

**A PLAN OF TRAINING
FOR
COOK
OCCUPATION**

**Approved by
Provincial Apprenticeship Board**

**April, 1997
Revised June, 2000**

Foreword

Apprenticeship training in the Province of Newfoundland and Labrador is undergoing considerable change. This change is prompted by the need to keep pace with technological changes in industry, the need to be competitive, and the desire to be efficient and effective in meeting the needs of the apprentice. We feel that this training plan will lay the groundwork to meet both the demands of industry and the needs of the apprentice.

The plan that follows is a comprehensive one. It recognizes that apprenticeship training begins when a student first registers at a training institution, or signs a Contract of Apprenticeship with an employer, and continues until such time as the apprentice has completed all of the required technical training and has received the required industry experiences necessary to write an interprovincial examination. Passing this examination will result in the apprentice receiving Red Seal Certification which gives the journeyman national mobility of qualifications. This plan also recognizes the need to provide flexible access to training based on the needs of the employer and the apprentice while at the same time recognizing the end goal is to complete the requirements for Red Seal Certification.

It is realized that change in all facets of education and industry is continuous and sometimes rapid. This change will necessitate the review of this document on a continuous basis to ensure that current needs of industry and apprentices are being satisfied. Through a process of accreditation, regular input from industry advisory committees, as well as input from those involved in the administration and delivery of the training, we are confident that residents of our province who elect to pursue an apprenticeable occupation as a career choice will receive high quality training and thus will be prepared to compete for jobs worldwide.

Chair, Provincial Apprenticeship Board

Minister of Education

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CONDITIONS GOVERNING APPRENTICESHIP TRAINING

1.0 GENERAL

The following general conditions will apply to all apprenticeship training programs approved by the Provincial Apprenticeship Board in accordance with the Apprenticeship Act. Where an occupation requires additional conditions, these will be noted in the specific plan of training for that occupation. In no case should there be a conflict between these conditions and the additional requirements specified in certain plans of training.

2.0 ENTRANCE REQUIREMENTS

2.1 Entry into the occupation as an apprentice requires:

The completion of designated first year courses specific to the occupation

OR

Indenturing into the occupation by an employer who agrees to provide the appropriate training and work experiences as outlined in this plan of training.

OR

Enrolment in a program of studies that includes all entry and advanced level skills and required work experiences as approved by the Provincial Apprenticeship Board.

2.2 Notwithstanding the above, each candidate must have successfully completed a high school program or equivalent and in addition may be required to have completed certain academic subjects as specified in particular plans of training. Mature students, at the discretion of the Director of Institutional and Industrial Education, may be registered. A mature student is defined as one who has reached the age of 19 and who can demonstrate the ability and the interest to complete the requirements for certification.

2.3 At the discretion of the Director of Institutional and Industrial Education, credit towards the apprenticeship program may be awarded to an apprentice for previous work experience and/or training as validated through prior learning assessment.

2.4 A Registration for Apprenticeship form must be duly completed.

3.0 PROBATIONARY PERIOD

The probationary period for each memorandum of understanding will be six months. Within that period the memorandum may be terminated by either party upon giving the other party and the Provincial Apprenticeship Board one week notice in writing.

4.0 TERMINATION OF A MEMORANDUM OF UNDERSTANDING

After the probationary period referred to in Section 3.0 herein, the memorandum of understanding may be terminated by the Board by mutual consent of the parties thereto or cancelled by the Board for proper and sufficient cause in the opinion of the Board.

5.0 APPRENTICESHIP PROGRESSION SCHEDULE AND WAGE RATES

5.1 Progression Schedule

7200 Hour Programs	Requirements for Progression	Progress To
First Year Apprentice	25% of Course Credit Hours, Plus relevant work experience totaling 1800 hours	Second Year
Second Year Apprentice	50% of Course Credit Hours, Plus relevant work experience totaling 3600 hours	Third Year
Third Year Apprentice	75% of Course Credit Hours, Plus relevant work experience totaling 5400 hours	Fourth Year
Fourth Year Apprentice	100% of Course Credit Hours, Plus completion and sign-off of workplace skills required for certification totaling 7200 hours	Write Certification Examination
5400/4800 Hour Programs		
First Year Apprentice	33% of Course Credit Hours, Plus relevant work experience totaling 1800/1600 hours	Second Year
Second Year Apprentice	66% of Course Credit Hours, Plus relevant work experience totaling 3600/3200 hours	Third Year
Third Year Apprentice	100% of Course Credit Hours, Plus completion and sign-off of workplace skills required for certification totaling 5400/4800 hours	Write Certification Examination

5.2 For the duration of each Apprenticeship Training Period, the apprentice, who is not covered by a collective agreement, shall be paid a progressively increased schedule of wages which shall not be less than:

Program Duration	Wage Rates		Comments
7200 Hours	1 st Year	55%	These wage rates are percentages of the prevailing journey person's wage rate in the place of employment of the apprentice. No apprentice shall be paid less than the wage rate established by the Labour Standards Act (1988), as now in force or as hereafter amended, or by other Order, as amended from time to time replacing the first mentioned Order.
	2 nd Year	65%	
	3 rd Year	75%	
	4 th Year	90%	
5400 Hours and 4800 Hours	1 st Year	55%	
	2 nd Year	70%	
	3 rd Year	85%	
4000 (Hairstylist) - The apprentice shall be paid no less than the minimum wage for hours worked and a commission agreed upon between the apprentice and the employer.			

6.0 TOOLS

Apprentices shall be required to obtain hand tools as and when specified by the Board.

7.0 PERIODIC EXAMINATIONS

7.1 Every apprentice shall submit to such occupational tests and examinations as the Board shall direct. If after such occupational tests and examinations the apprentice is found to be making unsatisfactory progress, his/her rate of wage shall not be advanced as provided in Section 5 until his/her progress is satisfactory to the Director of Institutional and Industrial Education and his/her date of completion shall be deferred accordingly. Persistent failure to pass required tests shall be a cause for revocation of his/her Memorandum of Understanding.

7.2 Upon receipt of reports of accelerated progress of the apprentice, the Board may shorten the term of apprenticeship and advance the date of completion accordingly.

8.0 GRANTING OF CERTIFICATES OF APPRENTICESHIP

Upon the successful completion of apprenticeship, the Board shall issue a Certificate of

Apprenticeship

9.0 HOURS OF WORK

Any hours employed in the performance of duties related to the designated occupation will be credited towards the completion of the term of apprenticeship. Appropriate documentation of these hours must be provided.

10.0 COPIES OF THE REGISTRATION FOR APPRENTICESHIP

The Director of Institutional and Industrial Education shall provide copies of the Registration for Apprenticeship form to all signatories to the document.

11.0 RATIO OF APPRENTICES TO JOURNEYPERSONS

The ratio of Apprentices to Journeypersons normally shall not exceed one apprentice to every one journeyperson employed. Exceptions for specific occupations may occur with the approval of the Provincial Apprenticeship Board.

12.0 RELATIONSHIP OF THE PLAN OF TRAINING TO A COLLECTIVE BARGAINING AGREEMENT

Collective agreements take precedence over the conditions outlined in the plan of training.

13.0 AMENDMENTS TO A PLAN OF APPRENTICESHIP TRAINING

A plan of training may be amended at any time by the Provincial Apprenticeship Board.

14.0 EMPLOYMENT, RE-EMPLOYMENT AND TRAINING REQUIREMENTS

14.1 The plan of training requires Apprentices to attend regularly their place of employment.

14.2 The plan of training requires Apprentices to regularly attend training programs for that occupation as prescribed by The Provincial Apprenticeship Board.

14.3 Under the plan of training the employer is required; to keep each apprentice employed as long as work is available, and if the apprentice is laid off due to lack of work, to give opportunity to be re-employed before another is hired.

14.4 The employer will permit each apprentice to attend regularly training programs as prescribed by the Provincial Apprenticeship Board.

15.0 APPEALS TO DECISIONS BASED ON CONDITIONS GOVERNING
APPRENTICESHIP TRAINING

Persons wishing to appeal any decisions based on the above conditions must do so in writing to the Minister of Education within 30 days of the decision.

REQUIREMENTS FOR RED SEAL CERTIFICATION
IN THE COOK OCCUPATION

1. Evidence that the required work experiences outlined in this plan of training has been obtained. This evidence must be in a format that clearly outlines the experiences and a signature (s) of an appropriate person(s) attesting that these experiences have been obtained to the level required.
2. Normally, have a combination of training from an accredited training program and suitable work experience totalling 5400 hours

Or

Have a total of 7200 hours of suitable work experience.
3. Completion of a National Red Seal examination to be set at a place and time determined by the Industrial Training Division of the Department of Education.
4. Pay the appropriate examination fee.

ROLES AND RESPONSIBILITIES OF STAKEHOLDERS IN THE APPRENTICESHIP PROCESS

Apprenticeship process involves a number of stakeholders playing significant roles in the training of apprentices. This section captures, in a broad sense, these roles and the responsibilities that result from them.

Apprentices

- ▶ to complete all required technical training courses as approved by the Provincial Apprenticeship Board.
- ▶ to find appropriate employment
- ▶ to complete all required work experiences in combination with the required hours.
- ▶ to ensure that the work experiences are well documented
- ▶ to approach apprenticeship training with an attitude and commitment that fosters the qualities necessary for a successful career as a qualified journeyman.
- ▶ to obtain the required hand tools as specified by the Board for each period of training of the apprenticeship program.
- ▶ to provide feedback to Training Institutions, the Industrial Training Division and Employers in an effort to establish a process of continuous quality improvement.

Employers

- ▶ to provide high quality work experiences in an environment that is conducive to learning.
- ▶ to remunerate apprentices as set out in the Plan of Training or Collective Agreements.
- ▶ to provide feedback to Training Institutions, Industrial Training Division and Apprentices in an effort to establish a process of continuous quality improvement.
- ▶ where appropriate, to release apprentices for the purpose of returning to a training institution to complete the necessary technical courses.
- ▶ to ensure that work experiences of the apprentices are documented.

Training Institutions

- ▶ to provide a high quality learning environment.
- ▶ to provide the necessary student support services that will enhance an apprentices ability to be successful.
- ▶ to participate with other stakeholders in the continual updating of programs.

Industrial Training Division

- ▶ to establish and maintain provincial program advisory committees under the direction of the Provincial Apprenticeship Board.
- ▶ to promote apprenticeship training as a viable career option to prospective apprentices and other appropriate persons involved such as career guidance counsellor, teachers, parents, etc.
- ▶ to establish and maintain a protocol with apprentices, training institutions, employers and other appropriate stakeholders to ensure the quality of apprenticeship training programs.
- ▶ to ensure that all apprentices are appropriately registered and records are maintained as required.
- ▶ to schedule all necessary technical training periods for apprentices to complete requirements for certification.
- ▶ to administer provincial/interprovincial examinations.

Provincial Apprenticeship Board

- ▶ to set policies to ensure that the provisions of the Apprenticeship Training Act are implemented.
- ▶ to ensure that advisory and examination committees are established and maintained.
- ▶ to accredit institutions to deliver apprenticeship training programs.
- ▶ to designate occupations for apprenticeship training and / or certification.

SUGGESTED COURSE LAYOUT FOR THE COOK OCCUPATION

Program & Apprenticeship Registration

ENTRY LEVEL COURSES	
CK1110- Kitchen Fundamentals	75hrs.
CK1300 - Meat & Poultry Basic	60hrs.
CK1301- Meats & Poultry Preparation Methods	60hrs.
.CK1200 - Basic Preparation of Fruits & Vegetables	60hrs.
CK1410 - Basic Preparation of Stocks, Soups & Sauces	60hrs.
CK1820 - Basic Pastries	60hrs.
CK1700 - Basic Preparation of Salads	60hrs.
CK1600 - Basic Preparation of Fish & Shellfish	75hrs.
CK1550 - Preparation of Pasta & Farinaceous Foods	45hrs.
CK1840 - Basic Yeast-Raised Products	90hrs.
CK1810 - Basic Cakes	60hrs.
CK1830 - Basic Cookies, Squares & Quick-breads	45hrs.
CK1500 - Eggs & Breakfast Items	30hrs.
CK1530 - Sandwiches	30hrs.
CK1540 - Basic Desserts	45hrs.
OT1130 - On-the-Job Training	60hrs.
*MC1050 - Intro to Computers	30hrs.
*CM2150 - Workplace Correspondence	45hrs.
*SD1700 - Workplace Skills	30hrs.
*MR1210 - Customer Service	30hrs.
*SD1710 - Job Search Technique	15hrs.
*SP2330 - QA/QC	30hrs.
*SD1720 - Entrepreneurial Awareness	15hrs.
*Related courses are to be interspersed throughout the entry level program.	

Required Work Experience(*if applicable*)

ADVANCED LEVEL COURSES	
CK1601 - Fish & Shellfish Presentation methods	90hrs.
CK1201 - Cooking & Presentation of Fruit & Vegetables	60hrs.
CK1800 - Merchandising	60hrs.
CK2400 - Stocks, Soups & Sauces Presentation Methods	120hrs.
CK1701 - Salad Presentation Methods	90hrs.
CK1520 - Menu Planning	105hrs.
CK1560 - Menu Costing	60hrs.
CK1510 - Appetizers & Hor-d'oeuvres	60hrs.
CK2300 - Meats & Poultry Presentation Methods	60hrs.
CK1570 - Presentation of Pasta & Farinaceous Foods.....	45hrs.

Required Work Experience

Journeyperson Certification

NAME & NUMBER CK1110 - Kitchen Fundamentals

DESCRIPTION

This course in shop fundamentals requires the use of tools and equipment, and materials and supplies. It involves demonstrating good safety and hygiene practices while operating kitchen tools and equipment. It includes information on types of equipment, operating techniques and safety and hygiene requirements.

MAJOR TOPICS/TASKS

Participate in workplace health and safety; Practice sanitary procedures; Use, maintain and store kitchen utensils; Complete a Workplace Hazardous Materials Information Systems Course; Use, sharpen and maintain knives and cutting tools; Weigh and measure ingredients using Imperial and Metric Units; Select and use spices, herbs and flavourings; Apply temperature guides to store, cook and hold specific foods; Use work tables and meat blocks; Operate and maintain hot food line; Safely operate and maintain kitchen equipment (electric and propane); Operate and maintain meat tenderizer; Complete a St. John's Ambulance standard first aid course

PURPOSE / AIMS

1. To develop the skills and knowledge required for safely operating kitchen tools and equipment with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedules

PREREQUISITES None

COURSE DURATION 75hrs

LEARNING RESOURCES

Sanitation Code
On Cooking
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED March 1998

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Participate in workplace health and safety
 - a. Demonstrate safety awareness
 - b. Maintain a safe workplace environment
 - c. Wear personal protective equipment
 - d. Handle dangerous products safely
 - e. Uses and maintains common kitchen tools, machines and equipment safely
 - f. Uses service elevators and ladders
2. Practice sanitary procedures
 - a. Describe sanitary code regulation applying to
 - i. food buildings
 - ii. personal hygiene
 - iii. food handling
 - iv. auxiliary food service
3. Use, maintain and store kitchen utensils
 - a. Describe types of kitchen utensils and equipment and explain the uses of each
4. Complete a Workplace Hazardous Materials Information Systems Course
 - a. Describe types of cleaning agents and explain their uses
 - b. Use cleaning agents with attention to WHMIS
5. Use, sharpen and maintain knives and cutting tools
 - a. Describe types of knives and cutting tools and explain their uses
6. Weigh and measure ingredients using Imperial and Metric Units
7. Select and use spices, herbs and flavorings
 - a. Describe types of spices and herbs and explain their uses
8. Apply temperature guides to store, cook and hold specific foods
9. Use work tables and meat blocks
 - a. Prepare meat block for use
 - b. Utilize meat block
 - c. Maintain meat block
 - d. Maintain work table and cutting boards
10. Operate and maintain hot food line
 - a. Describe the required hot food line for different menus
11. Safely operate and maintain kitchen equipment (electric and propane)
 - a. Mixers and attachments
 - i. Describe types of mixers and attachments
 - b. Commercial ranges

- c. Bakers oven
 - d. Microwave ovens
 - e. Meat slicers
 - f. Deep fat fryers
 - g. Grills
 - h. Broilers
 - i. Toasters
 - j. Food choppers and grinders
 - k. Refrigerators and freezers
 - l. Pressure equipment
 - m. Beverage equipment
 - n. Vegetable peelers
 - o. Band saws
 - p. Proofers
 - i. Describe the use of proofers
12. Complete a St. John's Ambulance standard first aid course

NAME & NUMBER CK1200 - Basic Preparation of Fruits & Vegetables

DESCRIPTION

This course in fruit and vegetable preparation requires the use of kitchen utensils and equipment and supplies. It involves selection, storage and handling, cleaning, preparing and cooking fruit and vegetables. It includes information on nutritional value, proportioning, temperature control, types of fruit and vegetables and preparation techniques.

MAJOR TOPICS/TASKS

Vegetable Types; Potato Type; Fruit (Classifications)Types; Fungi; Nuts

PURPOSE / AIMS

1. To develop the skills and knowledge required for preparing fruit and vegetables with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Vegetable Types
 - a. Identify 1 example of each type
 - b. Store, select, handle and clean
 - c. Prepare assorted vegetable cut i.e. julienne, brunoise, etc.
 - d. Use trimmings, leftovers and garnishes
 - e. Prepare and cook vegetables as per prescribed recipes
 - f. Preserve nutritional value and color
 - g. Use portion control and presentation techniques

2. Potato Type
 - a. Describe common types of potato
 - b. Identify 1 example of each type
 - c. Store, select, handle, and clean
 - d. Prepare assorted vegetable cuts
 - e. Prepare and cook potatoes as per prescribed recipes
 - f. Preserve nutritional value and color
 - g. Use portion control and presentation techniques

3. Fruit Types
 - a. Describe common fruit types
 - b. Identify 1 example of each type
 - c. Store, select, handle, and clean
 - d. Prepare 1 fruit as per prescribed recipes
 - e. Preserve nutritional value and color
 - f. Use portion control and presentation techniques

4. Fungi
 - a. Describe 5 fungi types
 - b. Identify 1 example of each type
 - c. Store, select, handle and clean
 - d. Prepare fungi as per prescribed recipes
 - e. Preserve nutritional value and color
 - f. Use portion control and presentation techniques

5. Nuts
 - a. Identify 5 common types of nuts
 - b. Store, select, handle and clean
 - c. Prepare nuts as per prescribed recipes (1 of each)
 - d. Preserve nutritional value and color
 - e. Use portion control and presentation techniques

6. Merchandise effectively

NAME & NUMBER CK1201 - Cooking & Presentation of Fruit & Vegetables

DESCRIPTION

This course exposes students to concepts related to the cooking and presentation of fruit, potato and vegetable

MAJOR TOPICS/TASKS

Vegetable types; Potato Types; Fruit Types; Fungi; Nuts; Preserving

PURPOSE / AIMS

1. To develop the skills and knowledge required for cooking and presenting fruit and vegetables with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1200 - Basic Preparation of Fruit & Vegetables

COURSE DURATION 60hrs

LEARNING RESOURCES

Cooking Essentials for the Professional Chef
How to Garnish

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Vegetable types
 - a. Preserve color and appearance of vegetables
 - b. Tourne vegetables
 - c. Prepare and cook vegetables as per advanced recipes
 - d. Prepare an assorted vegetable tray
 - e. Prepare assorted vegetable garnishes
 - f. Use portion control and plating techniques
2. Potato Types
 - a. Preserve color and appearance of potatoes
 - b. Identify tourne potatoes
 - c. Prepare and cook potatoes as per advanced recipes

- d. Use portion control and plating techniques
- 3. Fruit Types
 - a. Prepare and cook fruit as per advanced recipes
 - b. Cut seed & preserve color and appearance of fruit
 - c. Prepare an assorted fruit tray
 - d. Prepare assorted fruit garnishes/centre pieces
 - e. Use portion control and plating techniques
- 4. Fungi
 - a. Prepare color & appearance of fungi
 - b. Prepare and cook fungi as per advanced recipes
 - c. Stuff appropriate mushrooms
 - d. Use portion control and plating techniques
- 5. Nuts
 - a. Identify and use nuts
 - b. Use portion control and plating techniques
- 6. Preserving
 - a. Prepare pickled and marinated items as per prescribed recipes
 - b. Use portion control and plating techniques.

COURSE OUTLINE - CK1300

Name and Number: CK1300 - Meats and Poultry Basics

Description:

This course in meats and poultry basics requires the use of kitchen utensils and equipment, and supplies. It involves identification and selection of cuts, cutting, trimming, storage, preparation, cooking and presentation of meat and poultry and clean up. It includes information on dry and moist heat cooking techniques, frying techniques, and types of cuts of meat and poultry.

Course Aims:

1. To develop the skills and knowledge required for basic preparation of meat and poultry with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedules
6. To perform a mise en place
7. To co-ordinate and prepare services
8. To merchandise effectively
9. To use herbs, spices and flavourings effectively

Prerequisites: CK1100 - Kitchen Fundamentals

Course Duration: 60hrs

Learning Resources: On Cooking

Evaluation: Theory and Practical Require a Pass Mark of 70%

Course Outline/Learning Objectives

1. Select cuts and grades of meat and poultry
 - a. Describe types and cuts of beef, pork, lamb and veal
 - b. Describe types of poultry
2. Disjoint and bone meat and poultry
3. Cut and trim meat and poultry
4. Cooks bacon, ham, steaks and sausages

Cook Occupation

- a. Explain moist and dry heat cooking techniques
 - b. Explain frying techniques
5. Merchandise effectively

Evaluation:

Written reports and/or tests.
Competence in simulated work and/or experiential endorsements.

Lead Institution:

Development History:

Date Developed: November 1994

Instructor's Notes:

COURSE OUTLINE - CK1301

Name and Number: CK1301 - Meats and Poultry Preparation Methods

Description:

This course in meats and poultry requires the use of kitchen utensils and equipment and supplies. It involves identification and selection of cuts, cutting and trimming, storing, preparing, cooking and presenting meats and poultry; and cleaning up. It includes information on preparation techniques.

Prerequisites: CK1300 - Meat and Poultry Basics

Course Duration: 60hrs

Learning Resources: On Cooking

Evaluation: Theory and Practical Require a Pass Mark of 70%

Course Aims

1. To develop the skills and knowledge required for preparing meats and poultry with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedules
6. To perform a mise en place
7. To co-ordinate and prepare services
8. To merchandise effectively
9. To use herbs, spices and flavourings effectively

Course Outline/Learning Objectives

1. Prepare meat and poultry
 - a. Describe preparation techniques for meat and poultry
 - b. Broil
 - c. Grill
 - d. Boil
 - e. Saute
 - f. Roast
 - g. Braise/Stew
 - h. Deep Fry
 - i. Poach

2. Prepares stuffing and forcemeat for poultry
3. Merchandise effectively

Evaluation:

Written reports and/or tests.

Competence in simulated work and/or experiential endorsements.

Lead Institution:

Development History:

Date Developed: November 1994

Instructor's Notes:

COURSE OUTLINE - CK2300

Name and Number: 2300 - Meats and Poultry Presentation Methods

Description:

This course in meats and poultry requires the use of kitchen tools and equipment and supplies. It involves identification and selection of cuts, cutting and trimming, storing, preparing, cooking and presenting meat and poultry dishes; and cleaning up. It includes information on specialty cuisine and presentation techniques for meats and poultry.

Prerequisites: CK1301 - Meat and Poultry Preparation Methods
(Plus 900 hours of work experience)

Course Duration: 60hrs

Learning Resources: Cooking Essentials for the Professional Chef

Evaluation: Theory and Practical Require a Pass Mark of 70%

Course Aims:

1. To develop the skills and knowledge required for presentation of meat and poultry dishes with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedules
6. To perform a mise en place
7. To co-ordinate and prepare services
8. To use herbs, spices and flavourings effectively

Course Outline/Learning Objectives

1. Follow standardized recipes
 - a. Describe accepted portions for beef, lamb, veal and poultry
 - b. Weigh and measure accurately
 - c. Identify and use specific ingredients
 - c. Follow specified method
 - d. Follow specified temperature
 - e. Follow specified time with instructor guidelines
 - f. Obtain specified yield
2. Practice portion control
 - a. Identify accepted portions

- b. Practice portion control
3. Merchandise effectively
- a. Describe garnishing materials
 - b. Identify methods and materials used for garnishing
 - c. Explain techniques for presenting meat and poultry dishes
 - d. Prepare products for marketing

Evaluation:

Written reports and/or tests.

Competence in simulated work and/or experiential endorsements.

Lead Institution:

Development History:

Date Developed: November 1994

Instructor's Notes:

NAME & NUMBER CK1600 - Basic Preparation of Fish & Shellfish

DESCRIPTION

This course introduces students to basic concepts related to preparation of fish and shellfish. The intent of the course is to enable students to identify, select, store, handle, clean, prepare cook and present fish and shellfish. It includes information on types, cuts, uses of fish and shellfish and traditional cuisine.

MAJOR TOPICS/TASKS

Store fish; Deep fry fish; Poach fish and shellfish; Saute/pan fry fish; Broil and grill fish; Bake and stuff fish; Prepare smoked and salt fish dishes; Identify and use under-utilized species

PURPOSE / AIMS

1. To develop the skills and knowledge required to prepare fish and shellfish with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedule
6. To perform a mise en place
7. To co-ordinate and prepare services
8. To merchandise effectively
9. To use herbs, spices and flavouring effectively
10. To confirm the freshness of fish
11. To recognize the basic market forms of fish and seafood
12. To select appropriate cooking methods for fat and lean fish

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 75hrs

LEARNING RESOURCES

Professional Cooking (4th Edition)
On Cooking (Canadian Edition)
Professional Chef (Culinary Institute of America)

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Store fish
 - a. Identify and describe various types of fresh water and salt water fish and shellfish
 - i. Describe main types of Canadian fish found on the East and west coasts
 - ii. Describe the main types of fresh water fish
 - iii. Evaluate fish in terms of freshness
 - b. Clean fish and shellfish
 - i. Recognize the basic market forms of fish and shellfish
 - ii. Describe uses of bones and trimmings from fish and other seafood
 - c. Store fish and shellfish
 - i. Use proper procedures and temperature guides for the storage of fresh/frozen fish and seafood

2. Deep fry fish
 - a. Describe types of fish and seafood suitable for deep frying
 - i. Define the following terms related to deep frying
 - ii. Evaluate lean and fat fishes in terms of suitability for deep frying
 - b. Prepare fish and shellfish for deep frying
 - i. Observe proper holding temperatures for fish prior to cooking
 - ii. Select cuts and shapes of fish suitable for deep frying
 - iii. Use and hold bones and trimmings
 - c. Deep fry fish and shellfish
 - i. Describe procedures for breaded and battered fish
 - ii. Select proper temperatures and procedures for deep frying fish and shellfish
 - iii. Select correct fats for deep frying

3. Poach fish and shellfish
 - a. Identify and describe types and cuts of fish and shellfish suitable for poaching
 - i. Clean and cut fish for poaching
 - b. Poach fish
 - i. Define “poach”
 - ii. Distinguish between the two poaching methods
 - iii. State proper temperatures for poaching liquids
 - iv. State guidelines and procedures for two methods of poaching fish
 - c. Describe uses for bones and trimmings
 - i. Select appropriate bones from fish

4. Saute/pan fry fish
 - a. Identify and describe types and cuts of fish and shellfish suitable for sauteeing
 - i. Evaluate fat and lean fish in terms of suitability for sauteeing
 - ii. Define “saute”
 - b. Pan fry/saute fish and shellfish
 - i. Explain proper procedure for sauteeing fish and shellfish

- ii. Explain breading procedure used for sauteeing fish
 - iii. Select appropriate fats and temperatures for sauteeing or pan frying

- 5. Broil and grill fish
 - a. Identify and describe types and cuts of fish and shellfish suitable for broiling and grilling
 - i. Define broiling and grilling
 - ii. Explain advantages of fat fish for broiling
 - iii. State the proper procedure for broiling fish or shellfish
 - b. Broil and grill fish and shellfish
 - i. State proper temperatures for broiling fish

- 6. Bake and stuff fish
 - a. Select and describe types and cuts of fish suitable for baking
 - i. Define “baking”
 - ii. Explain advantages of using fat fish for baking
 - iii. Explain how baking is often combined with other cooking methods
 - b. Bake fish and shellfish
 - i. State procedure for baking fish and shellfish
 - ii. Relate baking temperatures and times for large and small pieces of fish and shellfish

- 7. Prepare smoked and salt fish dishes
 - a. Identify and describe smoked and salt fish
 - i. Define “smoked fish”
 - ii. Define “salt fish”
 - iii. Discuss the different types and names of fish which are used for smoking and salting
 - b. Describe various methods for salting and smoking fish
 - i. Describe the process used to preserve fish by salting
 - ii. Distinguish between the two types of salting methods
 - iii. Distinguish between the two types of smoking techniques
 - iv. Explain the dry salting and brine salting techniques used to prepare fish for smoking
 - v. Explain fish preparation prior to smoking
 - vi. Describe the different types of fuel used in smoking
 - vii. Describe smokehouse types
 - viii. Evaluate quality of smoked products
 - c. Prepare smoked fish dishes
 - i. Explain cooking methods used with smoked fish
 - ii. Observe proper procedures and cooking times to ensure a quality product
 - d. Prepare salt fish dishes
 - i. Use 3 recipes to prepare salt fish dishes
 - ii. Observe quality control measures
 - iii. Observe proper procedures and cooking times

- e. Canned fish
 - i. List common canned seafoods
 - ii. Describe the canning process and associated temperatures

- 8. Identify and use underutilized species
 - a. Describe current and future trends in the fishing industry
 - b. Describe the various underutilized salt and fresh water fish found in Canadian waters that chefs might be expected to work with in the future

- 9. Merchandise effectively

NAME & NUMBER CK1601 - Fish & Shellfish Presentation Methods

DESCRIPTION

This course in fish and shellfish requires the use of kitchen tools and equipment and supplies. It involves identification and selection of cuts, cutting and trimming, storing, preparing, cooking and presenting fish and shellfish dishes; and cleaning up. It includes information on specialty cuisine and presentation techniques for fish and shellfish.

MAJOR TOPICS/TASKS

Shellfish; Lean Fish; Fat Fish; Preserved fish and traditional cuisine

PURPOSE / AIMS

1. To develop the skills and knowledge required for presentation of fish and shellfish dishes with respect to various codes and regulations
2. To adhere to work schedules

PREREQUISITES CK1600 - Basic Preparation of Fish & Shellfish

COURSE DURATION 90hrs

LEARNING RESOURCES

Cooking Essentials for the Professional Chef
How to Garnish
Garnishing
Melon Garnish

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Shellfish
 - a. Identify and describe crustaceans
 - b. Identify and describe mollusks
 - c. Store and handle fish
 - d. Select appropriate equipment
 - e. Prepare 2 crustacean recipes using standardized recipes
 - i. shrimp
 - ii. lobster
 - iii. crab

- f. Prepare 2 mollusks recipes using standardized recipes
 - i. clams
 - ii. oyster
 - iii. scallops
 - iv. squid
 - v. mussels
 - vi. sea urchins
 - g. Use portion control techniques
 - h. Use presentation techniques
2. Lean Fish
- a. Identify and describe 3 lean fish
 - b. Storing and handling
 - c. Select appropriate equipment
 - d. Prepare 3 lean fish recipes using standardized recipes
 - i. cod
 - ii. sole
 - iii. turbot
 - iv. haddock
 - v. halibut
 - vi. perch
 - e. Utilize fish bones and trimmings
 - g. Use portion control techniques
 - h. Use presentation techniques
3. Fat Fish
- a. Identify and describe 3 fat fish
 - b. Storing and handling
 - c. Select appropriate equipment
 - d. Prepare 3 fat fish recipes using standardized recipes
 - i. salmon
 - ii. mackerel
 - iii. herring
 - iv. steel head
 - v. arctic char
 - vi. eel
 - vii. tuna
 - viii. shark
 - e. Utilize fish bones and trimmings
 - f. Use portion control and presentation methods
4. Preserved fish and traditional cuisine
- a. Identify and describe presentation methods
 - b. Storing and handling
 - c. Select appropriate equipment

- d. Prepare 3 recipes from the following using standardized recipes
 - i. smoked seafood
 - ii. pickled/marinated seafood
 - iii. salted seafood
 - iv. canned seafood
 - v. dried seafood
- e. Prepare 2 recipes using traditional Newfoundland foods
- f. Portion control and presentation methods

NAME & NUMBER CK1410 - Basic Preparation of Stocks, Soups & Sauces

DESCRIPTION

This course in stocks, soups and sauces requires the use of kitchen utensils and equipment and supplies. It involves identification and selection, storage and handling, preparation, cooking and presentation of stocks, soups and sauces; and cleaning up. It includes information on mother sauces and preparation techniques.

MAJOR TOPICS/TASKS

Stocks; Soups; Sauces; Liaison & Thickening Agents

PURPOSE / AIMS

1. To develop the skills and knowledge required for preparation of stock, soups and sauces with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Cooking Essentials for the Professional Chef
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Stocks
 - a. Describe characteristics of white, brown and fish stocks
 - b. Use convenience bases
 - c. List ingredients of common stocks
 - d. Prepare selected sauces as per prescribed recipes
 - i. Select appropriate equipment
 - ii. Deglaze
 - e. Select appropriate cooking times
 - f. Prepare to correct ratio

- g. Use cooling and storing procedures
 - h. Reheat stocks
 - i. Use reduction techniques
2. Soups
- a. List and provide an example for each classification of soup
 - b. Prepare 1 of each classification of soup
 - c. Use convenience bases
 - d. Select appropriate equipment
 - e. Use appropriate cooking techniques
 - f. Garnish soups
 - g. Cool & store soups
 - h. Reheat soups
 - i. Use portion control techniques
3. Sauces
- a. List 5 leading sauces
 - b. List ingredients of 5 leading sauces
 - c. Define secondary sauces
 - d. Prepare sauces as per prescribed recipes
 - i. Prepare gravies
 - ii. Prepare convenience bases
 - e. Use appropriate cooking techniques
 - f. Garnish sauces
 - g. Cool & store sauces
 - h. Reheat sauces
 - i. Use reduction techniques
 - j. Use portion control techniques
4. Liaison & Thickening Agents
- a. Identify & select the following liaison & thickening agents:
 - i. Roux
 - ii. Slurry
 - iii. Manie beurre
 - iv. Starches
 - v. Flour
 - vi. Corn starch
 - vii. Waxy maize
 - viii. Arrowroot
 - ix. Egg yolk
 - x. Creams
 - b. Prepare thickening agents as per prescribed recipes
5. Merchandise effectively

NAME & NUMBER CK2400 - Stocks, Soups and Sauces Presentation Methods

DESCRIPTION

This course in stocks, soups and sauces requires the use of kitchen tools and equipment and supplies. It involves identification and selection, storage and handling, preparation, cooking and presentation of stock, soup and sauces. It includes information on secondary sauces, non-derivative sauces and presentation methods.

MAJOR TOPICS/TASKS

Preparation & Presentation of Stocks; Preparation and presentation of Soups; Preparation & Presentation of Sauces; Thickening agents & liaison; Compound butters

PURPOSE / AIMS

1. To develop the skills and knowledge required for presentation of stocks, soups and sauces with respect to various codes and regulations
2. To adhere to work schedules

PREREQUISITES CK1410 -Basic Preparation of Stocks, Soups and Sauces

COURSE DURATION 120hrs

LEARNING RESOURCES

Cooking Essentials for the Professional Chef

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Preparation & Presentation of Stocks
 - a. Prepare stocks as per prescribed recipes for each of the following:
 - i. chicken
 - ii. veal
 - iii. beef
 - iv. fish
 - v. vegetables
 - vi. fumet
 - vii. court bouillon
 - viii. fonal lie
 - ix. convenience bases

- b. Select appropriate equipment
 - c. Use correct cooking times
 - d. Use reduction techniques
 - e. Use appropriate cooking procedures
 - i. Remouillage
 - f. Reheat stocks
 - g. Use portion control techniques
2. Preparation and presentation of Soups
- a. Prepare as per prescribed recipes 1 of each of the following types of soups:
 - i. bisque
 - ii. cream soup
 - iii. potage
 - iv. chowder
 - v. bouillions
 - vi. puree's
 - vii. broths
 - viii. consomme
 - ix. cold soup
 - x. convenience bases
 - b. Select appropriate equipment
 - c. Use proper cooking techniques
 - i. Clarification
 - ii. Curdling
 - d. Garnish soups
 - e. Cool and store soups
 - f. Use reduction techniques
 - g. Reheat soups
 - h. Use portion control techniques
3. Preparation & Presentation of Sauces
- a. Classify sauces in terms of:
 - i. colour
 - ii. ingredients
 - iii. texture
 - iv. consistency
 - v. viscosity
 - b. Prepare as per prescribed recipes 1 each of the following:
 - i. Espagnole
 - ii. Velouté
 - iii. Bechamel
 - iv. Tomato
 - v. Hollandaise
 - c. Prepare 2 each of secondary sauces from mother sauces
 - d. Use convenience bases

- e. Select appropriate equipment
 - f. Use appropriate cooking techniques
 - g. Garnish sauces
 - h. Cool & store sauces
 - i. Use reduction techniques
 - j. Use reheating techniques
 - k. Use portion control techniques
4. Thickening agents & liaison
- a. Prepare as per prescribed recipes thickening agents
5. Compound butters
- a. Prepare a basic compound butter as per prescribed recipe

NAME & NUMBER CK1550 - Preparation of Pasta & Farinaceous Foods

DESCRIPTION

This course in pasta and farinaceous foods requires the use of kitchen tools and equipment and supplies. It involves identification and selection of cuts, cutting and trimming, storing, preparing, cooking pasta and farinaceous food dishes; and cleaning up. It includes information on specialty cuisine.

MAJOR TOPICS/TASKS

Prepare Pasta Products; Prepare Farinaceous Products; Prepare Rice Products

PURPOSE / AIMS

1. To develop the knowledge and skills required for the preparation of pasta and farinaceous foods.

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 45hrs

LEARNING RESOURCES

Cooking essentials for the Professional Chef

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Prepare Pasta Products
 - a. Select appropriate equipment as per specified recipes
 - b. Select appropriate pasta products
 - c. Prepare 1 each of the following recipes:
 - i. lasagna
 - ii. spaghetti
 - iii. macaroni
 - iv. fettuccini
 - d. Store and handle
2. Prepare Farinaceous Products
 - a. Select appropriate equipment as per specific recipes
 - b. Select farinaceous products

- c. Prepare a recipe using farinaceous
 - d. Store and handle
3. Prepare Rice Products
- a. Select appropriate equipment as per specific recipes
 - b. Identify and select rice products
 - i. long grain
 - ii. short grain
 - iii. brown
 - c. Prepare 3 recipes using rice
 - i. pilaf
 - ii. fried
 - iii. steamed
 - d. Store and handle
4. Merchandise effectively

NAME & NUMBER CK1570 - Presentation of Pasta & Farinaceous Foods

DESCRIPTION

This course in pasta and farinaceous foods requires the use of kitchen tools, equipment and supplies. It involves identification and selection of cuts, cutting and trimming and presenting pasta and farinaceous food dishes. It includes information on specialty cuisine and presentation techniques for pasta and farinaceous foods.

MAJOR TOPICS/TASKS

Presentation of Pasta Products; Presentation of Farinaceous Products; Presentation of Rice Products

PURPOSE / AIMS

1. To develop the knowledge and skills required for the presentation of pasta and farinaceous foods.

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 45hrs

LEARNING RESOURCES

Cooking essentials for the Professional Chef

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Presentation of Pasta Products
 - a. Select appropriate pasta products
 - b. Use presentation techniques for each of the following
 - i. lasagna
 - ii. spaghetti
 - iii. macaroni
 - iv. fettuccini

2. Presentation of Farinaceous Products
 - a. Select farinaceous products
 - b. Use presentation techniques

3. Presentation of Rice Products
 - a. Identify and select rice products
 - i. long grain
 - ii. short grain
 - iii. brown
 - b. Display presentation techniques using 3 recipes for rice
 - i. pilaf
 - ii. fried
 - iii. steamed

NAME & NUMBER CK1700 - Basic Preparation of Salads

DESCRIPTION

This course in salads requires the use of utensils and equipment. It involves identification and selection of ingredients, preparation and presentation of salads, and clean up. It includes information on types of ingredients for various salads and dressings, preparation techniques and sanitation code requirements for holding salads.

MAJOR TOPICS/TASKS

Dressing Types/Ingredients; Salad Types; Prepare salads

PURPOSE / AIMS

1. To develop the skills and knowledge required for preparing basic salads with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Dressing Types/Ingredients
 - a. List and describe three categories of salad dressing:
 - i. oil & vinegar
 - ii. mayonnaise-based
 - iii. cooked
 - b. Prepare and use salad dressings as per prescribed recipes
 - c. Store and hold salad dressings
 - d. Use portion control & plating techniques
 - e. Select & use appropriate equipment

2. Salad Types
 - a. Distinguish between the following five salad types:
 - i. appetizer
 - ii. accompaniment
 - iii. main course
 - iv. dessert
 - v. separate course
 - b. Identify & select the following seven salad classifications:
 - i. green
 - ii. seafood
 - iii. vegetable
 - iv. fruit
 - v. aspic
 - vi. pasta
 - vii. meat
 - c. Store and hold salads
 - d. Garnish salads
 - e. Use portion control and plating techniques
3. Prepare salads
 - a. Mise in place
 - b. Prepare as per prescribed recipes 1 of each salad referenced in 2 (b) above
 - c. Store and hold salads
 - d. Garnish salads
 - e. Use portion control and plating techniques
4. Merchandise effectively

NAME & NUMBER CK1701 - Salad Presentation Methods

DESCRIPTION

This course in salads requires the use of kitchen tools and equipment and supplies. It involves identification and selection, preparation and presentation of salads; and clean up. It includes information on types of salads, preparation and presentation techniques.

MAJOR TOPICS/TASKS

Dressings; Salad Types; Salad Preparation; Plating and Presentation

PURPOSE / AIMS

1. To develop the skills and knowledge required for presenting salads with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1700 - Basic Presentation of Salads

COURSE DURATION 90hrs

LEARNING RESOURCES

Cooking Essentials for the Professional Chef
How to Garnish
Garnishing
Melon Garnish

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Dressings
 - a. List common dressing derivatives
 - b. Prepare as per prescribed recipes derivative dressings from 3 basic categories
 - c. Store, handle and hold dressings
 - d. Use portion control techniques
2. Salad Types
 - a. Identify and select the following 5 salads:
 - i. appetizer

- ii. dessert
 - iii. accompaniment
 - iv. separate course
 - v. main course
 - b. Identify and select salads from each of the following classifications:
 - i. green
 - ii. seafood
 - iii. vegetable
 - iv. fruit
 - v. aspic
 - vi. pasta
 - v. meat
 - c. Store and handle salads
 - d. Garnish salads
 - e. Use portion control techniques
- 3. Salad Preparation
 - a. Prepare advanced salads as per prescribed recipes for each of the salad classifications listed in 2 (b)
 - b. Store and handle salads
 - c. Garnish salads
 - d. Marinate salads
 - e. Use portion control techniques
- 4. Plating and Presentation
 - a. Prepare as per prescribed recipes advanced salads for each of the 5 types of salads referenced in 2 (a)
 - b. Prepare a buffet layout
 - c. Garnish salads
 - d. Store and handle salads
 - e. Use portion control and plating techniques

NAME & NUMBER CK1500 - Eggs and Breakfast Items

DESCRIPTION

This course in egg preparation requires the use of utensils and equipment. It involves selecting, storing, handling, pre-preparing, preparing, cooking and serving eggs; and cleaning up. It includes information on grading, market forms, preparation techniques and sanitation code requirements for preparation and holding.

MAJOR TOPICS/TASKS

Describe market forms of egg products; Describe how eggs are graded; Prepare eggs; Prepare omelets; Prepare french toast; Hold prepared eggs; Prepares pancakes, waffles and hot cakes

PURPOSE / AIMS

1. To develop the skills and knowledge required for egg preparation with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedules
6. To perform a mise en place
7. To co-ordinate and prepare services
8. To merchandise effectively
9. To use herbs, spices and flavourings effectively

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 30hrs

LEARNING RESOURCES

On Cooking
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Describe market forms of egg products

2. Describe how eggs are graded
3. Prepare eggs
 - a. Explain egg preparation techniques
 - b. Boiled
 - i. Hard boil
 - ii. Soft boil
 - c. Fried
 - i. Sunny-side up
 - ii. "Eggs over"
 - iii. Pan fry
 - iv. On a grill
 - v. Country style
 - d. Poached
 - e. Scrambled
 - i. To order
 - ii. For volume
 - f. Shirred eggs
4. Prepare omelets
 - a. French
 - b. Souffle
5. Prepare french toast
6. Hold prepared eggs
 - a. Describe sanitation code requirements for holding eggs
7. Prepares pancakes, waffles and hot cakes
8. Merchandise effectively

NAME & NUMBER CK1510 - Appetizers and Hors-d'oeuvres

DESCRIPTION

This course in appetizers and sandwiches requires the use of kitchen tools and equipment and supplies. It involves identification and selection, storage and handling, preparation, cooking and presentation of appetizers; and cleaning up. It includes information on types and uses of dairy products, appetizers and hors-d'oeuvres.

MAJOR TOPICS/TASKS

Hot/Cold Appetizers; Hot/Cold Hors d'oeuvres; Centerpieces

PURPOSE / AIMS

1. To develop the skills and knowledge required for preparing appetizers with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Hot/Cold Appetizers
 - a. Select appropriate equipment
 - b. Store and Handle
 - c. Select appropriate ingredients
 - d. Prepare 4 hot appetizers from the following:
 - i. vegetable
 - ii. seafood
 - iii. fruit
 - iv. dairy
 - v. meat

- vi. eggs
 - vii. poultry
 - viii. game
 - e. Prepare 4 cold appetizers from the following:
 - i. seafood
 - ii. vegetable
 - iii. fruit
 - iv. dairy
 - v. meats
 - vi. eggs
 - vii. poultry
 - viii. game
 - f. Prepare convenience appetizers
 - g. Prepare appropriate sauces and dips
 - h. Use presentation techniques
- 2. Hot/Cold Hors d'oeuvres
 - a. Select appropriate equipment
 - b. Store and Handle
 - c. Select appropriate ingredients
 - d. Prepare 4 hot hors d'oeuvres from the following:
 - i. vegetable
 - ii. seafood
 - iii. fruit
 - iv. dairy
 - v. meat
 - vi. eggs
 - vii. poultry
 - viii. game
 - e. Prepare 4 cold hor d'oeuvres from the following:
 - i. seafood
 - ii. vegetable
 - iii. fruit
 - iv. dairy
 - v. meat
 - vi. eggs
 - vii. poultry
 - viii. game
 - f. Prepare convenience hor d'oeuvres
 - g. Prepare appropriate sauces and dips
 - h. Use presentation techniques
- 3. Centerpieces
 - a. Select appropriate centerpieces
 - b. Select appropriate equipment

- c. Store and Handle
- d. Prepare centerpieces from the following:
 - i. fruit
 - ii. vegetable
 - iii. seafood
 - iv. dairy
 - v. meat
 - vi. eggs
 - vii. poultry
 - viii. game
- e. Use presentation techniques

NAME & NUMBER CK1530 - Sandwiches

DESCRIPTION

This course in sandwiches requires the use of tools and equipment and materials and supplies. It involves identification, selection, storage and handling of ingredients; preparation, filling, cooking and presenting sandwiches; and cleaning up. It includes information on types of fillings, breads and garnishes; and preparation techniques.

MAJOR TOPICS/TASKS

Cold Sandwich Types; Hot Sandwiches; Sandwich Fillings; Sandwich Spreads; Breads and Rolls

PURPOSE / AIMS

1. To develop the skills and knowledge required for preparing sandwiches with respect to various codes and regulations
2. To adhere to work schedules
3. To merchandise effectively

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 30hrs

LEARNING RESOURCES

On Cooking; Professional Cooking
How to Garnish
Garnishing

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Cold Sandwich Types
 - a. Distinguish between the following cold sandwich types:
 - i. open-faced
 - ii. double decker
 - iii. basic
 - iv. fancy
 - b. Prepare as per prescribed directions on sandwiches of each type identified above
 - c. Garnish sandwiches

- d. Use portion control, plating and presentation techniques
 - e. Hold and store sandwiches
 - f. Identify, select and use appropriate tools and equipment
2. Hot Sandwiches
- a. Distinguish between the following hot sandwich types:
 - i. open-faced
 - ii. double decker
 - iii. grilled
 - iv. deep fried
 - b. Garnish sandwiches
 - c. Use plating and presentation techniques
 - d. Hold and store hot sandwiches
 - e. Identify, select and use appropriate tools and equipment
3. Sandwich Fillings
- a. Identify the following sandwich meats:
 - i. beef
 - ii. pork
 - iii. poultry
 - iv. sausage
 - b. Identify cheese types commonly used in sandwiches
 - c. Identify fish and shellfish fillings
 - d. Identify mayonnaise-based fillings
 - e. Identify vegetable fillings
 - i. lettuce
 - ii. tomato
 - iii. onion
 - f. Prepare as per prescribed recipes
 - g. Hold and store sandwich fillings
4. Sandwich Spreads
- a. Distinguish between common mayonnaise and salad dressings
 - b. Distinguish between mustard varieties commonly used in sandwiches
 - c. Describe use of butter and margarine in sandwiches
 - d. Hold and store spreads
5. Breads and Rolls
- a. Identify and select breads and rolls used in sandwiches
6. Merchandise effectively

NAME & NUMBER CK1540 - Basic Desserts

DESCRIPTION

This course in desserts requires the use of baking utensils and equipment, and baking supplies. It involves identification and selection of ingredients; handling and storage, portioning, folding, whipping, blending and plating basic desserts; and cleaning up. It includes information on cooking methods, temperatures, synthetic creams and types of basic desserts

MAJOR TOPICS/TASKS

Preparation of basic cold desserts; Preparation of basic hot desserts; Preparation of creams and synthetic creams; Preparation of basic dessert sauces

PURPOSE / AIMS

1. To develop the skills and knowledge required for the production of basic desserts with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To utilize spices, flavours and colors effectively
5. To pan, mold, mount, organize basic desserts
6. To develop an understanding of the methodology and action of gelatins, starches and creams
7. To understand the difference in cooking temperature versus holding temperatures
8. To understand the re-utilization of products left-over

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 45hrs

LEARNING RESOURCES

On Cooking
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED November 1994

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Preparation of basic cold desserts
 - a. Select appropriate equipment as per prescribed formulae

- b. Prepare 1 each of the following cold desserts:
 - i. gelatin based
 - ii. ice cream desserts
 - iii. cheese cakes
 - iv. fresh fruits
 - c. Use convenience products
 - d. Select and combine ingredients
 - e. Select appropriate preparation temperatures
 - f. Use storage and handling techniques
 - g. Use portion control and presentation techniques
2. Preparation of basic hot desserts
- a. Select appropriate equipment as per prescribed formulae
 - b. Prepare 1 each of the following hot desserts:
 - i. steamed pudding
 - ii. baked pudding
 - iii. bread pudding
 - iv. custard pudding
 - c. Use convenience products
 - d. Select and combine ingredients
 - e. Select appropriate preparation temperatures
 - f. Store and handle hot desserts
 - g. Use portion control and presentation techniques
3. Preparation of creams and synthetic creams
- a. Select appropriate equipment as per prescribed formulae
 - b. Prepare dairy cream
 - c. Prepare synthetic cream
 - d. Store and handle creams
 - e. Use portion control and presentation techniques
4. Preparation of basic dessert sauces
- a. Select appropriate equipment as per prescribed formulae
 - b. Prepare a fruit coulis
 - c. Use convenience products
 - d. Store & handle dessert sauces
 - e. Use portion control & presentation techniques
5. Merchandise effectively

NAME & NUMBER CK1800 - Merchandising

DESCRIPTION

This course requires the use of baking utensils, equipment and supplies. It involves selecting ingredients, storage and handling, piping, color coordinating, mounting, portioning and plating baked products and desserts; cleaning up of supplies, equipment, and the bake shop.

MAJOR TOPICS/TASKS

Decoration and Garnishing of Food Products

PURPOSE / AIMS

1. To practice proper Hygiene and Sanitation
2. To practice Kitchen Safety
3. To develop the skills and knowledge required for basic merchandising with respect to sanitation codes and regulations.
4. To utilize herbs, spices and flavourings effectively
5. To properly pan and organize baked products
6. To practice proper portion control
7. To develop an understanding of food color combinations and mixing techniques
8. To develop an appreciation for conservation and environmental issues

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Cooking Essentials for the Professional Chef
Professional Cooking

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Decoration and Garnishing of Food Products
 - a. Select appropriate tools and equipment
 - b. Select appropriate ingredients
 - c. Store and hold garnishes

- d. Select appropriate garnish
- e. Decorate/garnish the following prepared food items:
 - i. appetizers
 - ii. salads
 - iii. soups
 - iv. entree
 - v. potato
 - vi. vegetables
 - vii. desserts
 - viii. beverages
- f. Use portion control and presentation methods

NAME & NUMBER CK1810 - Basic Cakes

DESCRIPTION

This course requires the use of baking utensils, equipment and baking supplies. It involves identification and selection of ingredients, storage and handling, portioning, scaling, panning, baking, racking, decorating and plating; and clean-up. It includes information on types of cakes and basic preparation techniques.

MAJOR TOPICS/TASKS

Basic Cakes
Decoration and Serving

PURPOSE / AIMS

1. To develop the skills and knowledge required for basic cakes with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To utilize spices, flavours and colors effectively
5. To pan and organize bakery products
6. To develop an understanding of cake production, in respect to the methodology of mixing
7. To develop basic cake decorating skills.

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Cooking Essentials for the Professional Chef
Professional Cooking; Professional Baking (Gisslen)
Bakers Manuel (Amandola)

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Basic Cakes
 - a. Select appropriate equipment
 - b. Describe leaveners

- c. Distinguish between the following cake types:
 - i. creaming method
 - ii. sponge method
 - iii. two-stage
 - iv. angel food
 - v. chiffon
 - d. Select and combine ingredients as per prescribed recipes for each type of cake listed in 1 (c)
 - e. Scale batter
 - f. Use temperature guides
 - g. Cool, handle and store cakes
2. Decoration and Serving
- a. Select appropriate equipment
 - b. Distinguish between the following types of frostings and glazes:
 - i. butter creams
 - ii. fondant
 - iii. flat
 - c. Select and combine ingredients as per prescribed recipes for each type of frosting and glaze in 2 (b)
 - d. Apply frostings and glazes
 - e. Use portion control techniques
 - f. Store and hold frostings and glazes
 - g. Plate and present frostings and glazes
3. Merchandise effectively

NAME & NUMBER CK1820 - Basic Pastries

DESCRIPTION

This course requires the use of baking utensils and equipment and supplies. It involves identification and selection, storage, and handling portioning, scaling, panning, baking, preparing fillings, cooling, decorating and plating basic pastries, and clean-up. It includes information on types of basic pastries and fillings and preparation techniques.

MAJOR TOPICS/TASKS

Basic Pie Dough Types; Basic & Specialty Fillings; Specialty Pastries

PURPOSE / AIMS

1. To develop the skills and knowledge required for basic pastries with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To utilize spices, flavours and colours effectively
5. To pan and organize bakery products

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 60hrs

LEARNING RESOURCES

On Cooking
Cooking Essentials for the Professional Chef
Professional Cooking
Professional Baking (Gisslen)
Bakers Manuel (Amandola)

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Basic Pie Dough Types
 - a. Identify pie dough ingredients
 - b. Select appropriate equipment for prescribed formulae
 - c. Prepare flaky pie dough as per formula
 - d. Prepare meaty pie dough as per formula

- e. Use convenience pastry products
 - f. Select proper baking temperatures
 - g. Use various finishing techniques to preserve color and add to the appearance of pastries
 - h. Handle and store pies
 - i. Use portion control, plating and presentation techniques
2. Basic & Specialty Fillings
- a. Identify pie filling ingredients
 - b. Select appropriate equipment
 - c. Prepare 1 pie from each of the following four categories:
 - i. fruit
 - ii. cooked juice
 - iii. cooked fruit
 - iv. old-fashioned method
 - d. Prepare cream and chiffon pie fillings
 - e. Use convenience pastry fillings
 - f. Select proper temperatures
 - g. Use various finishing techniques to preserve color and add to the appearance of fillings
 - h. Handle and store fillings
 - i. Use portion control, plating and presentation methods
3. Specialty Pastries
- a. Select appropriate equipment for prescribed formulae
 - b. Prepare the following 4 types of specialty pastry:
 - i. choux
 - ii. puff pastry
 - iii. sugar
 - iv. crumb crust
 - c. Use convenience specialty pastry products (i.e. phyllo)
 - d. Select proper temperatures
 - e. Use various finishing techniques to preserve color and to the appearance of specialty pastries
 - f. Handle and store pastries
 - g. Use portion control, plating and presentation methods
4. Merchandise effectively

NAME & NUMBER CK1830 - Basic Cookies, Squares and Quick Breads

DESCRIPTION

This course requires the use of baking utensils and equipment and baking supplies. It involves identification and selection of ingredients; storage and handling, decorating and scaling, making-up, baking (if required), racking, portioning, decorating and plating basic cookies, squares and quick breads, and preparation techniques.

MAJOR TOPICS/TASKS

Preparation of Cookies and Squares; Prepare quick breads

PURPOSE / AIMS

1. To develop the skills and knowledge required for basic cooking squares and quick breads with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To utilize spices, flavours and colors effectively
5. To pan and organize bakery products
6. To develop an understanding of Mixing Methodology
7. To develop an understanding of panning and baking of cookies, squares and quick breads
8. To develop a basic understanding of merchandising these products

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 45hrs

LEARNING RESOURCES

On Cooking
Cooking Essentials for the Professional Chef
Professional Cooking
Professional Baking (Gisslen)
Bakers Manuel (Amandola)

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Preparation of Cookies and Squares
 - a. Select appropriate equipment as per prescribed formula

- b. Prepare 1 each of the following cookies:
 - i. bagged
 - ii. chopped
 - iii. rolled
 - iv. molded
 - v. icebox
 - vi. bar
 - vii. sheet
 - c. Distinguish between the following cooking methodologies:
 - i. one stage method
 - ii. creaming method
 - iii. sponge method
 - d. Select and combine ingredients
 - e. Select baking temperatures
 - f. Store and hold cookies
 - g. Use portion control, presentation and merchandising techniques
2. Prepare Quick breads
- a. Select appropriate equipment as per prescribed formula
 - b. Prepare 1 of each of the following quick bread products:
 - i. biscuit
 - ii. muffin
 - iii. creaming
 - c. Select and combine ingredients
 - d. Select baking temperatures
 - e. Store and hold quick breads
 - f. Use portion control, presentation and merchandising techniques
3. Merchandise effectively

NAME & NUMBER CK1840 - Basic Yeast-Raised Products

DESCRIPTION

This course in yeast bread production requires the use of baking utensils and equipment, and baking supplies. It involves identification and selection of ingredients: storage and handling, proofing, scaling, mixing/kneading, bench proofing, panning, baking, docking, glazing, rocking and sewing basic yeast-raised products. It includes information on temperature guides, types of basic yeast-raised breads and preparation techniques.

MAJOR TOPICS/TASKS

Preparation of basic yeast-raised bread and rolls; Preparation of specialty yeast-raised products

PURPOSE / AIMS

1. To develop the skills and knowledge required for basic yeast-raised products with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To utilize herbs, spices, flavours and colors effectively
5. To pan and organize bakery products
6. To develop an understanding of the Efeast leavening versus Gluten interaction
7. To develop an understanding of the Mixing Methodology.

PREREQUISITES CK1110 - Kitchen Fundamentals

COURSE DURATION 90hrs

LEARNING RESOURCES

On Cooking
Cooking Essentials for the Professional Chef
Professional Cooking; Professional Baking (Gisslen)
Bakers Manuel (Amandola)

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Preparation of basic yeast-raised bread and rolls
 - a. Select appropriate equipment for formula

- b. Select ingredients as per prescribed formula for 1 of each of:
 - i. white bread
 - ii. whole wheat bread
 - iii. raisin bread
 - iv. soft/hard rolls
 - v. french bread
 - vi. pizza dough
 - c. Use convenience products
 - d. Combine ingredients
 - e. Proof yeast products
 - f. Scale yeast products
 - g. Select proper temperature and bake yeast products
 - h. Use various finishing techniques to preserve colour and add to the appearance of yeast-raised products
 - i. Store and handle yeast-raised products
 - j. Portion and present yeast-raised products
2. Preparation of specialty yeast-raised products
- a. Select appropriate equipment for formula
 - b. Select ingredients as per prescribed formulae for 1 of each of :
 - i. doughnuts
 - ii. danish
 - iii. croissant
 - c. Use convenience products
 - d. Combine ingredients
 - e. Proof specialty yeast-raised products
 - f. Scale specialty yeast-raised products
 - g. Select proper temperature and bake/cook
 - h. Use various finishing techniques to preserve color and add to the appearance of specialty products
 - i. Store and handle specialty products
 - j. Portion and present specialty products
3. Merchandise effectively

NAME & NUMBER CK1520 - Menu Planning

DESCRIPTION

This course in menus requires the use of a dining room and equipment. It involves identifying conditions, planning and costing menus. It includes information on types of menus, skill and sizes of cooking crew and service crew, types of customers, festive occasions and seasons, competition, service hours, types of establishments and sales volume.

MAJOR TOPICS/TASKS

Analyze Food and Beverages Operations; Describe Types of Menus; Describe the Basic Principles of Menu Planning; Demonstrate the Principles of Menu Planning

PURPOSE / AIMS

1. To develop the skills and knowledge required for menu planning
2. To adhere to work schedules

PREREQUISITES All cooking courses except CK1560 - Menu Costing

COURSE DURATION 105hrs

LEARNING RESOURCES

Cooking Essentials for the Professional Chef
Haines

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Analyze Food and Beverages Operations
 - a. List types of food operations
 - b. Identify various types of menus
 - c. Describe a selection of menus
2. Describe Types of Menus
 - a. Describe multiple-operation menus
 - b. Describe specialty menus
 - c. Describe breakfast menu
 - d. Describe the hospital/health care menu

- e. Describe the ethnic menu
 - f. Describe the health and fitness menu
3. Describe the Basic Principles of Menu Planning
- a. Explain the concepts of menu copy
 - i. layout
 - ii. design
 - iii. print-size T font
 - iv. paper
 - v. presentation of products
 - b. Discuss the 12 factors in menu planning
 - i. location
 - ii. type of customers
 - iii. type of food service establishment
 - iv. skin and size of preparation crew
 - v. serving hours
 - vi. size of dining room and equipment
 - vii. competition
 - viii. sales volume
 - ix. skill and size of service crew
 - x. kitchen equipment
 - xi. seasons of the year
 - xii. festive occasions
 - c. Menu content
 - i. form
 - ii. color
 - iii. texture
 - iv. balance
 - v. variety
 - vi. consistency
 - vii. use of leftovers
4. Demonstrate the Principles of Menu Planning
- a. Prepare an A la Carte menu
 - b. Prepare a Tablé d' Hôtel menu

NAME & NUMBER CK1560 - Menu Costing

COURSE DURATION

This course in menus requires the use of catering conditions. It involves identifying conditions and planning and costing menus. It includes information on utilization techniques for leftovers and convenience foods, types of menus.

MAJOR TOPICS/TASKS

Describe types of menus; Describe food costing; Use convenience foods; Utilize leftovers; Merchandise effectively; Reconstitute conventional or freeze dried foods; Retrieve and reheat stored cooked food products; Prepare and cook food items for chilling; Chill cooked food products; Store chilled products; Freeze cooked food products; Store freezer products; Retrieve, temper and reheat stored freezer products

PURPOSE / AIMS

1. To develop the skills and knowledge required for menu costing with respect to various codes and regulations
2. To practice safety in potentially harmful situations
3. To develop an appreciation for conservation and environmental issues
4. To follow sanitation procedures and cleaning schedules
5. To adhere to work schedules
6. To perform a mise en place
7. To co-ordinate and prepare services
8. To use herbs, spices and flavourings effectively

PREREQUISITES CK1520 - Menu Planning

COURSE DURATION 60hrs

LEARNING RESOURCES

Cooking Essentials for the Professional Chef
Haines
Food Service Math Fundamentals

EVALUATION Theory and Practical Applications Require a Pass Mark of 70%.

DATE DEVELOPED February 1999

COURSE OUTLINE / LEARNING OBJECTIVES:

1. Describe types of menus

Cook Occupation

2. Describe food costing
3. Use convenience foods
 - a. Describe utilization techniques for convenience foods
 - b. Store, prepare and serve convenience foods.
4. Utilize leftovers
 - a. Describe utilization techniques for leftovers
 - b. Identify usable leftovers
 - c. Prepare dishes utilizing leftovers
5. Merchandise effectively
 - a. Identify methods and materials used for garnishing
 - b. Prepare products for marketing
6. Reconstitute conventional or freeze dried foods
7. Retrieve and reheat stored cooked food products
8. Prepare and cook food items for chilling
9. Chill cooked food products
10. Store chilled products
11. Freeze cooked food products
12. Store freezer products
13. Retrieve, temper and reheat stored freezer products

REQUIRED RELATED COURSES

COURSE NAME & NUMBER: Workplace Correspondence CM2150

DESCRIPTIVE TITLE: Workplace Correspondence

CALENDAR TITLE:

1.0 Type and Purpose Communications 2150 gives students the opportunity to study the principles of effective writing. Applications include letters, memos, and short report writing.

2.0 Major Topics Review of Sentence and Paragraph Construction; Business Correspondence; Informal Report; Job Search Techniques.

PREREQUISITES: Nil

CO-REQUISITES: Nil

COURSE DURATION 45hrs

**SUGGESTED TEXT/
LEARNING RESOURCES:**

Textbooks: Business English and Communications, Fourth Canadian Edition, Clark, Zimmer, et al., McGraw-Hill Ryerson, 1990

Student Projects and Activities for Business English and Communications,

Fourth Canadian Edition, Clark, et al., McGraw-Hill, 1990

Effective Business Writing, Jennifer MacLennon

Simon and Shuster Handbook for Writers, Second Edition, Troyka Lynn Quitman, Prentice Hall

College English Communication, Third Canadian Edition, Stewart, Zimmer, et al., McGraw-Hill Ryerson Limited, 1989

Business and Administrative Communication, Second Edition, Kitty O. Locker. IRWIN, 1991

References: Pittman Office Handbook, Smith/Hay-Ellis

The Gregg Reference Manual, Fourth Canadian Edition, Sabin/O'Neill
McGraw Hill Handbook

Other Resources: Business Letter Business (Video), Video Arts

Guest Speakers

Sell Yourself (Video)

COURSE AIMS:

1. To help students understand the importance of well-developed writing skills in business and in career development.
2. To help students understand the purpose of the various types of business correspondence.
3. To examine the principles of effective business writing.
4. To examine the standard formats for letters and memos.
5. To provide opportunities for students to practice writing effective letters and memos.
6. To examine the fundamentals of informal reports and the report writing procedure.
7. To provide an opportunity for students to produce an informal report.

MAJOR TOPICS/TASKS:

- 1.0 Review of Sentence and Paragraph Construction
- 2.0 Business Correspondence
- 3.0 Informal Report/Present Orally

COURSE OUTLINE:

- 1.0 Review of Sentence and Paragraph Construction
 - 1.1 Examining and applying principles of sentence construction
 - 1.2 Examining and applying principles of paragraph construction
- 2.0 Business Correspondence
 - 2.1 Examining the value of well-developed business writing skills
 - 2.2 Examining principles of effective business writing
 - 2.3 Examining business letters and memos
- 3.0 Informal Report
 - 3.1 Examining the fundamentals of informal business reports
 - 3.2 Applying informal report writing skills

LEARNING OBJECTIVES:

1.0 Review of Sentences and Paragraph Construction

- 1.1.1 Define a sentence and review the four types.
- 1.1.2 Identify the essential parts of a sentence, particularly subject and predicate, direct and indirect object.
- 1.1.3 Differentiate among phrases, clauses, and sentences.
- 1.1.4 Explore the major concepts related to subject-verb agreement.
- 1.1.5 Apply rules and principles for writing clear, concise, complete sentences which adhere to the conventions of grammar, punctuation, and mechanics.

1.2 Examine and Apply Principles of paragraph Construction

- 1.2.1 Discuss the basic purposes for writing.
- 1.2.2 Define a paragraph and describe the major characteristics of an effective paragraph.
- 1.2.3 Write well-developed, coherent, unified paragraphs which illustrate the following: A variety of sentence arrangements; conciseness and clarity; and adherence to correct and appropriate sentence structure, grammar, punctuation, and mechanics.

2.0 Business Correspondence

2.1 Examine the Value of Business Writing Skills

- 2.1.1 Discuss the importance of effective writing skills in business
- 2.1.2 Discuss the value of well-developed writing skills to career success

2.2 Examine Principles of Effective Business Writing

- 2.2.1 Discuss the rationale and techniques for fostering goodwill in business communication, regardless of the circumstances
- 2.2.2 Review the importance of revising and proofreading writing

2.3 Examine Business Letters and Memos

- 2.3.1 Differentiate between letter and memo applications in the workplace
- 2.3.2 Identify the parts of a business letter and memo
- 2.3.3 Explore the standard formats for business letters and memos
- 2.3.4 Examine guidelines for writing an acceptable letter and memo which convey: acknowledgment, routine request, routine response, complaint, refusal, and persuasive request, for three of the six types listed
- 2.3.5 Examine samples of well-written and poorly written letters and memos

3.0 Informal Report

- 3.1 Examine the Fundamentals of Informal Business Reports
 - 3.1.1 Identify the purpose of the informal report
 - 3.1.2 Identify the parts and formats of an informal report
 - 3.1.3 Identify methods of information gathering

- 3.2 Apply Informal Report Writing Skills and Oral Reporting Skills
 - 3.2.1 Gather pertinent information
 - 3.2.2 Organize information into an appropriate outline
 - 3.2.3 Draft a five minute informal report
 - 3.2.4 Edit, proofread, and revise the draft to create an effective informal report and present orally using visual aids.

RECOMMENDED EVALUATION:

Required Pass Mark 70%

DEVELOPMENT HISTORY:

Date Developed:

Date Revised: 1999 05 03

Name and Number: Customer Service MR1210

Descriptive Title: Customer Service

Summary Description:

This course focuses on the role of providing quality customer service. It is important to have a positive attitude and the necessary skills to effectively listen and interpret customer concerns about a product, resolve customer problems, and determine customer wants and needs. Students will be able to use the skills and knowledge gained in this course to effectively provide a consistently high level of service to the customer.

Prerequisites: None

Co-requisites: None

Suggested Duration: 30 hrs

Evaluation: Theory and Practical Applications Require a Pass Mark of 70%.

Course Aims:

1. To know and understand quality customer service
2. To know why quality service is important
3. To know and understand the relationship between “service” and “sales”
4. To understand the importance of and to demonstrate a positive attitude
5. To recognize and demonstrate handling of customer complaints

Course Objectives (Knowledge):

1. **Providing Quality Service**
 - Define quality service
 - List the types of quality service
 - Define Service vs. Sales or Selling
 - Explain why quality service is important
 - Identify the various types of customers
 - Define customer loyalty
2. **Determining Customers Wants and Needs**

- List four levels of customer needs
- Identify important customer wants and needs
- Identify ways to ensure repeat business

3. Demonstrating a Positive Attitude

- List the characteristics of a positive attitude
- Explain why it is important to have a positive attitude
- List ways that a positive attitude can improve a customer's satisfaction
- Define perception
- Explain how perception can alter us and customers
- Understand how to deal with perception

4. Effectively Communicating with customers

- Describe the main elements in the communication process
- Identify some barriers to effective communication
- Define body language
- Explain how body language would affect customers
- Determine why body language is important
- Define active listening and state why it is important
- Describe the four components of active listening
- Contrast good and bad listeners
- List and discuss the steps of the listening process

5. Effectively using Questioning Techniques

- List questioning techniques
- Write two examples of an open question
- Perform a questioning and listening role play

6. Using the Telephone Effectively

- List the qualities of a professional telephone voice
- Explain why telephone skills are important
- Demonstrate effective telephone skills

7. Asserting Oneself: Handling Complaints and Resolving Conflict

- Define assertiveness
- Define communication behaviors
- Relate assertions to effective communication
- Practice being assertive
- Understand the process of assertive guidelines for action

- Practice giving an assertive greeting
- Acknowledge multiple customers

8. Dealing with Difficult Customers

- Describe how you would deal with anger
- Complete a guide to controlling feelings
- Determine how you would feel dealing with an upset customer
- Suggest some techniques that might control your own feelings
- Understand leadership styles and the nature of organizations
- List ways to dealing with conflict / customer criticism
- Be aware of certain guidelines when confronting customers
- List ways of preventing unnecessary conflict with customers
- Review current skills and knowledge of customer service
- Develop a customer satisfaction improvement plan

COURSE OUTLINE - SP 2330

Name and Number: General Studies SP2330

Descriptive Title: Quality Assurance / Quality Control

Description:

This general studies course requires the use of basic tools and equipment and materials and supplies. It requires controlling drawings and specifications and/or calibrating measuring devices in applicable occupations. It involves interpreting standards, controlling the acceptance of raw materials, controlling quality variables and documenting the process. It includes information on quality concepts, codes and standards, documentation, communications, human resources, company structure and policy, teamwork and responsibilities.

Prerequisites: None

Co-requisites: None

Suggested Duration: 30 hrs

Course Aims:

1. To develop the skills and knowledge required to apply quality assurance/quality control procedures
2. To develop an awareness of quality management principles and processes

Course Objectives (Knowledge):

1. Describe the reasons for quality assurance and quality plans.
2. Explain the relationship between quality assurance and quality control.
3. Describe quality control procedures as applied to the production and checking of engineering drawings in applicable occupations.
4. Describe quality control procedures as applied to the acceptance and checking of raw materials.
5. Explain the role of communications in quality management.
6. Explain why it is important for all employees to understand the structure of the company and its production processes.
7. Explain how human resource effectiveness is maximized in a quality managed organization.

8. Explain the role of company policy in quality management.
9. Explain the purpose of codes and standards.
10. Explain the concepts of quality
 - a. cost of quality
 - b. measurement of quality
 - c. quality control and quality assurance
 - d. elements of quality
 - e. elements of the quality audit
 - f. quality standards
 - g. role expectations and responsibilities
11. Explain the structure of quality assurance and quality control
 - a. Define quality assurance, quality control and documentation terminology
 - b. Describe organizational charts
 - c. List the elements of a quality assurance system
 - d. Explain the purpose of the quality assurance manual
 - e. Describe quality assurance procedures
 - f. Explain the key functions and responsibilities of personnel
12. Complete quality assurance/quality control documentation
 - a. Describe methods of recording reports in industry
 - b. Describe procedures of traceability (manual and computer-based recording)
 - c. Identify needs for quality control procedures

Major Tasks / Subtasks (Skills):

1. Apply quality control to projects
 - a. Follow QA/QC procedures for drawings, plans and specifications in applicable occupations.
 - b. Calibrate measuring instruments and devices in applicable occupations.
 - c. Interpret required standards
 - d. Follow QA/QC procedures for accepting raw materials
 - e. Carry out the project
 - f. Control the quality elements (variables)
 - g. Complete QA/QC reports

Evaluation:

Pass Mark Required 70%

Development History:

Date Developed: February 1994

Date Revised: April, 1999

COURSE DESCRIPTION

COURSE NAME & NUMBER: Introduction to Computers MC1050

DESCRIPTIVE TITLE: Introduction to Computers

CALENDAR ENTRY:

Type and Purpose This course is designed to give the student an introduction to computer systems. Particular emphasis is given to word processing, spreadsheet, e-mail and the Internet.

Major Topics Microcomputer System Hardware and Software Components; Word Processing; Electronic Spreadsheets; Electronic Mail and the Internet.

PRE-REQUISITES: Nil

CO-REQUISITES: Nil

SUGGESTED DURATION: 30 hrs

**SUGGESTED TEXT/
LEARNING RESOURCES:**

Textbook(s):

References:

Other Resources:

COURSE AIMS:

1. To provide students with a introduction to computer systems and their operation.
2. To introduce students to popular software packages, their applications and future trends in computer applications.

MAJOR TOPICS:

1. Microcomputer System Hardware and Software Components
2. Word Processing
3. Spreadsheet
4. E-Mail and the Internet

COURSE OUTLINE:

- 1.0 Microcomputer System Hardware and Software Components
 - 1.1 Microcomputer Hardware
 - 1.1.1 System Components
 - 1.1.2 Function of each Component
 - 1.2 Microcomputer Software
 - 1.2.1 Software Definition and Types
 - 1.2.2 System Software (Windows 95)
 - 1.2.3 File Management Commands (Windows 95)
- 2. Word Processing
 - 2.1 Keyboarding Techniques
 - 2.2 Word Processing
 - 2.2.1 Understanding Word Processing
 - 2.2.2 Create a Document
 - 2.2.3 Save, Open and Edit a Document
 - 2.2.4 Edit a Document: Cut and Paste
 - 2.2.5 Understand Hidden codes.
 - 2.2.6 The Select Feature (Block)
 - 2.2.7 Change Layout Format
 - 2.2.8 Change Text Attributes
 - 2.2.9 Use Auxiliary Tools
 - 2.2.10 Select the Print Feature (number of copies and current document)
- 3. Electronic Spreadsheet
 - 3.1 Spreadsheet Basics
 - 3.2 Operate Menus
 - 3.3 Create a Worksheet
 - 3.4 Use Ranges
 - 3.5 Print a Worksheet
 - 3.6 Edit a worksheet
- 4. Electronic Mail and the Internet

- 4.1 Electronic Mail
- 4.2 The Internet

Learning Objectives:

1. Microcomputer System Hardware and Software Components

1.1 Microcomputer Hardware

1.1.1 System Components

- 1.1.1.1 Identify major components of a computer system.

1.1.2 Function of each Component

- 1.1.2.1 Describe the function of the microprocessor.
- 1.1.2.2 Describe and give examples of I/O DEVICES.
- 1.1.2.3 Describe primary storage (RAM, ROM, Cache).
- 1.1.2.4 Define bit, byte, code and the prefixes k.m. and g.
- 1.1.2.5 Describe secondary storage (diskettes and hard disks, CD ROMS, Zip Drives etc).
- 1.1.2.6 Describe how to care for a computer and its accessories.

1.2 Microcomputer Software

1.2.1 Software Definition and Types

- 1.2.1.1 Define software.
- 1.2.1.2 Describe, operational and application software used in this course.
- 1.2.1.3 Define file and give the rules for filenames and file extensions..

1.2.2 System Software (Windows 95)

- 1.2.2.1 Getting Started with Windows
- 1.2.2.2 Start and quit a Program
- 1.2.2.3 Get Help
- 1.2.2.4 Locate a specific file using the **find** function of Win95
- 1.2.2.5 Changing system settings: wall paper, screen saver, screen resolution, background.
- 1.2.2.6 Starting a program by using the Run Command

1.2.2.7 Shutting down your computer

1.2.3 File Management Commands (Windows 95)

1.2.3.1 View directory structure and folder content

1.2.3.2 Organizing files and folders

1.2.3.3 Copy, delete, and move files and folders

1.2.3.4 Create folders

1.2.3.5 Maximize and minimize a window

1.2.3.6 Print directory/folder content

1.2.3.7 Describe the Windows 95 taskbar

2. Word Processing

2.1 Keyboarding Techniques

2.1.1 Identify and locate alphabetic and numeric keys

2.1.2 Identify and locate function keys: special keys, home keys, page up key, page down key, numeric key pad, shift keys, punctuation keys, tab key

2.2 Word Processing

2.2.1 Understanding word processing

2.2.1.1 The Windows Component

2.2.1.2 The Menu Bar

2.2.1.3 Menu Indicators

2.2.1.4 The Document Window

2.2.1.5 The Status Bar

2.2.1.6 The Help Feature

2.2.1.7 Insertion Point Movements

2.2.2 Create a document

2.2.2.1 Change the Display

2.2.2.2 The Enter Key

2.2.2.3 Enter Text

2.2.3 Save, Open and Exit a document.

- 2.2.3.1 Save a document
- 2.2.3.2 Close a document.
- 2.2.3.3 Start a new document Window
- 2.2.3.4 Open a document
- 2.2.3.5 Exit Word Processor

2.2.4 Edit a Document

- 2.2.4.1 Add New Text
- 2.2.4.2 Delete text
- 2.2.4.3 Basic Format Enhancement (split and join paragraphs, insert text)

2.2.5 Understand Hidden Codes

- 2.2.5.1 Display Hidden Codes
- 2.2.5.2 Delete Text Enhancements

2.2.6 The Select Feature

- 2.2.6.1 Identify a Selection
- 2.2.6.2 Move a Selection
- 2.2.6.3 Copy a Selection
- 2.2.6.4 Delete a Selection
- 2.2.6.5 Select Enhancements
- 2.2.6.6 Save a Selection
- 2.2.6.7 Retrieve a Selection

2.2.7 Change Layout Format

- 2.2.7.1 Change layout format: (margins, spacing, alignment, paragraph indent, tabs, line spacing, page numbering)

2.2.8 Change Text Attributes

- 2.2.8.1 Change text attributes: (bold, underline, font, etc.)

2.2.9 Use Auxiliary Tools

- 2.2.9.1 Spell Check

2.2.10 Select the Print Feature

2.2.10.1 Select the Print Feature: (i.e; number of copies and current document)

2.2.10.2 Identify various options in print screen dialogue box

3. Electronic Spreadsheet

3.1 Spreadsheet Basics

3.1.1 The Worksheet Window

3.2 Operates Menus

3.2.1 Use a Menu Bar

3.2.2 Use a Control Menu

3.2.3 Use a Shortcut Menu

3.2.4 Save, Retrieve form Menus

3.3 Create a Worksheet

3.3.1 Enter Constant Values and Formulas

3.3.2 Use the Recalculation Feature

3.3.3 Use Cell References (relative and absolute references)

3.4 Use Ranges

3.4.1 Type a Range for a Function

3.4.2 Point to a Range for a Function

3.4.3 Select a Range for Toolbar and Menu Commands

3.5 Print a Worksheet

3.5.1 Print to the Screen

3.5.2 Print to the Printer

3.5.3 Print a Selected Range

3.6 Edit a Worksheet

3.6.1 Replace Cell Contents

3.6.2 Insert and Delete Rows and Columns

3.6.3 Change Cell Formats

3.6.4 Change Cell Alignments

3.6.5 Change Column Width

3.6.6 Copy and Move Cells

4. Electronic Mail and the Internet

4.1 Electronic Mail

- 4.1.1 Compose and send an e-mail message
- 4.1.2 Retrieve an e-mail attachments
- 4.1.3 Send an e-mail message with attachments
- 4.1.4 Retrieve and save e-mail attachments
- 4.1.3 Print an e-mail message
- 4.1.4 Delete an e-mail message

4.2 The Internet

- 4.2.1 Overview of the World Wide Web
- 4.2.2 Accessing Web sites
- 4.2.3 Internet Web Browsers
- 4.2.4 Internet Search Engines
- 4.2.5 Searching Techniques

STUDENT EVALUATION:

Required Pass Mark 70%

DEVELOPMENT HISTORY:

Date Designed 1998
Date Revised 1999

COURSE OUTLINE - SD 1700

Name and Number: Workplace Skills SD 1700

Descriptive Title: Workplace Skills

Description:

This course involves participating in meetings, doing safety inspections, completing employment insurance forms, writing letters of employment insurance appeal, and filing a human rights complaint. Includes information on formal meetings, unions, worker's compensation, employment insurance regulations, worker's rights and human rights.

Prerequisites: None

Co-requisites: None

Suggested Duration: 30 hrs

Course Aims:

1. Participate in meetings (conduct meetings).
2. Be aware of union procedures.
3. Be aware of workers' compensation regulations.
4. Be aware of occupational health and safety regulations.
5. Be aware of employment insurance regulations
6. Be aware of workers' rights.
7. Be aware of human rights

Course Objectives (Knowledge):

1. Meetings
 - a. Explain preparation requirements prior to conducting a meeting
 - b. Explain the procedures for conducting a meeting.
 - c. Explain participation in meetings.
 - d. Explain the purpose of motions.
 - e. Explain the procedure to delay discussion of motions.
 - f. Explain how to amend and vote upon a motion.

2. Unions
 - a. Why do unions exist?
 - b. Give a concise description of the history of Canadian labour.
 - c. How do unions work?
 - d. Explain labour's structure.
 - e. Describe labour's social objectives.
 - f. Describe the relationship between Canadian labour and the workers.
 - g. Describe the involvement of women in unions.
3. Worker's Compensation
 - a. Describe the aims, objectives, benefits and regulations of the Workers Compensation Board.
 - b. Explain the internal review process.
4. Occupational Health and Safety
 - a. Describe the rules and regulations directly related to your occupation.
5. Employment Insurance Regulations
 - a. Explain employment insurance regulations
 - b. Describe how to apply for employment insurance.
 - c. Explain the appeal process.
6. Worker's Rights
 - a. Define labour standards.
 - b. Explain the purpose of the Labour Standards Act.
 - c. List regulations pertaining to:
 - i. Hours of work.
 - ii. Minimum wage.
 - iii. Employment of children.
 - iv. Vacation pay
7. Human Rights
 - a. Describe what information cannot be included on an application.
 - b. Describe what information cannot be included in an interview
 - c. Why is there a Human Rights Code?
 - d. Define sexual harassment.

Major Tasks / Subtasks (Skills):

1. Participate in meetings.
 - a. Follow the form of getting a motion on the floor
 - b. Discuss a motion
 - c. Amend a motion

- d. Vote on a motion.
2. Complete a safety inspection of your shop.
3. Complete an employment insurance application form.
4. Write a letter of appeal.
5. Analyze a documented case of a human rights complaint with special emphasis on the application form, time frame, documentation needed, and legal advice available.

Evaluation:

Required Pass Mark 70%

Development History:

Date Developed:
Date Revised: April, 1999

Name and Number: Job Search Techniques SD 1710

Descriptive Title: Job Search Techniques

Prerequisites: None

Co-requisites: None

Suggested Duration: 15 hrs.

Evaluation: Theory and Practical Applications Require a Pass Mark of 70%.

Course Objectives (Knowledge):

1. Examine and Demonstrate Elements of Effective Job Search Techniques

- Identify and examine employment trends and opportunities
- Identify sources that can lead to employment
- Discuss the importance of fitting qualifications to job requirements
- Discuss and demonstrate consideration in completing job application forms
- Establish the aim/purpose of a resume
- Explore characteristics of effective resumes, types of resumes, and principles of resume format
- Explore characteristics of and write an effective cover letter
- Explore, and participate in a role play of a typical job interview with commonly asked questions and demonstrate proper conduct
- Explore other employment related correspondence
- Explore the job market to identify employability skills expected by employer
- Conduct a self-analysis and compare with general employer expectations

DEVELOPMENT HISTORY:

Date Developed:

Date Revised: 1999 05 03

Name and Number: Entrepreneurial Awareness SD 1720

Descriptive Title: Entrepreneurial Awareness

Prerequisites: None

Co-requisites: None

Suggested Duration: 15 hrs

Evaluation: Theory and Practical Applications Require a Pass Mark of 70%.

Course Objectives (Knowledge):

- 1. Explore Self-Employment: An Alternative to Employment**
 - Identify the advantages and disadvantages of self-employment vs. regular employment
 - Differentiate between an entrepreneur and a small business owner
 - Evaluate present ideas about being in business

- 2. Explore the Characteristic of Entrepreneurs**
 - Identify characteristics common to entrepreneurs
 - Relate their own personal characteristics with those of entrepreneurs.
 - Evaluate their present ideas about business people

- 3. Identifying Business Opportunities**
 - Distinguish between an opportunity and an idea.
 - List existing traditional and innovative business ventures in the region.
 - Explain the general parameters between which business ventures should fit.
 - Summarize the role of such agencies Regional Economic Development Boards, Business Development Corporations, etc.
 - Identify potential business opportunities within the region.

- 4. Demystifying the Entrepreneurial Process.**
 - Explain the entrepreneurial process
 - Describe the purpose of a business plan
 - Identify the main ingredients of a business plan
 - Summarize the role of such agencies as BDC's, ACOA, Women's Enterprise Bureau etc.
 - List other agencies where assistance - financial and otherwise - is available to those interested in starting a business venture.

REQUIRED WORK EXPERIENCES

National Red Seal Certification requires that all Apprentices obtain appropriate industry based work experiences. The required work experiences identified in this section are written in the broadest terms so as to ensure the apprentices receive experiences in each of the required areas and to ensure that employers have a degree of flexibility in applying the terms and conditions implicit in a Contract of Apprenticeship. What is important is that both the apprentice and the employer understand the obligations laid out in this plan of training which is designed to ensure that at the completion of both the technical training and the required hours of work experience the apprentice has both the knowledge and the skills necessary to successfully complete the Red Seal Examination.

REQUIRED WORK EXPERIENCES:

Select and operate kitchen tools and equipment in a safe and hygienic manner, utilizing WHMIS principles and sanitation codes..

Select, store, handle, clean, prepare, and cook fruits and vegetables.

Identify and select ingredients and prepare and present various hot and cold salads.

Select, store, handle, pre-prepare, prepare, cook, and serve eggs in a variety of dishes.

Identify and select cuts; cut, trim, store, prepare, cook and present meat and poultry in a variety of dishes.

Identify, select, store, handle, prepare, cook and present various stocks, soups , and sauces.

Identify, select, store, handle, clean, prepare, cook, and present various fish and shellfish dishes.

Identify, select, store, handle, prepare, cook, and present pasta and farinaceous foods in a variety of dishes.

Identify, select, store, and handle sandwich ingredients; prepare, fill, cook, and present various sandwiches.

Identify conditions and plan and cost menus taking into consideration factors such as cooking crew, service crew, types of customers, sales volume, and service hours.

Identify, select, store, handle, prepare, cook, and present various appetizers, hors- d'oeuvres, and garnishes.

Select, store, and handle ingredients; mount, portion, and plate baked products utilizing a variety of decorating methods and techniques.

Identify and select ingredients; store, handle, portion, scale, pan, bake, rack, decorate, and plate various types of cakes.

Cook Occupation

Identify and select ingredients; store, handle, portion, scale, pan, bake, prepare filling, cool, decorate, and plate various pastries.

Identify and select ingredients; store, handle, decorate, scale, make up, bake, rack, portion, decorate and plate a variety of cookies, squares, and quickbreads.

Identify and select ingredients; store, handle, proof, scale, mix, knead, bench proof, pan, bake, dock, glaze, rack, and serve various yeast raised breads and other products.

Identify and select ingredients; handle, store, portion, fold, whip, blend, and plate various desserts.