Introduction to Professional Cookery

[Name of the Student:]

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# PART I

Professional cookery refers to preparing or cooking food for others, and that cooking is compensated by the client or customer. This would be a commercial activity that will generate revenue for each of the respective sectors of cookery (Walsh & Walsh, 2015). Four prominent commercial cookery sectors include hotels, restaurants, airlines, catering. The career growth opportunities and development tracks are specific to these sectors. Professional or commercial cookery is meant for large quantities usually.

Commercial cookery can take many forms in terms of customers’ requirements and satisfaction. These cookery forms lead to constitute separate sectors within the industry. Hotels meet the requirements of customers who have housing and lodging needs also besides food. Cooking in a hotel entails a menu that is planned for a week usually. A hotel menu differentiates from that of others in the sense that it offers a variety of cuisine and related items, which can be substituted by other items in case of unavailability (Bondzi-Simpson & Ayeh, 2017). In the hotel sector, the jobs have been structured as to provide all the services in an efficient way. There are managers, accountants, hotel/executive chefs, general cooks, concierges, hotel staff working at the front desk, staff working at guest services and relations, receptionists, porters, bartenders, housekeepers, administrative assistants, waiters, baristas, etc (Boella, 2017). The managers supervise departments under their supervision. The accountants manage all transactions of customers especially, and also prepare financial statements for the hotel company to present the current financial situation to the stakeholders and higher management. The executive chef is responsible for overseeing the preparation of food to assure it is made according to the standards given by authorities (Wan, Hsu, Wong, & Liu, 2017). The catering manager has a team of chefs and catering assistants to lead.

The restaurants, airlines, and catering companies have the staff that have somewhat similar roles but different scopes and orientations. In hotels, the customers come for a multipurpose stays. In restaurants, people have requirements of fast-food, takeaway, dine-in, or fine dine-in. Therefore, to meet their varied needs, the management sorts out respective methods. The airlines food services have the main concern regarding food safety and timing. The prepared food should have to be delivered oven-fresh to the airlines storage unit in time (Ko & Chen, 2016). The catering companies provide services to events, offices, units, and so on. Their major concern is to prepare orders as requested by the clients. They have to follow the deadlines, and arrange required materials, recipes, and resources to complete the orders and deliver them to the clients in time.

The four sectors affect the careers of their workers as per the course of work they follow. Individuals working in hotels have to build strong relationships with customers, and have more experience in customer care. The restaurant workers work on a fast pace, treat customers courteously, and have a short experience with the customers. Their careers grow as they get more experience working at relevant sections in a restaurant (Lee, Hallak, & Sardeshmukh, 2016). The airlines staff is multitalented, as they have to meet the challenge of fulfilling customers’ different needs under one roof. They are skilled in first-aid, catering methods, and presentation techniques. Their jobs are craved for by many youngsters.

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| **Sector of Commercial Cookery** | **Role** | **Responsibilities** | **Remuneration****($, Avg., per Annum)** |
| Hotel | 1. Executive Chef
2. Sous Chef
3. Main Dishes Chef
4. Dessert Chef
5. Side Dishes Chef
6. Commis I
7. Commis II
8. Commis III
9. Food Runner
10. Waiter
11. Dishwasher
 | In charge of entire kitchenSecond in commandMain course in chargeDesserts specialistSide Dishes expertFirst level cookSecond level cookThird level cookConnect kitchen to waitersServes the customersCleans dishes | 124000105000720006800062000400003600026000260002200016000 |
| Restaurant | 1. Head Chef
2. Sous Chef
3. Chef de Partie
4. General Cook
5. Food Runner
6. Waiter
7. Dishwasher
 | Responsible for kitchenSecond in chargeSection in chargeSection cookLink kitchen and waitersServes food to customersCleans dishes | 90000900007400030000240002000014000 |
| Airlines kitchen/catering | 1. Head Chef
2. Hot Kitchen Chef
3. Cold Kitchen Chef
4. Pastry Chef
5. Commis
6. Trainee
7. Servicing Staff
 | In charge of the kitchenIn charge of hot foodIn charge of cold foodSpecializes in dessertsGeneral CookNew hireAirhostesses | 830005200050000490003200042000 |
| Catering Company | 1. Head Chef
2. Banquet Chef
3. Banquet Cook
4. Trainee
 | In charge of all cookeryMain recipe giverGeneral cookNew hire | 720006400032000 |

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| **Sector of Commercial Cookery** | **Management Role** | **Responsibilities** | **Performance Indicators** |
| Hotel | 1. Hotel Manager
2. Food & Beverages Manager
3. Procurement Manager
 | Manages all activitiesManages F&B Purchases materials | Profitability, goodwillCost-control, qualityCost-effectiveness |
| Restaurant | 1. Restaurant Manager
2. Procurement Manager
 | Manages entire workPurchases materials | Revenue vs. targetCost-control |
| Airlines kitchen/catering | 1. Food & Beverages Manager
2. Supply Manager
3. Procurement Officer
 | Manages F&BDelivers prepared itemsPurchases materials | Quality, Cost-controlEfficiency MeasureCost control |
| Catering Company | 1. Catering Manager
2. Catering Coordinator
 | Responsible for all thingsConnects between different functions | Quality & Cost controlEfficiency, Customer satisfaction |

Each sector has defined roles and their respective responsibilities. The new candidates have many opportunities in these work sectors. People are more attracted to these professions, and competition is becoming tough (Lashley, 2018). The growth in each profession is different. The workers in hotels have a steady growth based on competitiveness. Restaurant workers usually keep changing their workplaces and tend to be more active in finding new and challenging jobs. Airlines jobs are highly competitive, and offer attractive career paths. Catering careers base on the productivity of personnel.

PART II

Hygiene refers to carrying out certain practices and measures that prove conducive to health and prevention of diseases. The three main hygiene areas that must be addressed within a commercial catering organization are: personal hygiene, food handling, and food storage. FSANZ (Food Standards Australia New Zealand) has established standards for all important issues related to food hygiene. The catering organizations have to follow their instructions as an integral part of the work.

Personal hygiene is meant for cleanliness of all employees. Persons at work should be clean as well as their clothes. Nails should be cut regularly, employees must have hair-cut as well. This is important as they work day and night engaging with food to be served to the customers. Just a single mistake can cause serious damage to the company’s reputation. Dress code must be observed, with clean and properly pressed clothes (Ma & Tung, 2017). The impression of workers reflect the quality of catering organization.

Food-handling is the key operational activity. All workers almost, from head chef to cleaner, are involved in the handling of food. From receiving of raw food to storage to cleaning and cutting to preparation and delivering, all steps must be designed and developed in a way that ensure food safety. Food gets contaminated crosswise when raw and prepared food come in contact and remain the same way for a certain period (Carruthers, 2017). Staff makes mistakes mostly in storage of food. They keep sacks of raw food on floor, keep different types of frozen items together, and use things for more than the designated time.

FSANZ gives guidelines to regulate work within catering organizations to make food safety ensured. It gives regulations for keeping storage, service areas, and work environment clean. It prohibits keeping or using any hazardous foods in the premises. Time constraints must be implemented in the usage of foods. Food processes must be up-to-date, and efficient technologies must be used. It gives useful guidance of how to take care of food, cook meals, cool after cooking, and store safely (May, 2015). It suggests the use of pest control in catering business.

The staff is responsible for implementing these standards within organizations. The Manager and Head chef is responsible for ensuring all principles are properly implemented. The line managers and chef de parties are responsible for their respective products and sections. Stewards and head cleaners are responsible for maintain cleanliness. General cooks, food runners, and waiters are responsible for proper food handling and storages.

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