



# AAA/5DIAMOND RESORT CULINARY TRAINING PLAN

## PHASE 1: ORIENTATION

Learn about the history of the resort. Network with members of the staff and learn their roles. Become an active part of the everyday activities at the resort. Attend at least 1 supplementary Training Class from the Training Course Catalogue. Learn and understand the service standards that the hotel operates under. Select activities from the cultural event calendar to complete during their stay.

Participate in official 2-day standard orientation training, including exposure to topics such as Guest Service Standards, Resort Safety and Security, Blood Borne Pathogens, Emergency Procedures, Benefits Introduction, Appearance Standards, Standards of Conduct, Attendance Policy, Preventing Harassment, and other pertinent issues. Meet hotel trainers, supervisors, and managers to discuss their roles. Observation and one-on-one training.

Attend 2-week Food and Beverage Departmental Training, which includes staff meetings and assist in specific duties. Select Training Classes and attend them to enhance understanding of the position and industry. The following training courses are required for all participants: Keeping the Stars, Train the Trainer, 1 additional training course per quarter.

## PHASE 2: CULINARY DEVELOPMENT

Learn proper operations and safety standards of kitchen equipment. Learn good preparation for a wide variety of cuisines and menus (fine dining to casual dining) in a 5-star, 5-diamond environment. Develop understanding and practice of sanitary standards, nutrition, and kitchen management for a deluxe hotel property.

Introduction to staff members within the department (Main Kitchen, Banquet, Kitchen, Executive Chef, Executive Sous Chef, Chef de Cuisines). On-the-job training at the different kitchen stations, including: Broiler, Appetizer, Entremetiere, Gardemanger, Grill, Middle, Expedite, Breakfast, etc. Receive food into storeroom. Learn and manage inventory. Gain an understanding of daily culinary operations and how this impacts the success of the food and beverage department as a whole.

## PHASE 3: FOOD & BEVERAGE TRAINING

Gain an enhanced understanding of the different food and beverage outlets at the resort (Main Kitchen, Banquet Kitchens, Bake shop, Pastry Kitchen, Restaurant Kitchens), and learn a variety of cuisines as well as the kitchen operations.

Participant will rotate through stations to learn the following skills:  
Learn to create a variety of different dishes for each restaurant venue. Learn food production techniques. Learn profit maximization techniques. Learn professional procedures for all meal periods of service.

Gain further understanding of the different food and beverage outlets at the resort (Main Kitchen, Banquet Kitchens, Bake shop, Pastry Kitchen, Restaurant Kitchens), and learn a variety of cuisines as well as the kitchen operations through on-the-job training to learn culinary techniques. Observe Chef. Participant will gain exposure to different cuisines and kitchen operations.

## **PHASE 4: OUTLET OPERATIONS**

Participant will continue to develop skills and knowledge in all culinary departments – including specialization in restaurant outlets within the hotel. Participant will also learn the selection process of hiring new employees, gain an understanding of departmental operations and learn supervisory techniques.

Learn the process of departmental schedule creation. With appropriate progression in training, Participant will learn the organization's payroll system and participate in weekly payroll administration. With appropriate progression in training, Participant will be invited to attend a Train the Trainer to further develop leadership skills and learn about adult development and learning. Learn how to mentor incoming international students. With appropriate progression in training, Participant will learn how to take on role of department Jr. Sous Chef or Sous Chef.

Continue to develop in-depth knowledge and enhanced skills in all culinary departments – including specialization in restaurant outlets within the hotel (Banquets, Taverne, Penrose Room, Ristorante del Lago, Summit, Golf Club Dining Room, Golden Bee, and others)

Work together closely (shadowing) with the Restaurant Area Chefs and Sous Chefs. Learn high-standard tools for maintaining quality, quality control and consistency in food preparation and food service. Observe and participate in staffing and scheduling of the department. Assist with payroll administration activities.

Attend a Train the Trainer class: covers basics in training, adult learning and development. Uphold organization's standards at all times while mentoring international students. Assist in facilitation international orientation class. The resort will make available leadership classes such as Managing Multiple Generations, Managing Training, Interviewing skills, and others.

The actual training will depend on each interns qualities and progression throughout the training and the actual training might differ slightly from what's presented above.