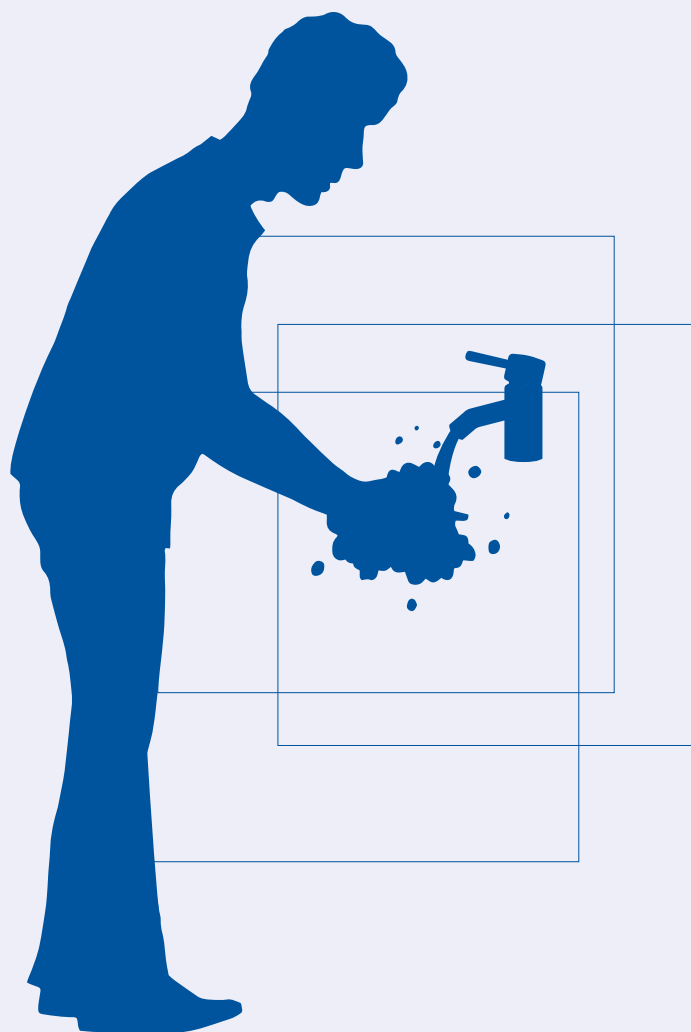




International
Labour
Organization

FOOD HYGIENE & PREPARATION

GUESTHOUSE OPERATORS TOURISM TRAINING | **MODULE 2**



PARTICIPANT

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INTRODUCTION

The Government of Timor-Leste has identified tourism as a priority sector, with the potential to generate income and create jobs for the nation's young population. Following almost ten years of consistent stability, Timor-Leste is poised to emerge as a vibrant, unique and attractive destination for intrepid travellers. Tourism in Timor-Leste is at the early stages of development. Currently, Timor-Leste receives very low numbers of international visitors.

In order to prepare domestic tourism operators for the anticipated growing numbers of tourists, the International Labour Organization (ILO), and its BOSS project in partnership with the East Timor Development Agency (ETDA), has developed this training program. ETDA is a locally based, independent and non-profit training organization. ETDA's primary aim is to strengthen the capacity of the Timorese people so they can play an integral and active role in developing and improving Timor-Leste. The ETDA training team seek to live out the organization's motto "build our people, build our nation", and have made a skilled and enthusiastic contribution to the development of this tourism and hospitality training program.

This program consists of three modules:

1. Understanding tourists and tourism
2. Food hygiene and preparation
3. Managing reception and housekeeping

This program has been specifically designed to meet the needs and constraints of tourism operators working in Timor-Leste. It has been tailored for audiences such as local guesthouses, restaurants, and operators of other tourism businesses. It uses locally sourced and tested recipes, case studies, activities and business templates, and is designed to be practicable and applicable to small business operators in rural locations. It has been developed in both English and Tetum, and has been piloted in two districts, with good results. The publishing of this training program represents the culmination of over two years work with ETDA. It is hoped this training program will continue to aid in the development and expansion of the tourism sector throughout Timor-Leste.

The International Labour Organization (ILO) and the Government of Timor-Leste's Institute for Business Support (IADE) implement the Business Opportunities Support Services (BOSS) project. It is a private sector development project with the core objectives of contributing to employment creation and income generation, through a systemic approach to enterprise development.

One of the initiatives of the project is to support the development of the tourism sector, and to improve tourism service delivery at the local level, enhancing local and national industry representation and coordination, and supporting the marketing of Timor-Leste as a tourism destination.

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INFORMATION FOR PARTICIPANTS

Welcome to the participant manual: Food Hygiene and Preparation for guesthouse operators. This manual has been designed to accompany 5 days of practical training, and to help you develop your skills and knowledge even further.

Keep this manual as a reference guide, and share the information with others in your community who might find it useful.

What is in this participant manual?

Each section of this participant guide contains information about preparing food safely for the guests that come to your guesthouse, and providing customer service at your guesthouse to meet your guests' needs.

At the back of the manual, you will find a **glossary**, which provides definitions of the key words and concepts we have discussed at the training. You will also find an easy access section where all the templates we have presented are together so you can locate and copy them easily.

The best way for you to continue to develop your knowledge and skills is to practice what you're learning! You should not expect to remember and apply everything you've learnt straight away, but keep your manual close at hand and consult it regularly when you are practicing the things we have learnt about in training. Discuss your progress with other guesthouse owners, and work together to improve your skills.

What topics are covered in this manual?

You might be the owner of a guesthouse, or the person responsible for preparing and serving food, or cleaning the areas where food is served. Successful guesthouses prepare food for guests that not only tastes good, but has also been prepared carefully so it is always safe for guests to eat. This will ensure that guests are always happy and healthy, and will want to come back and enjoy your food again.

This manual covers:

- Hygiene and food safety
- Workplace health and safety
- Personal hygiene
- Cleaning the kitchen and dining area
- Developing and pricing your menu
- Serving food and drinks
- Breakfast dishes
- Dinner dishes
- Lunch dishes
- Light meals/snacks
- Desserts

This module is the second in a series of three training modules designed to assist guesthouse owners and operators with various aspects of running a successful food and accommodation

business. You will find that this module builds on and complements the previous module, which focused on Understanding Tourists and Tourism (module 1). When you have completed this training module, you will be ready to move on to the third module: Managing Reception and Housekeeping.

PART 1: HYGIENE AND FOOD SAFETY



In this section you will learn about the importance of always preparing food that is safe for your guests to eat. Accidentally causing illness to your guests can be a very serious situation. Moreover, if you make your guests sick with the food you prepare, they will not want to come to your business again, and will probably tell other people about their experience.

By always using hygienic practices such as washing your hands regularly and ensuring your food is always stored safely, you can make sure that your food is always safe for your guests to eat.

By the end of this unit you should be able to:

- Understand and explain basic food hygiene procedures.
- Identify food hazards that may affect the health and safety of customers, colleagues and yourself.
- Follow appropriate processes to remove or minimize hygiene hazards in the preparation and storage of food items, and monitor processes appropriately.
- Wash hands at appropriate times and follow hand-washing procedures consistently.
- Prevent contamination to food through hand washing, and identify times when you need to wash your hands.
- Understand and explain how to prevent unnecessary contact with ready to eat food.
- Understand and explain how to avoid unhygienic personal contact with food and food contact surfaces.

1.1. WHAT IS HYGIENE AND FOOD SAFETY?

Hygiene is the ways in which we make sure ourselves and our work environment is clean to maintain health and prevent disease.

When our person and our surroundings are **not** kept adequately clean they are **unhygienic**.

Food safety is the way that we handle, store and prepare food in order to prevent food-borne illness.

When we follow safe food preparation routines, we are helping to reduce the spread of harmful bacteria that causes food borne illness.



So, why are hygiene and food safety so important?

When food is **Not Safe** it can be **very harmful** and cause serious health problems for people who eat it. Food-borne illness is very unpleasant. Guests who become sick from the food they consume at your business are very unlikely to return again, and will also probably tell others about their experience.

If you want your business to be successful, it is essential that you prepare and serve food in a way that will be safe for everyone to eat. It is important to remember that your guests are usually **visitors from somewhere else**. Because of this, they may not be accustomed to eating food in Timor-Leste. This means we need to be extra careful with the way this food is prepared. You should also be aware that older guests, young children and pregnant women are often more vulnerable to food-borne illness.

Whenever you handle food, it is **your responsibility** to prevent food from becoming poisoned.

Your health and the health of your guests is in your hands!

1.2. WHEN IS FOOD NOT SAFE?

Whenever we use unsafe food preparation practices, food may become **contaminated**. **Food contamination** occurs when germs (from our hands or bodies), chemicals, or things such as insects or small pieces of dirt, plastic, or glass become mixed up with the food we are handling. This causes most of the health problems in food service.

Cross Contamination is what happens when the germs from **raw** foods are transferred to **ready to eat foods** or cooked foods.

Food poisoning is what happens when people eat food that is contaminated (either through food contamination or cross contamination). Food poisoning often causes nausea, stomach cramps, vomiting diarrhoea, headaches and fever. It usually lasts for 1-2 days. In more severe cases food poisoning can cause very high fevers, severe dehydration, and prolonged diarrhoea. It can be very serious, and can even kill people.



1.3. PREVENTING CROSS CONTAMINATION

In order to prevent cross contamination, we need to make sure that **raw foods** and **ready to eat** or cooked foods are kept separate when we are preparing them.

How can we tell the difference?

Raw foods are foods that **cannot** be eaten unless they have been cooked. It is the heating process of cooking a raw food that kills the harmful bacteria it can carry. This is why it is important that raw food does not come into contact with the other food we are preparing.

Examples of raw foods are:

- Uncooked meat (chicken, beef, pork, lamb, goat)
- Uncooked fish or other seafood
- Uncooked eggs

You should also be careful to wash vegetables brought from the market that have dirt on them, such as carrots or potatoes. Wash the vegetables properly and remove all dirt before you add them to the other food.

Ready to eat foods are foods that we can eat in the same state as we bought them. We might choose to cook ready to eat foods (such as vegetables), but we could also easily and safely eat them without cooking.

Examples of ready to eat foods are:

- Vegetables
- Fruits
- Salad items such as lettuce and tomatoes
- Canned foods such as tuna or beans
- Tofu and tempeh
- Cheeses
















We need to make sure that raw foods and ready to eat foods are kept separate when we are chopping and preparing them. Change or wash your knife with soap and water in between cutting raw and ready to eat foods, and clean the area you are using to cut the foods.

For example, imagine you are cutting a raw chicken into pieces in order to cook it for dinner. You then immediately place carrots and potatoes onto the same plate and cut them with the same knife. The bacteria from the raw chicken juices are now on the carrots and potatoes.

This will cause cross contamination.

1.4. ACTIVITY: IS THIS CROSS CONTAMINATION?

For each of the pictures below, examine the combination of items, and decide whether preparing these food items on the same work surface could cause cross contamination.

1.5. WHAT ARE FOOD HAZARDS?

Whenever we prepare food in a way that is not safe, we are creating a **food hazard**. A food hazard is anything found in a food product that can cause harm to the person who eats it.

Food hazards can be caused by:

1. Unwashed hands

Unclean hands and clothing can touch the food and make it unsafe to eat. The spread of germs from our hands and bodies to the food we are preparing is one of the biggest causes of food borne illnesses.



Not washing your hands between handling raw food and ready to eat foods can also cause cross contamination.

Our hands are often contaminated from every day activities that we might not think about. Bacteria on our hands can be caused by things such as:

- Eating
- Drinking
- Smoking
- Coughing or sneezing
- Handling dirty equipment in the kitchen
- Using the toilet or bathroom

2. Dirty cooking equipment, knives, plates or chopping boards

Unclean equipment can cause germs and harmful bacteria to be present in the food that we have prepared, making it unsafe to eat.

Cooking equipment that has been rinsed with water but no soap can still have bacteria that we cannot see.

Cooking with equipment that has not been cleaned properly will also affect the taste of the food you are preparing, and your equipment will need to be replaced more often.



3. Raw meat touching ready to eat food

As we learnt in **section 1.3**, allowing raw foods, or the juices and bacteria from these foods to come into contact with ready to eat foods can cause serious food hazards and makes the food unsafe to eat.



4. Food that is not cold enough, or not hot enough

When cold food is not kept cold enough, and hot food is not kept hot enough, bacteria and germs can grow in the food, causing a food hazard that makes the food unsafe to eat.

The temperature at which bacteria can grow on food is called the **danger zone**. The danger zone is **between 5 and 60 degrees Celsius**. Food usually falls into the danger zone when it is left out and uncovered. If it is left this way, even if only for a few hours, bacteria has time to grow in the food, which can harm people who eat it.

There are a number of high-risk foods that can easily grow dangerous bacteria when they are left in the danger zone. These are foods such as meat (chicken, fish, beef etc.), milk, eggs, cooked rice, cooked pasta, and prepared salads.

When we are serving hot food to guests, this food hazard can happen if the food is left out for more than 30 minutes at a time without being kept warm.

When we are using refrigerators, long blackouts, overfull fridges, fridge doors left open or turned off overnight can also allow cold food to warm to a temperature where bacteria can grow and make it unsafe to eat.



1.6. HOW CAN WE CONTROL FOOD HAZARDS?

1. Wash your hands

Correct and regular handwashing is very important for food safety. Hands are the part of the body that comes into contact with food most often. The most common way that germs spread is hand-to-hand (touching another person), or hand-to-surface (touching food preparation areas or equipment).

Wash your hands properly before beginning to prepare food, and regularly throughout the day.



It is important to remember to wash your hands, even if they look clean. You should wash your hands:

- Whenever you enter your kitchen
- Immediately before touching food
- After taking a break from cooking
- After touching dirty equipment
- Whenever you are switching between preparing raw food and ready to eat food
- After handling money
- After taking out the garbage
- After coughing, sneezing, or blowing your nose
- After scratching or touching your face, body or hair
- After using the bathroom/toilet

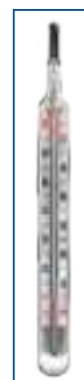
Wash your hands in a sink using soap, and use a clean towel to dry your hands (See the handwashing procedure in **section 1.8**).

2. Keep hot food **HOT** and cold food **COLD**

As we learnt in **section 1.5**, bacteria can easily grow on food that is not kept hot enough, or not kept adequately cold. The **danger zone** is when our food is kept between 5 degrees and 60 degrees.

But how can we tell?

Hot food is usually the food that we are serving to our guests. It must be hot enough (above 60 degrees) when they eat it, or it might make them sick. Prepare food as close as possible to the time it will be eaten so it can be served immediately while still hot. Try to avoid preparing food a long time before serving it. Keep your food warm when serving it by covering it with another plate until your guests are ready to eat.



The easiest way to tell whether your food is hot enough is by feeling the pot or plate, or inserting a clean utensil (knife, spoon, fork) into the food and then feeling it. If the food is sufficiently hot it will be **too hot to touch**. That is, you should not be able to hold onto the plate or utensil for more than a few seconds. If you can easily hold it, the food is not hot enough.

Avoid leaving food out without a heat source for more than 30 minutes at a time. After 30 minutes, you need to discard any food that has not been eaten, or cover and refrigerate it.

Avoid wastage by only serving as much food as is needed onto serving platters, and keep the remainder covered and warm.

Cold food is usually food we have bought ahead of time to serve to our guests, or food saved from prior meals that we intend to serve again. This food needs to be kept sufficiently cold. You need to pay special attention to foods that easily grow harmful bacteria. As discussed in **section 1.5**, high-risk foods include meat, milk, cooked eggs, cooked rice, cooked pasta, and prepared salads. This food must be kept below 5 degrees. Your food will only be this temperature if you are using a fridge, or keeping it in an icebox.

If you are keeping your food in a fridge, the fridge **must be switched on whenever there is food in it**. If the fridge does not have a constant supply of electricity, it will not be cold enough. Do not turn your fridge off over night. If your property does not always have electricity, or you have had a blackout of more than 3-4 hours, the food in your fridge is not safe to eat.

If you do not have a fridge, you cannot purchase meat for guest meals ahead of time. You will need to purchase these items on the day that you plan to cook them only. If this is not possible, you cannot serve meat to your guests. Instead, use a ready to eat alternative such as canned tuna, beans, tempeh or tofu. Check that your food looks and smells good before you use it. If you're not sure, throw it away.

3. Clean cooking equipment (knives, plates, chopping boards and kitchen benches/tables before using them

It is important to always prepare food in a clean place and using clean knives and other cooking equipment. Germs can easily spread from our hands and bodies to the places in the kitchen that we touch regularly, such as benchtops, cupboards, door handles, and taps. You should clean these areas daily and before beginning cooking. It is very important that you clean areas where you will prepare food **before you put any food on them**. When you have finished cooking, clean these areas again.



Wash all plates and utensils with soap and water after using them. Make sure they are properly dry again before you put them away. Storing wet plates and utensils allows germs and bacteria to grow.

Wherever possible, store and prepare food off the ground, on a bench or table. This will ensure dirt, animals or insects do not contaminate it before it is prepared.

4. Make sure raw food and ready to eat food are kept separate

As we learnt in **section 1.3**, it is very important to keep raw foods separate from ready to eat foods so that cross contamination does not occur.

If possible, use different plates or chopping boards for raw foods and ready to eat foods. Change knives between preparing raw and ready to eat foods, and ensure to wash your hands.



If it is not possible to use different knives and plates, you will need to be very careful to wash your equipment properly each time you change between preparing raw food and ready to eat food.

1.7.ACTIVITY: FOOD HAZARDS

Identify the food hazard

The food hazard in our picture is:

How do we control food hazards?









The food hazard could be controlled by:

Did you know?

- More than 200 diseases are spread every year through food.
- These diseases kill an estimated 1.5 billion children annually.
- Proper food preparation can prevent food borne illnesses.

1.8. ACTIVITY: CORRECT HANDWASHING

- Apply soap and wet hands.
- Wash hands for at least 60 seconds.
- Rinse hands with running water and dry properly.

1		Wash your palms.
2		Scrub each finger and between fingers.
3		Rub back of hands and between fingers.
4		Rub the base of the thumbs.
5		Back of fingers.
6		Scrub your nails on palms.
7		Wash your wrists.
8		Dry hands with a clean towel or tissue.

1.9.ACTIVITY: WHEN DO I NEED TO WASH MY HANDS?

Before starting	
After	
After	
After	
After	
After touching	
After touching	

PART 2: WORKPLACE HEALTH AND SAFETY



This unit is about learning how to work safely in everything you do. In order to achieve this, you must follow health, safety and security procedures in your workplace. When we don't work safely, we can easily injure ourselves or others.

How would your business continue to make money if you were injured and could no longer cook or clean? Or worse still, how would your family cope if you were killed in an accident that could have easily been avoided? This is why workplace health and safety is so important.

You will also learn how to respond in emergency situations should an accident occur in your kitchen, or elsewhere in your guesthouse. This knowledge will allow you to ensure your guesthouse is always safe. This is a key to having a successful business for the future.

By the end of this unit you should be able to:

- Understand and explain the common features of unsafe working conditions in food preparation areas, such as obstructions, spills, incorrect storage, and not working with care.
- Follow appropriate methods for working safely, such as safe lifting, and cleaning floors safely.
- Explain and identify common kitchen hazards.
- Identify and use appropriate methods to remove hazards in the kitchen and other places.
- Demonstrate appropriate basic first aid for cuts and burns.

2.1. WHAT IS WORKPLACE HEALTH AND SAFETY?

When we are **healthy**, this means that we are not suffering any kind of illness or injury. If there is a problem with our health or we are suffering from an injury, we are not in good health, and are said to be **sick or injured**. Whenever we are running a business or working to provide for our families, it is always best to try and keep as healthy as possible.

If we are **safe**, this means that we are protected from the risk of danger or injury. By this we mean that there is not anything in our environment or day-to-day workplace that could hurt us, and result in us becoming sick or injured. This protection from illness or injury is called **safety**. If our workplace presents risks of illness or injury, it is **unsafe or dangerous**.

Workplace health and safety means all of the systems and rules that we can put in place in a workplace (such as your own business) to make sure that we are preventing illness and injury for everyone who works there, as well as for customers or guests. There are many things that we can do to make sure that our workplaces are always safe, healthy and happy places, which we will discuss later in this section.



Safe and healthy workplaces have many benefits, both for the business owners, and the people who work there. Sick or injured staff will not be able to work, or may not be able to perform all of their usual tasks. Training extra staff, or having to take on this additional work yourself will cost time and money to your business, which is not good. Therefore, it is in everyone's interest to stay safe and healthy at work!

Every year, there are thousands of workplace accidents, and many deaths. Many of these accidents could have been avoided by taking simple precautions for health and safety.

Further, it is the law in Timor-Leste that all workers are entitled to work in environments that are safe, hygienic and healthy, and it is the employer's responsibility to ensure that these conditions are provided.

2.2. WHEN IS A WORKPLACE NOT SAFE?

It is important that you are able to recognize unsafe working conditions, and understand the things that could happen as a consequence.

Obstruction

When an obstacle blocks an area or a walkway, and makes it difficult to move through this area easily, it is an **obstruction**.

Why is an obstruction unsafe?

Whenever something is blocking a pathway that we use regularly, there is a risk that we will trip and fall over it, making it unsafe.

Imagine you are carrying some boxes from outside into your restaurant. Earlier in the day, someone else



has been sweeping and left a broom across the floor of the walkway. The broom is not usually there, and you can't see it because of the boxes you're now carrying.

What might happen?

You could very easily trip and fall in this situation, and might even be seriously injured.

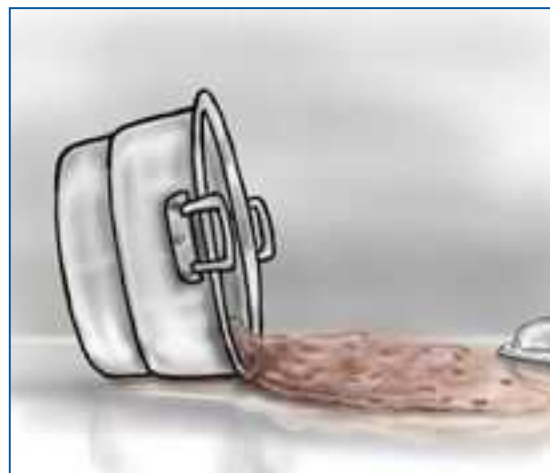
Spills

When an accident has occurred, and a pool of water, food, or chemicals is on the floor and has not been cleaned up yet, it is called a **spill**.

Why is a spill unsafe?

Whenever we have spilt something on the floor and not cleaned it up, there is a risk that someone could slip in it and hurt themselves, making it unsafe.

Imagine you are working quickly to prepare all the food that you need for a busy evening. You spill some of the soup you are making on the floor, but you don't have time to stop and clean it up because you are just too busy. Later, you go to rush out of the kitchen with the food you've made, forgetting about the soup that's on the floor behind you.



What might happen?

You could easily slip and hurt yourself. Someone else helping you might also easily slip on the spill and be injured.

Faulty equipment

When the machinery or equipment that we use to do our jobs is not working properly or otherwise in poor condition (for example, is damaged, sparking or smoking), we call this **faulty equipment**.

Why is faulty equipment unsafe?

Whenever we use something that is not working correctly, we cannot be certain what will happen, which could be very unsafe.



Imagine you are cooking using a saucepan that has a broken handle. You are making rice and it is now done. You do not know that the handle is broken, you try to lift the saucepan using the handle and it snaps off.

What might happen?

You could be severely burnt or otherwise injured in this situation.

When thinking about faulty equipment, you should also be aware of damaged powerpoints, light and other electrical equipment. Using this equipment when it is damaged presents a risk of electrocution, which is very serious.

Incorrect storage

When items have been stored in a way that makes it unsafe to get them back out to use again (because they are too high up, too low down, or too heavy to lift), we call this **incorrect storage**.

Why is incorrect storage unsafe?

Whenever things have not been stored safely and securely, there is a risk that you will injure yourself when you are trying to get them back out to use. This can cause serious injuries to your back or other muscles, and may result in a permanent injury that means you can no longer work. Other items collapsing or falling onto you in a storage area can also easily injure you.

Imagine you have placed a heavy rice bag on the floor of the kitchen cupboard. Later, other items have been placed in front of it and around it, making it hard to get to. You need the rice, and now you don't have time to move the items around it, or get someone else to help you. You lean over the items in front of the rice bag, and try to lift it while leaning over, using the muscles in your lower back.

What might happen?

You could seriously hurt yourself trying to lift the rice when it is in a hard to reach place on the floor. Lifting with just your lower back muscles can cause you serious injury and ongoing pain. You could also slip while leaning over other items and hurt yourself.



2.3. WORKING SAFELY

We have already learnt in **section 2.2.** about the ways that the workplace can be unsafe, but how do we make sure that these things don't happen?

There are many ways to make sure that we stay safe at work, and that the workplace is kept safe for everyone. The most important thing that we can do to stay safe is **work carefully to avoid accidents**. Usually, when a workplace accident occurs, it is because we thought we didn't have the time to work safely, or we didn't care enough to make sure it was safe. This is something we can easily fix simply by taking the time and attention to work carefully.

What else can we do?

Notify others if you see a spill or obstruction

- If you see something that is not safe, such as a spill on the floor or something blocking the walkway, make sure that everyone around you who may use the area know about it too. The more people that are aware, the less likely it is that someone will trip or fall.
- Once you have let everyone know, clean up the spill or remove the obstruction quickly and safely.
- If you can't clean up or remove the obstruction straight away? Then you need to put a sign up notifying others of the danger. Make sure the sign is large and clear, and keep it there until it is completely fixed. A good example of this is a sign for wet floors.

Never use faulty equipment

- Using something that is broken, damaged or faulty is dangerous. Don't use equipment that is faulty until it has been repaired. If something breaks while you are using it, do not leave it for someone else to use and hurt themselves.
- If you cannot repair it yourself, put a sign on it notifying others that it is broken and should not be used.

Use appropriate protection

- If you are carrying hot food, use dry cloths or tea towels so that you do not burn yourself.
- If you are using cleaning products, wear rubber cleaning gloves. This will protect your hands from chemical burns. You can also wear face masks to protect yourself from inhaling chemicals.
- Always wear non-slip shoes that cover your feet while you are working. This will protect from injury if you drop something (such as chemicals, hot food or heavy items) on your feet. Safe footwear will also help to you not trip or slip while you're working.

Store and lift safely

- Storing things neatly and correctly will not only make it easier for you to find the things that you need, but will also reduce the risk of you hurting yourself when you are trying to retrieve something that you need.
- Store heavy items at or above waist height. This will mean that you do not have to bend over and use your lower back muscles to pick up heavy items, which can cause injury. If something is too heavy, do not attempt to lift it on your own. Ask for help.
- Practice safe lifting. Read and practice the guidance for lifting safely (see **section 2.5**) and always try to lift in this way. Use your knees and legs to take weight, and back muscles for support and stability.

2.4. ACTIVITY: WORKPLACE HAZARDS

The hazard in this image is:

We can remove this hazard by:

2.5. SAFE LIFTING



Step 1

- Assess the item. Approach the item. Widen your stance and find your balance. Relax your knees.
- Stand in the correct position - widen stance appropriately.
- Place your feet in the direction you intend to move.
- Each foot is held firm, helping you to maintain good balance.



Step 2

- Squat down and bend your knees.
- Tuck in chin and keep back straight.
- Grip item firmly.
- Raise your head and face forward.



Step 3

- Stretch your thighs.
- Rise smoothly and slowly, using the muscles in your legs and knees, not your back.
- Keep the item close to your body.
- Hold the item at your waist.

2.6. ACTIVITY: WORKING SAFELY

Instructions: complete the following sentences:

We should always work with care to avoid accidents and ask for help if we are not sure. This is important because:

We should always use appropriate protection to carry out tasks e.g. a dry oven cloth for hot pots/pans, gloves when handling chemicals. This is important because:

We should always place heavy items around waist height and lift safely. This is important because:

We should always notify others if we see a spill or obstruction, and clean or remove it as soon as possible. This is important because:

2.7. BASIC FIRST AID FOR CUTS AND BURNS

Burns

A **burn** is an injury to the skin caused by heat. Burns are a common occurrence in the kitchen because we are often cooking over flames, which can cause a **dry heat burn**. Other common cooking burns happen through accidental spills or splashes of hot cooking oils, which can be very painful. We can also be burnt by **wet heat** such as steam or a hot cup of tea or coffee.

We need to treat burns as quickly as possible to limit the amount of skin that is damaged by the burn, which will reduce the amount of pain and also the amount of time the burn will take to heal. So, you need to cool the burn as soon as possible.



Follow these steps:

- **Remove the source of heat** or move a safe distance away from it. If you are helping someone else, you may need to assist them to move. Make sure it is safe to do so.
- **Start cooling the burn** as soon as possible. Run it under cold water for at least 10 minutes or until it starts to feel less painful.
- **Assess how bad the burn is.** It is serious if:
 - It is bigger than the size of your hand
 - It is covering the face, hands or feet
 - It is deep (If you can see down into the skin and it is very red or blistered)

If it is serious, you need to go to a hospital or medical centre for treatment as soon as you can
- **Remove any clothing or jewellery** on or near the burn (unless it is stuck to it). If the burns swell, jewellery such as rings and bracelets might become too tight. If burns begin to seep and blister, clothing can become stuck and very painful to remove.
- **Cover** with a clean material or bandage.

Do not:

- Do not use cream or gels (such as toothpaste or moisturiser) on the burn. They can damage the skin and increase the risk of infection.
- Do not put butter or other food items on the burn (coffee, leaves etc.). This will also cause infection to the burnt area.

Burns can be easily **infected**, which can be very serious. Infection happens when bacteria grow within the burn, or it is contaminated. Take care to keep burns clean and dry. If the burn becomes more painful or more swollen, or you develop a fever, it may be infected. You need to go to a hospital. Burns are often more serious than they appear, and can take a long time to heal properly, so you need to be very careful when treating them.

If your clothing catches fire you need to remember to **stop, drop and roll**.

Stop: do not run.

Drop: get down on the ground

Roll: roll backwards and forwards, smothering the flames.

If a child's clothing catches fire they will not know this. You will need to get them down on the ground and roll around. Smother the flames with a large woollen blanket if possible.

If your kitchen or another part of your home or restaurant catches fire:

Get down low and get out of the building. Do **not** go back inside:

- The safest area for breathing is near the floor where the air is cooler and cleaner.
- Get down low and crawl to safety.



Cuts

A **cut** is a forceful injury to the skin, causing a wound, which will bleed and then need time to heal. Cuts in the kitchen are common when we are using knives or other sharp objects to prepare food. It is important to always work safely in the kitchen, and also to know what to do if you or someone else cuts themselves.



Follow these steps:

- **Clean the wound as much as possible using running water:** this is an important step to stop infection, even in small cuts. Do not apply anything else to the wound, as it may damage the skin and slow down the healing process. If the wound is very dirty, or has deeply embedded rocks or dirt in it, you will need to see a doctor as soon as possible.
- **Remove any clothing to expose the wound:** if the bleeding is severe or the injured person is feeling ill, they need to lie down.
- **Apply pressure to the wound to stop the bleeding:** use a clean wound pad from your first aid kit. If this is not possible, use an item of clean clothing. Secure the pad with a bandage from your first aid kit. If the cut is only small, you can clean it and apply a bandaid from your first aid kit.
- **If the bleeding does not stop:** continue to apply wound pads and bandages *over the top* of the initial bandage. Do not remove the original wound pad.
- **If you cannot stop the bleeding, you need to go to a hospital or medical centre as soon as possible.**

Important: if you have been injured by something stabbing into your skin (e.g. knife, rock, fork, skewer) and it is now lodged in your skin, it is important that you **do not** remove it yourself and go straight to a hospital or medical centre. Control the bleeding by wrapping a bandage or piece of clothing around the object to control the bleeding but do not attempt to take it out yourself.

PART 3: PERSONAL HYGIENE



In this section we will discuss the importance of good personal hygiene, and how having good personal hygiene will help us to run a successful business. Good personal hygiene means ensuring that we are clean whenever we are working to serve our guests and customers. This helps keep us healthy, and also keeps everyone who stays with us or visits our business healthy as well.

Good personal hygiene helps us to prevent contamination to the food that we are serving to our guests. Further, if we are able to show our guests and visitors that we have a high standard of personal hygiene and presentation, our guests will see this and feel confident that our kitchens and food preparation methods are also clean and hygienic. The impression we make on our guests plays a key role in their assessment of our hygiene standards, and how comfortable they feel about eating the food that we have prepared.

If you maintain a good standard of personal presentation and hygiene, your guests will see this and think that your food preparation processes are also clean and hygienic, and that your guesthouse is a professional business. When guests see staff that have good personal hygiene, they feel comfortable and happy.

When you have finished learning about personal hygiene, you should be able to:

- Understand and explain health problems that can cause a hygiene risk.
- Remove or minimize hygiene hazards, and report to the appropriate person to follow up.

3.1. PERSONAL HYGIENE AND WORK

Personal hygiene is the way that we take care of our own health, by keeping ourselves clean and tidy every day. Taking care of our personal hygiene also ensures that food we prepare and guests we encounter are kept healthy and free from contamination.

When we are **not clean** we are not practicing good personal hygiene. When we are not practicing good personal hygiene, our hands and bodies can provide good places for germs and other disease-causing bacteria to grow and multiply. This increases the risk that we will cause illness or disease to ourselves or others (such as our guests).



Remember, your health and the health of your guests is in your hands!

Germs can be on our clothes and bodies, and can easily spread to food we are preparing for our guests. This is why it is so important to stay clean.

It is also important to understand that a successful business will always create a **good impression** on guests. Remember, your guests are people from somewhere else. International guests want to stay and eat in places where food is prepared hygienically and safely. They will form an impression of how the food is prepared at your business from the way guesthouse staff present themselves.

If all staff are clean and well presented, your guests will probably assume that the standard of hygiene is quite good, and will feel confident and happy that the food you are preparing will not make them sick.

However, if staff are messy and dirty in their appearance, your guests may be concerned that the guesthouse or restaurant is not practicing a good standard of hygiene, and will be worried that the food will make them sick. Even if this is not the case, a poor standard of personal hygiene will create this impression, and guests will not feel comfortable or happy.

3.2. TAKING CARE OF YOUR APPEARANCE

There are many things you can do in order to have good personal hygiene.

Consider which of these people you would rather have prepare a meal for you:



Take care of your appearance and dress neatly. Consider what your guests will think when they see you, and what they will think about the food that you prepare.

For example, taking simple precautions like cutting your fingernails, removing jewellery and keeping your hair tied back can ensure that hair, nails and jewellery cannot fall into the food you are preparing and contaminate it.

The key things to remember about your appearance are:

- **Clean clothes:** must be worn every day.
- **Clean short fingernails:** nails should be short and clean. Do not wear nailpolish as it can chip and fall into the food.
- **Clean and tidy hair:** hair should be clean and tied back. Don't comb or play with your hair in the work area.
- **No jewellery:** jewellery should not be worn as germs and dirt can become stuck in it. Jewellery can also fall off into the food.
- **Cover cuts and wounds with clean bandaids or bandages:** all cuts and wounds should be covered with a clean and waterproof bandage or bandaid (like the ones in your first aid kits). Brightly coloured bandaids are best as they can easily be seen if they fall into the food.

3.3. BODY HABITS

Body habits are the small ways that we act and behave from which our guests can form an impression about our personal hygiene. Sometimes, we are not aware of the things that we may be doing that could be seen as unhygienic by our guests. It is important to understand and use clean and hygienic body habits when we are working. This will stop the spread of disease, and also help us to appear clean and professional to our guests.



Try and be conscious of the way you behave when preparing food, and especially when you are preparing and serving food to your guests. Your guests will appreciate this extra cleanliness and will think highly of your business.

Some example of the body habits that you need to be mindful of are:

- Do **not** scratch your body or your clothing.
- Do **not** comb your hair.
- Try not to touch your face or mouth. Do not pick pimples, bites or sores.
- Do **not** smoke. If you smoke during a break, wash your hands before you start work again.
- Do **not** taste food using your fingers or the equipment you are cooking with. If you need to taste the food, use a spoon that is clean each time you taste it.
- Do **not** spit onto floors or sinks in a food preparation area, restaurant, or anywhere in view of your guests.

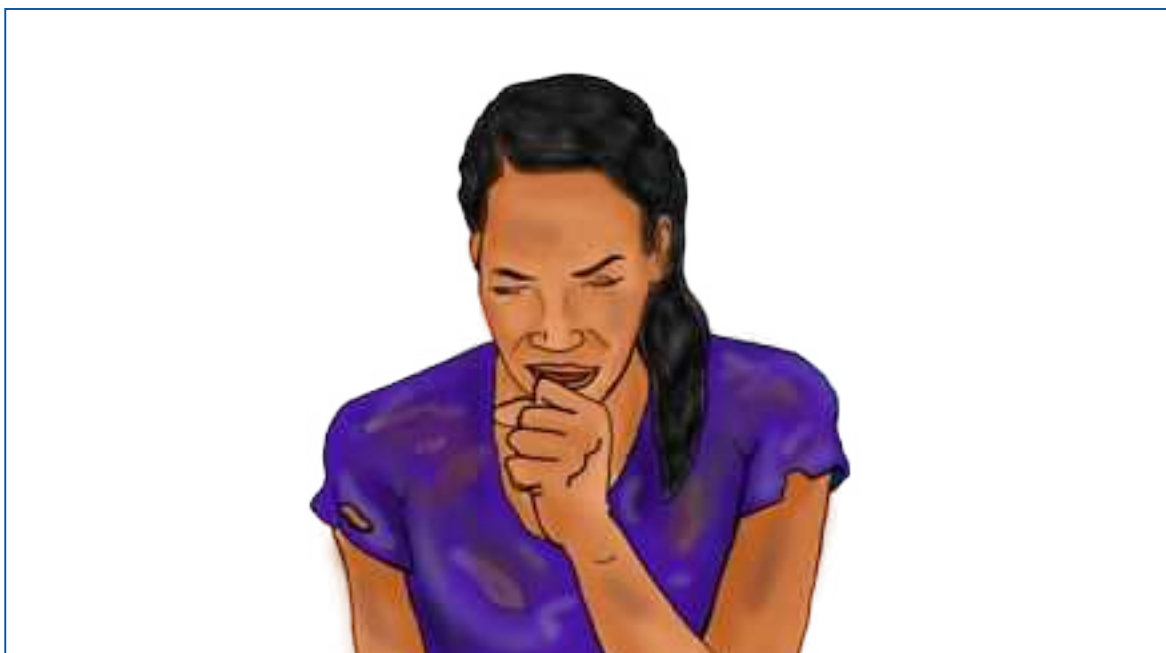
3.4. ACTIVITY: PERSONAL PRESENTATION AND HYGIENE ASSESSMENT

Instructions: use the questions below to reflect on your own personal hygiene and presentation. If you need, make some notes about the changes that you need to make to improve your personal hygiene and presentation.

Question	Y/N
- Am I wearing clean clothes?	
- Are my fingernails short and clean?	
- Have I showered today using soap?	
- Are my underarms clean?	
- Is my hair clean and tidy?	
- Have I removed all my jewellery?	
- If I have any cuts or wounds, are they covered with clean bandages?	
- Did I wash my hands the last time I used the toilet?	

If you answered **no** to any of the above questions, there are some problems with your personal hygiene and presentation. Write down any changes you need to make in the space below:

3.5. SICKNESS AND WORK



It is very important that you try to avoid being responsible for food preparation if you are sick.

When we are sick, we can easily transfer germs from ourselves into the food that we are preparing, which will make the people who eat it sick too.

It can be difficult to control the germs we are carrying when we are ill, which is why it is important to avoid preparing food as much as possible.

If you are sick, each time that you cough, sneeze, use a tissue, use the bathroom and so on, you are potentially spreading dangerous bacteria around your workplace and your guests. If you are preparing food, these germs can contaminate the food, making others sick.

If you were sick, who would be able to help you make sure that food is prepared and served to your guests?

Think about what you would do if you were too ill to prepare food or go to work. Is there someone who would be able to help you while you're ill? It's important to have a plan in place for what a good solution is when we are too sick to go to work. This will reduce the likelihood that you need to work when sick, as you will already have a plan in place.

Important: It is especially important that you do not work preparing food if you have a stomach illness, with symptoms such as vomiting and diarrhea. These kind of stomach illnesses are very contagious, dangerous and easily spread. Just touching handles and surfaces in a food preparation area when you are sick with a stomach illness can be a cause of food contamination. Do not return to cooking until you have shown no signs of illness for 48 hours (2 days).

3.6. ACTIVITY: SICKNESS AND WORK

Instructions: Read the following statements and decide whether they are **true** or **false**:

- I have a stomach illness, I should **not** come to work.
- I have a small cut on my finger, I should **not** come to work.
- I stayed up late last night and I am tired. I should **not** come to work.
- I had diarrhea, but it's been gone for 12 hours. I **should** come to work.
- I have been coughing and sneezing and have a fever. I **should** come to work.
- My family member is sick, but I am not. I **should** come to work.

Some ways to avoid getting sick:

- Cover your mouth and nose with a tissue when coughing or sneezing, then throw the tissue away and wash your hands.
- Keep your hands clean.
- Eat plenty of fruits and vegetables.
- Drink plenty of water.
- Try and sleep for 7 hours each night.

PART 4: CLEANING THE KITCHEN & DINING AREA



In this section we will discuss methods for making sure the kitchen and dining areas of your guesthouse are kept clean and tidy. In order to ensure that your guests always enjoy the time that they spend in your business, it is important to understand what they need and expect in our kitchen and dining areas.

A clean and well-organised kitchen has many benefits. Firstly, it helps us to prepare food quickly, because we always know where we can find what we need. If you have a clean kitchen and dining area, this will also help you to prevent food contamination. When guests see that your kitchen and dining area are clean, they will feel happy and comfortable that the food you are preparing is of a high standard.

When you have finished learning about cleaning the kitchen and dining area, you should be able to:

- Explain appropriate methods for cleaning kitchens and equipment.
- Understand and explain what guests want to see in guesthouse dining areas and kitchens, and how to maintain clean and tidy areas.

4.1. CLEANING THE DINING AREA

The dining area should be cleaned:

- After every guest.
- After each meal time.

After every guest

- ✓ **Clear:** any plates, cups and glasses from the tables.
- ✓ **Wipe:** all of the tables. You can use lemon juice or dishwashing liquid to remove any oily or sticky substances from table tops.
- ✓ **Remove:** any dirty placemats, cloths or other table coverings that will need to be cleaned.
- ✓ **Wipe:** salt and pepper shakers, sauce containers, menus or other things that you have provided on the table with the meal.
- ✓ **Sweep:** move chairs and sweep under the table. Put the chairs back neatly.
- ✓ **Lay the tables:** using clean placemats, cloths and condiments.

After each meal time

- ✓ **Clear:** any plates, cups and glasses from the tables.
- ✓ **Wipe:** all of the tables.
- ✓ **Remove:** any dirty placemats, cloths or other table coverings that will need to be cleaned.
- ✓ **Wipe:** salt and pepper shakers, sauce containers, menus or other things that you have provided on the table with the meal. Wipe down decorations (dust flowers, table decorations, pictures), dust/wipe walls.
- ✓ **Remove:** any rubbish and dust.
- ✓ **Sweep:** move all the furniture and sweep the floor.
- ✓ **Mop the floor**
- ✓ **Replace the furniture:** and position neatly.
- ✓ **Check for maintenance problems:** check all lights and fans are working, check tables and chairs are in good condition. Check toilets are clean and working properly.

Try and remember these additional tips to ensure your dining area is always properly clean and hygienic for your guests to enjoy:

- Always use separate dusters or cloths for the floor and the tables!
- Always use separate cloths between the dining area and the bathrooms!
- Give tables a quick wipe before each service to clear away any dust etc that has formed.
- Whenever you are cleaning the dining area, it is important to think about what your guests perception of the cleanliness will be. That is, what will they think about how the food is prepared if the tables are dirty? Or there are insects on the floor? Or things in the dining area are broken?

Important: do not allow any animals in the dining area at any time. Cats, dogs, chickens etc are not safe to have in a dining area. They spread disease, will annoy your guests by begging for food, and will give the impression of a dining and kitchen area that is unclean. They should be kept away from these areas at all times.

4.2. CLEANING THE KITCHEN

It is very important that you clean your kitchen or the place you are preparing food properly, and keep it clean. Your kitchen is the place where food is prepared and stored, so it is critical to the health of your guests that you understand how to keep it clean and safe for food preparation.

Cleaning

When we talk about **cleaning**, we mean removing the **dirt that we can see** from things. In a kitchen this means removing things such as grease, dust, food scraps, spilt liquids and burnt residues.

Detergent

Detergent is the liquid cleaning product that we use to remove dirt, grease and food residues from the kitchen. An example of detergent is Mama Lemon. When cleaning the kitchen, it is important to remove all the dirt, grease and food and scraps from the kitchen premises and equipment.

Water on its own will not be able to do this. This is because a lot the food and surfaces in the kitchen will have some oil or grease in it, and oil and water do not mix.. Therefore, a detergent is needed to clean properly.

Start by scraping the food that you can see off plates and benches. Rinse them using clean water. Now use the mix of detergent and water along with a sponge or scrubbing brush to remove the remaining food and dirt. Rinse again.

Important: dry plates properly before you put them away.

Note: detergent on its own will also not clean your kitchen. Rather, it will leave a slimy residue that will affect the taste of the food you prepare. You must mix detergent with water to use this cleaning product, and rinse it off again using clean water. Read the instruction on the bottle you are using for more information about how to do this.



Sanitising

When we clean areas that are used to prepare or store food, there is an extra step in the cleaning process called **sanitizing**. Sanitising is **removing dirt and germs that we cannot see** that could make the food we prepare in the kitchen unsafe to eat through the use of chemicals or heat.

Cleaning with hot water is a good way to keep your kitchen clean. If you have access to electricity and an electric kettle you can boil some water for washing plates and utensils, and cleaning places such as benchtops. Electric kettles can be bought in supermarkets in Dili.

If you do not have access to electricity, you can clean **food contact surfaces** (see below) using a chemical sanitiser. Chemical sanitisers can also be bought in Dili, and will last for a long time.

If you cannot travel to Dili, you can sanitise food contact surfaces using a mix of bleach and water. Add 1 Teaspoon (one very small spoon) of bleach to 4 Litres (half a bucket) of water and mix. This can be used in a spray bottle as a sanitiser.

Important: be careful using bleach as a sanitiser. If you use too much bleach in this mix, it might not be safe, and can also affect the taste of your food. If you have not observed an example of how to make a bleach sanitiser mix in the training course, ask for help from someone who has, or someone who can show you how to do this. Do not try this in your kitchen if you are not sure. **You need 200 times more water than bleach.**



Food contact surfaces

Everything in the kitchen needs to be clean, but we must be extra careful with **food contact surfaces**.

A food contact surface is any surface or piece of equipment that **actually touches the food being prepared**.

For example, the floor of the kitchen needs to be clean but we **do not prepare food** on the floor so it is not a food contact surface.

A knife is an example of a food contact surface because **it will touch the food** you are cutting with it, and so it is important they are cleaned properly between cutting tasks. A benchtop is a food contact surface. So is a plate.

Maintenance

The final important term we discuss in keeping kitchens clean and safe is **maintenance**. Maintenance is the process of keeping the equipment we use to prepare food in good working order, through regular cleaning and proper use.

Keep your kitchen organized as well as clean, to ensure you can find things quickly when you need them, and your kitchen is a safe place to be. Keep sharp knives stored safely, prepare food off the ground, cover bins and dispose of rubbish regularly

4.3.ACTIVITY: FOOD CONTACT SURFACES

A food contact surface: any surface or piece of equipment that actually touches the food being prepared.

Record some examples of food contact surfaces from your kitchen:

PART 5: DEVELOPING AND PRICING YOUR MENU



When you are deciding what foods to include in your menu, you need to think about many things. You can help your guesthouse to be successful through thinking carefully about the food that you serve, finding the best ways to use everything that you buy, not throwing away or wasting food. Planning your menu in advance allows you to be more creative about the food that you serve, ensure that includes some variety for your guests, and that you are minimizing the amount of food that is wasted.

You also will need to think about how much your guests should pay for the food that you serve them. If the price of the food is included in the cost that your guests are paying to stay in your guesthouse, you will still need to understand how much the food that you prepare and serve is costing you.

If you can calculate and understand these costs, you will be able to make an assessment of all your food costs, and make an informed decision about what the price should be for your guests, or how this should affect the price you charge for your guests included meals. Understanding costs and prices are an important aspect of running a successful business.

Developing these skills will help your business to grow and move forward effectively.

When you have finished learning about developing and pricing your menu, you should be able to:

- Understand and explain how to plan a menu, considering equipment, preparation areas, ingredients etc.
- Understand how to create a menu that is suitable for guests from many different cultural backgrounds.
- Understand how to calculate prices for the items on the menu.
- Understand the factors that affect the pricing of menu items – such as ingredients, number of people that will eat the food, budget, and the prices used by other business and guesthouses near yours etc.

5.1. PREPARING FOOD FOR INTERNATIONAL GUESTS

Whenever we are preparing food for our guests we need to keep in mind that some of the tourists travelling to your guesthouse may not have eaten much Timorese food before.

Not all guests will like the same thing e.g. some may not like food that is too hot, too oily, to salty etc.

However, your guests will expect you to prepare food safely and hygienically. You need to take special care to ensure you meet these expectations or your guests may not return.

When preparing food, consider what your guests would think if they were watching you.



Some important things to consider:

- Your guests will want you to prepare food off the ground, use a clean kitchen area and clean plates and utensils.
- If you do not currently have a space to prepare food that is away from the ground, you may need to consider whether you can make some adjustments to your space. For example, can you buy or make a simple table to prepare food on?
- It is very important that you do not allow animals in the place where you are preparing food as they could cause the food to become contaminated. This includes chickens, cats, dogs etc.
- Keep your cooking area free from other pests and insects such as mosquitoes, rats, mice and cockroaches.
- It is also important to prevent children from touching the food you are preparing.

5.2. COMMUNICATING THE COST OF MEALS AND ADDITIONAL CHARGES

It is very important that you communicate to your guests **how much their accommodation will cost and what this price includes**.

Why is this so important?

Some guesthouses include things such as breakfast in the price of the room and others may not, it is important that your guest are fully aware of what additional items they will need to pay for. If your guests assume things are included in the cost of the room, and then they find out later that these things are an additional cost they may not be very happy.

Provide this information to your guests when they arrive. This will avoid any confusion later. If possible, write all the information down and put it in your guests' room, or give it to them when they arrive.

If you are offering tea, coffee, drinks, extra meals and you expect your guests to pay extra for this make sure you let them know this when you offer. Some guests might assume that tea or coffee is included, and will be confused when they are asked to pay extra.

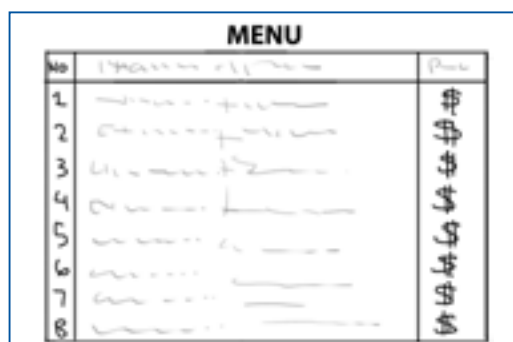
When your guests are checking out, give them a bill showing all of the individual costs that make up the final price they need to pay. Make sure you have kept track of everything they have consumed and that it all recorded correctly on the bill.

On your guests' final night, you may wish to ask them what time they plan to check out. This will allow you to make sure the bill is prepared carefully and ready for them when they wish to leave.

Note: tracking and calculating guest charges is covered in more detail in Module 3 of this course.

5.3. WHAT IS A MENU?

A **menu** is the tool we use to plan the food we will prepare for our guests. When you know how many guests are coming and when, you need to make decisions about what you are going to cook for them for each meal of the day, and how much you will charge your guest for each of these meals. The plan you put together is called a **menu**. A menu can be changed according to the availability of ingredients.



MENU		
No	Description	Price
1	Breakfast	1000
2	Lunch	1500
3	Dinner	2000
4	Snack	500
5	Beverage	200
6	Room service	3000
7	Laundry	1000
8	Transportation	5000

A simple and well-prepared menu creates a good impression of your guesthouse. Not everyone will want to eat the same thing all the time. A menu will help you to make sure you have included some variety, and your guests will be happy.

You may choose to provide a list of food and beverage items available for guests.

It could include some or all of this information:

- Prices
- A short description of each meal
- A picture of each meal

Menus may allow guests to choose from a number of options (a la carte) or simply describe the dishes that will be available daily.

A menu doesn't necessarily have to be recorded on paper. You could also provide this information to your guests on a blackboard or a sign.

Why have a menu?

A menu can help us in a number of ways:

- To provide information to your guests about food and prices (your guesthouse may choose to include some meals in the price of accommodation and then charge extra to prepare others e.g. lunch. The menu will help to avoid confusion with your guests when they are paying the bill later on).
- To sell the food you have that is available to the guests – unless guests know that something is available to them they might not ask for it e.g. coconuts or water.
- To communicate to guests who might not be very good at speaking Tetum. A simple menu prepared in English may help to avoid confusion.

So, what are the meals that we will put on our menu and how will decide what to serve each day?

Consider the following information about different meal times and your guests' expectations:

5.4. WHAT ARE BREAKFAST FOODS?

Breakfast is the first meal we eat in the day. It will be the first thing your guests eat when they wake at the start of the day.

The key difference in breakfast foods between many international guests and Timorese people is that your international guests will usually eat a much **more substantial** breakfast at the start of a day than Timorese people usually do. **Substantial food** is food that will give your guests energy and keep them full. Foods like bread and eggs are examples of substantial breakfast foods.



Your guests may be planning to do walking or hiking during the day, and they will need enough food in the morning to give them energy and stop them from being hungry again until lunchtime.

Eggs are a great breakfast food – they are healthy and substantial. You can cook eggs in many ways, which will allow you to give some variety to your guests at breakfast time. Eggs can be served as an omelette, fried, poached or scrambled. Your guests will prefer eggs to be served hot.

Other breakfast foods:

- Fresh bread or paun with different options for spreads
- Fresh fruit cut up and served
- Banana pancakes (see recipe in this manual)

You might like to choose a few of these options and serve them on large plates for your guests to choose from. Serve an appropriate amount for the number of guests who will be eating breakfast.

Serve tea and coffee with breakfast. Make sure the tea and coffee are hot when your guests arrive to eat. Have milk or powdered milk as well as sugar ready to be served.

5.5. WHAT ARE LUNCH AND DINNER FOODS?

Lunch is the meal we eat in the middle of the day, and dinner is the food we eat at the end of the day.

Your guests will need a good lunch and dinner and will be hungry, especially if they have spent the day exploring, hiking, swimming etc.

They appreciate a variety of dishes if possible – this will depend on the cost of the meal *which*



is discussed later in this section. If you are serving several large plates for your guests to serve themselves, you should include the following:

- A protein based dish such as beans, lentils or tofu, meat or fish, or an egg or cheese dish.
- A vegetable dish (raba raba, modo filast)
- A carbohydrate e.g. mie goreng, nasi goreng, nasi kinur

Consider alternative vegetable dishes – marinated eggplant, roast pumpkin or sweet potato, a vegetable curry.

Important: you should be prepared that some of your guests may not eat meat. In many cultures across the world people choose not to eat meat. Guests that do not eat meat should still be able to consume a complete meal at your dinner service. This means they need to eat and be full. You may need to substitute meat for tempeh or tofu. *Generally, vegetarians also do not eat fish.*

You could also choose to include a fresh salad to accompany any meal. This is a good choice if you are serving spicy food.

How do we know what our guests will like?

There is no one rule for serving lunch and dinner, or any other meal. Ask your guests for feedback about their food. This will help you to understand which dishes are the most popular, and to cook the foods that they enjoy. Some other tips to consider:

- Think about the colors on your guests plate – a complete meal will have a variety of colors and different cooking methods.
- Avoid having too many dishes that are fried or use a lot of oil – many guests will not enjoy this food and is not very healthy.
- Avoid over use of salt and/or msg, chilli etc. Offering condiments so people can add extra salt or sauces if they wish is a great alternative to putting all of this into the food. Your guests may not like dishes with a lot of salt in them, and this is also not healthy.
- Some guests may like to finish dinner with a hot drink e.g. tea or coffee so it is good to have this available. You may also wish to substitute dessert with a small piece of cake or biscuit.

5.6. WHAT IS A PACKED LUNCH?

A packed lunch is a prepared lunch that can be **carried with your guest and then eaten somewhere else**. Packed lunches are usually prepared in the morning, and then taken by your guests with them until lunchtime when they eat them.

Your guests might want to do this if it is unlikely that they will find anywhere to eat at the place that they are going e.g. if they will be spending the day hiking/exploring. Your guests will pay for you to provide this service, so offering it is a great way to bring in some extra income.



What you need to think about when preparing packed lunch (if your guesthouse does not already offer this):

- A packed lunch will need to be packed in some way – either in plastic containers, or covered with tin foil or cling wrap. If you are offering packed lunches make sure you have these items available.
- Identify and prepare a packed lunch that will be able to be carried without spoiling too much and won't make your guests sick.
- Your guests will be happy to eat a number of small packed items to make up a meal and so you can include lots of things.
- Good options for packed lunches might include paun, sandwiches, boiled eggs, fruits, nuts, cucumbers, tomatoes, carrots, biscuits.
- How to keep it cool and disposable – can you freeze a water bottle or juice and pack it in? Are the guests going to bring back the containers? If not, how can you pack it so they can dispose of it easily?

5.7. WHAT IS A SNACK OR A LIGHT MEAL?

Your guests may sometimes prefer a smaller, light meal to a heavy lunch or dinner, and may want something to eat between meals e.g. on arrival but before dinner. Light meals usually consist of something smaller e.g. a simple omelet, a roast potato, or some bread and salad.

Guests may also request **snacks** – which is a smaller amount of food such as some chips or nuts

Why offer light meals or snacks?

Offering light meals gives your guests an opportunity to eat between their regular meals. If your guests have been out hiking, swimming or even just walking in the heat, they may return very tired and need something quick to eat in between meal times.

Some of your other guests may also simply prefer light meals to a full dinner.



Having light meals as an extra option means you can meet everyone's needs and increase your income. Snacks and light meals can be an option that you provide to your guests for a small extra cost. This is a good example of an opportunity to increase the amount of money that your business makes.

5.8. HOW TO PLAN YOUR MENU

When planning your menu and deciding the things you would like to offer your guests there are some important things to consider:

1. Availability of ingredients

- Will it be difficult or expensive for you to get things you need?
- Is everything in season?

2. Availability of equipment

- What pots/pans/serving trays will you need to make it for your guests?
- Do you already have these things or would you need to purchase them?

3. Storage of ingredients

- Will the ingredients go off quickly?
- Do you have a way to keep it cold enough to stay fresh?

4. How are you going to serve it?

- Is it easy to divide and serve to the number of guests that you have?
- Would they be able to do it themselves (if needed)?

Plan a menu that you are confident you will be able to deliver. Planning ahead will allow you to consider ways to make the menu more interesting for your guests, without it being stressful for you to prepare. Consider the following tips:

- **Plan for variety:** you will need food for different times of the day – breakfast, snacks/light meals, main meals, maybe even desserts. Try and mix some local and some international cuisines.
- **Plan your ingredients:** ensure you have enough core ingredients to serve a complete meal at each meal time. Count the number of guests and estimate how much rice, vegetables, meats that you will need per person, per meal. This will help you to minimize the amounts you waste.
- **Plan balanced meals:** create meals that include some heavy (meaty and filling) and some light (fresh and less filling) dishes. For example, you may choose to offer a salad as well as a heavier dish like bife
- **Plan different colours and different cooking methods:** you can make the food attractive by adding different colours. For example, a meal that includes fresh, bright colours such as orange and green is more attractive to eat than one that is only browns and whites. Plan to cook things differently to make the food more interesting. For example, your guests will appreciate fish baked or in a soup if they have already had it fried the night before.
- **Think about how regular your guests are:** are your guests staying for only one night or for several nights? You can plan your menu for the variety of meals you will require.

- How can you make your food different from other guesthouses?
- How can you develop a specialty?
- How can dishes be made differently?

5.9. ACTIVITY: PRACTICING A MENU PLAN

Instructions: practice developing a menu with some of the items you could serve for **breakfast, snacks, and lunch/dinner.**

Breakfast

Option 1: (*example*)

Dish	Fresh local fruit platter
Description	Variety of fresh local fruit. Today, we have papaya, pineapple, banana and passionfruit.

Option 2:

Dish	
Description	

Option 3:

Dish	
Description	

Option 4:

Dish	
Description	

Snacks

Option 1: (*Example*)

Dish	Fresh bread (local)
Description	Two bread local rolls, with your choice of spreads incl. butter, jams etc.

Option 2:

Dish	
Description	

Option 3:

Dish	
Description	

Option 4:

Dish	
Description	

Dinner

Option 1: *(Example)*

Dish	Bife Timor
Description	Local style beef stew in tomato and chili sauce. Serve with chips.

Option 2:

Dish	
Description	

Option 3:

Dish	
Description	

Option 4:

Dish	
Description	

5.10.ACTIVITY: PLANNING YOUR MENU FOR UNEXPECTED GUESTS

Instructions: record some ingredients which you can store and keep, so that you can always prepare a quick and simple meal if you have unexpected guests arrive.

5.11.WHAT IS THE COST OF A MEAL?

Every time we provide food for our guests, we need to buy the ingredients that we are going to use. We might also need to pay people to help us make the food, and we will need things such as cooking oil and cleaning products to cook the food and clean up afterwards. All of the things that we need to purchase and pay for to produce the meal are called **costs**. Adding up all of the things that you have paid for to produce the meal will tell you **the cost of a meal**.

The **price** of the meal is how much money we receive from our guests for the food that they consume. Your guesthouse may choose to include the price of the meal in the price that the guest pays to stay at your guesthouse, or they may need to pay for their meals on top of the price to stay.

We know that providing food to our guests costs us money. Therefore, in order for us to know how much the guest should pay for this food, we need to be able to calculate **how much it cost us to make the meal**.

Now, think about this.

- Each time we receive money from a guest for a meal, money comes **into the business**.
- Each time we pay money for the food that we prepare money **goes out of the business**.
- If we receive **more money** from the guest for meal **than we paid** for the ingredients and other expenses **we will have money left over**.
- This money is our **profit**.
- However, if we have no money left after paying these costs, then we have not made a profit.

If we don't have any money left over, then we are running our guesthouse for no reason!

Successful businesses understand and can calculate these costs. When you can calculate the cost of producing a meal, you can use these figures to understand how much money you need to receive from your guests in order to make a profit.



5.12.WHAT ARE THE COSTS THAT WE NEED TO CALCULATE?

There are a number of aspects we need to be able to calculate in order to understand the cost:

The costs of the food

- What ingredients are in the dish?
- How much did each ingredient cost you to buy?
- How much of each ingredient did you use to make the meal?

This will tell you the **food costs** of the meal.



The costs of the labour

- How many staff worked to prepare the meals, serve the meals, and clean up after the meals?
- How much does their time cost?

Note: be careful with this calculation. Even if a family member is helping to prepare food, their time is still a cost. This is because the time that they are spending to prepare the food is time that they could have spent doing something else. For example, they could have spent this time selling goods at the market, for which they would have received money.

Additional costs

- Are you using electricity in your cooking?
- Did you prepare the meals using drinking water?
- Did you use cleaning products to tidy the dining area and kitchen after the meal?
- All of these costs need to be included in the price of the meal.
- How does finding the **cost** help us?

In order to **find a profit** the amount of money we receive for each meal from our guests (the price) **must be more than the cost to the guesthouse to make the meal**. Once we know the cost, we can decide on a price that is **greater than the cost** and we will find a profit.

However, cost is not the only thing we need to think about when deciding the price of a meal. Some of the other considerations when pricing a meal are:

- **Competition:** how much are the guesthouses near you charging for their food?
Guests will be comparing prices and the quality of the food produced. Your prices should reflect your costs, as well as the standard of the food provided.
- **Profit:** how much money do you need to make from the food?
If you are able to **raise the price** you receive from a meal, or **lower the cost** that it costs you to make the meal, **your profit will rise**. However, be careful about raising your prices too high, as this may cause guests to choose other guesthouses because they are cheaper. Likewise, poor quality or not enough food for each meal will also discourage guests. You need to find the right balance.
- **Value:** what do your guests think is a reasonable price to pay for what they have received?
If your food uses more expensive ingredients, and is well presented and prepared, it is worth more money. If you are using cheaper ingredients to produce food of a low standard, your guests will want to pay less. This assumption of how much the quality of the food is worth is called **value**.

5.13.DECIDING A PRICE FOR MENU ITEMS

Now we have learnt all the things that we need to account for in order to find the **cost** of a meal, we can see that this is quite a big task! There are many things to add and consider, and doing this each time you serve a meal will take up a lot of time.

While it is important to understand what all these costs are and important to sit down and try and do these complete calculations when we have the time, we are also going to learn a quick method to figure out an appropriate **price**.

The calculations on the following pages will show you how to find a suggested **price** for you meal. Be mindful that this is different to finding the **cost** and this calculation **will not tell you the cost of the meal**. As it is a suggested price, you should **not** have to increase it to find a profit.

In the following calculations, we will find the cost of all ingredients, and then triple it (x3) to give us a **price** that should cover all the other costs and still leave us with a profit. Keep in mind that the first figure you find will still be the total for the number of guests, and you need to divide it by the number of guests eating the meal to find the appropriate price per dish.

Perform the calculation as follows:

- Find the number of people you will be serving the dish to (A)
- Find the cost of all the ingredients in the dish (B)
- Find the **total** price, which is the cost (B) x 3 = (C)
- Divide the **total price** (C) by the number of guests (A) to find the **price for each dish** (D)
- **D = the suggested price for the meal for each guest served**

5.14.DECIDING A PRICE FOR MENU ITEMS: EXAMPLE

Dish 1

Dish name	Timor Bife
Number of people served (A)	10
Ingredients	Price
Beef	6.00 +
Potatoes	3.00 +
Tomatoes	2.00 +
Salt	0.50 +
Pepper	0.50 +
Herbs	2.00 +
Rice	3.00 +
Vegetable	3.00 +
Total ingredients cost (B)	\$20.00
Price (Bx3) (C)	\$60.00
Price for each dish (C÷A) (D)	\$60.00/10 = \$ 6.00

5.15.ACTIVITY: PRACTICE CALCULATING MENU PRICES

Dish 2

Dish name	
Number of people served (A)	10
Ingredients	Price
	+
	+
	+
	+
	+
	+
	+
	+
Total ingredients cost (B)	
Price ($B \times 3$) (C)	
Price for each dish ($C \div A$) (D)	

Dish 3

Dish name	
Number of people served (A)	10
Ingredients	Price
	+
	+
	+
	+
	+
	+
	+
	+
Total ingredients cost (B)	
Price (B×3) (C)	
Price for each dish (C÷A) (D)	

PART 6: PROVIDING FOOD AND BEVERAGE SERVICE



In this section we will learn about how to prepare the dining area to serve your guests, how to serve food and drinks to your guests, and how to manage multiple tables with different orders for food and drinks. We will discuss the importance of being able to provide good table service to your guests, and the basic principles of doing this.

We will also learn about the principles of good customer service. Serving your guests in a professional manner, being prepared to answer questions and solve problems will ensure that your guests always enjoy their stay. Knowing this information will also help you to be confident and comfortable when you interact with your guests.

When you have finished learning about cleaning the kitchen and dining area, you should be able to:

- Prepare a dining area for service appropriately, ensuring it is equipped with the required items to meet guest expectations e.g. utensils, plates, napkins, menus (if required), condiments.
- Serve food and drinks.
- Provide accurate information about the food and beverage service of your establishment, answer common customer questions correctly and courteously, and resolve common customer problems.

6.1. PREPARING THE DINING AREA FOR SERVICE

The **dining area** is the place in your guesthouse or restaurant where your guests consume their meals (breakfast, lunch, dinner). We want to provide our guests with clean and comfortable areas to sit and eat so that they will be comfortable and happy while they are relaxing and having their meal.

Think about the number/group size of the people you are going to serve. You can look at your booking record (how many people are staying with you, or how many people you are expecting) for the day, and then adjust the seating to be appropriate. This will avoid your guests moving furniture themselves, or requesting you adjust it when you are busy serving food.

Some other ways you can prepare your dining area are:

- Always make sure you have enough seating and tables for all your guests to sit comfortably.
- Check toilets are clean before guests arrive to eat.
- If you have moved tables around, ensure that you have allowed sufficient space for guests and staff to move with ease between the tables.
- Ensure that tables are placed away from doorways, noisy kitchens, loud speakers (music), toilet doors and exits.
- Allow sufficient space between tables for guests to be able to have their own private conversations.

6.2. TYPES OF MENU AND DINING ROOM PREPARATION

The set up of the dining room and table settings are affected by the **menu, or what your plan to serve to your guests**.

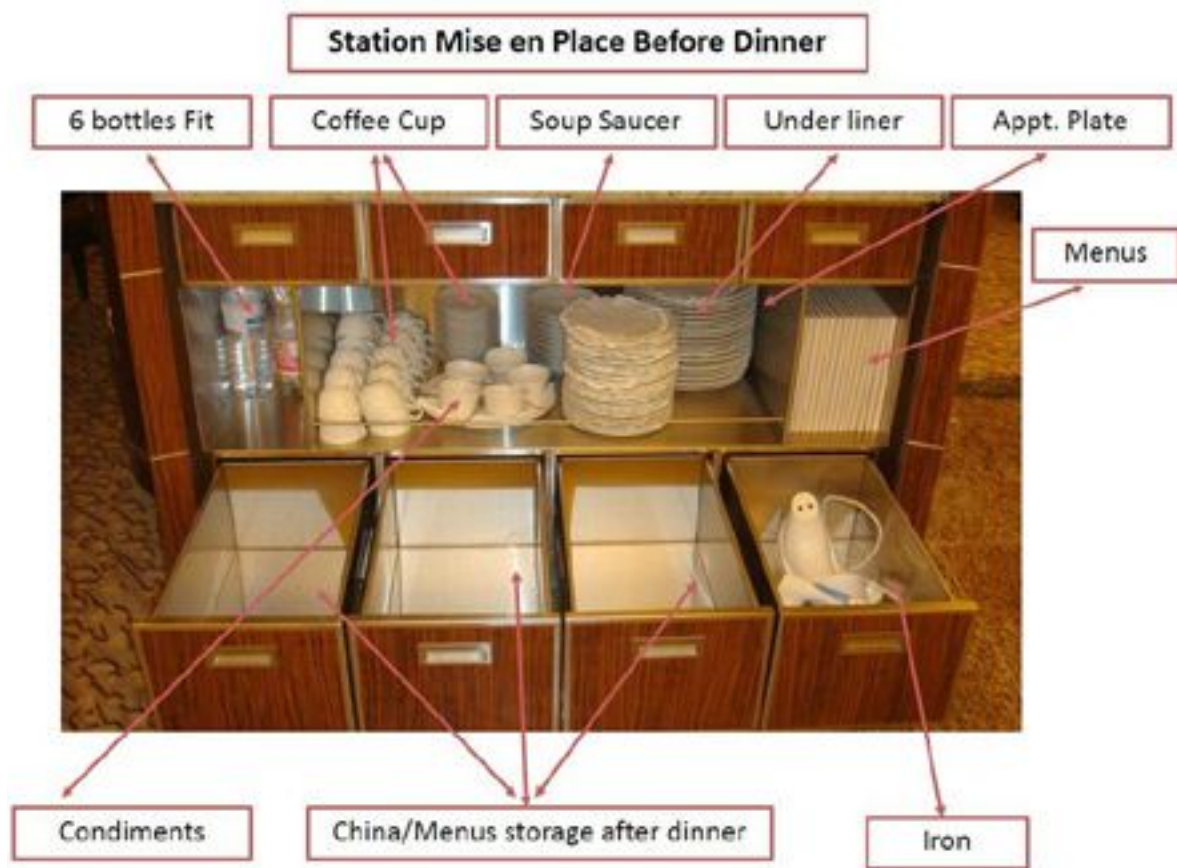
For example, if you are serving breakfast, less things will be required on the table than if you are serving dinner.

It is good to prepare as many things as possible before your guests start arriving to eat. This means that you will have less things to do when your guests are dining and you can deliver better service.

There are many things you can do to prepare for service, such as:

- Preparing any condiments to be used in the service, such as kecap manis, kecap, mustard, sambal, chilli etc.
- Filling and cleaning salt and pepper shakers.
- Checking any display cabinets to make sure they are clean and full.
- Cleaning menus (if you're using them).
- Preparing coffee and tea service equipment, water dispenser.

Prepare a “station” for easy service



It is a good idea for your dining area to have one station (like a table or chest of drawers) that serves as a ‘home base’ for everyone serving.

It is where you can store all of the equipment that you are likely to need throughout dining times, such as extra cutlery, glassware, condiments, tablecloths etc. Having a station prepared in advance with these items will save you a lot of time during the dining periods, because everything you may need will be close by.

Some common items that might usually be on the station include:

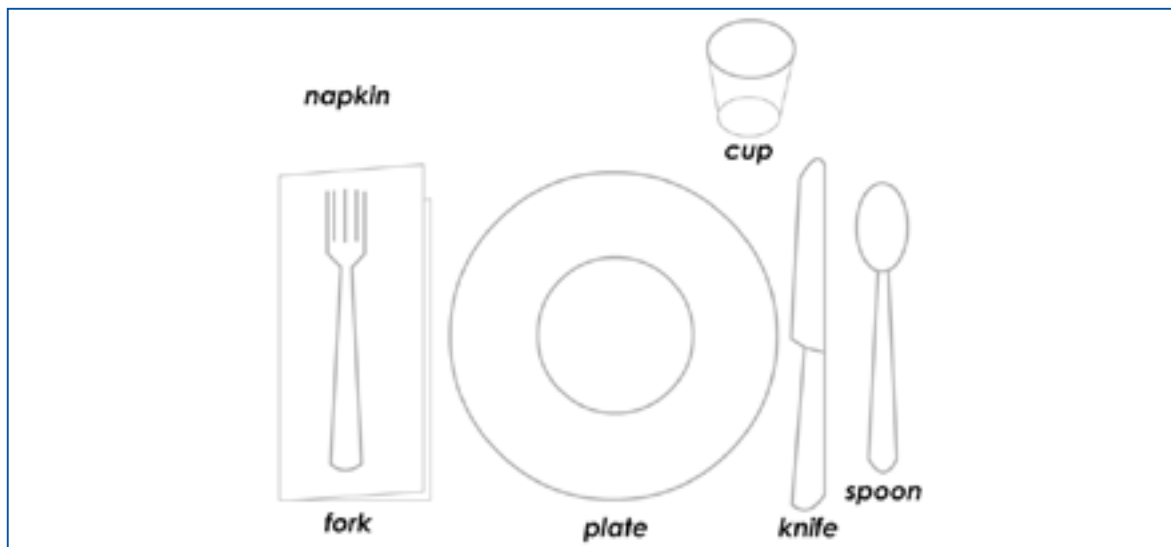
- Cutlery
- Plates
- Tea and coffee equipment
- Napkins
- Menus
- Condiments
- Toothpicks
- Glasses
- Beer and wine openers

6.3. LAYING TABLES FOR SERVICE

Tables should be laid out in the right way before your guests arrive.

A standard table setting usually consists of:

- Knife
- Fork
- Spoon
- Plate
- Napkin
- Cup



This table setting is sometimes changed based on the style of service. For example, if you were laying the table for a breakfast service, you would change the water cup for a coffee cup.

How to set a table

- Find the center of the place setting by lining it up with the seating (use a napkin or a plate to mark the center).
- Main knife to the right, cutting edge facing towards the left.
- Main fork to the left.
- Cup or glass above the knife, leaving a small gap.
- If you are using a side plate for bread (not shown above), place it to the left of the main fork.

6.4. PREPARING FOR GUEST COMFORT

The final stage of preparing the dining area is making sure your guests will be comfortable. It is important that your guests are comfortable in your dining area, otherwise they may not return again!

Ensuring guest comfort involves considering things such as:

- **Music:** when guests come to a restaurant, they usually like to be able to easily talk to each other. Music that is very loud or unpleasant will not be suitable.

- **Lighting:** most guests do not like very bright lights. However, lights that are too dim will make things difficult for service.
- **Room temperature:** guests like to be comfortable while eating. Usually, it is very hot, so it is important to make sure your guests are kept cool, You may have to move fans around throughout the service to make sure your guests are not too hot.
- **Tidiness:** make sure dining area is clean and free from dust and clutter.

Imagine you are a guest sitting in the dining area of your guesthouse or restaurant. Would you be feeling comfortable and relaxed? If not, what can you do to improve on this?

6.5. PROVIDING TABLE SERVICE

Many restaurants provide **table service** to their guests. Table service is the process of receiving orders and serving food and drinks at your customers' table. The service is managed by **wait staff**, who serve each table individually. Guests may order several times, and items ordered are added to the table 'bill', which the guests pay for at the end of their meal.



Table service in a restaurant is different to the way food is served and paid for in other places, such as a warung. Your customers should not have to leave their seats to receive the food and drinks they require.

You may choose not to provide table service in your guesthouse or restaurant, and instead let guests serve themselves food from large pre-prepared dishes, or simply place food in the center of each table. However, you may find this process useful to manage extra drink orders, or if you decide to switch to table service in the future.

6.6. PREPARING FOR TABLE SERVICE

In order to provide table service to your guests you will need:

A number for each table: place them on the table where all staff can easily see them. Alternatively, you can decide what the table numbers are and all staff then need to know and remember them.



Order pads: simple notepads for writing down your guest orders, or receipt books (which can be purchased in Dili).

An 'order station': a place where guest orders are placed and managed during the time they are dining, so you can see which orders belong to which table. It is good to use a board that you can pin orders to, so that you can easily see all the tables and manage food and drinks easily.



Small change money: if guests are making extra orders for drinks and things not included, or if the meals are not included in the cost of their stay and you require them to pay immediately after dining, you will need to have a small amount of money ready to provide any change you need.

Calculators: to add up the bills of any paying customers.

Staff that have been trained in table service: table service can quickly become a very complicated and stressful thing to do if the process is not clear to everyone, and mistakes can happen very easily. If you are going to provide table service, your staff must be properly trained to do it well.



6.7. RECORDING A GUEST ORDER

Before you take a customer's order, you should follow their **body language** to determine whether they are ready. If your customer is ready to order, they may have closed their menu, or waved their hand to signal they are ready.

When taking and recording orders, it is important to remember 3 things:

- The kitchen staff must be easily able to read what the orders are.
- Wait staff must be able to see which food should be served to which guest.
- It must be clear what food was served and eaten by the guests so a correct bill can be prepared.



The order taking process:

- Make sure that the guests are ready to order.
- **Record the table number at the top of the order.**
- Take the orders of all guests, moving around the table in order.
- Listen carefully for any special requirements your guests have, such as no egg etc.
- Repeat the orders you have recorded back to your guests and confirm they are correct.
- Place the order with the kitchen, and on the docket to be used for your guests' bill.
- **If you are taking a lot of orders at once and the kitchen is busy, it is a good idea to prepare two copies of the order. Give one copy to the kitchen staff, and place one copy at your order station.**

6.8. ASSISTING YOUR GUESTS

When you provide food service to your guests, it is expected that you will be able to answer questions about the menu and the food. You should know the food and drinks being served, and be able to answer questions such as:

- Is it a hot or cold dish?
- What are the main ingredients in the dish?



- What is the cooking method?
- What kind of meat is it?
- What kind of sauce does it come with?

The best way to know these things is to talk with the person preparing the food, and to make sure you understand what each dish contains. If you do not know the answer to a guest question, you should find out the answer and let them know.

6.9. PROVIDING GOOD SERVICE

Providing good service is not just being someone who can take guests orders and carry food. A good server can make helpful suggestions that will increase guest enjoyment, as well as increasing profit for your business.

When serving your guest, you should make sure you always follow these rules:

- **Sincerity:** tell your guests the **right** information. Do not exaggerate about the food. Tell your guests the truth about the dish. For example, do not say fruit is fresh when it is canned, or frozen. This is very important when your guests ask questions about whether food has certain ingredients in it. They may not be able to eat certain foods, and if you give them the wrong information, they may get sick.
- **Helpfulness:** assist your guests by suggesting food and drinks that suit their needs and the things that they like.
- **Enthusiasm:** be positive about the food, and describe the food available in a good, positive (but still truthful!) way.
- **Attentiveness:** always listen carefully to your guests and confirm that you understand them by repeating any key information or requests. Show your guests you care by serving them in a timely manner.
- **Friendliness:** greet and speak with your guests in a way that is friendly. Always smile. Make sure you welcome and farewell your guests each time they come to eat.
- **Product knowledge:** know about what you are serving, the ingredients and the cooking methods.

6.10. SERVING FOOD AND DRINKS

Before presenting food and drinks to your guests, you need to check that the food and drinks are correct. Check the food or drinks that you are carrying against your guests' order and ensure that you have the correct food.

Always make sure that any special requests from your guests have been applied to the order. When serving drinks such as beer and wine, check with your customer that you have the correct beverage before you open and pour it. This will save time if the beverage is not correct, and it will save you from wasting drinks if you have accidentally chosen the incorrect one.

To serve your guests' food

- After checking food orders are correct, carefully carry guest food to the correct table.
- With practice, you will be able to carry and clear multiple plates at one time by placing your thumb and pinky finger on the top of the first plate, and then balancing your next plate on your palm.

- Food and drinks should be placed and cleared from the **right hand side** of your guest.
- If you are carrying multiple plates, hold one plate only in your right hand, and the others in your left. Otherwise, you won't be able to put them down!



Method 1: carrying multiple plates

6.11.MONITORING TABLE SERVICE

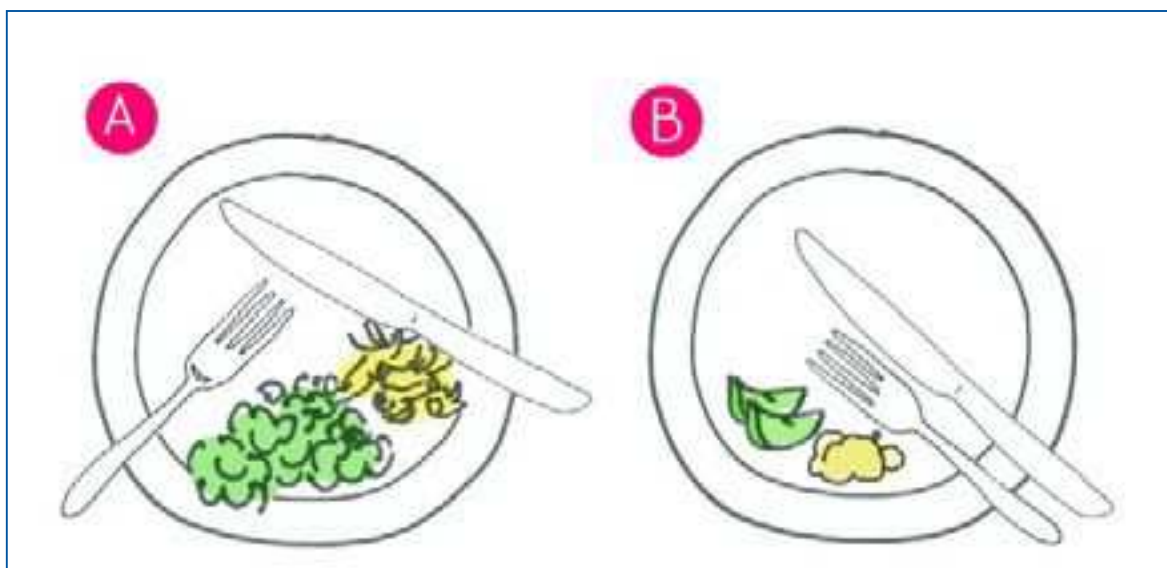
You should always monitor and be aware of your guests while they are eating. If a guest has a problem or is not satisfied with their meal, they should be able to get your attention easily, so that you can resolve the problem.

You may also wish to check with your guests while they are eating to see whether they are enjoying the food, and if they need anything else. Be careful not to interrupt your guests' conversation, but approach the table politely and ask "how is your meal? Is there anything I can get you?".

6.12.CLEARING FOOD AND DRINKS

Plates and cutlery are cleared after each course. This is done only after *all* guests at the table have completed the course.

Guests normally indicate that they have finished eating by placing their used cutlery together on the plate. If you are not sure, check with your guest that they have finished eating before you clear the plate.



In picture **A**, the guest has not finished eating.

In picture **B**, the guest has finished eating.

To clear your guests' plates

- Clear from the right hand side of the guest.
- Pick up the plate and cutlery, hold the plate in your left hand.
- Use your thumb to hold the cutlery in place on the plate.
- Place the second plate on your forearm, use the cutlery on the plate to scrape any leftover food onto the first plate.
- When finished, place the second plate cutlery on the first 'clearing' plate.
- Move around the table, clearing the plates of all your guests. Always hold the left hand with the plates behind the guests.
- Continue with this procedure until all the plates and cutlery are cleared for the course.



Method 2: clearing multiple plates

6.13.PREPARING AND PRESENTING GUEST BILLS

A *bill* is a list of all the food and drinks your customers have ordered during the time they have spent in the restaurant. When your guests have finished their meal, they need to pay for these things before they leave. If your guests are paying for all the food they have consumed when they check-out, you will still need to keep a list of the food and prices.

A guest *bill* lists all the things they have consumed, each item with the number ordered, and the price. At the bottom of the bill is the **total**.

It is important you are able to identify the signs that your customers wish to pay the bill, and understand how to add the items together, collect money and give change.

Your guests may show this by waving their hand or looking around.

You should be alert to guests who have finished their meals, and may even offer the bill if this is appropriate.

The bill may be placed in the center of the table. It may be placed on a plate, and may be accompanied by some mints or lollies.


Payment

- Collect the amount of money that has been placed on or inside the bill, and return it promptly with any change inside. Always remember to politely thank your guests for their payment.
- Occasionally, your guests may leave a *tip*. A tip is an extra small amount of money for particularly good service, and is usually a sign you have done a good job.

Important: do not stand and wait for your guests to pay; leave them alone to pay the bill and return when this has been done. Remain alert though, and return as soon as this has been done, as your guests will not want to wait for the bill to be collected.

If you guests will be paying for their food at check-out, make sure you have recorded their name and room number correctly on the bill. This will help you to identify the items they need to pay for later. You may also wish to have your guests sign the bill at the end of each meal if they are paying on check-out. This means they have acknowledged the cost of each meal, and will avoid any surprises when they pay on check-out.

The above information is a brief overview only of this process. Calculating and presenting guest bills is covered in detail in module 3 of this course.



HONEY POT

2200 Highway 200, Suite 100
St. Louis, MO 63114
Phone: (314) 221-8800
Email: info@honeypot.com

Local (Outside St. Louis)


City: St. Louis

Date: 4/20/12

Server: _____

Qty	Description	Price	Amount	Tax
01	Small Curry	\$4.95	\$4.95	-
01	Small Tater	\$3.99	\$3.99	-
01	Large Tater	\$5.99	\$5.99	-
02	Chase Onions	\$6.99	\$13.98	-
01	Pice 2 Curry	\$4.95	\$4.95	-
<div style="border: 1px solid black; border-radius: 50%; width: 150px; height: 100px; margin: 0 auto; display: flex; align-items: center; justify-content: center;"> <div style="text-align: left; margin-right: 10px;"> <p>2495.00</p> <p>10% = 249.50</p> <p>Total</p> </div> <div style="text-align: right;"> <p>\$2744.50</p> </div> </div>				

		Sub Total	\$2744.50	-
		Tax 10%	\$274.45	\$299.90
		Total	\$2999.90	



Server

Customer Signature _____

PART 7: **BREAKFAST RECIPES**



7.1. OMELET



Ingredients (1 omelet)

- 2 eggs
- 6 pieces of chorizo sausage
- 1 large tomato (2 small)
- Oil/Olive Oil/Butter
- Salt to taste
- Pepper to taste
- ½ white onion
- Parsley/Spring onions handful

Method

1. Wash hands properly before preparing.
2. Halve chorizo pieces.
3. Chop onions, tomatoes, parsley/spring onions and place together.
4. Heat small amount of oil in a pan.
5. Beat eggs together and add to pan. Add salt, pepper.
6. Add tomatoes, chorizo, parsley/spring onions.
7. Fry till browning, then fold in half.

Notes: can be served with fresh local bread. Can be served to an individual or split into pieces as required.

7.2. BANANA PANCAKE



Ingredients (5-6 pancakes)

- 4 ripe bananas
- 1 tsp cinnamon
- 1 tsp baking powder
- 2 tbsp flour
- 2 eggs
- Small amount of oil

Method

1. Wash hands properly before preparing.
2. Remove banana skins and mash flesh.
3. In a small bowl, beat eggs with cinnamon and baking powder.
4. Add bananas and flour, and beat together.
5. Heat pan and add oil.
6. Add a portion of batter and cook till brown. Flip and cook other side till brown. Ready to serve.

Notes: can be served with honey or other sweet spreads you have available.

7.3. FRUIT PLATTER



Ingredients

- Pineapple
- Bananas
- Papaya
- Oranges
- Other fruits as available

Method

1. Wash hands properly before preparing.
2. Wash fruit.
3. Cut fruit and arrange attractively on a serving plate.
4. Ready to serve.

PART 8: **DINNER RECIPES**



8.1. ROAST CHICKEN



Ingredients

- 1 whole Chicken
- 4 cloves garlic
- ½ tsp salt
- 8 tbsp sweet soy sauce
- 2 limes
- 1 tsp ground white pepper
- ½ tsp chillis 2/ ground chilli
- 1 ginger
- Potatoes and other vegetables for baking
- Coriander 1 handful

Method

1. Prepare required equipment – baking dish, chopping boards and knives.
2. Chicken can be portioned into pieces if required.
3. Season meat with chopped garlic, juice of the limes and ginger.
4. Add some salt, pepper, and coriander. Leave for 5 minutes then place in a roasting pan ready to roast.
5. Place meat in the oven and roast for approximately 50 minutes.
6. **NB:** Oven must be pre-heated to 200C. Ensure both the top and the bottom of the oven are heated properly. Chicken can also be roasted in aluminum foil over a fire.

Method for sauce

- Use a small bowl suitable for sauce.
- Add some of the cooked chicken's juices.
- Add sweet soy sauce, pepper and lime juice to the bowl and mix together.
- If desired, add chilli depending on your guests' tastes.
- Serve sauce on top of the chicken.

8.2. MASHED POTATO



Ingredients

- Potatoes
- Salt
- Pepper
- Butter
- Milk or milk powder

Method

1. Wash hands.
2. Wash potatoes.
3. Use a saucepan to boil potatoes.
4. When the potatoes are cooked, remove skin.
5. Mash with a fork.
6. Add other ingredients to taste.

Notes: can be served with meat such as fish or roast chicken, as vegetables as desired.

PART 9: RECIPES FOR PACKED LUNCHES



9.1. SANDWICH



Ingredients

- Bread/bread roll
- Tomato
- Lettuce
- Onion
- Avocado
- Cold meat or chicken
- Pepper
- Salt

Method

1. Slice tomatoes, onions and avocados, prepare lettuce leaves.
2. Add ingredients to bread and split into two if required.

PART 10: LIGHT MEALS/SNACKS



10.1.CAESAR SALAD



Ingredients

- 4 bacon
- 1 lettuce
- 2 tbsp mayonnaise
- 3 tbsp vinegar
- 1 tbsp sugar
- 2 tbsp lemon juice
- 1 tsp salt
- 1 tsp mustard
- 1/2 onion
- 1 slice bread
- 2 cloves garlic
- Grated cheese

Sauce

1. Using a small bowl, add vinegar, lemon juice, salt, pepper, sugar, and mix together.
2. Add mayonnaise, mustard and olive oil and mix together. Cover.

Method

1. Prepare serving tray or plate and place lettuce leaves inside.
2. Dice bread slice and fry in a small pan till brown. Remove and drain.
3. Place bread pieces in salad with lettuce. Dice bacon, fry and then place in the salad. Add sauce.
4. Ready to serve.

10.2.CASSAVA CHIPS



Ingredients (serves 4)

- 4 cassava
- Oil
- Salt
- Pepper
- Garlic

Method

1. Remove skin.
2. Core cassava, removing the centre.
3. Prepare a saucepan, place cassava add water and boil till cooked.
4. Remove from water and cool. Chop into chips.
5. Season with salt, pepper and garlic.
6. Add oil to a pan and fry till brown.

Notes: can be served as a snack with sauce, budu etc.

10.3.TUNA AND POTATO CROQUETTES



Ingredients

- 2 tbps flour
- 6 potatoes, boiled and then mashed
- 6 parsley stems
- 2 tuna can
- 2 tbps powdered milk
- 1 packet breadcrumbs or biscuits crumbs
- Oil for frying
- Salt and pepper to taste
- 1 tbsp butter
- 4 eggs
- 2 large Chillies, chopped
- 2 spring onions
- 2 tsp salt

Method

1. Prepare a mixing bowl and two pans
2. Wash and boil potatoes.
3. Mash potatoes.
4. Chop parsley and add to potatoes.
5. Add 1 egg, salt, butter, powdered milk, chillies, tuna and pepper and mix together.
6. Beat remaining 3 eggs in a bowl and set aside.
7. Place breadcrumbs in a bowl and set aside.
8. Portion ingredients into a small oval shape, then place into the eggs, then roll in the breadcrumbs.
9. Prepare a pan and add oil. Fry until brown then serve.

10.4.POTATO AND VEGETABLE CROQUETTES



Ingredients

- 2 tbps flour
- 6 potatoes, boiled and then mashed
- 6 parsley stems
- 2 tbps powdered milk
- 1 packet breadcrumbs or biscuits crumbs
- Oil for frying
- Salt and pepper to taste
- 1 tbsp butter
- 4 eggs
- 2 large Chillies, chopped
- 2 spring onions
- 2 tsp salt

Method

1. Prepare a mixing bowl and two pans.
2. Wash and boil potatoes.
3. Mash potatoes and other vegetables.
4. Chop parsley and add to potatoes.
5. Add 1 egg, salt, butter, powdered milk, chillies, and pepper and mix together.
6. Beat remaining 3 eggs in a bowl and set aside.
7. Place breadcrumbs in a bowl and set aside.
8. Portion ingredients into a small oval shape, then place into the eggs, then roll in the breadcrumbs.
9. Prepare a pan and add oil. Fry until brown then serve.

PART 11: **DESSERT**



11.1.COCONUT BISCUITS



Ingredients

- 2 cups flour
- 1 cup sugar
- 4 tbsp butter
- 2 cups ground coconut
- 2 egg yolks
- 1 tsp baking powder
- Vanilla (dash)

Method

1. Beat butter and sugar together till pale and creamy, then add eggs and beat thoroughly.
2. Add flour, coconut and baking powder and mix together well.
3. Form into small biscuits using your hands.
4. Bake in the oven for 30 minutes.

GLOSSARY OF KEY WORDS

Accommodation	The room, group of rooms or buildings prepared for a guest to stay in <i>e.g. a guesthouse</i> .
Body habits	The small ways that we act and behave from which our guests can form an impression about our personal hygiene.
Booking	Reserving accommodation in advance.
Burn	An injury to the skin caused by heat.
Check-in	The process carried out when a guest arrives and registers their arrival at their accommodation.
Check-out	The process carried out when a guest departs from their accommodation.
Cleaning	Removing the dirt that we can see from things.
Commission	A small fee paid to the person who has negotiated and arranged the sale of a good or service on behalf of the operator or owner.
Communication	The act of sending and receiving information between people or groups.
Competition	Contest between multiple businesses, which provide the same service, to attract the same customer or market.
Confident	Feeling or showing certainty or expertise about something.
Costs	All of the products and services we need to purchase and pay for in order to produce something (e.g. a meal).
Cut	A forceful injury to the skin, causing a wound, which will bleed and then need time to heal.
Cross contamination	When the germs from raw foods are transferred to ready to eat foods or cooked foods.
Danger zone	The temperature at which harmful bacteria can grow on food. Food is in the danger zone when it is between 5 and 60 degrees Celsius.
Detergent	The liquid cleaning product that we use to remove dirt, grease and food residues from the kitchen.
Dining area	The place in your guesthouse or restaurant where your guests consume their meals (breakfast, lunch, dinner).
Economy	The system that a country uses to produce and consume goods and services, which affects how money and resources are acquired and used.

Faulty equipment	When the machinery or equipment that we use to do our jobs is not working properly or otherwise in poor condition (for example, is damaged, sparking or smoking).
Feedback	Information about reactions to a product or service that is used as a basis for business improvement.
Food contact surface	Any surface or piece of equipment that actually touches the food being prepared.
Food contamination	When germs (from our hands or bodies), chemicals, or things such as insects or small pieces of dirt, plastic, or glass become mixed up with the food we are handling.
Food hazard	The danger we create whenever we prepare food in a way that is not safe.
Food poisoning	What happens when people eat food that is contaminated (either through food contamination or cross contamination).
Food safety	The way that we handle, store and prepare food in order to prevent food-borne illness.
Functional	Design or features that are practical and useful.
Guest	A person staying at a hotel or guesthouse. A guest may be a tourist or a local.
Guest bill	A written record of the money a guest owes for accommodation and services.
Hazard	Any source of potential danger, harm or risk to health and safety.
Healthy	Not suffering from any kind of illness or injury.
Honesty system	A system of tracking a guest's consumption of goods and services that relies on the guest honestly recording what they have consumed and used.
Housekeeping	Management of the day-to-day processes of cleaning and maintaining a property.
Hygiene	The ways in which we make sure ourselves and our work environment is clean to maintain health and prevent disease.
Inclusions	Products, meals or services that are included within the quoted price for an overnight stay e.g. breakfast, laundry, welcome drink.

Incorrect storage	When items have been stored in a way that makes it unsafe to get them back out to use again (because they are too high up, too low down, or too heavy to lift).
Maintenance	Cleaning, care and upkeep of property or equipment in order to extend its useful life and value.
Menu	The tool we use to plan and communicate the food we will prepare for our guests.
Obstruction	When an obstacle blocks an area or a walkway, and makes it difficult to move through this area easily.
Optional items	Available goods or services that a guest is not obliged to order or consume, but may choose to for an additional cost.
Personal hygiene	The way that we take care of our own health, by keeping ourselves clean and tidy every day.
Price	How much money we receive for the service or product provided to our guests (e.g. a room, a meal).
Profit	Any extra money left after we have paid for all costs.
Raw foods	Foods that cannot be eaten unless they have been cooked. It is the heating process of cooking a raw food that kills the harmful bacteria it can carry.
Ready to eat foods	Foods that we can eat in the same state as we bought them. We might choose to cook ready to eat foods (such as vegetables), but we could also easily and safely eat them without cooking.
Reservation	The act of securing something in advance (see: booking).
Responsible tourism	Tourism that generates greater economic benefits for local people and enhances the well being of the local community.
Risk	Exposure to danger, harm or loss.
Routine	Common processes, tasks or duties that are completed as part of a typical or everyday activity.
Sanitizing	Removing bacteria and dirt that we cannot see from food contact surfaces.
Safe	Protected from the risk of danger or injury.
Schedule	A plan for carrying out a process or procedure, which details intended actions, events and times.
Society	The way people in a given community organize themselves and get along on a daily basis.

Spill	When an accident has occurred, and a pool of water, food, or chemicals is on the floor and has not been cleaned up yet.
Stayover	Any guest staying more than one night who is not departing today..
Substantial food	Food that will give your guests energy and keep them full.
Target market	The group of potential visitors or guests at whom your product or service is aimed.
Tourist	A person who is traveling or visitng a place for pleasure.
Value	The importance, worth, or usefulness of something.
Visitor	A person arriving at a place for a social, business, leisure or other purpose.
Walk-in	A guest or visitor who arrives at a guesthouse without a reservation.
Word-of-mouth	Information shared person-to-person about a guesthouse or business that is based on experiences, and perceptions of value.
Workplace health and safety	All of the systems and rules that we can put in place in a workplace (such as your own business) to make sure that we are preventing illness and injury for everyone who works there, as well as for customers or guests.

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