Handheld Sharpeners

Similar to electric sharpeners, handheld knife sharpeners simplify the sharpening process, though they are generally limited by having fewer slots to sharpen with. One advantage handheld sharpeners do have is their portability. Their small size and manual operating method make them perfect for cooking professionals who frequently find themselves traveling. Depending on how the handheld sharpener is designed, you either draw the knife through the slots while the sharpener is placed on a flat surface, or the sharpener is drawn down the length of the blade while the knife is carefully held spine-down on a table or countertop. Both types of handheld sharpeners easily sharpen a dull knife back to perfect cutting form.

# **✓** Sharpening Stones

Sharpening stones are one of the most common ways to sharpen a knife. The three most common materials sharpening stones are made of are Novaculite, aluminum oxide, and silicon carbide and they are commonly known as Arkansas, India, and Crystolon stones respectively. Arkansas stones are natural stones, while India and Crystolon are man-made. Arkansas stones vary from fine to coarse in grit type, where India stones are better suited for fine sharpening and Crystolon are better for initial coarse sharpening. Some stones have diamond abrasives mixed in to get the optimal cutting edge.

# Maintaining kitchen machinery and appliances

Each piece of equipment, from the largest to the smallest, needs proper care and maintenance. Proper handling and care of the equipment will make the kitchen a safer place and increase their longevity, thus saving you money. Here are some top tips on how to maintain and care for the equipment in the kitchen. Regular maintenance helps to reduce expensive repair costs while eliminating the dangers of having faulty appliances in your kitchen.

#### ✓ Read Manuals Carefully

One of the best ways to take care of kitchen equipment is using them for the right purpose, for which they are intended. Kitchen equipment usually comes with manuals and instructions of use. Ensure that you read and understand the manual before you start handling any piece of equipment. The manual also has clear instructions on how to assemble and clean the piece of equipment.

# **✓** Cleaning Regularly

Clean your kitchen equipment thoroughly after every single use. Additionally, you can develop a cleaning schedule for the pieces of equipment you do not regularly use to ensure that they do not accumulate dust or mold. Cleaning kitchen tools and equipment after every use makes your kitchen work easy while ensuring that the equipment pieces do not rust.

# **✓** Sharpen Knives Regularly

Consider sharpening kitchen knives regularly. This practice not only helps to improve their efficiency but also makes them last longer. Develop a routine for sharpening your knives, either weekly or once per fortnight. You should also ensure that you do not use any harsh sprays or cleansers while cleaning your knives as they make them dull and blunt. Instead, use hot water and natural soap to clean your knives.

# **✓** Refrigeration Equipment

- Check the air filters in coolers, refrigerators, and ice machines. Remove any debris with a shop vac.
- Repair any tears or cracks around the door gaskets. Clean the gaskets as well as any moving parts.
- Clean the drain pans and tubes of any slime or sludge.

# ✓ Fryers

- Check for gas leaks every four to six weeks.
- Clean combustion fans once a month.
- Boil out the fryer weekly.

# **✓** Grills, Griddles, and Ranges

- Clean burners, flattops, grease traps, and grates after every use.
- Clean exhaust unit grease filters and replace any that are damaged or have excessive grease buildup on them.

#### Process for oiling kitchen machines/equipment

As you are cleaning kitchen equipment, it is important that you also lubricate the motors and moving parts with food-grade lubrication. Conventional lubrication is not sanitary enough to use on kitchen equipment that is used to process and prepare food.

Proper lubrication will reduce friction between moving parts. This will work to prevent overheating of the machinery. Remember to never apply any more lubricant than necessary and always wipe off any excess immediately. Refer to the guidelines in your manufacturer's user manual for additional information.

# **✓** Basic maintenance for Kitchen mixers

Kitchen mixers have lots of gearing. Those gears require a lot of grease to keep things running smoothly. Over time, that grease breaks down and the oil will start to separate out and leak out of your mixer. It is food grade grease and poses no risk, but it can get messy and who wants their cookies tasting like grease. Luckily it is an easy fix.

#### **Step 1: Remove Back Cover**

First take off the back cover by removing the screw on top of the mixer. With the cover off, pull the power chord out of the slot.

# **Step 2: Remove Planetary**

Next we remove the planetary. Use a screwdriver to pry off the drip ring. Careful. Depending on how bad your mixer is leaking, the ring may be full of oil. Then use a punch to drive the dowel pin out of the shaft. The planetary can then be gently pried off.

# **Step 3: Remove Housing**

To remove the upper housing, first remove the five screws around the planetary gear. Then remove the four screws on the bottom of the housing. One of those screws will have a lock washer on it. Make a note of where it came from. With all nine screws removed, you can pry off the upper housing.

# **Step 4: Scrape Out Old Grease**

You will find a mess of old grease inside, use something to scrape out as much as you can.

#### **Step 5: Remove Gears**

Once most of the grease is gone, you can pull out the gasket, center gear, hub gear, and shaft. Then separate the worm gear assembly by removing the three screws that hold it on.

# **Step 6: Clean Parts**

Wipe all of the parts down with an old rag to remove as much grease as possible. Then soak and/or scrub in your favorite degreaser. I ran my parts through an ultrasonic cleaner in a heated bath of Simple Green. The upper housing was just sprayed down with Simple Green and wiped out because of the motor.

# **Step 7: Replace Gears**

Now it is time to reassemble. The worm gear assembly can be replaced first. Then the shaft and center gear can be installed. Make sure to install the paper washers in the correct locations and replace the gasket.

# Step 8: Grease

Pack everything in fresh grease. Try to add the same amount as you removed. Rotate the gears by hand to make sure the grease is distributed everywhere, and things are moving smoothly. The hub gear can be greased and installed in the upper housing. Also pack grease around the motor gear in the upper housing. Add some grease to the planetary gear as well.

# **Step 9: Replace Housing**

Place the upper housing on the mixer. Replace the four screws through the lower housing, make sure the screw with the lock washer goes in the correct location. Then replace the five screws around the planetary gear.

# **Step 10: Install Planetary**

Slide the planetary over the shaft and replace the dowel pin to lock everything in place. You may need an awl to help line the holes up. With the planetary installed, move it by hand to make sure it rotates freely. Tap the drip ring back in place with a rubber mallet.

# **Step 11: Replace Back Cover**

Slide the power chord back into place and install the back cover. Replace the screw that holds it in place.

# Step 12: Final wipe

Give the exterior a final wipe down to get it nice and clean and you are done. Now your mixer is ready for the next culinary adventure.

## Greasing kitchen machinery and appliances

Kitchen mixers have lots of gearing. Those gears require a lot of grease to keep things running smoothly. Over time, that grease breaks down and the oil will start to separate out and leak out of your mixer. It is food grade grease and poses no risk, but it can get messy and who wants their cookies tasting like grease.

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Wipe all of the parts down with an old rag to remove as much grease as possible. Then soak and/or scrub in your favorite degreaser. I ran my parts through an ultrasonic cleaner in a heated bath of Simple Green. The upper housing was just sprayed down with Simple Green and wiped out because of the motor.

# **Step 7: Replace Gears**

Now it is time to reassemble. The worm gear assembly can be replaced first. Then the shaft and center gear can be installed. Make sure to install the paper washers in the correct locations and replace the gasket.

#### Step 8: Grease

Pack everything in fresh grease. Try to add the same amount as you removed. Rotate the gears by hand to make sure the grease is distributed everywhere, and things are moving smoothly. The hub gear can be greased and installed in the upper housing. Also pack grease around the motor gear in the upper housing. Add some grease to the planetary gear as well.

# **Step 9: Replace Housing**

Place the upper housing on the mixer. Replace the four screws through the lower housing, making sure the screw with the lock washer goes in the correct location. Then replace the five screws around the planetary gear.

# **Step 10: Install Planetary**

Slide the planetary over the shaft and replace the dowel pin to lock everything in place. You may need an awl to help line the holes up. With the planetary installed, move it by hand to make sure it rotates freely. Tap the drip ring back in place with a rubber mallet.

# **Step 11: Replace Back Cover**

Slide the power chord back into place and install the back cover. Replace the screw that holds it in place.

# Step 12: Bake!

Give the exterior a final wipe down to get it nice and clean and you are done! You mixer is ready for the next culinary adventure.

# Maintaining kitchen floor

- ✓ Sweeping the floor daily. This will prevent a build-up of dust, crumbs, pet hair and dirt.
- ✓ Mop the floor weekly. Mopping will remove the sticky grease that is caused by meal prepping.
- ✓ Clean spills up immediately.
- ✓ No shoe policy.

# **Avoid scouring sponges**

Kitchen is the heart of the home, but often the hardest room to clean. The kitchen floor is one area that certainly accumulates stains, dust and crumbs quickly. From oven splatters, meal prepping mishaps and everything between, the kitchen floor can become grubby in no time. With so many different floor types, it is important to know which products and methods are best suited. Using the wrong products could cause long term damage to the flooring. So, we have put together our 5 top tips for cleaning all types of kitchen floors, from laminate and wood flooring to vinyl and tiled floors.

#### • Kitchen Floor Maintenance

#### ✓ How to Clean Greasy Kitchen Floors

The accumulation of grease on the floor of a commercial kitchen is part and parcel of the business. When food drops to the floor on a regular basis, it causes germs to circulate in the air and can negatively influence the quality of the food being prepared in the kitchen. Additionally, the movement of various staff members across the floor of the kitchen can also cause dirt to track into the premises. Mopping the floor is seen as the go-to option for cleaning the kitchen, but it cannot always be reliable in cleaning the entirety of the mess. Instead, a state-of-the-art floor cleaning system is recommended in order to fully cleanse the ground of the kitchen.

These systems can scrub the floor thoroughly and also suck up all the dirty liquid into a separate holding tank. This ensures that the scrub does not retain all the grease when it is being used to clean the floor again. Regardless your floor type, there are a few go-to tips to reduce grime and dirt on the kitchen floor.

# ✓ Sweeping the floor daily

This will prevent the build-up of dust, crumbs, pet hair and dirt. Mop the floor weekly. Mopping will remove the sticky grease that is caused by meal prepping. Microfibre mops are the talk of the town at the moment, and for good reason. Microfibre mops do a great job of cleaning the floor and do not need rinsing. You can just throw the mop head straight in the washing machine.

# ✓ Clean spills up immediately

This will avoid permanent stains on the kitchen floor and make a deep clean much easier. No shoe policy. Enforcing a 'no shoe policy' in your kitchen can significantly reduce the dirt on your kitchen floor. If this is not an option, invest in a tough door mat to ensure dirt is not brought into the kitchen by visitors.

# ✓ Avoid scouring sponges

It can be tempting to use a scouring sponge on the kitchen floor if you are faced with a gunky stain, but do not. A scouring pad will scratch the floor, making it more susceptible to deep dirt stains. Instead, use a concentrated measure of the cleaning product and leave it to soak for a minute before removing with a soft brush or mop.

#### Tips for Cleaning Laminate Flooring

- ✓ Use a water and vinegar solution to gently remove stains with a soft cloth or a lightly damped mop. To remove extremely stubborn stains, nail polish remover containing acetone can be used on laminate.
- ✓ Regularly sweep or vacuum the kitchen flooring, to prevent the floor from becoming scratched by dirt.
- ✓ Protect the floor by using felt pads under kitchen furniture and remove shoes to reduce the amount of dirt bought in.
- ✓ Avoid soap-based products and polishes, as they can leave the floor looking dull.
- ✓ Avoid over-wetting the laminate flooring.
- ✓ Do not be tempted to use a scouring pad or steel wood to remove stains, as this will scratch the laminate flooring.

# ✓ Cleaning Vinyl Flooring

Vinyl flooring is a popular choice for many homeowners due to its durability. Vinyl floors are not only highly durable, but they look great and are very affordable. This flooring is also extremely easy to clean, damp mopping with warm water and a vinyl cleaner is generally all you need. When mopping, make sure you do not use too much water. Excessive water can go into the cracks and edges of the flooring, causing it to lift and become damaged. For stubborn stains like wine or fruit juice, use baking soda. Create a paste with baking soda and water, then gently rub the paste into the stain until it lifts. Avoid steam cleaning as this is not suitable for vinyl flooring.

## ✓ Tips for Cleaning Hardwood Flooring

Regularly sweeping and dry mopping should keep grime away on hardwood flooring. However, for a deep clean, regular dish soap and warm water will make the perfect cleaning solution for hardwood flooring. After cleaning, always dry the floor with a clean cloth or dry mop.

# ✓ Choose a soft-bristled brush for sweeping up.

- ✓ Vacuum with the soft floor attachment as the brush roll could damage the finish of the floor.
- ✓ Clean sticky stains first with a damp cloth and wood floor cleaner.
- ✓ Use a flat-head mop or microfibre pad to move with the grain of the wooden floor.
- ✓ Do not varnish a waxed floor because it will not dry out.
- ✓ Avoid steam cleaning as this is not suitable for a wood floor

# ✓ Tips for Cleaning Tiled Flooring

Ceramic tile is a very popular choice for a kitchen floor as it is very durable and easy to clean perfect for the kitchen traffic. Tiled kitchen flooring requires minimal maintenance, so it can be mopped with warm water and an all-purpose cleaner.

- ✓ Dry the floor immediately after cleaning with a lint-free cloth, to avoid water spots on the grout.
- ✓ Never use wax polish as the tiles will become very slippery.
- ✓ Try steam cleaning floor tiles. A steam cleaner will blast away grime and even reach into the tiles grout.

✓ Avoid acidic products, such as ammonia as this could discolour the grout.

✓ How to Clean Wood Kitchen Floors

Regular sweeping and weekly dry mopping keep dirt and grime at bay on hardwood kitchen

floors. But you should deep-clean wood floors once or twice a year using a hardwood mop

and specialized wood flooring cleaning product, diluted per manufacturer's instructions.

Saturate the mop in the cleaning solution, then wring it almost dry so it feels only slightly

damp to the touch. Mop the floor, being careful to prevent standing water on the floor. If

recommended on the cleaning product, rinse with a clean, damp mop. Wipe up any excess

liquid as standing water can damage wood surfaces.

1. Sweep or Vacuum the Space

'First, sweep or vacuum,' says Sabrina. 'All floors, particularly kitchens that get a lot of use,

will benefit from sweeping or vacuuming every day or every two to three days. Debris and

small particles left on floors can damage floors.'

2. Prepare to Mop Your Flooring Type

Next, mop the floor. 'You will need a straight sponge mop, particularly those that can fold up

to be wrung out, a bucket, and some clean cotton rags can be useful,' says Sabrina.

Fill a bucket with water and add a cleaning agent (follow manufacturers' directions for dilution

ratios.) What you use will depend on the type of floor you have.

Sabrina suggests using a cleaner recommended by your flooring manufacturer or these

cleaners can be used for the following surfaces:

**For marble**: Gentle all purpose, diluted dish detergent.

For tile: A strong all-purpose cleaner like Fantastik (which you can buy at Amazon)(opens in

new tab) or similar works well for cleaning tile floors.

For wood: Diluted white vinegar or Bona Hardwood Floor Cleaner (also available at

Amazon(opens in new tab) for wood kitchen flooring.

For vinyl: Cleaning with vinegar or a gentle all-purpose cleaner is ideal for vinyl kitchen

flooring.

# 3. Use the Right Mopping Technique for Your Floor Type

Dip the mop into the bucket to apply the cleaning agent and ring it out.

Note that wood floors cannot tolerate dampness so use a barely dampened mop and ensure it is well wrung out.

Mop the kitchen floor in an organized fashion, starting with the farthest most area and working towards the exit or door of the kitchen. Occasionally dip the mop back into the bucket and wring it out to release the dirt.

#### 4. Rinse the Kitchen Floor

After you are done, rinse the bucket, add fresh water, and rinse the mop. Wring it out and go over the floor again to rinse any cleaning residue. Occasionally dip the mop back into the clean water and wring it out as you go. (Except in the case of using Bona or another cleaning product that does not require rinsing.)

#### 5. Go over the Floor with Clean Cotton Rags for Added Shine

If you have clean cotton rags, you can go the extra step and cover your wrung out sponge mop with a rag and go over the floor to dry it. As the rag gets wet, simply replace it with a dry rag as you go.

This is a great techniques for getting a shine when you are cleaning kitchen tiles, whether wall or floor.

#### Reporting damage

A broken equipment damage report can be defined as a document that describes the circumstances under which damage was caused to equipment. It usually includes the name of the person using the equipment, the type of equipment used, including the serial number, the work order number, and the date of the incident.

Below that information will be a narrative paragraph stating the detailed sequence of events that took place during the incident. This incident report in Word will then be submitted to the managers for review and evaluation.

In businesses, these incidents and damage reports are then gathered by the management for document or recording purposes and will only be brought up again once the need to write an annual report calls for it. That is the time when all data for those who have committed incidents and damages are displayed and evaluated.

For other types of report templates, you may want to check out our collection of Accident Report Templates.

# **Property Damage Report**

# Information about the property

- 1. Describe the property that was damaged
- 2. Please provide an estimated replacement or repair cost.
- 3. Who owns the property (university, department or you personally)?

Your name Daytime phone

Home address (if you own the property)

#### Information about the damage

- 1. What was the date and time when the loss occurred?
- 2. Please describe what happened.
- 3. Was campus safety notified? If yes, what date were they notified?

# If property was damaged:

- 1. Where did the damage occur (be as specific as you can).
- 2. Describe the damage that occurred.
- 3. Did anybody see it happen?

If so, provide their names and phone numbers.

Name Phone

Name Phone

Name Phone

Name Phone

# If property was stolen:

- 1. Where was the property when it was stolen (be specific)?
- 2. Was the property behind a locked door when it was stolen?
- 3. Was there any evidence of forcible entry? If yes, please describe

# **Your signature Date**



# Activity 2: Guided Practice



- 1. Brainstorm on the (a and b) and present in the plenary session.
  - a. Describe maintenance required for the kitchen floor.
  - **b.** Clean the kitchen floor



Activity 3: Application



- 1. Trainees are guided to the workshop for observation.
- 2. Observe carefully and perform the following tasks:
  - a. Procedures for maintaining a dish washing machine.
  - b. Perform basic maintenance of kitchen
- 3. Each group is requested to present.
- 4. The class comments on each group performance.

Topic 2.3: Applying storage procedures for cleaned kitchen tools and equipment

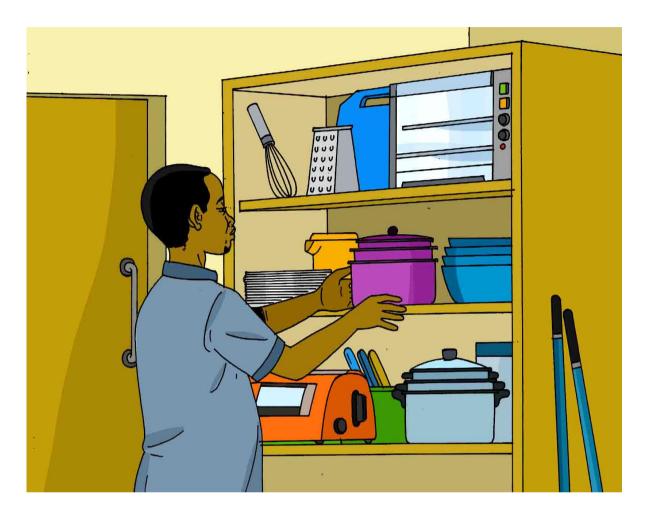


Figure 8: Applying storage procedures for cleaned kitchen tools and equipment





1. Read and brainstorm on the following scenario:

"Rwema is a Restaurant owner. He would like to store tools and equipment after they have been in service for the whole day. So, after cleaning them, he requests you to store the cleaned kitchen tools and equipment."

- 2. Discuss and brainstorm on the following questions:
  - a. Identify storage facilities needed to store Kitchen tools and equipment.
  - b. Perform storage procedure for kitchen cleaning chemicals and materials.
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.

# **Key facts (indicative content)**

- Storage facilities needed to store kitchen tools and equipment
- Kitchen storing tools
- Knife Storage

Here are several different kitchen knife storage options that you can choose from to keep your knives sharp and clean when you are not using them. Here are six of the most common knife storage solutions:

# Edge guards

Using individual edge guards which are plastic sheaths that go over the blades of your knives is a great way to store your knives in the cutlery drawer while preventing injury. Edge guards also prevent your blades from dulling.

### Knife blocks

A knife block is a wooden block with individual slots carved into it for different knife types. A universal knife block will typically include slots to fit a paring knife, steak knife, sharpening rods, bread knife, chef's knife, a meat cleaver, and kitchen shears. This countertop storage option is typically made of wood, but there are also glass knife blocks and options with rubber or plastic rods that you can use to sharpen your kitchen tools.

### Drawer knife blocks

Drawer knife blocks or knife bars fit into your kitchen drawers, with individual slots for your knife blades. Knife organizer drawer inserts are great for keeping your knives organized, protected, and out of sight.

### Leather knife rolls

Leather knife rolls is a storage accessory made from leather, featuring slots to fit various knife sizes. A leather knife roll protects the blades of your kitchen knives and easily rolls up for drawer storage. It is a popular choice for professional chefs to store and transport their knife sets to work.

### Magnetic knife strip

A magnetic knife holder is a practical option for saving counter space in your kitchen. These strips mount on your wall to provide your set of knives with a magnetic surface to which they can stick. Install magnetic strips on the wall above your kitchen workspace, and your knives will hold against the wall in a flat row.

### Magnetic knife blocks

This storage option is similar to a standard knife block but does not feature slots. The knives stick to the sides of the magnetized block, meaning the cutting edges are less likely to get damaged moving in and out of knife slots.

### Drawers with pegged Compartments

Keep utensils organized and in place by installing wooden pegs within your deep kitchen drawers. Pegs allow you to section off certain utensils and prevent them from sliding around when the drawer opens and closes.

### Drawer Knife Block

This drawer is outfitted with a wood knife block, which keeps knives organized, visible, and safely stored. The two-level insert provides space for all sizes, from small paring knives to large butcher knives.

### Wall Storage Hang It Up

Keep cooking utensils within reach by adding a stainless-steel bar above the stove top. Overthe-range storage frees up space throughout the kitchen and keeps frequently used utensils easily accessible. A hanging metal ledge also provides space for small utensils, like measuring spoons.

### Inset Utensil Storage

Inset storage bins on the kitchen countertop are a quick, convenient way to store kitchen utensils. Commonly used as food storage, these small, discrete storage units are perfect for holding everyday utensils.

### • Kitchen storing equipment

### ✓ Refrigerated Storage

A refrigerated storage is a storage space planned and maintained at a temperature between 0oC and 40C. It can be in the form of a complete room (walk in cooler) or a cabinet which is free standing or fixed in the wall. Refrigerator storage is used for storing raw and cooked food. Care should be taken that there are no leakages from the containers in which these items are placed. Some common types of refrigerators include walk-in coolers, reach-in fridges, pass-through options, or prep fridges.

It is likely that your restaurant will require a combination of different types. Uses of Refrigerator:

- They are used for preserving raw food
- They are used for preserving cooked food items and other materials that are easily perishable.

### Shelving

Shelving used for storing different foods. You can also use shelving for storing pots, pans, dinnerware, dry ingredients, and more. Shelving comes in a variety of sizes and configurations, allowing you to customize your shelving for your space.

### Bussing and Utility Carts

Bussing and utility carts are essential to have in the kitchen due to their utility. You can use them in the front-of-house area for bussing tables or in the back-of-house area for moving heavy equipment or ingredients.

### Sheet Pan Racks

Sheet pan racks are designed for storing and transporting foods, but you can also use them for holding and proofing breads. Sheet pan racks are designed to be tall rather than wide, so they have a small footprint, which is ideal for cramped kitchens.

### Food Storage Containers

Food storage containers are the perfect multi-purpose tools. You can use them to store prepped ingredients, mix up sauces and stocks, or hold dry items like pasta or rice. Best of all, many food storage containers come with colored lids or markings, so you can color code them for easy organization.

### Drying Racks

Drying racks provide a place to not only store your equipment, but to also air dry it. You can use drying racks for drying dinnerware, glassware, cookware, cutting boards, utensils, and much more.

### Storing cooking tools and utensils

### ✓ Labeling tools and utensils

The following step to organizing kitchen tools and equipment after cleaning and being kept in storage cabinets and drawers is to label them. There are a few ways to label. First, you can put a label directly on the shelf. The labels from the P-Touch Brother label maker fit perfectly on most shelves. They can also fit on the inside lip of the drawer. The other way to label is to use label tape and write on there with a Sharpie oil-based paint marker. If you like your handwriting and prefer larger font labels, this would be your easiest option. Labels are important. They give guidance and keep things in their place.

### ✓ Storing tools and utensils

The order of storage for different types of kitchen tools is from right to leave, the most frequently used ones are to the right, and the least to the left. Extra equipment is required to the stored in a separate place in a cupboard or in a box that can be locked. The cutlery or hollowware should not be wet.

Storing the kitchen utensils and equipment properly is as important as the time of selling. Poorly stored equipment means breakages and shorter periods of life. The food service staff should be given adequate training on the correct way of storing various equipment and kitchen utensils.

### 1. Crockery

Thoroughly washed and dried crockery should be stored in piles of 20 or 25 for easier counting. The pile should not be too high as this may lead to toppling and breakage. The piles should be kept covered and stored at convenient heights for easier access and to avoid breakage.

#### 2. Glassware

Cleaned and polished glasses should be stored upside down in a cupboard or shelves lined with paper. Glasses should not be put inside the other as this will cause cracks and accidents for staff. Handle glasses by their base or stem to avoid fingerprints.

#### 3. Kitchen tea towels and Linens

The linen of different sizes and colors should be neatly folded and stored together in linen racks or cupboards lined with paper. The inverted fold of linen should be facing outside for easier counting and picking up.

### 4. Cutlery and Holloware

The order of storage for different types of kitchen tools is from right to leave, the most frequently used ones are to the right, and the least to the left. The cutlery or hollowware should not be wet.

### 5. Cleaning Materials

Extra equipment is required to the stored in a separate place in a cupboard or in a box that can be locked. a separate store is necessary for all cleaning materials because of its strong smell and also this will avoid chemical contamination.

### Storing kitchen equipment

Store kitchen equipment in cupboards or drawers where they will not collect dust and grime. Before storing kitchen equipment, disinfect storage receptacles and shelving with a commercial disinfectant or with a solution of 1 tablespoon of bleach to 1 gallon of water. You can also use vinegar heated to 150 degrees as a milder and less expensive alternative. Ensure that dishes and equipment have been cleaned and dried completely before storing them.

- ✓ Hang them on a pegboard. Commonly used for tools in a garage or workshop, a
  pegboard is just as handy for storing kitchen utensils.
- ✓ Put them in Mason jars in a drawer.
- ✓ Hang them on the side of cabinets.

- ✓ Set them up diagonally in a drawer.
- ✓ In big crocks.
- ✓ Hang them from a pot rack.
- ✓ Use a magnetic knife strip.

Storing kitchen equipment properly allows for it to last longer in the business. Using the creative tools available, one can store kitchen utensils and equipment through resizable dividers and open storage vessels. It has never been easier! However, like the storage of utensils and equipment, it is primarily important to ensure the cleanliness of storage equipment too. Ideally, you should clean storage compartments daily with a surface spray and a clean cloth.

To maximize organization, try allocating certain functions to small areas and revolve the organization and storage around them. For example, you would want to store ladles and stirring utensils near the stove in order to maximize efficiency. This can be stored on overhanging hooks or in open-mouthed jars.

You would ideally then store the plates nearby as well, but have a drawer with customer utensils such as cutlery near the garnishing side. Another example includes using trays and creating layers to store your food preparation equipment such as various types of kitchen knives and bowls. This will allow for a maximized use of the space. It is also recommended to use the space below the sink to keep the most frequently items such as detergent, dishwasher and scrubbers as it allows for guick access.

Storing commercial equipment used daily such as fryers, pots and pans out in the air is recommended as it allows for it be air-dried, thereby preventing moisture build-up, which contributes to bacteria growth. It is recommended that kitchen countertops to be clean and empty, as it allows for grounds of cooking, food preparation and garnishing. As such, kitchen cooktops should ideally have small appliances or small food storage containers on them.

As you can see, there are many ways you can employ when strategizing the storage of kitchen utensils and equipment in your kitchen. It is better to conduct some research aligned to the requirements of your food business when it comes to designing and selecting storage options

for your kitchen. You can take a look at efficient kitchens which already exist and adopt a few ideas from there!

### Storing kitchen cleaning chemicals and materials

Ensure that the chemicals are clearly labelled and stored away from food. Store chemicals out of reach of children. Leave the original labelling on each container. Domestic consumer products, such as cleaning chemicals, and therapeutic goods require labelling under the Poisons Standard and the Therapeutic Goods Act 1989. Chemicals that are produced for domestic use and considered safe in the home may present greater risks in the workplace depending on how they are used, how often and for how long.

- ✓ Use cleaning chemicals only for their intended use.
- ✓ Follow instructions and handle with care.
- ✓ Store away from food.
- ✓ Chemicals stored above head height may spill on the worker when handled or lifted.
- ✓ Chemicals that are not securely contained can produce odours or fumes.
- ✓ Chemicals not stored in their original container can be misused.

### Benefits of maintaining kitchen tools, equipment, and materials after use

A clean commercial kitchen can be its own reward. If that is not enough of a selling point, here is a list of additional benefits that can be attained by regularly doing commercial kitchen cleaning.

- Reduced utility costs Most restaurant kitchen spaces tend to hold kitchen
  equipment that either rely on the use of water, gas, or electricity. These appliances
  can greatly benefit from regular cleaning as it helps to maintain their efficiency and
  thereby reduces the utility cost in the long run.
- 2. Improved food quality and service A clean kitchen is a consistent kitchen. Ensuring that the kitchen equipment stays clean round the year also ensures that the food can be served up with equal consistency. Messy or greasy pieces of equipment end up negatively altering the food quality over time.

- 3. **Longer lifespan of kitchen equipment** Equipment procured for a commercial kitchen can be pricey and are seen as a long-term investment. In order to maintain the lifespan of the equipment, it is crucial to keep the machinery running as cleanly as possible.
- 4. **Increased resale value** In case a proprietor is looking to sell one or more pieces of equipment for the sake of upgrades or any other reason, the resale value of the equipment will certainly be higher if it is also cleaner.
- 5. **Less kitchen freak accidents** As previously mentioned, a greasy kitchen is always a fire-hazard. By always performing regular commercial kitchen cleaning and using your cleaning equipment, you can keep the entire area healthy, safe and extra spotless.
- 6. **Safer work environment** Invariably, a clean and fire-proof kitchen is a much safer environment for employees. It helps to boost the morale and respect of the employees towards their brand.

Activity 3: Guided Practice

- **1.** As you have already worked on task 2, perform the following task:
  - a. Perform storage procedure for kitchen cleaning chemicals and materials.

Activity 4: Application

- 1. In kitchen workshop, observe the store carefully and perform the following tasks:
  - a. Perform storing procedure for kitchen tools, utensils, equipment, cleaning chemicals and materials.
- 2. Each student will perform individually.



### **True or False Questions**

 When cleaning kitchen tools and equipment it is important to ensure that the correct cleaning agents, materials, and products are used to ensure safety and hygiene in the kitchen.



2. To ensure a high cleaning of the fridge it is better to use an abrasive sponge, soap, brush, and water.



Answer: .....

3. For better performing basic maintenance activities in the kitchen, you must regularly do inspections of kitchen tools, utensils, equipment to check their status and air filters in coolers, refrigerators, and ice machines.



Answer: .....

## **Open Ended Questions**

1. What are cleaning procedures for electrical kitchen tools and equipment?	
Answer:	
	•••
2. State cleaning procedures for kitchen Fryers	
Answer:	
2. Identify precedures applied to clean dishes in the kitchen?	
3. Identify procedures applied to clean dishes in the kitchen?  Answer:	
	•••
4. Explain storing procedures for kitchen cleaning chemicals?	
Answer:	
5. Describe benefits of maintaining tools, equipment, and materials after use?	•••
Answer:	
	•••
6. What are the best ways to unplug electrical appliances before cleaning:  Answer:	
	•••

## Multiple choice questions

1. Whi	ch one among the following which is not considered as cleaning agents for kitcher
tools a	nd equipment:
a.	Detergents
b.	Disinfectants
c.	Sanitizers
d.	Solvents
e.	Water
f.	Abrasive powders
g.	All the above
An	swer:
2. Wh	y is it important to lubricate or oiling the motors and moving parts of kitcher
machir	nes/equipment
a.	Operating faster than normal operation
b.	Reduce friction between moving parts and prevent overheating of the machinery
c.	Help to prevent injury
d.	All the above
Ans	swer:



At the end of every unit trainees should:

- 1) Re-take the self-assessment they did at the beginning of the unit.
- 2) Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions for improvement		
1.	1.	1.		
2.	2.	2.		



When maintaining Kitchen tools and equipment consider the following:

- Care must be taken when operating kitchen tools and equipment, for example
  pressure type steamers are operated by gas or electricity then an automatic water
  supply by half valve is provided to ensure a constant level of water in the steam
  generating tank.
- It is important to see that the tap controlling the supply of water to the valve is
  working correctly and that the ball valve arm and washer are both inefficient
  working order. If these precautions are not taken there is danger of the generating
  tank burning dry and becoming damaged.
- Before using any kitchen tool or equipment, inspect it for its functional or physical problems.

## **(i)** Further Information for the Trainer

- 1. Bali S. P. (2017) Theory of cookery. Oxford University Press: New Deli, India
- 2. CIA (2011) The Professional Chef 9th Ed . Wiley
- 3. Foskett D., Paskins P. Rippington N., Thorpe S. (2019) Practical Cookery 14th Ed. Hodder education: London, UK
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### **UNIT 3: PERFORM RESTAURANT CLOSING DUTIES**

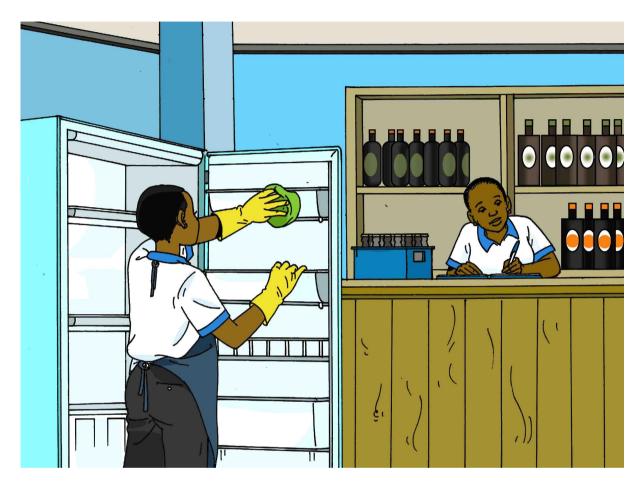


Figure 9: Performing Restaurant closing duties

### **Unit summary:**

This unit describes the knowledge, skills and attitudes needed to identify key steps in performing restaurant closing duties, apply kitchen Safety and healthy during restaurant closing duties and perform restaurant reporting

### **Self-Assessment: Unit 3**

**1.** Look at the illustration. What is happening? What do you think this learning outcome will be about?

### **2.** Fill in the self-assessment below:

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: Do you think you can do this? How well? Read the statements across the top. Put a check in the column that best represents your situation. At the end of this learning outcome, we will take this survey again.

My experience  Knowledge, skills and attitudes	I do not have any experience in doing this.	know a little about this.	I have some experience in doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Define closing duty					
Identify the task and create a checklist					
Describe key steps in performing restaurant closing duties					
Describe restaurant safety and security during restaurant n closing duties					
Perform restaurant reporting					

My experience	I do not have any	l know	I have some experience	I have a lot	I am confident
Knowledge, skills and attitudes	experience in doing this.	a little about this.	in doing this.	experience with this.	in my ability to do this.
Maintain kitchen					
tools, equipment and					
materials					
Perform Restaurant					
closing duties					
Maintain Restaurant					
tools, equipment and					
materials					
Describe benefits for					
maintaining					
Restaurant tools,					
equipment and					
materials after use.					

### **Key Competencies:**

	Knowledge		Skills		Attitudes
1.	Identify restaurant	1.	Describe restaurant	1.	Restaurant closing
	closing duties.		closing duties.		duties are well
					described Acuteness
2.	Maintain restaurant	2.	Describe restaurant	2.	Restaurant tools,
	tools, equipment and		tools, equipment and		equipment and
	materials		materials.		materials are
					properly described.
				3.	Mastery.
3.	Identify Restaurant	3.	Describe Restaurant	4.	Restaurant closing
	closing duties		closing duties		duties are properly
					described
				5.	Curiosity





### Discuss the following questions with your partner (pair):

- 1. Discuss the following questions with your partner (pair):
  - a. Identify key steps in performing Restaurant closing duties
  - b. Apply kitchen Safety and security during Restaurant closing duties
  - c. Perform Restaurant sales reporting.
- 2. Discuss with your partner all the questions (a,b and c)
- 3. Share your findings on the questions (b) with the rest of the class. Compare and discuss your ideas.

**Topic 3.1: Identify key steps in performing restaurant closing duties** 



Figure 10: Identifying key steps in performing restaurant closing duties

### **Activity 1: Discovery**

## Activity 2: Problem Solving

1. In groups of 5 each, discus on the following situation:

"Amadumbe Restaurant was operating from 5h00AM to 11h00PM. At closing time, the manager requests you to identify key steps in performing restaurant closing duties.

- 2. Based on the above situation discuss the following questions:
  - a. Identify the task that Amadumbe restaurant needs to perform at closing time.
  - b. Create a checklist to follow during restaurant closing duties.
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.



### **Key Facts- (Indicative content)**

### Definition of restaurant closing duties

Restaurant closing duties are tasks that service employees must complete at the end of service or closing time to ensure that everything is well cleared up, arranged and ready for next service and then closed properly for the night.

### ✓ Identify the task and create a checklist

Many restaurants divide up the closing duties into three: a front of house checklist (done by a floor manager or senior server), a back of house checklist (done by a chef or sous chef), and a manager checklist (done by the general manager). While these assigned staff members are not directly responsible for doing every task, they are responsible for making sure someone has done them.

Daily Restaurant Cleaning Checklist

Most of the cleaning is done daily, as restaurants tend to get messy during food preparation and food service times. Especially with the pandemic going on, proper cleaning and sanitizing of the different areas in your restaurant is important in maintaining high standards of cleanliness.

### Restaurant Kitchen Cleaning Checklist

- Store all unused food items in containers; labelled and dated properly
- Remove old coffee and filter from coffee machine
- Discard or store leftover juice from drink machine
- Remove food and charred bits from pots and pans
- Wash dining utensils, glassware, dishes, pots, and pans
- Run the garbage disposal
- Properly dispose of oil in fryer
- Clean around and under the stove, grill, griddle, and fryer
- Wipe clean rangehood
- Wipe appliances like coffee makers, toasters, microwaves, and refrigerators
- Disinfect food preparation stations with food-safe sanitizing solution
- Wash rags and aprons; let air dry
- Sweep floors, getting under preparation tables and stove
- Mop floors with food-safe sanitizing solution
- Empty the trash bin

### **✓** Dining Area Cleaning Checklist

- Clear all used and unused utensils from tables
- Clear debris and leftover food from tables
- Wipe tables and chairs clean with food-safe sanitizing solution
- Wipe glass or acrylic partitions with sanitizing solution
- Clean tips of condiment bottles
- Clean outflow tips of soda fountain
- Sweep or vacuum the floor
- Mop the floor with sanitizing solution
- Replace napkins and condiments in low supply

• Empty the trash bin

### ✓ Front of House Cleaning Checklist

- Wipe countertops with sanitizing solution
- Wipe chairs with sanitizing solution
- Wipe glass or acrylic partitions with sanitizing solution
- Wipe menus with sanitizing solution
- Spray sanitizing solution on bell
- Spray light switch, door handles, and other high-contact surfaces with sanitizing solution
- Wipe windows with glass cleaner
- Mop floors with disinfectant solution
- Sanitize thermogun
- Refill alcohol dispenser and spray
- Wash disinfectant mat with soap and water

### **✓** Restroom Cleaning Checklist

- Spray light switch, door handles, and other high-contact surfaces with sanitizing solution
- Scrub toilets and urinals with bathroom cleaner
- Sanitize toilet seat and flush handle
- Wipe countertops with sanitizing solution
- Scrub wash basins
- Wipe faucets dry
- Mop restroom floor
- Refill hand soap dispensers and alcohol dispensers
- Refill toilet paper

Some items, such as glassware, should be cleaned in circular motions to prevent streaks.

### • Weekly Restaurant Cleaning Checklist.

Weekly cleaning supplements daily cleaning by clearing our dust, grease, and grime from areas that you normally wouldn't have time to clean on a daily basis.

### ✓ Restaurant Kitchen Cleaning Checklist

- Discard accumulated water from the catcher basin beneath the refrigerator and deep freezer
- Clean out deep fryer
- Clean out toaster
- Clean out microwave with vinegar and water, avoiding the high voltage power box
- Thoroughly clean an oven interior and exterior, including wire racks and grease traps
- Re-organize items in refrigerator using the first-in-first-out (FIFO) method
- Dispose of any rotten or expired ingredients
- Sweep and mop underneath heavy appliances like stoves and refrigerators

### **✓** Dining Area Cleaning Checklist

- Refill salt and pepper shakers when needed
- Clean underneath tables and inspect for gum
- Take down glass or acrylic partition and thoroughly clean and sanitize
- Wipe down and dust light fixtures
- Dust off decor in and around high traffic areas
- Wash walls to prevent grime buildup
- Sweep and mop underneath heavy furniture
- Clean out soda machine
- Deep clean carpeted areas using dry vacuum

### **✓** Front of House Cleaning Checklist

- Wash walls to prevent grime build-up
- Sweep doorstep and clear grime by scrubbing with a brush or using a power hose
- Sweep and mop floor beneath podium or reception desk

Restaurants need constant cleaning of wares during operations for quick turnaround.

### Monthly Restaurant Cleaning Checklist

For deeper cleaning, and removal of accumulated gunk, a monthly cleaning routine is essential for keeping the restaurant spotless in every nook and cranny. While monthly cleaning routines are not frequently needed as daily or weekly cleaning, they are just as important to maintain sanitation and food preparation safety in your restaurant and kitchen.

### **Dining Area Checklist**

- Take down curtains and wash in laundry or via laundromat
- Clean ceiling off of cobwebs
- Clean hard-to-reach areas and high fixtures
- Call professional cleaners for thorough cleaning
- Take down and clean air conditioner filter

### **Front of House Checklist**

- Dust restaurant sign and logo
- Dust decorations like paintings, statues, and other decorative items
- Call professional cleaners for thorough cleaning

As with any food preparation, restaurants are at high-risk of harboring dirt and germs that could make people sick, which is why thorough cleaning is a must for eateries. While daily, weekly, and monthly cleaning can be done by an average person, hiring professional services are always beneficial for proper and thorough deep cleaning.

We recommend having your restaurant professionally cleaned at least once a month to maintain proper cleanliness and the pristine condition of your restaurant. We at Luce Office offer professional cleaning services to more than just standard offices, we also offer cleaning services to restaurants and food eateries.

Give us a call or send us an email with your cleaning concerns, and we can discuss a schedule that works for you!

### ✓ Organize your task

- ✓ Focus on what is important.
- ✓ Make lists.
- ✓ Manage your time well.
- ✓ Use calendars and planners.
- ✓ Delegate tasks.
- ✓ Manage your mail and phone calls.
- ✓ Reduce clutter.
- ✓ Stay organized.

### **✓** Perform closing activities

Closing duties are different in different lounges. Your closing duty checklist lists your responsibilities for the end of your day activities.

- ✓ Clean all unnecessary used items in the bar counter i.e. (used glasses, ashtray, display, table mats etc.)
- ✓ Wipe crumbs from chairs and tables into beverages napkins and throw them away.
- ✓ Wipe tables and chairs with a clean damp cloth, followed by dry cloth. Never user linen napkins for cleaning.
- ✓ Arrange tables and chairs neatly as guests leave. Pick up paper or debris whenever you see it.
- ✓ Follow standard dish-room procedures for scraping and tacking soiled dishes.
- ✓ Help the bartender put away items and wash glasses.

- ✓ Remove corks, foil scraps, labels and other debris form baskets to avail plugging drains.
- ✓ Empty ice and water into the appropriate sink.
- ✓ Dry the ice buckets with a bar towel.
- ✓ Spray trays with hot water to remove food residue.
- ✓ Spray the trays with a sanitizing solution. Then stack them upside down at right angles to allow them to air-dry.
- ✓ Date and store food, such as condiments and garnishes, that has not been exposed to contamination.
- ✓ Throw away food that has been in the temperature danger zone too long.
- ✓ Throw all the cut garnish and spoiled fruits.
- ✓ Return empty wine and champagne bottles to the bar for inventory.
- ✓ Keep all the display bottles inside the store cabinet.
- ✓ Put all the used glasses and Store and Pour in the glass wash machine.
- ✓ Clean and wipe the corresponding area, bar counter, sink, glass rack, display rack etc.
- ✓ Start your closing inventory and re check all the stocks for requisition for the next day.
- ✓ Clean and wipe all the glasses and Store & Pour, place it in the dry area.
- ▼ Turn off all the electronic equipments i.e. (Bar Display Lights/Blender/ Swirl Machine) etc.)
- ✓ Lock and close the entire store cabinet, fridge etc.
- Double check all the areas.



Activity 3: Guided Practice



You brainstorm on the (a and b) and you present in the plenary session.

As you have already read the scenario in task 1, discuss the following questions:

a. Apply Safety and security aspects to consider during restaurant closing duties.



## Topic 5.1

In the kitchen workshop perform the following activities:

a. Identify the task that they need to perform at restaurant closing time.



**Topic 3.2: Apply Safety and security during restaurant closing duties** 



Figure 11: Applying Safety and security

### **Activity 1: Discovery**

# Activity 1: Problem Solving

- 1. Create groups of 3-4 and discuss on situation written as follow:
- "You have been working in a Mango restaurant since morning. At the end of duties the restaurant manager requests you to apply safety and security during restaurant closing time.
- 2. Read the situation in task 1 and brainstorm to the following question
  - a. List down safety and security aspects to apply during restaurant closing duties.
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.



### **Key Facts (Indicative contents)**

- Identification of restaurant closing duties
  - ✓ Disconnecting/Switching off restaurant machinery
  - ✓ Unplugging all appliances not in use
  - ✓ Clean and store all tools and equipment
  - ✓ Close all windows
  - ✓ Turn off the lights and music
  - ✓ Close unnecessary right
  - ✓ Lock all doors
  - Inventory Control
    - ✓ Perform counts and ensure all inventory is accounted for and reported according to company policy
    - ✓ Maintain adequate inventory levels to meet customer demand
    - ✓ Investigate and correct discrepancies in reported quantities and locations of all inventory.

- ✓ Assess inventory output on a daily, weekly, or monthly basis to identify trends in productivity
- ✓ Manage cycle counts of product inventories on a regular basis
- ✓ Lead others in safe work practices, especially when in a distribution center environment
- ✓ Monitor delivery schedule and customer orders
- ✓ Place and receive orders in a timely and accurate manner
- √ File claims when defective products are discovered
- ✓ Coordinate with customer service and logistics departments
- ✓ Check date-sensitive products for expiration and facilitate removal or transfer of product as needed
- ✓ Perform process and system testing and track performance by area to locate and solve problems in data integrity, productivity, and efficiency
- √ Train other employees in asset inventory management
- ✓ Establish trusted relationships with suppliers to ensure quality service and costeffective deals

Ways to control stock by when or how you order goods or materials include:

- FIFO and LIFO: These are methods of placing value on the products. LIFO assumes that
  the goods last added to the inventory are the first goods to be sold, while FIFO
  assumes that the goods first added to the inventory will be the first sold.
- 2. **Min-Max Inventory Control:** This theory sets minimum and maximum levels of stock to maintain specific items in your inventory. So, when you get to the minimum level of stock, order only enough to reach the maximum level set. Critics of this approach say that you may end up with either too many or too few products.
- 3. JIT Inventory: The just-in-time (JIT) inventory management strategy lines up the raw material order from suppliers with the production schedule. You decrease waste in the form of inventory cost because the goods are onsite only as needed. JIT can be a step in Lean manufacturing by slightly requiring JIT to incorporate what the customer wants in each product manufactured.

The risk with this method is running out of stock due to inefficient suppliers, but supplier relationship management can somewhat mitigate this risk.

- 4. **Two- or Three-Bin System:** A two- or three-bin system involves two containers of the same stock item. When one container becomes empty, you use the second container (the backup), which then identifies the reorder point (ROP). The ROP is when inventory gets down to a level that initiates stock replacement activities. The problem with a method this basic is evident in situations where there are big or fast orders. You may never be exactly sure how much product is in stock at a given time, so you may not be able to predict whether you can fulfill a large order or quick, successive orders.
- 5. **Fixed Order Quantity:** In a fixed order quantity rule, you may only order a specific amount of an item at one time. With this rule in place, reorder mistakes, storage space issues and unnecessary expenses are kept to a minimum. You may link fixed order quantities to automatic ROPs.
- 6. **Fixed Period Ordering:** In a fixed period ordering rule, you link the replenishment of specific items to a particular interval. In this case, the order quantity is always different to compensate for customer demand.
- 7. **Vendor-Managed Inventory (VMI):** In this method, it is often the sales representative that manages the stock on specific products, noticing and ordering what needs replenishment. For example, a beverage company representative who performs deliveries reviews the stock and space available for their products in the store and replenishes it themselves.
- 8. **Set Par Levels:** When inventory drops below the par levels, your software should signal you to order more. Par levels vary by product, relative sales rates and the time to restock and require research and sound decision-making. Par levels change over time and must be reset at regular intervals. On the positive side, having minimum levels makes your business more efficient and flexible.

When new products hit the market, you can purchase them because your funds are not completely tied up in existing inventory.

### Counting cash

- ✓ Compare your sales report from your POS with your money in the register and your credit card receipts.
- ✓ Check sales data and create a report for the day's sales.
- ✓ Address any outstanding checks or orders.
- ✓ Make deposits.
- ✓ Double-check any voids or comps.
- ✓ Pay any bills that are due.
- ✓ Make sure your bills are paid.
- ✓ Ensure that payroll is paid.
- ✓ Organize your overtime schedule.
- ✓ Ensure that the cash registers are in order.

### Set security system

A simple and practical measure to prevent theft is investing in restaurant surveillance. Having security cameras is a clear yet subtle way to state to your staff and guests that they are being monitored.

- ✓ Lock alcohol cabinets, if used.
- ✓ Lock the door to any restricted areas.
- ✓ Make sure office is locked and the computer is off (and password is active).
- ✓ Double check that every exit is locked and lock the restaurant on your way out.
- ✓ POS systems with safety locks.
- ✓ Turn off the computers.
- ✓ Lock doors and activate the alarm system.
- ✓ Set building alarm.





1. You brainstorm on the (a and b) and you present in the plenary session.

Discuss the following questions:

a. Unplugging all kitchen appliances not in use





- 1. Trainees are guided to the workshop for observation.
- 2. Observe carefully and perform the following tasks:
  - a. Disconnect/Switch off gas cookers and burners not in use.
  - b. Unplugging all appliances not in use
  - c. Closing unnecessary lights
- 3. Each group is requested to present.
- 4. The class comments on each group performance.

**Topic 3.3: Perform restaurant reporting** 



Figure 12: Illustration of restaurant reporting

### **Activity 1: Discovery**



- 1. Create groups of 3-4 and discuss and brainstorm on the following questions:
- "Assuming you are a waiter in a hotel, and you have been on duty since morning, then at the end of services the hotel manager requests you to perform restaurant reporting."
- 2. Read the situation, ask trainees to discuss and brainstorm answers to the following questions:
  - a. What can you take into consideration before reporting?
  - b. How can you elaborate a restaurant sales report?
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.



### **Key Facts (Indicative contents)**

### Sales report

A sales report (also known as a sales analysis report) is a document outlining your sales activity and the impact of that activity over a specific period of time. The details can vary, but typically include metrics about leads, new accounts won, revenue generated, and overall sales performance.

### **✓** Daily Sales Report definition

A sales analysis report provides an overview of the state of a company's sales efforts. It not only depicts the various trends in sales volume over time, but it also examines the various steps of the sales funnel as well as the performance of sales executives. There are various forms of Sales Report that focuses on different aspects: A daily, weekly, and monthly sales report each have different metrics in analysing an establishment's performance.

A daily sale report (DSR) is a financial tool that is used to keep track of sales of a business, its daily activities, and its Key Performance Indicators (KPI). It is a detailed account of a sales representative's day-to-day actions. A Daily Sales Report is effective for assessing current and past sales as well as forecasting future sales. Although a weekly or monthly sales report can provide some insight into sales estimates, a Daily Sales Report provides critical information such as data on sales engagement whether it is high or low and it can provide you reasons as to why that is. Using a daily sales report with your team/business could be the single most effective move you can do to boost your team's performance and achieve powerful sales results.

### ✓ Making a Daily Sales Report

The importance of having a Daily Sales Report has been established and for the benefit of your business, you should start setting one up today. Aside from the variety of free Daily Sales Report templates that are provided above that you could use, you could also make one of your own from scratch. If you are interested in making one that is specifically catered to your company and team, here are some steps you could consider in making a well-defined daily sales report:

### 1. Determine the goal of your report.

The difference of a daily sales report compared to other forms of sales report is that it is not as comprehensive, although it is still written in a concise and clear manner. In a daily sales report, the aim is to concentrate solely on selected information that assists you or your business in achieving specific objectives. So, the key is not to astound the team with information overload. It will ultimately support you in gathering and analysing the appropriate data as well as determining the scope of your report, such as the time period to cover.

### 2. Provide a summary/overview of your report.

A brief overview of your report will guide your team in knowing the key highlights of the report and this makes it time-effective for both your team and yourself.

### 3. Use the appropriate visuals

The data can be quite intimidating at first glance, thus, it is also helpful to use the right visuals such as infographics for your sales report in order to put your numbers into (understandable and readable) context. For example, a line graph can be used to indicate the increase or decrease in revenue over time. A pie chart can show how much each product contributes to overall revenue. Employee performance can also be compared using bar graphs.

### 4. Make use of a template for a sales report.

In order to alleviate the hassle and burden of writing a sales report from scratch, you can always use the templates above. A solid sales report template will provide you with a well-structured framework into which you can simply fill in your data and information. This can help you save a lot of time and effort while still producing an attractive and well-organized sales report.

A daily sales report is a report of all of the money you took in during the day. It breaks your revenue down into different categories to help you understand what is selling, and it also tells you how you were paid (cash, credit, etc.) to help you reconcile your bank statements.

A sales report, also known as a sales analysis report, is a document that summarizes a business's sales activities. This report typically includes information on sales volume, leads, new accounts, revenue and costs for a given period. It may also analyze this information along each step of the sales funnel and indicate your sales team's performance (or any gaps therein).

These reports might help your company modify its sales approach and other growth initiatives. They can provide insights into sales methodology successes, predictions of future sales data, analyses of performance compared to previous periods, and greater understanding of customer motivations.

A sales report summarizes all your company's sales activity and offers meaningful insight into what your company should do differently. No two sales reports look exactly the same. Different types of sales reports focus on different sales metrics, needs or strategies. These are some of the report types:

- Sales forecasts. These reports predict the number of sales your team will make in a
  given period. You can use them to anticipate seasonal slowdowns or plan for issues
  that might affect business.
- Sales funnel reports. These reports show how close a lead is to buying your product
  or service. Sales funnels help you understand how to best nurture leads and,
  ultimately, convert them into customers. By comparing back-to-back sales funnel
  reports, you can identify weaknesses in your sales pipeline.
- Conversion reports. These reports resemble sales funnel reports in that they assess
  the progress of leads along the sales funnel, though they look specifically at the
  conversion of leads to customers, not the status of leads along the funnel. A
  standard conversion tracking report includes information about contacts, leads
  generated and qualified, and wins, with period-to-period change rates indicated as
  well.
- **Opportunity score reports.** Opportunity score reports are based on the Einstein opportunity score. This metric, which artificial intelligence determines, rates leads from one to 99, where a higher score means a higher likelihood of a sales win. These reports are useful for planning how to divide your team's time pursuing leads.
- Upsell and cross-sell reports. These reports detail the number and value of items
  upsold or cross-sold to customers. Your team can review these reports to identify
  future upselling and cross-selling opportunities or flag certain products and services
  as especially suited for these sales approaches.
- Sales call reports. These sales reports concern calls placed to leads, prospects and customers to encourage purchases. Through these reports, you can gain insights into your reps' performance and your leads' qualities.

Sales reports can be set to various frequencies and tied to key performance indicators (KPIs), helping you to monitor your success over time. These are some common frequencies:

• **Daily sales reports.** A daily sales report can track KPIs such as a rep's number of daily calls and leads generated.

- Weekly sales reports. A weekly sales report can track KPIs such as the entire sales team's deals closed or revenue earned.
- **Monthly sales reports.** A monthly sales report can provide a longer-term overview of the metrics tracked in either a daily or weekly sales report.
- Annual sales reports. An annual sales report is an especially lengthy, detailed version
  of a monthly sales report. It may be the most useful for determining a subsequent
  year's sales quotas. It can also help you address sales management issues, indicate
  seasonal fluctuations, observe the impacts of marketing campaigns, and identify
  especially successful sales reps.

# **✓** Daily Sales Report Components

Daily sales reports should include the money you made, how you got it, and a summary of the key information. How you build it will depend on what kind of restaurant you run and what your tracking goals are. For example, a restaurant and bar might want to separate food and drink sales, while a pizzeria might want to separate dine-in, takeout, and delivery orders. Follow the general layout below and adjust the individual line items as needed.

#### **√** Revenue

The revenue section includes all of the different ways you make money.

- Food sales: Food sales is the most basic and obvious, and will usually make up the
  biggest portion of your sales. You typically do not break up food sales by menu item
  on a daily sales report, but you may want to split this into two or three categories (e.g.,
  lunch/dinner, dine-in/takeout, etc.) if there are large differences in how you run those
  categories.
- Alcohol/beverage sales: Restaurants that only offer fountain drinks might not break this out from food. A coffee shop or bar might have more sales here than in food.
- **Retail sales:** Do you have a store or sell souvenirs? Include those sales here.
- Gift certificates sold: Track gift certificates when you sell them to match when you
  receive the money.

- Taxes collected: Even though these are not sales, tracking that you received the money will help you reconcile your deposits.
- Delivery charges: Include delivery charges or other fees that go to the restaurant as a separate item to show where you are making your money.
- **Tips/service charges:** As with taxes, even if you are paying the money to your staff, you want to track it to help reconcile what you received and paid.

#### Offsets to Revenue

Offsets to revenue are discounts and other items that customers used to pay in lieu of money.

- Discounts/coupons: If you offer specials, enter the sales at full price and track the
  discount separately. This will help you better match your food costs and understand
  if your promotions are working.
- **Comped items:** Give something to an upset customer or valued regular? Again, enter the full sale and offset it here to keep track of everything.
- Gift cards used: Redeemed gift cards come out of revenue because you want to track
  when you sold the food, but you already tracked that you received the money when
  you sold the gift card.

#### **Payments Received**

To help track the money you received, enter it all separately.

- Each credit card type as a separate line: If you get separate deposits from Amex,
  Mastercard, and Visa, enter them separately to make it easier to match them up later.
- Cash: Cash gets its own line item to match up to your deposits.
- Alternative payment methods: If you use any phone apps, cryptocurrency, or other alternate payments, include them as well.

#### **Totals**

Your last set is to add everything up.

- **Total receipts:** This is your revenues minus any revenue offsets.
- Less non-cash payment methods: Next, subtract out any credit card payments or other payments that you will receive via electronic bank deposit.
- Less cash deposit: Third, subtract your cash deposit from that day.
- Cash shortfall: The remainder should be \$0. If not, you may have undeposited funds, a cash handling error, or theft you need to investigate.

#### **Create Your Report**

There are a lot of pieces to the report, but it is a quick and easy process if you set it up properly. Most of the inputs come in automatically if you are using a good POS system and make sure your staff enters orders in a timely and accurate fashion. The real key is getting your categories and line items to match what you are trying to learn about your business.

An accountant at Founders CPA can help you understand where your current sales are coming from and where improved information might help you make smarter business decisions. We will then create a daily sales report that is customized to your restaurant and link it up to your POS and accounting systems. To learn more or to get started, contact us to schedule a consultation.

#### Inventory report

- ✓ Perform counts and ensure all inventory is accounted for and reported according to company policy
- ✓ Maintain adequate inventory levels to meet customer demand
- ✓ Investigate and correct discrepancies in reported quantities and locations of all inventory
- ✓ Assess inventory output on a daily, weekly, or monthly basis to identify trends in productivity
- ✓ Manage cycle counts of product inventories on a regular basis

- ✓ Lead others in safe work practices, especially when in a distribution center
  environment
- ✓ Monitor delivery schedule and customer orders
- ✓ Place and receive orders in a timely and accurate manner
- ✓ File claims when defective products are discovered
- ✓ Coordinate with customer service and logistics departments
- ✓ Check date-sensitive products for expiration and facilitate removal or transfer of product as needed
- ✓ Perform process and system testing and track performance by area to locate and solve problems in data integrity, productivity, and efficiency
- √ Train other employees in asset inventory management
- ✓ Establish trusted relationships with suppliers to ensure quality service and costeffective deals

Working in inventory control requires a high school diploma at minimum. Some colleges are often preferred. Knowledge of retail or distribution centre operations, strong analytical and math skills, and an understanding of administrative/clerical software and inventory management software are especially helpful.

#### • Maintenance report

A maintenance report is a detailed document that covers any routine or emergency maintenance services performed on a specific vehicle, piece of equipment, or machine. It serves as a guide outlining the proper care of the equipment in your workplace and can help your company avoid duplicate service requests.

A maintenance report is a document that holds specific data about inspections and tasks as well as their effects on overall maintenance operations. You use them to gain visibility on your operations, which you can then leverage into better decision-making.

A maintenance report form is one of the main tools used by maintenance personnel to document maintenance inspections on equipment. The report involves a continuous process of checking, servicing, and repairing operating equipment to make sure that businesses operate smoothly without unwanted interruptions.

# 1. Maintenance Request Form

Maintenance work order form used in the kitchen. In hotels, engineering and maintenance personnel begin their shifts by examining the logbook for repair work orders. Usually, the food and beverage department reports problems to engineering, which was reported by the chef on problems, faulty equipment, electrical issues, broken furniture, Kitchen machinery not working etc.

Many hotels use multiple-part work order forms to report maintenance issues. Format no:1 shown below is a sample maintenance work request form.

HOTEL NAME - LOGO							
MAINTENANCE REQUEST	FORM						
DATE		TIME					
RESTAURANT NO							
LOCATION							
REPORTED BY							
PROBLEM							
ASSIGNED TO							
DATE COMPLETED		TIME SPEN	Т				
COMPLETED BY							
REMARKS							

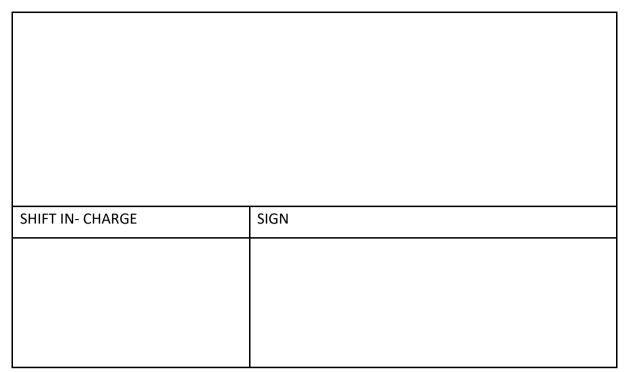


Table 12: Maintenance Request Form

Source: Edited by Author from: https://setupmyhotel.com/formats/house-keeping/125-maintainance-request-form-for-hotel.html

# **✓** Restaurant- Maintenance Checklist Form

Once the work is completed the engineering department informs the department that filled the work request form. The work done by the maintenance is later checked by the kitchen supervisor to make sure the work has been done properly or not. Format no:2 can be used to check the same.

HOTEL NAME - LOGO						
RESTAURANT- MAINTENANCE CHECKLIST						
1						

Table 13: Restaurant- Maintenance Checklist Form

Source: Edited by Author from: https://templatelab.com/maintenance-report/

# HOTEL NAME - LOGO

MAINTENANCE REPORT FORM:	
Tenant Name	
Contact	
Property Address:	
Email:	
Please clearly describe below the repair and in detail - what restaurant, w to occur etc.	hen it starte
	- <del></del>
Tenant SignDated/	
Thank you for your cooperation! We appreciate your help with everything!	

Table 14: Maintenance Report Form

Source: Edited by Author from: https://www.freereporttemplate.com/maintenance-report-templates/



- **1.** As you have already worked on task 2, perform the following task:
  - a. Perform restaurant reporting procedure.



- 1. In kitchen workshop, observe the store carefully and perform the following tasks:
  - a. Perform restaurant sales reporting.
- 2. Each student will perform individually.



# **True or False Questions**

**1.** Restaurant closing duties are tasks that housekeeping employees must complete at the end of service or closing time to ensure that everything is well cleared up, cleaned, arranged and ready for next service and then closed properly for the night.

True		Fals	se	
	_			
nswer:				

**2.** Many restaurants divide up the closing duties into only two checklists such as: a front of house checklist done by a floor manager or senior server, a back of house checklist done by a chef or sous chef. While these assigned staff members are directly responsible for doing every task, they are not responsible for making sure someone has done them.



Answer: .....

1. For deeper cleaning, and removal of accumulated gunk, a monthly cleaning routine is essential for keeping the restaurant spotless in every nook and cranny. While monthly cleaning routines are not frequently needed as daily or weekly cleaning, they are just as important to maintain sanitation and food preparation safety in your restaurant and kitchen.



Answer: .....

**2. FIFO and LIFO** are methods of placing value on the products. LIFO assumes that the goods firstly added to the inventory are the first goods to be sold or used, while FIFO assumes that the goods lastly added items to the inventory will be the first used.



**3.** A maintenance report is a detailed document that covers any routine or emergency maintenance services performed on a specific vehicle, piece of equipment, or machine. And it serves as a guide outlining the proper care of the equipment in your workplace and can help your company avoid duplicate service requests.



Answer: .....

# **Open Ended Questions**

1. What are the procedures to be performed for Organizing your task in Restaurant?
Answer:
2. How can you perform Identification of restaurant closing duties
Answer:
3. What are the best procedures to follow when handling inventory Control?
Answer:
6. State and explain different common frequencies of sales reports mostly used in
Restaurant:
Answer:
Multiple choice questions
1. Ways to control stock by when or how you order goods or materials not include:
a. FIFO and LIFO

b. Min-Max Inventory Control

c. JIT Inventory

d.	Two-	or T	hree-	Bin	System
----	------	------	-------	-----	--------

- e. Fixed Order Quantity
- f. Set security system
- g. Fixed Period Ordering
- h. Vendor-Managed Inventory
- i. Set Par Levels
- j. All the above

<b>Answer:</b>	



At the end of every unit trainees should:

- 1) Re-take the self-assessment they did at the beginning of the unit.
- 2) Fill in the table above and share results with the trainer for further guidance.

Areas of strength	Areas for improvement	Actions for improvement
1.	1.	1.
2.	2.	2.



- Verify the temperature of the freezer and fridge before leaving work.
- Turn off all heaters, ovens, and gas stoves.
- Properly store any sharp kitchen tools.
- Make sure all equipment is off.
- Make sure employee lockers are locked well.

# **©** Further Information for the Trainer

- 1. Bali S. P. (2017) Theory of cookery. Oxford University Press: New Deli, India
- 2. CIA (2011) The Professional Chef 9th Ed . Wiley
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- 4. Gleason J. (2014) Introduction to Culinary Arts 2nd Ed. Pearson
- 5. https://setupmyhotel.com/formats/house-keeping/125-maintainance-request-form-for-hotel.html
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# UNIT 4: MAINTAIN RESTAURANT TOOLS, EQUIPMENT, AND MATERIALS



Figure 13: Maintain restaurant tools, equipment, and materials

# **Unit summary:**

This unit describes the knowledge, skills and attitudes needed to clean restaurant tools, equipment, and materials after use. Apply cleaning procedures for restaurant tools and equipment. Application of basic maintenance activities in a restaurant. Application of storage procedures for cleaned restaurant tools and equipment.

# Self-Assessment: Unit 4

- **1.** Look at the illustration. What is happening? What do you think this learning outcome will be about?
- **2.** Fill in the self-assessment below:

There are no right or wrong ways to answer this survey. It is for your own use during this course. Think about yourself: Do you think you can do this? How well? Read the statements across the top. Put a check in the column that best represents your situation. At the end of this learning outcome, we will take this survey again.

My experience  Knowledge, skills and attitudes	I do not have any experience in doing this.	know a little about this.	I have some experience in doing this.	I have a lot of experience with this.	I am confident in my ability to do this.
Define cleaning					
Apply cleaning procedures for restaurant tools and equipment  Describe basic maintenance activities done in					
Apply storage procedures for cleaned restaurant tools and equipment					

# **Key Competencies:**

	Knowledge		Skills		Attitudes
1.	ldentify the	1.	Describe restaurant	1.	Restaurant tools
ı	restaurant tools		tools and		and equipment are
	and equipment.		equipment.		well described as
					per recipe
				2.	Acuteness
2.	Identify cleaning	2.	Describe cleaning	3.	Cleaning
	procedures for		procedures for		procedures for
ı	restaurant tools		restaurant tools and		restaurant tools
	and equipment		equipment.		and equipment are
					properly described
				4.	Mastery.
3.	Identify storage	3.	Describe storage	5.	Storage procedures
	procedures for		procedures for		for cleaned
	cleaned restaurant		cleaned restaurant		restaurant tools
1	tools and		tools and		and equipment are
	equipment		equipment.		properly described.
				6.	Curiosity

# Discovery activity



# Discuss the following questions with your partner (pair):

Discuss the following questions with your partner (pair):

- 1. Apply cleaning procedures for restaurant tools and equipment.
- 2. Describe basic maintenance activities done for espresso coffee machines.
- 3. Apply storage procedures for cleaned restaurant tools and equipment.

Discuss with your pair all the questions (1,2 and 3)

Share your findings on the questions (2,3) with the rest of the class. Compare and discuss your ideas.

Topic 4.1: Cleaning restaurant tools, equipment, and materials after use



Figure 14: Cleaning restaurant tools, equipment, and materials after use



- 1. In groups of 5 each, read and discuss on the following situation:
  - "Ketaki Hotel has hosted many events during the day and a lot of tools, equipment and utensils need cleaning to make them ready for the next day. At closing time, the restaurant requests you to perform cleaning restaurant tools, equipment, and utensils.
- 2. Read the situation, ask trainees to discuss and brainstorm answers to the following questions:
  - a. Check status of restaurant tools, equipment, and materials before wash
  - b. Identify cleaning agents for kitchen tools and equipment based on type
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.



# **Key Facts (Indicative contents)**

- Clear tools, equipment, and materials from their use areas
- ✓ Emptying bins

Empty any bin available in the restaurant and put garbage in the general waste disposal bin.

# √ Refilling/Replenishing

- ✓ Put all menus in the menu holder.
- ✓ Refill the napkin dispensers.
- ✓ Refill salt and pepper shakers.
- ✓ Pull out pouring spouts from liquor bottles and clean them; close the bottles.
- ✓ Seal any open wine bottles.
- ✓ Restock the fridges with any canned drinks.
- ✓ Restock inventory on liquor bottles and mixers.

- ✓ Burn the ice and make sure it drains out fully.
- ✓ Refill bar garnishes.
- ✓ Restock all beer kegs.

# • Check the status of tools, equipment, and materials before wash

Performing materials, tools, and equipment inspection is imperative before washing to check if there is damage. This is done to make sure that production can run safely during the washer process.

#### • Identify cleaning agents for restaurant tools and equipment

Right now, the hospitality industry is taking hygiene and sanitization more seriously than ever. And that is saying a lot. They already took it incredibly seriously. More seriously than pretty much everyone but surgeons.

#### ✓ Sanitizer

Multiple 6-, 8-, and 10-quart commercial cleaning buckets are indispensable for bar and restaurant sanitization. What is nice about these San Jamar buckets is that they are color-coded. You can use different colors for different sanitizers and prevent cross-contamination. Using red buckets for sanitizing refrigerators, for example, prevents raw meat or food contamination if you avoid using red buckets for cleaning and sanitizing walls. Beyond that, they play all the greatest cleaning-bucket hits: graduated marking, trilingual lettering, and an especially durable handle. And they are downright affordable.

#### **Coffee Machine Cleaner**

A coffee machine cleaner is a deep cleaning chemical used to clean and disinfect coffee makers.

#### ✓ Ice Machine Cleaner

Ice machine cleaners are biodegradable cleaners that are used to remove scale deposits from ice machines. The cleaner usually digests harmful biofilms. Biofilms comprise contaminants and microorganisms such as bacteria, fungi, and even protists.

# **✓** Degreasers

A degreaser is a cleaning agent designed to remove water-insoluble oil and grease from hard surfaces. They minimize equipment replacement. Degreasers come in many forms, including solutions, wipes, and sprays. Besides cleansing, some degreasers disinfect and deodorise the surface of restaurant equipment. Some degreasers are water-based, while others are solvent-based.

Water-based degreasers are used in sectors such as:

- Food and beverage production
- Agriculture
- Manufacturing

Solvent-based degreasers are used in industries such as:

- Aerospace
- Automotive
- Marine
- Oil and gas
- Mechanical

### Identify cleaning procedures for restaurant tools and equipment

Cleaning procedures for restaurant tools and equipment will include daily cleaning tasks, weekly, monthly, and yearly commercial kitchen cleaning procedures are also imperative.

Weekly cleaning of restaurant equipment should include washing and sanitizing reach-in coolers; de-liming sinks and faucets; cleaning coffee machines and cleaning ovens.

On a monthly basis, the dry storage area, freezers, ice machines and walls should be cleaned. Yearly restaurant cooking equipment cleaning tasks include cleaning the pilot lights and hoods. There are many kitchen equipment suppliers who specialize in hood cleaning. It is a time-consuming task that is best left to the pros.

# √ Cleaning Procedures for Appliances and Equipment

**Hobs and ovens:** Any spillages should be wiped up after each shift to prevent a build-up of grease and grime, and the interior of the oven should be cleaned using a specialist oven cleaning product once a week. Commercial catering ovens should be deep cleaned by a professional service at least once every six months, too.

**Coffee machines:** Espresso machines should be cleaned and flushed with hot water and a specialist cleaning fluid once a week.

**Kettles:** Kettles and water boilers should be cleaned and descaled once a month, or once a week if you serve a lot of hot drinks every day.

**Microwaves:** The interior of your microwave should be cleaned at least once a week, and any spills should be cleaned as soon as they occur during shifts. Microwaving a bowl of water for one minute can help to loosen any dried-on dirt or grime before wiping down the interior with a cloth and some antibacterial cleaner.

**Refrigeration:** The interiors of your fridges should be wiped and sanitized between every shift and given a deep clean once a week. Fridge hygiene can have a big impact on the quality and safety of your food, so there is quite a lot to remember. Take a look at our complete guide to fridge hygiene and safe storage to learn everything you need to know.

**Hoods, vents, and exhausts:** A clogged ventilation system or cooker hood can have a knock-on effect the rest of your kitchen, as it will not filter out vapour and condensation effectively, which leads to unhygienic build-ups of grease and grime on other surfaces. So, it is recommended that restaurants that do not use a deep fat fryer every day clean their vents and hoods a minimum of once every 90 days. For fast food restaurants or those that frequently use a deep fat fryer, deep cleaning should take place once every 30 days.

**Countertops and work surfaces:** Work Surfaces that are used for food prep should be wiped clean between tasks, and then thoroughly cleaned and disinfected after the shift has ended.

Sinks, taps, and draining boards: Just like any other kitchen surface, these should be cleaned and sanitised after every shift.

**Drains:** They are often out of sight and out of mind but, if they are not cleaned regularly, they can quickly become blocked, which could put your sinks and plumbing out of action. So, you should be sure to clean your kitchen's drains once every couple of weeks with a professional grade drain cleaner, and then flush them out with hot water. This will remove any blockages and ensure a hygienic sink area.

Waste disposal units: It is recommended that professional waste disposal units are washed once a month to remove build-ups and unpleasant smells. You never want to pour bleach or drain cleaner into the unit, as this can damage the plumbing and corrode the inner mechanisms of the machine. Instead, flush the unit with hot water and add a bit of dish soap. You can also buy specialist cleaning products that will get rid of any stubborn build-up or lingering smells.

**Grease traps:** Commercial kitchens produce far more waste fats, oils, and grease than the average residential kitchen, which is why grease traps are a legal requirement in most commercial kitchens. These machines intercept waste fats and oils and filter them out before they enter the waste pipe, which helps to prolong the lifespan of the plumbing and stops them from clogging up municipal sewer systems.

While most grease traps are designed to be self-cleaning, you should still keep on top of maintenance to make sure yours are working as effectively as possible. You can ask a professional cleaning service to take care of this for you, although some models can also be emptied by hand, check the manufacturer's instructions for more information.

**Dishwashers, and cutlery and glassware cleaners:** It may seem counterintuitive to wash a cleaning appliance, but weekly cleaning will ensure that your dishwasher is getting the best results. Wipe the inside down with an antibacterial cleaner, and then run the appliance on a sanitizing self-clean cycle.

**Hand washing stations:** This is where your staff will sanitize their hands between tasks, so it is only sensible to keep this space as clean as possible. The sink and taps should be cleaned with antibacterial cleaner after every shift. Do not forget to sanitize any wall-mounted soap dispensers too, as staff will be touching these multiple times a day, often while their hands are dirty.

#### Procedures for espresso coffee machine cleaning

## **✓** Daily cleaning

These things you should do every after-café closes. If you are working in a high-volume café, it might even be wise to do them during the sifts.

#### √ Group Head

There are lots of coffee oils and used coffee particles getting stuck into your group head when you are brewing espressos. There is almost no way to avoid this. That is why it is important to wash your group heads every day.

#### • Cleaning Procedures:

- 1. Remove the portafilters from the group heads.
- 2. Brush the group heads with a cleaning brush to get rid of the used coffee particles that are stuck in the group head.
- 3. Replace the portafilter's brewing baskets with blind baskets.
- 4. Dose one teaspoon of espresso machine cleaning powder to the blind baskets.
- 5. Insert the portafilters to the group heads.
- Put the water supply on as you would while making espresso and keep it on for 10 seconds.
- 7. Wait 3 seconds and put the water supply on again.
- 8. Continue doing this for 4 times (4 x 10 sec with 3sec pauses).
- 9. Remove the portafilters from the group heads and flush the cleaning powder away with water.
- 10. Brush the group heads again just to make sure that there are no coffee particles left.
- 11. Insert the rinsed portafilters to the group heads again.
- 12. Repeat the 4 x 10 sec procedure.
- 13. Remove the portafilters from the group heads and run some water from the group heads.
- 14. After that you are done with the machine.

The first 4 x 10 sec cycle is done to get rid of the coffee oils that have gotten stuck to the group head during the day. The second cycle rinses all the cleaning powder that might have been left in the group head.

#### **✓** Portafilters

After you have washed your espresso machine it is wise to wash your portafilters as well as there is a lot of coffee oils in them after a busy day.

- 1. Put the portafilters and baskets to a metal bowl or a sink.
- Dose one tablespoon of the espresso machine cleaning powder into the bowl or sink.
- 3. Fill the bowl or sink with hot water so that all the metal parts of the portafilters are under water. Do not sink the portafilters' plastic handles under water as they might get corroded over time.
- 4. Let them simmer for about 10-15 minutes.
- 5. Take the portafilters and baskets out of the water and wash them with hot water and a brush.
- 6. Put the baskets back to the portafilters and you can put the portafilters back to the group head overnight.

#### ✓ Steam Wand

Wipe the steam wand right after steaming with wet cloth so that the milk does not burn to the wand. Burnt milk on the wand can easily be fixed by simmering the wand with a very wet cloth for 10 minutes. After that the burnt milk should go away with just wiping. Do not ever use anything metal to scrape the wand as it will ruin the wand's coating and then the milk will burn to the wand even easier.

The shower screens are in the group head and their job is to shower the brewing water evenly to the coffee puck. The shower screens get dirty fast as they are in contact with the coffee puck all day long. To wash them, unscrew the screw that holding the shower screen. You will end up with three parts: shower screen, metal plate and the screw.

Simmer those three in hot water and espresso machine cleaning powder for 10-15 minutes and just brush them after simmering. They will clean really easily if this is done every day, but you will have harder time if you do not do it regularly.

#### **√** Grinder

Grinder burrs are in contact with coffee beans and the burrs need to be "rinsed" daily. It is easy as you can use grinder burr cleaning "beans" that you just grind normally, and they remove coffee oils that have gotten stuck to the burrs. This will take only 30 seconds and will keep your grinder in much better shape.

## **✓** Weekly cleaning

# Portafilter Spouts

This came to me as a surprise a few months back. I always thought that simmering portafilters every day would clean up the spouts as well but I was wrong. The portafilter spouts collect quite a bit of coffee oils and there can be quite big build ups if you do not unscrew them occasionally. Just unscrew them and sink them in hot water and espresso machine cleaning powder for 10-15 minutes. Brush them after simmering and screw them back to their place.

#### Grinder Opening

Even if you "rinse" your grinder daily with burr cleaning beans, you still need open up the grinder every once in a while. There is a lot of coffee left-overs and the grinder might get stuck easily if you do not open it. A brush and wooden stick are handy tools to remove the coffee stuck in the grinder.

#### • Clean restaurant Tableware

Tableware should be cleaned, polished and stored upside down in a cupboard or shelves lined with paper. Glasses should not be put inside the other as this will cause cracks and accidents for staff. Handle glasses by their base or stem to avoid fingerprints.

A major component of food service establishments ranging from high-end restaurants to local sports bars is their glassware. Since you regularly use, clean, and reuse glasses throughout the day, properly caring for them can save you money and time. Your business will operate more smoothly when you know how to increase the longevity of your glasses by correctly cleaning, handling, and storing them to prevent breaks.

## ✓ Cleaning Glassware

Cleaning glassware properly has many benefits, including eliminating germs to prevent illness and increasing the longevity of your glasses. Additionally, clean glasses improve customers' perceptions of your establishment, while dirty or smudged glasses can harm your reputation. As you outline proper cleaning procedures for drinking glasses and other dishes, follow all health and safety guidelines to prevent fines.

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## Using a Dishwasher

There are many types of dishwasher-safe glasses. This makes cleaning easy and convenient in a high-volume restaurant or bar. You can clean dishwasher-safe glasses in a glass washer, which is designed to wash glasses in the most efficient manner possible. They can usually wash up to 2,000 glasses per hour and one cycle takes about 90 seconds to complete.

Use the following steps as a guide for washing your glassware in a glass washer:

- 1. Check the water hardness at the location of use. Then, regulate the water hardness range for the dishwasher.
- 2. Pour out any leftover ice or liquid in the glass.
- 3. Use a dishwasher rack so your glasses avoid contact with each other, pots, cutlery, and other dishes.
- 4. Load glasses into the correctly sized glass rack, and position the glasses so that they are free draining. By positioning the glasses correctly, you can prevent unwanted marks or stains from forming on your glasses.
- 5. Place the glass rack into the glass washer and shut the door.
- 6. Set the glass washer to your washing preferences and start the cycle.
- 7. Open the dishwasher briefly at the end of its cycle to let the steam pass. Avoid opening fully until the dishwasher has cooled.

# • Using a Glass Washing Machine

Using a glass washing machine is ideal for cleaning glasses that aren't dishwasher safe. They have brushes shaped to fit perfectly inside the bowl of the glass to thoroughly clean the interior. Whether you choose an electric glass washing machine **or a** manual option, these machines offer increased efficiency over cleaning glassware by hand.

Use the following steps as a guide for washing your glasses using a glass washing machine:

- 1. Clean all sinks before using the machine.
- 2. Place the machine in a sink filled with hot soapy water.
- 3. Empty the remaining contents of the glass into a drain.
- 4. Place the dirty glass over the middle scrub brush and rotate the glass on the brushes until all signs of residue are gone.
- 5. Rinse and then sanitize the glass in separate sink compartments.

#### Handwashing Glassware

When hand washing glassware, use a soft surface material like a microfiber cloth. You will also need a stainless-steel sink with separate sections for washing, rinsing, and sanitizing.

Use the following steps as a guide for washing your drinking glasses by hand:

- 1. Clean all sinks used for washing.
- 2. Empty the contents of the glass.
- 3. Clean the glass in hot water with a detergent solution.
- 4. Rinse the glass in another sink to remove extra traces of food or detergent.
- 5. Sanitize the glass in a separate sink by soaking it in hot water or a sanitizer.

### **✓** Clean Crystal Glassware

For high-end establishments, knowing how to clean crystal glassware can prevent significant recurring costs. Crystal glasses are far more delicate than their counterparts, so all crystal glasses should be hand-washed unless otherwise noted. This technique helps to cut down on the damage done by dishwashers and tough detergents.

Follow these steps when washing crystal:

- 1. Line a sink with a dish towel or soft cloth and fill it with warm water. The soft lining helps to prevent cracks or breaks.
- 2. Use a mild detergent to wash out the glasses one at a time.
- 3. Rinse with a vinegar-water solution and sanitize. The vinegar-water solution can help remove existing water spots and prevent future blotches.

# **✓** Polishing Crystal

Unlike other glassware, crystal frequently requires an extra step before customers use it. Many people choose crystal for the sparkle and clarity of the glass, so finding spots or a cloudy film on crystal is off-putting. Therefore, polishing crystal glassware guarantees that the best qualities of your crystal remain prevalent. Here are a few ways to shine crystal to perfection and cut down on the spots.

First, restore shine by making a paste that includes ½ teaspoon of both salt and white vinegar. Carefully apply the paste and let sit for 10 minutes. Rinse and polish with a fine polishing microfiber cloth or an electric glass polisher.

A second way to reduce smudges on crystals is by eliminating the effects of hard water. Sometimes when glasses are not dried correctly, water can leave behind spots. This effect also happens when the water you're using to wash is "hard," and letting water sit in a crystal glass allows mineral deposits and hard water to build up. This also happens when glassware is air-dried. To combat this effect, use a fine-polishing microfiber cloth to wipe away any excess smudges.

# **✓** Drying Glassware

Properly drying glasses is a vital part of glassware upkeep. It is best to dry glasses with a linen towel or a microfiber cloth immediately after cleaning them. During this process, note the thickness of the glass to avoid applying too much pressure and damaging the glass. Avoid touching the inside of the glass bowl while drying it to ensure your fingers do not smudge it or leave prints.

Use the following steps when drying glassware:

- 1. Make sure you hold the glass by the bowl. Holding the glass by the stem or base could result in breakage, so it is best to avoid grabbing the glass at either of these points.
- 2. Use the cloth to gently dry the glass. Do not use excessive pressure.
- 3. Run the cloth along the outside of the glass as the final step to clean away fingerprints.

# **✓** Safe Handling of Glassware

There is nothing worse than the sound of glass shattering in a restaurant, especially during the lunch or dinner rush. Broken or chipped glasses can compromise the safety of workers and guests, and replacing damaged glasses can prove expensive over time. Employees also must take the time to clean up the glass, which pulls them out of service.

Knowing how to handle glassware reduces the possibility of broken glasses and saves time and money. Below are a few specific areas where you can help lower the chance of breaking glasses.

- Avoid mechanical shock: When a glass contacts other glasses or utensils, it compromises the strength of the glass. To avoid this, store glasses in glass racks.
- Avoid thermal shock: If glasses are exposed to a quick and drastic change in temperature, the glass can chip or crack. To avoid this, adjust glasses to different temperatures by letting them slowly adjust to room temperature first.
- Avoid stacking glasses: Rather than carrying glassware in "bouquets" or stacking them, carry one glass in each hand at a time and use glass racks to transport multiple glasses. This reduces the risk of chipping the glass and weakening it.
- Keep silverware and glassware separate: Placing silverware inside glassware to transport it causes the glass to weaken from mechanical shock. Instead, keep metal silverware in designated silverware bins.

## √ Transport and Store Glassware

Employees regularly transport glasses in a restaurant, traveling from the dish area to tables and back again. There are several dollies, racks, and trays that help to move glassware quickly and safely. Using glassware racks and non-skid trays allows servers to transport multiple glasses at once. It also helps to reduce the chances of broken glasses. Properly storing glassware is also important and knowing how to store glasses can keep them clean and ready for use.

- Glass racks: For an efficient way to clean and transport different types of glasses at once, use glass racks to hold cocktail glasses, shot glasses, wine glasses, water glasses, pint glasses, and more.
- Dollies: Using dollies in your kitchen allows you to transport several glass racks at once.
- Dust covers: Place a dust cover over any glassware in storage or transit to keep out dust and ensure the glasses remain pristine.

#### • Basic maintenance activities done for espresso machine

#### ✓ Daily cleaning

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#### Group Head

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#### Weekly cleaning

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Even if you "rinse" your grinder daily with burr cleaning beans, you still need open up the grinder every once in a while. There is a lot of coffee left-overs and the grinder might get stuck easily if you don't open it. A brush and wooden stick are handy tools to remove the coffee stuck in the grinder.

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- 9. Pour out any leftover ice or liquid in the glass.
- 10. Use a dishwasher rack so your glasses avoid contact with each other, pots, cutlery, and other dishes.
- 11. Load glasses into the correctly sized glass rack, and position the glasses so that they are free draining. By positioning the glasses correctly, you can prevent unwanted marks or stains from forming on your glasses.
- 12. Place the glass rack into the glass washer and shut the door.
- 13. Set the glass washer to your washing preferences and start the cycle.

14. Open the dishwasher briefly at the end of its cycle to let the steam pass. Avoid opening fully until the dishwasher has cooled.

#### • Using a Glass Washing Machine

Using a glass washing machine is ideal for cleaning glasses that are not dishwasher safe. They have brushes shaped to fit perfectly inside the bowl of the glass to thoroughly clean the interior. Whether you choose an electric glass washing machine or a manual option, these machines offer increased efficiency over cleaning glassware by hand.

Use the following steps as a guide for washing your glasses using a glass washing machine:

- 1. Clean all sinks before using the machine.
- 2. Place the machine in a sink filled with hot soapy water.
- 3. Empty the remaining contents of the glass into a drain.
- 4. Place the dirty glass over the middle scrub brush and rotate the glass on the brushes until all signs of residue are gone.
- 5. Rinse and then sanitize the glass in separate sink compartments.

#### • Handwashing Glassware

When hand washing glassware, use a soft surface material like a microfiber cloth. You will also need a stainless-steel sink with separate sections for washing, rinsing, and sanitizing.

Use the following steps as a guide for washing your drinking glasses by hand:

- 1. Clean all sinks used for washing.
- 2. Empty the contents of the glass.
- 3. Clean the glass in hot water with a detergent solution.
- 4. Rinse the glass in another sink to remove extra traces of food or detergent.
- 5. Sanitize the glass in a separate sink by soaking it in hot water or a sanitizer.

#### ✓ Clean Crystal Glassware

For high-end establishments, knowing how to clean crystal glassware can prevent significant recurring costs. Crystal glasses are far more delicate than their counterparts, so all crystal

glasses should be hand-washed unless otherwise noted. This technique helps to cut down on the damage done by dishwashers and tough detergents.

Follow these steps when washing crystal:

- 4. Line a sink with a dish towel or soft cloth and fill it with warm water. The soft lining helps to prevent cracks or breaks.
- 5. Use a mild detergent to wash out the glasses one at a time.
- 6. Rinse with a vinegar-water solution and sanitize. The vinegar-water solution can help remove existing water spots and prevent future blotches.

#### **✓** Polishing Crystal

Unlike other glassware, crystal frequently requires an extra step before customers use it. Many people choose crystal for the sparkle and clarity of the glass, so finding spots or a cloudy film on crystal is off-putting. Therefore, polishing crystal glassware guarantees that the best qualities of your crystal remain prevalent. Here are a few ways to shine crystal to perfection and cut down on the spots.

First, restore shine by making a paste that includes ½ teaspoon of both salt and white vinegar. Carefully apply the paste and let sit for 10 minutes. Rinse and polish with a fine polishing microfiber cloth or an electric glass polisher.

The second way to reduce smudges on crystals is by eliminating the effects of hard water. Sometimes when glasses are not dried correctly, water can leave behind spots.

This effect also happens when the water you are using to wash is "hard," and letting water sit in a crystal glass allows mineral deposits and hard water to build up. This also happens when glassware is air-dried. To combat this effect, use a fine-polishing microfiber cloth to wipe away any excess smudges.

#### **✓** Drying Glassware

Properly drying glasses is a vital part of glassware upkeep. It is best to dry glasses with a linen towel or a microfiber cloth immediately after cleaning them. During this process, note the thickness of the glass to avoid applying too much pressure and damaging the glass.

Avoid touching the inside of the glass bowl while drying it to ensure your fingers do not smudge it or leave prints.

Use the following steps when drying glassware:

- Make sure you hold the glass by the bowl. Holding the glass by the stem or base could result in breakage, so it is best to avoid grabbing the glass at either of these points.
  - 2. Use the cloth to gently dry the glass. Do not use excessive pressure.
- 3. Run the cloth along the outside of the glass as the final step to clean away fingerprints.

#### **✓** Safe Handling of Glassware

There is nothing worse than the sound of glass shattering in a restaurant, especially during the lunch or dinner rush. Broken or chipped glasses can compromise the safety of workers and guests, and replacing damaged glasses can prove expensive over time. Employees also must take the time to clean up the glass, which pulls them out of service.

Knowing how to handle glassware reduces the possibility of broken glasses and saves time and money. Below are a few specific areas where you can help lower the chance of breaking glasses.

- Avoid mechanical shock: When a glass contacts other glasses or utensils, it compromises the strength of the glass. To avoid this, store glasses in glass racks.
- Avoid thermal shock: If glasses are exposed to a quick and drastic change in temperature, the glass can chip or crack. To avoid this, adjust glasses to different temperatures by letting them slowly adjust to room temperature first.
- Avoid stacking glasses: Rather than carrying glassware in "bouquets" or stacking them, carry one glass in each hand at a time and use glass racks to transport multiple glasses. This reduces the risk of chipping the glass and weakening it.

 Keep silverware and glassware separate: Placing silverware inside glassware to transport it causes the glass to weaken from mechanical shock. Instead, keep metal silverware in designated silverware bins.

#### • Clean restaurant machinery and appliances

One of the most positive signs for a commercial kitchen is when there are messes to be cleaned on a daily basis. This showcases the fact that business is thriving and that the equipment in the kitchen is being put to good use. Although a messy and greasy kitchen at the end of the day is a great sign for business, it still needs a proper cleaning. In this article, we discuss and explain how to achieve proper commercial kitchen equipment cleaning.

#### ✓ Clean and Maintain Grease Traps, Inceptors and Exhaust Systems

The grease traps, inceptors, and exhaust systems of a kitchen are the most vulnerable to major messes and require a thorough cleaning at least once a week. If the cleaning of the exhaust systems is done regularly, it can prevent long-term issues from developing in the sewer line from blockages.

Grease machines can accumulate a lot of grease as the name suggests and will need to be monitored closely based on the frequency of usage. If the machine is operating at 50% capacity across a week, cleaning it weekly should be enough. However, if this equipment is being used beyond the 50% mark, it will need a bi-weekly cleaning.

There are special grease trap cleaning equipment that can be procured in order to clean the grease machines. This not only helps to prevent any blockages, but it also ensures that there is minimal expenditure in the long-term repair costs of this equipment.

The same equipment can be used to clean the filters of the kitchen's exhaust system. Once this is done, there is a much lower chance of grease and oil entering the delicate storm drain system of your kitchen. On a more significant note, keeping the kitchen free from grease and oil also has a major role in lowering the odds of kitchen fires breaking out.

#### ✓ Clean Stainless Steel Equipment

A commercial kitchen or restaurant kitchen is often predominantly dependent on kitchen equipment that is made out of stainless steel. This material type is not only aesthetically pleasing to the eye, but high-grade versions are also known to be resistant to bacteria.

Cleaning restaurant kitchen stainless steel can also be extremely easy, which is why commercial kitchens prefer equipment with this material. To clean your stainless steel equipment, simply use a mild detergent on a wet cloth in order to wipe the top surface. Just make sure to wipe in the direction of the finish for the sake of consistency.

In some cases, however, the stains that have developed on the stainless steel surface can be tough to eliminate entirely with a mild detergent. This includes baked-on grease that can be extremely difficult to remove. In such situations, baking soda or a high-quality commercial cream cleaner will need to be employed in order to clean the surface of the equipment thoroughly.

#### Clean the floor

Any major spillage must be cleaned up as soon as possible during a shift, as not only do they present a hygiene hazard, but they also put your staff at risk of slips and falls. The floor should also be swept or hoovered and then mopped and cleaned using a disinfectant antibacterial floor cleaner after every shift.

#### • The Importance of Regular Restaurant Cleaning

Besides hospitals, a restaurant is the next place that you would expect to be thoroughly cleaned and sanitized. After all, restaurants are responsible for food preparation, which is a high-risk industry for the spread of food-borne illnesses. As such, daily cleaning is a must for restaurants, and knowing how to clean your restaurant properly will increase the quality of your restaurant.

However, with the bustling day busy with tasks, we may forget one or two important aspects of our daily cleaning schedule, which is why having a restaurant cleaning checklist helps keep track of areas that need to be cleaned around the restaurant, and how often to clean them. In our restaurant cleaning checklist, we will go into detail on keeping your place spotless!

#### Sanitize and disinfect restaurant surfaces

- ✓ Sanitize all seats and surfaces
- ✓ Surfaces used for food preparation should be disinfected.
- ✓ Return the food to its designated storage location.

- ✓ Check for pests and rodents.
- ✓ Close the refrigerator and freezer doors.
- ✓ All surfaces should be sanitized and wiped down.
- ✓ Dishwashing.
- ✓ Garbage removal.



# Activity 2: Guided Practice



You brainstorm on the (a and b) and you present in the plenary session.

As you have already read the scenario in task 1, discuss the following:

a. Identify cleaning procedures for restaurant tools and equipment.



#### Topic 2.1

In the kitchen workshop perform the following activities:

c. Perform cleaning plates and glasses.



Topic 4.2: Perform basic maintenance activities in restaurant



Figure 15: Perform basic maintenance activities in restaurant



- 1. Create groups of 3-4 and discuss on situation written as follow:
- "Rwenzori hotel tools and equipment have been working for a long time without deep maintenance, then, the manager asks you to perform basic maintenance activities for the restaurant, tools and equipment, how will you perform this activity."
- 2. Read the situation in task 1 and brainstorm to the following question
  - a. Identify maintenance required for coffee machines.
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.



#### **Key Facts (Indicative contents)**

#### • Regular Inspection of Restaurant

Restaurant Managers oversee daily operations, finances, and staffing requirements, which is why their restaurant open and shut checklists are distinct from those of servers and cooks.

#### Staff

- Check the staff schedule for the next day.
- Examine the clock-in and out times.
- Keep track of how well your employees are performing.

#### Organization

- Return items to their original locations.
- Clean up the office.

#### **Finances**

- Make sure your bills are paid.
- Ensure that payroll is paid.
- Organize your overtime schedule.
- Ensure that the cash registers are in order.

#### Safety

- POS systems with safety locks.
- Turn off the computers.
- Lock doors and activate the alarm system.

#### Greasing Restaurant machinery and appliances

Restaurant machinery and appliances should be cleaned daily and greased monthly or after six months depending on their frequency of use. If you are not cleaning equipment constantly, issues can arise.

The problem is that you will not see that something's wrong until it is too late. By thoroughly cleaning equipment, you will be able to spot if something is wrong and prevent it from getting worse. Therefore, regular maintenance on equipment is crucial to maintaining it. Maintaining restaurant appliances is key to increasing their life expectancy.

#### Maintaining the Restaurant floor

The Restaurant floor is one of the parts of an establishment that is most vulnerable to dirt and grime. Unfortunately, it does not get as much attention as Restaurant counters, which could mean bad news for both your restaurant sanitation and the longevity of your polished concrete floor.

The floor should be cleaned at the end of every shift (breakfast, lunch, dinner). Other surfaces should be cleaned throughout the day at regular intervals based on how busy the restaurant is. The restaurant floors must be deep cleaned at least two to four times per year. For better floor cleaning, create a cleaning schedule that employees can follow daily. It should specifically focus on cleaning floors, counters, prep areas, floor mats, and any other high-traffic area throughout the day. Make sure to add deep cleaning to your maintenance calendar as well.

#### 1. Conduct regular deep cleaning

Cleanliness is a must for eating establishments. This means that the Restaurant floor needs to be cleaned once or twice every day. This can be split into the usual hours of operation (right around lunch and dinner). But even if your staff is cleaning daily, you still need to conduct more serious cleaning measures periodically. This will help ensure that your Restaurant floor stays dirt-, grime-, and germ-free. Deep cleaning should be performed once or twice a week (or every four to seven days). When choosing a cleaning tool, make sure that it is long enough to help you move with ease and narrow enough for those hard-to-reach spots that regular mops and squeegees can't access.

#### Follow the two-pronged concrete floor cleaning process.

Painted concrete floors require a two-pronged cleaning process: sweeping and wet cleaning.

To make sure you are doing it properly, follow the steps below:

#### √ Sweeping

- Using a soft-bristle broom, sweep away all large pieces of debris and dust from your concrete kitchen floor.
- After that, go over the surface using a microfiber cloth or any dust-catching cloth material to get any stray dust or hair you may have missed while sweeping with your broom.
- Run a vacuum over the entire surface to get smaller particles that cannot be seen easily.

After dry sweeping, you also need to wet-clean your painted concrete floor.

#### ✓ Wet cleaning

- Soak a mop in a cleaning solution. Wring out any excess liquid until the mop is damp.
- Run it over the concrete floor. Make sure you do not let moisture pool on any part of the floor surface.
- Using clean water, rinse the floor and let it dry thoroughly. Check the corners for any liquid that may have pooled and mop them dry.

Keeping your restaurant floors and other important surfaces clean is of the utmost importance to the health and safety of everyone in your restaurant. A clean, sanitized restaurant prevents food contamination, the spread of contagious diseases, and even prevents slip-and-falls.

Restaurant cleaning must be completed throughout the day in order to keep floors, refrigerators, and important high-touch surfaces clean and sanitized. Employing the best practices for cleaning and disinfecting your restaurant will make sure that your employees and customers are safe and healthy.

#### Reporting damage

A damage report is provided by a repairer to help us understand the background to a claim. Generally, it will:

- Provide details of the item (make, model, serial number, age, colour)
- Confirm how it was damaged (water damage, damage from impact, etc)
- Detail how bad the damage is
- Advise whether repairs are possible

Estimate the cost of repair





1. You brainstorm on the (a and b) and you present in the plenary session.

Discuss the following questions:

a. Describe maintenance required for the restaurant floor.





Trainees are guided to the workshop for observation.

Observe carefully and perform the following tasks:

a. Explain procedures for maintaining a coffee machine.

Each group is requested to present.

The class comments on each group performance.

Topic 4.3: Apply storage procedures for cleaned restaurant tools and equipment



Figure 16: Applying storage procedures for cleaned restaurant tools and equipment

## Activity 1: Problem Solving

- 1. Create groups of 3-4 and discuss and brainstorm on the following scenario:
  - a. "Rwema is a Restaurant owner, he would like to store tools and equipment after they have been in service for the whole day. So, after cleaning them, he requests you to store cleaned kitchen tools and equipment."
- 2. Read the situation, ask trainees to discuss and brainstorm answers to the following questions:
  - a. Identify storage facilities needed to store restaurant tools and equipment.
  - b. Perform storage procedure for restaurant cleaning chemicals and materials.
- 3. Take time to brainstorm and discuss the questions in your respective groups.
- 4. Present your work in a plenary session.



#### **Key Facts (Indicative contents)**

#### • Storage of tableware

Washed and wiped tableware should be stored in a clean and dry location. Tableware should be always stored in the cupboard to keep them free from dust. Cover to protect against dust and have a small stool ready for easy access.

Once you have stored the tableware in the impressive top cabinets, hang the glasses over the background with wall mounted hooks. And use a glass rack to place your glasses facing downwards. These help to keep glassware apart to reduce the risk of cracks or breakage and placing them face down means they can efficiently drain after washing. Once the glass rack has been loaded, you can place it into the glasswasher and shut the door.

#### Transport and Store Glassware

Employees regularly transport glasses in a restaurant, traveling from the dish area to tables and back again. There are several dollies, racks, and trays that help to move glassware quickly and safely. Using glassware racks and non-skid trays allows servers to transport multiple glasses at once. It also helps to reduce the chances of broken glasses. Properly storing glassware is also important and knowing how to store glasses can keep them clean and ready for use.

- ✓ Glass racks: For an efficient way to clean and transport different types of glasses at once, use glass racks to hold cocktail glasses, shot glasses, wine glasses, water glasses, pint glasses, and more.
- ✓ Dollies: Using dollies in your kitchen allows you to transport several glass racks at once.
- ✓ **Dust covers:** Place a dust cover over any glassware in storage or transit to keep out dust and ensure the glasses remain pristine.

#### Storage of serving tools and equipment

- (1) Cleaned and sanitized food equipment and utensils must be handled in a way that protects them from contamination. Spoons, knives, and forks must be touched only by their handles. Cups, glasses, bowls, plates, and similar items must be handled without contact with inside surfaces or surfaces that contact the user's mouth.
- (2) Cleaned and sanitized food equipment and utensils must be stored above the floor in a clean, dry location in a way that protects them from being contaminated by splash, dust and contaminants. The food contact surfaces of fixed equipment must be protected from contamination. Food equipment and utensils may not be placed under exposed sewer or water lines except for automatic fire protection sprinkler heads.
- (3) Utensils must be air dried before being stored or must be stored in a self-draining position.
- (4) Single-service articles must be stored above the floor in closed cartons or containers which protect them from contamination and must not be placed under exposed sewer or water lines except for automatic fire protection sprinkler heads.
- (5) Single-service articles must be handled and dispensed in a manner that prevents contamination of surfaces which may come in contact with food or with the mouth of the user.
- (6) Food service equipment, utensils or single-service articles may not be stored near toilet rooms or entryways.

#### Storage of restaurant cleaning chemicals and materials

The managing and storage of cleaning chemicals are frequently ignored or mishandled in safety evaluations and audits inside the food and service industry, which can have serious consequences.

Appropriate product storage and handling are vital for a safe work site, and routine inspections must be conducted on an annual basis to stay efficient and protect your group. An effective chemical safety program is key. Following a comprehensive chemical, a safety plan is one of the most crucial elements to guarantee appropriate cleaning chemical storage and handling.

Here are a few items that are included in chemical safety program:

- ✓ An inventory of all cleaning chemicals utilized in the food service establishment.
- ✓ Documentation on the possible risks of every chemical, and also a Safety Data Sheet (SDS) for each cleaning item
- ✓ Cleaning chemicals with clear labels.
- ✓ Employees who have been adequately taught and have access to training materials as required.
- ✓ Safety signage should be strategically placed throughout your facility.

For better storing cleaning supplies in a restaurant, here are four suggestions to get you started:

#### 1. Never Store Chemicals Near Food

It is not a good idea to keep cleaning supplies near food or in the kitchen or restaurant. Suppose anything accidentally leaks into the restaurant or kitchen, or worse, into essential ingredients. In that case, you could end up seriously injuring a customer and facing a big lawsuit, as well as an injury to your sense of morality.

#### 2. Always store chemicals in their original containers

It is one thing to buy a basic spray container for a restaurant and fill it with an unidentified blue cleaning fluid, but it is quite another to interact with the public and, more crucially, top-level cleaning goods. Industrial grade cleaners and cleaning solutions for bar dishwashers are harmful, and individuals must be aware of their surroundings when using them.

#### 3. Do not Store Chemicals Near Heat Sources

Volatile chemicals, particularly those kept in iron aerosol canisters, shouldn't be stored near heat sources. When you enter a restaurant kitchen, you should never find metal canisters full of high-level cleaning agents sitting just beneath the grill or fryer. You are inviting trouble in an enclosed room with so many flammable substances nearby.

#### 4. Always Use Safety Posters to Illustrate Proper Storage and Use Procedures

Place signs or posters with storage and safe-use instructions for the cleaning items you use throughout the restaurant, focusing on areas where staff spend the most time. This ensures

that your personnel understand how to store and manage the high-level cleaning solutions they are working with.

In the food service industry, the handling and storage of cleaning chemicals is often overlooked or mismanaged in safety evaluations and audits, which can have major consequences. Proper handling and storage of products is essential to a safe workplace, and routine inspections should be performed annually to remain efficient and protect your team. By following a few simple steps, you can ensure your facility is not only clean, but safe as well.

#### An Effective Chemical Safety Program is Key

Following a strict chemical safety program is one of the most important steps to ensure the proper handling and storage of cleaning chemicals. Here is a few things your chemical safety program should include:

- A complete list of all cleaning chemicals used in the facility.
- Documentation on the potential hazards associated with each chemical, as well as
  a Safety Data Sheet (SDS) for each cleaning product.
- Clearly labelled cleaning products.
- Properly trained employees with access to training resources as needed.
- Safety signage conveniently placed around your facility.

#### Training Your Staff on Cleaning Chemical Safety

Training your staff to use and store cleaning chemicals properly is just as critical as providing necessary documentation. Many cleaning chemicals can be flammable or corrosive posing risk to the user.

There can be dangerous consequences when employees mistake high-risk chemicals for low-risk chemicals, so a good rule of thumb is to familiarize all employees with the following "signal words" and where they typically appear on containers:

- Caution: the product should be used carefully but is relatively safe.
- Warning: the product is moderately toxic.

 Danger: the product is highly toxic and may cause permanent damage to skin and eyes.

#### **Choosing the Proper Location for storing Cleaning Chemicals**

Even with proper documentation and training, improper storage of your cleaning chemicals can be just as dangerous as product misuse. Choosing the safest location for each chemical should also be part of your chemical safety program. Some specifications of your storage space should include:

- Store in a clean, cool, dry space. Some cleaning chemicals can have hazardous reactions when they experience extreme temperature fluctuations or high levels of humidity.
- Store in well-ventilated areas, away from HVAC intake vents. This helps prevent any fumes from spreading to other areas of the facility.
- Store no higher than eye level, and never on the top shelf of a storage area.
- Do not overcrowd shelves and include anti-roll lips to avoid falling containers.
- Never store cleaning chemicals on the floor, even temporarily.

#### **Organizing Cleaning Chemicals for Optimal Safety**

Effective organization of your cleaning chemicals within the designated storage space increases efficiency and prevents accidents.

You should always separate chemicals according to their hazard class and be aware of which may cause dangerous reactions if mixed. Likewise, similar products should be grouped together, as they react similarly to climate.

Oxidizers, flammable chemicals, and combustible chemicals should be stored away from ignition sources such as flames, heat, sunlight, work operations that might cause a spark, and in some cases, even static electricity.

Flammable materials should be stored in an approved, dedicated flammable materials storage cabinet or storage room if the volume exceeds ten gallons. The National Fire Protection Association's NFPA 30 code for flammable and combustible liquids is advocated by OSHA and should be followed for optimum safety.

#### **Handling Cleaning Chemicals and Maintaining Storage Areas**

Handling your cleaning chemicals safely and ensuring that standards are upheld is probably the most important aspect of proper cleaning chemical storage. All containers should be properly sealed and kept in either their original container or an appropriate container for their hazard class. Different chemicals should never be mixed, even if they are similar "types" of chemicals. Portable cleaning product containers should be returned to their designated place when not in use. In addition, the dates of all products should be known, and old, unused products should be safely disposed of. Consider disposing of any open product that has not been used for one year and any sealed product that has not been used for two years.

Proper documentation, training, location, organization, handling, and maintenance of your cleaning chemical storage protocol will eliminate risks and ensure safety in your operations. Those who work around cleaning chemicals deserve to feel comfortable in their daily environment. Following precautions to ensure employee safety has become a top priority for industry leaders.

Keep the above four tips in mind and ensure that employees, restaurants, and customers are safe all the time.

#### Benefits for maintaining Restaurant tools, equipment and materials after use

A clean restaurant kitchen space can be its own reward. If that is not enough of a selling point, here is a list of additional benefits that can be attained by regularly doing commercial kitchen cleaning.

- ✓ **Reduced utility costs** Most restaurant kitchen spaces tend to hold kitchen equipment that either rely on the use of water, gas, or electricity. These appliances can greatly benefit from regular cleaning as it helps to maintain their efficiency and thereby reduces the utility cost in the long run.
- ✓ Improved food quality and service A clean restaurant kitchen spaces are a consistent kitchen. Ensuring that the kitchen equipment stays clean round the year also ensures

- that the food can be served up with equal consistency. Messy or greasy pieces of equipment end up negatively altering the food quality over time.
- ✓ Longer lifespan of kitchen equipment Equipment procured for a commercial kitchen can be pricey and are seen as a long-term investment. In order to maintain the lifespan of the equipment, it is crucial to keep the machinery running as cleanly as possible.
- ✓ Increased resale value In case a proprietor is looking to sell one or more pieces of equipment for the sake of upgrades or any other reason, the resale value of the equipment will certainly be higher if it is also cleaner.
- ✓ Less kitchen freak accidents As previously mentioned, a greasy restaurant kitchen space is always a fire-hazard. By always performing regular commercial kitchen cleaning and using your cleaning equipment, you can keep the entire area healthy, safe and extra spotless.
- ✓ Safer work environment Invariably, a clean and fire-proof restaurant space is a much safer environment for employees. It helps to boost morale and the respect of the employees towards their brand.

#### • Storage procedures for cleaned restaurant tools and equipment

- Cleaned and sanitized food equipment and utensils must be handled in a way that protects them from contamination.
- 2. Spoons, knives, and forks must be touched only by their handles.
- 3. Cups, glasses, bowls, plates, and similar items must be handled without contact with inside surfaces or surfaces that contact the user's mouth.
- 4. Cleaned and sanitized food equipment and utensils must be stored above the floor in a clean, dry location in a way that protects them from being contaminated by splash, dust, and contaminants.
- The food contact surfaces of fixed equipment must be protected from contamination. Food equipment and utensils may not be placed under exposed sewer or water lines.

- 6. Utensils must be air dried before being stored or must be stored in a self-draining position.
- 7. Single-service articles must be stored above the floor in closed cupboards or containers which protect them from splash, dust, and contaminants.
- 8. Single-service articles must be handled and dispensed in a manner that prevents contamination of surfaces which may come in contact with food or with the mouth of the user.

Food service equipment, utensils or single-service articles may not be stored near toilet rooms or entryways.



- **1.** As you have already worked on task 2, perform the following task:
  - a. Describe storing procedure for restaurant tools and equipment.
  - b. Describe benefits of storing restaurant tools, equipment, and materials after use.



- 1. In kitchen workshop, observe the store carefully and perform the following tasks:
  - a. Perform storing procedure for restaurant tools, utensils, equipment, cleaning chemicals and materials.
- 2. Each student will perform individually.



### **True or False Questions**

Answer: .....

1. A coffee machine cleaner is a deep cleaning chemical used to clean and disinfects coffee makers.

	True False
Ans	swer:
2. lo	ce machine cleaners are biodegradable cleaners that are used to remove oil stain from
ice	machines.
	True False
Ans	swer:
3.	Cleaning procedures for restaurant tools and equipment will include only weekly and
	monthly cleaning tasks, and yearly commercial kitchen cleaning procedures are also
	imperative.
	True False
Ans	swer:
4.	For maintaining restaurant tools and equipment and regular inspection of the restaurant
	Restaurant Managers oversee daily operations, finances, and staffing requirements
	which is why their restaurant open and shut checklists are distinct from those of servers
	and cooks.
	True False

5. Restaurant machinery and appliances should be cleaned daily and greased monthly or after six months depending on their frequency of use. If you are not cleaning equipment constantly, issues can arise.

True	False

Answer: .....

## **Open Ended Questions**

1. How can you perform cleaning procedures for restaurant tools and equipment
Answer:
1. How can you perform cleaning chafing dishes and plates in restaurant  Answer:
3. What are cleaning procedures for espresso coffee machine cleaning?  Answer:
2. Personnel responsible to clean and Maintain Espresso Coffee Machine Answer:
5. Storage procedure for restaurant cleaning chemicals and materials  Answer:
6. Describe benefits of maintaining restaurant tools, equipment, and materials after use? Answer:

#### Multiple choice questions

#### 1. Which of the following is not suitable for the storage of washed and wiped tableware:

- a. Washed and wiped tableware should be stored on a clean and dry location
- b. Tableware should be always stored in the cupboard to keep them free from dust.
- c. Washed and wiped tableware should be stored in a casserole and remain covered to reduce the risk of cracks or breakage and placing them face up means they can efficiently drain after washing.
- d. All the above

Answer:	
11344CI	• • • • • •

## 2. Which of the following is not suitable for the storage of restaurant cleaning chemicals and materials

- a. Never store cleaning chemicals on the floor, even temporarily.
- b. Never Store Chemicals Near Food
- c. Always store chemicals in their original containers
- d. Store cleaning chemicals together with food but on the lowest shelf only for a temporary time to avoid cross contamination and food poisoning.
- e. Do not Store Chemicals Near Heat Sources
- f. Store Chemicals in well-ventilated areas, away from HVAC intake vents.
- g. All the above

Answer:	
---------	--

At the end of every unit trainees should:

- 1. Re-take the self-assessment done at the beginning of the unit.
- 2. Fill in the table above and share results with the trainer for further guidance.



Areas of strength	Areas for improvement	Actions for improvement
1.	1.	1.
2.	2.	2.

## Points to Remember

- Never disconnect a gas line until you have confirmed the gas has been shut off.
   If you are unsure, ask someone with experience to double-check this for you before continuing.
- If you still smell natural gas after about five minutes, reconnect your gas line and call your gas company immediately.
- It is also a good idea to save the cleaning of the floors at the end of the routine kitchen cleaning as the dirt from other areas and cleaning equipment also ends up landing on the floor itself.
- When handling kitchen and restaurant tools and equipment carefully some are harmful and can cause accidents.
- Kitchen and restaurant tools and equipment should be cleaned on a regular basis, appropriate to the amount of use.
- When handling restaurant closing duties, ensure all inventory is accounted for and reported according to company policy.
- Assess inventory output on a daily, weekly, or monthly basis to identify trends in productivity.
- Make cleaning processes daily so that you can maintain high quality of your espresso. Remember that you are not able to make great tasting espresso with dirty machines.



### **Integrated/Summative assessment (For specific module)**

#### **Integrated situation**

Safari Park Hotel caters for 50 people on a daily basis for lunch. After lunch service as a commis chef, you are requested to perform the restaurant and kitchen closing activities. The assigned task should be performed within 3 three hours as per the establishment standards operating procedures.

#### Tasks:

- 1. Apply kitchen and restaurant clearing procedures
- 2. Perform basic kitchen and restaurant maintenance activities for tools, equipment and materials after use.
- 3. Apply storing procedures for kitchen and restaurant tools and equipment as per safety standards

#### Resources

Tools	<ul> <li>Restaurant appliances</li> </ul>
	<ul><li>Cutting tools</li></ul>
	<ul><li>Tableware</li></ul>
	<ul><li>Linen</li></ul>
	<ul><li>Cutlery</li></ul>
	<ul><li>Crockery</li></ul>
	<ul><li>Flatware and glassware</li></ul>
	<ul><li>Service tools</li></ul>
	<ul><li>Storage tools</li></ul>
Equipment	<ul><li>Trolleys,</li></ul>
	<ul><li>dishwashing machines,</li></ul>
	<ul><li>buffet trolleys, tables, chairs,</li></ul>
Materials/ Consumables	<ul><li>Cleaning agents</li></ul>

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