



Essential workplace skills for the hospitality industry:

Kitchen

Critical to industry performance is a quality training system that delivers essential workplace competence.

FTH Skills Council together with our industry partners has developed this Essential Workplace Skills document to provide:

- an understanding of what tasks should be able to be performed in the workplace having completed Cert II, III or IV Hospitality qualifications
- Industry expectations and recommendations
- an outcomes based audit tool that evaluates practical skills attained through training

It is critical that people have the essential workplace skills to prosper in our industry.

For further information please contact:
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Certificate II in Hospitality (Kitchen Operations)

Certificate III in Hospitality (Commercial Cookery)

Certificate IV in Hospitality (Commercial Cookery)

Descriptor: Base level

SIT20307 Certificate II represents a base operational qualification that encompasses a range of functions/activities requiring basic operational knowledge and limited practical skills

Descriptor: Supervisor/Team Leader

SIT30807 Certificate III represents the qualification of a skilled operator who applies a broad range of competencies, possibly providing technical advice and support to a team including having team leader responsibilities

Descriptor: Skilled Team Leader/Manager

SIT40407 Certificate IV represents a qualification based on more sophisticated technical applications, theoretical knowledge and increased responsibility

Potential Job Roles:

- Kitchen Hand
- Cook's Assistant
- Breakfast Cook

Potential Job Roles:

- Qualified Cook (if completed apprenticeship or trade recognition)
- Cook

Potential Job Roles:

- Chef
- Head Chef

Tasks:

- General cleaning
- Receive and handle stock in the appropriate manner ensuring accuracy of order received
- Ensure stock is rotated within venue policy
- Maintain hygiene standards as per venue policy
- Foodstuffs are unloaded and stored appropriately based on safe food handling requirements
- OHS awareness - emergency situations, inert gases, chemicals, venue security
- OHS - comply with policies and procedures and actively participate in company OHS program
- Environmental - use energy, water and other resources efficiently, recycling containers and safe disposal of all waste, especially hazardous substances
- Assist in cooking and presenting of meals during service periods under supervision
- Prepare meals or foodstuffs as instructed by and under the supervision of a cook/chef
- Basic understanding of the principles and methods of cooking
- Clean, cut and prepare raw meat, fish and poultry for cooking under supervision
- Peel, cut and clean up fruit and vegetables under supervision
- Appropriate knife handling and cutting techniques
- Ensure all tasks are completed in accordance with statutory and venue hygiene requirements
- Conform to statutory and venue personal hygiene requirements
- Clean designated areas complying with statutory and venue hygiene requirements including floors, counters, shelves, fixtures and fittings including walls and tiles
- Clean and maintain all equipment complying with statutory and venue hygiene requirements and also with all safety requirements
- Operate standard kitchen equipment for peeling, cutting, mixing, cleaning under supervision

Tasks: (In addition to cert 2)

- To ensure that mise en place is prepared and adequate for each service period
- Dishes are prepared using standard recipe cards and are of a consistent high quality
- Dishes reach the hot plate or pass correctly garnished, the correct portion and size, presented on the prescribed serving dish in the prescribed manner
- Ensure section is being kept clean and tidy at all times
- Ensure that apprentices, trainees and other kitchen staff receive guidance and direction as required
- Shortages and time delays are communicated promptly to the Head Chef
- Foodstuffs are used correctly so that wastage is kept to a minimum
- Able to prepare foods according to cultural or dietary needs
- Understanding of stock control procedures and requirements
- Plan and develop recipes and menus as required and taking into account such factors as seasonal availability of ingredients
- Assist with delegation of duties and preparation of rosters as necessary
- Provide supervision to ensure that the preparation of food is hygienic and a "clean as you go" discipline is adhered to
- Ensure that all staff are clean and correctly dressed whilst in the kitchen
- Ensure kitchen is cleaned down as per statutory requirements and venue policy after each service period
- Able to supervise and direct kitchen staff when Head Chef is absent from kitchen
- Ensure that all communications between dining room and kitchen run smoothly

Tasks: (In addition to cert 2 and 3)

- Develop standard recipe cards for all menu items
- Analyse recipes to advise on actual cost of menu items, based on food, labour and overhead costs
- Achieve KPI's (Key Performance Indicators) as determined by Management
- Plan, direct, and supervise the food preparation and cooking activities ensuring all areas receive food service of the required minimum standard
- Supervise and direct all kitchen staff to ensure that all areas receive food service of the required minimum standard
- Estimate amounts and costs of required supplies, such as food and ingredients and ensures adequate stock control procedures are in place
- Check all goods received against orders for accuracy as well as the quality of product
- Conduct stock takes as required
- Identify and report any level of dishonesty to Manager and/or Directors immediately
- Liaise with management regarding special requirements, VIP's, functions, specials etc
- Ensure that all statutory hygiene requirements are diligently followed
- Report maintenance problems promptly, record all accidents and report injuries to management
- Supervise staff
- Induct staff within company policy and guidelines
- Monitor and coach staff with performance issues
- Discipline staff appropriately within company policy and report any disciplinary actions to management
- Monitor, assess and adjust staffing levels for safety and cost effectiveness, ensuring adequate customer service levels are maintained at all times
- Roster kitchen staff taking into account seasonal demands, leave requests, sickness and illness
- Monitor compliance with legislation eg signage
- Monitor and adhere to company Occupational Health and Safety policy in relation to the health and safety of employees and third parties who may be on the premises
- Complete administration work as required and in a timely fashion

Industry recommendations:

- Graduates at this level can be considered for apprenticeship to achieve trade qualification

Industry recommendations:

- Qualified cook - based on successful completion of Apprenticeship or trade recognition through FTH Skills Council
- Strong product knowledge
- Competent in a la carte cookery
- Developing management techniques and displaying leadership qualities

Industry recommendations:

- Relevant industry experience
- High level of product knowledge
- Strong management and leadership qualities

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational commercial kitchen
- Core units required - 11
- Elective units required - 5
- Total number of units required - 16

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational commercial kitchen
- Core units required - 26
- Elective units required - 3
- Total number of units required - 29

Ensure the following:

- RTO provides hospitality pathways information
- On the job experience/work placement
- Operational commercial kitchen
- Core units required - 34
- Elective units required - 5
- Total number of units required - 39

Realistic time frame for completion:

- Nominal hours 343 - 682
- Timeframe will depend on units selected and on the job experience/work placement

Realistic time frame for completion:

- Nominal hours 861 - 1160
- Nominal duration of apprenticeship 48 months
- Timeframe will depend on units selected and on the job experience/work placement

Realistic time frame for completion:

- Nominal hours 1172 - 1805
- Students at this level should be considered for RPL
- Should only be offered to persons already working within industry
- Timeframe will depend on units selected

*All Hospitality industry training and employment is subject to relevant legislative and regulatory requirements. This is a quality control mechanism not a determination of wage rates. Wage rates are determined by relevant industry awards or instruments. Advice regarding wage rates should be sought from the appropriate industrial parties.