

CULINARY SKILLS FOOD SERVICE TRAINING WILSON WORKFORCE & REHABILITATION CENTER

STUDENT HANDBOOK

Classroom Phone Number 540 332-7026

March 2021



Notification Prior to an Absence or Tardiness – Inform the instructor immediately by calling 332-7026. If this is a planned absence, prior approval is needed. We strongly encourage students to attend work at their SIP site, every day. If you must be absent, you must call the WWRC / SIP coordinator AND your SIP site immediately.

Face Mask REQUIRED

**For the safety of our
customers and our
team members**



**Together we can stop the spread of coronavirus.
Thank you for your cooperation**

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Our rules and guidelines come from the Virginia Health Department, OSHA, WWRC's Vocational Training Services Department.

All students enter this program going through a 'Training Assessment. This training assessment period will last about six weeks. During that time, you will have classroom-style instruction combined with demonstration and hands-on learning to enhance the Training Assessment. After six weeks, the situational assessment comes to an end; either the client is recommended or not recommended for full enrollment in the Food Service training program.

Students learn and practice their soft, hard, interpersonal, and food service skills in a live work setting, preparing lunch for Woody's Café, filling special orders, attending daily academic classes, and completing their SIP (Student Internship Program) placement/training.

Woody's Café is open for lunch for WWRC employees and guest, most Monday – Thursday 11:30 AM - 12:45 PM. The price is \$3.00 for lunch which includes the salad bar and dessert or food items may be purchased ala carte.

SIP = Student Internship Program. Typically, students complete 6-12 weeks of WWRC SIP and a minimum of one week in the Dining Hall dish room.

This Food Service training program offers:

- **ServSafe Instruction and Implementation.** Health regulations pertaining to public food establishments will be taught as an integral part of the course.
- **Dishwasher** – The student is trained specifically for entry-level employment in a commercial dish room setting. The student will acquire skills and knowledge necessary to set up and use a three compartment sink, operate a commercial dish machine, wash, sanitize, store dishes, pots and pans, etc., identify detergents and cleaning supplies, and clean equipment.
- **Dining Room Attendant** – The skills required for entry-level employment. The students will acquire skills and knowledge necessary to set up and clean a dining room; prepare, set up, and refill a salad bar; operate kitchen equipment; prepare vegetables, fruits, and beverages; transfer food and supplies; wash dishes and pots and pans; and serve using portion control in cafeteria lines.
- **Food Service Worker** – In addition to the skills learned as a Dishwasher and Dining Room Attendant, the student will acquire skills and knowledge necessary to cook, weigh, and measure food, proper food storage, and counter / customer service and multi-tasking skills.

Each Training Area builds upon the others and requires your complete dedication and best abilities to match our goals and aspirations

Introduction to Woody's

Training Assessment

- STARTS TODAY!
- Your assessment is scheduled to last 6 weeks.
- You get to try a variety of food service jobs.
- Six weeks gives you time to decide if you want to learn Culinary Skills/Food Service
- Six weeks gives your instructors time to see if Food Service is a "good fit" for you

Your Classroom: "Woody's" Café

- This is a live work setting. We prepare lunch in Woody's Café for walk-in customers & fill special order for outside customers.
- We open for lunch most Monday-Thursdays, 11:30-12:45.

As part of your training you will receive the following:

- ServSafe Class (Food Safety)
- Kitchen Safety
- Knife Safety
- Fire Safety
- Customer Service Class
- Food Service Review
- Money & Cashiering

Your Training Expectations and Policies to Follow

Attendance / Punctuality

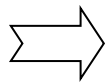
- ✓ Attends class regularly: every day. Punch-in **BEFORE** starting time.
- ✓ Arrive to class on time and ready to work. **Ready to work means** your smock and hairnet are on and your hands are washed **before** starting time. Punch-in before 7:00. **(WHICH MEANS ARRIVE TO THE CLASSROOM NO LATER THAN 6:55 A.M.)!!**
- ✓ This includes coming back from break and lunch on time.
- ✓ Bathroom needs have been met **before** clock-in time.
- ✓ Clock out for any reason you leave the training area.

Absence/Tardiness Policy

- 1st time, verbal warning.
- 2nd time, written warning and notification to counselor.
- 3rd time, team meeting.
- 4th time, may mean termination of your program.

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Student Leave – is time away from the training program for the personal needs of the student including illness, vacation, non-disability related appointments, etc. Students leave is awarded at the rate of 6.25 hours per month (non-accumulating) with the exception of the month of Dec. in which the student is awarded 3 hours of leave. Use of student leave is granted only by the instructor and must be pre-arranged / planned. Students who miss more than 5% of their time, for any reason, will receive a summary of skills.



Student Leave is not granted during a Situational or Training Assessment time.

Administrative Leave – is time away from the training program that is not included in student leave. Administrative leave is granted by your WWRC Case Manager with the notification to and input from your instructor.

The 5% Rule – is the maximum amount of student leave that a student may have at the end of the course and still receive a certificate of completion.

Your Daily Schedule

- 7:00 AM – 2:30 PM (Mon. – Fri.) AM break:15 minutes, 45 minutes for lunch, PM break: 2:15-2:30
Minimum of 6.25 hours of training per day; 31.25 hours per week.
- **ALL DISMISSAL TIMES ARE CONTINGENT ON THE WORK BEING DONE AND INSTRUCTOR APPROVAL.**

- Afternoon break is 2:15-2:30. We dismiss at 2:30 or as soon as your work is complete. The kitchen must be clean and instructor approval given before dismissal.
- AM break: 15 minutes.
- Lunch time varies, depending on your job for the week.
- Use your break time to use the bathroom, check your cell phone, schedule an appointment with your counselor, etc.
- DO NOT walk out / leave the kitchen for academic class or break if you are NOT at a good stopping point with your assigned recipe / task. Cover or refrigerate food, when applicable. Take a timer with you if you have food in the oven. When in doubt, ask an instructor.

Appearance

- ✓ Mask must be worn at ALL times
- ✓ Maintain good personal hygiene and appearance appropriate for food service.
- ✓ Smocks must be worn
- ✓ Head covers must be worn (hairnets. Ball caps are issued upon full enrollment; only wear in the kitchen, not around campus).
- ✓ No fingernail polish; no fake fingernails.
- ✓ Shave! Shave every day!
- ✓ Clothes must be clean and in good condition. No torso skin should be showing, when standing or when bending over.
- ✓ You must wear long pants; sweat pants or shorts are NOT allowed.
- ✓ Pants must be worn at the waist. Sagging is a safety hazard.
- ✓ Closed-toed/comfortable shoes and socks. No canvas shoes. Non-skid soles are recommended.
- ✓ Facial piercing(s) are not allowed in Food Service.
- ✓ Jewelry – no dangling earrings, bracelets, or necklaces.
- ✓ Always wear / have your WWRC I.D.

Unacceptable Appearance Policy

- Having to be reminded more than 3 times about appearance or hygiene issues such as body odor, dirty hair, low cut shirts, pants worn too low, or torso skin showing will result in a team meeting with your counselor and if not resolved, possible termination of your program.

Hairnet / Training Cap

- Wear a hairnet whenever you are in the kitchen. It is the very first thing that you do upon entering the kitchen.
- If your head is shaved and you keep it shaved, you do not have to wear a head covering.
- Remove your Hairnet when leaving the workspace (re-use for the day).

Aprons / Smocks

- A clean apron/smock is to be worn daily. When leaving the kitchen, please remove your apron and hairnet and leave it in the Food Service area.

Uniforms

- Uniforms are issued soon after acceptance and full enrollment in the program; three shirts, and a cap. Non-skid shoes and a chef's coat might be issued if deemed necessary by their SIP site.

Violations

- **Don't take food!!!**
- **Stealing**
- **Violation of ServSafe**
- **Don't chew gum**

Kitchen/Classroom Expectations

Hand washing!!!

- Wash hands (20 seconds) when you begin work, after handling raw foods, cleaning, using the restroom, eating and after touching any areas of your body or other contaminated surfaces.

Gloves

- Wash your hands before and after using gloves.
- If you are handling ready to eat foods that will go directly into the customer's mouth, WEAR GLOVES.
- If it is food prep and you are going to bake or cook it, you may not need to WEAR GLOVES.

Attitude

- Participates without complaints or negative facial gestures/body language.
- Does NOT display avoidance behaviors.
- Persists on tedious (boring, dull, monotonous) assignments.
- Adjusts well to changes.

Attitude-Workplace / Classroom Expectations: Respect

- Respect each other; zero tolerance for bullying, teasing, taunting, etc.
- Respond appropriately to others (be professional).
- Share the responsibilities of a task fairly.
- **Avoid** inappropriate activity with peers (no verbal or physical aggression).
- Don't tell others what to do and don't let others tell you what to do.
- Stay on task.

Attitude-Workplace / Classroom Expectations: Accepts Feedback and Asks Appropriate Questions

- Responds appropriately to feedback, both verbally and non-verbally.
- Takes responsibility for making changes.
- Asks for clarifications when necessary.

Attitude – Workplace / Classroom Expectations: Personal habits

- Personal issues – leave them out of the classroom.
- Cell Phones—**NOT ALLOWED** in the workplace. May **not** be used during classroom.
- No Horseplay or Loud Talking-for safety and respect.

Awareness

- Participates to the best of one's ability.

- Participates without prompting; when a task is complete, can transition into another task without being asked.
- Contributes to activities.
- **No sitting on the job.** When tasks are completed, find something to do or ask how you may help.
- Remain on task when working alone.
- Remain on task when working with others.
- Handle distractions appropriately and are not a distraction to others.
- Keep your personal feelings from interfering with your performance and behavior.
- Complete assigned tasks in a timely, professional manner.

Aptitude – Workplace / Classroom Expectations

- Completes all steps of a task without prompting.
- Behaves appropriately with or without the presence of an instructor.
- Shows independence with familiar tasks.
- Gives attention to detail.
- Demonstrate an acceptable and consistent energy level to focus on the demands of the activity.
- Tolerate the physical demands of the activity; able to stand for long periods of time (4 hours).
- You must be alert at work.
- Able to carry at least 10 pounds, repeatedly.
- Able to lift at least 35 pounds.
- Balance.
- Can follow verbal directions / instructions.
- Can follow demonstrated directions.

- Can follow written instructions.
- Can stay in sequence, following the directions step-by-step.
- Can follow multi-step instructions.
- Instructions include: class rules and routine, food prep procedures, kitchen safety, cleaning, ServSafe information, etc.
- You can remember and apply what has been taught: Kitchen safety rules, ServSafe rules, food prep skills, following a recipe, etc.
- You should progress from week to week by following through with previously taught skills: peeling, cutting, measuring, etc.
- Ability to stay focused and get the job done in a timely manner.
- Performance improves with practice.
- Fine motor coordination.

Classroom AND Workplace Safety

- Wear proper shoes, **no running**, keep steps short.

Electrical hazards: ALWAYS unplug machines that you are cleaning. Do not get equipment wet.

Acknowledgement of Handbook

I acknowledge that I have received a copy of the Food Service Training Student Handbook. I will keep the handbook as a reference tool during my Food Service training and agree to observe and follow policies and procedures outlined herein as a condition /tool of training.

By signing below, I acknowledge that it is my responsibility to fully read, review, and understand the Handbook, and become familiar with all of its requirements. If I do not understand any part of this Handbook, it is my responsibility to ask one of my Food Service Training Instructors to explain the policy.

Student's Name (please print)

Student's Signature

Date

This form shall be retained in the Food Service Training Office in the student's file.

I understand that as a student in Food Service Training Class at WWRC, I may NOT at any time take and/or eat or drink anything without permission from the instructor first. Should I be caught, drinking, or taking things out of the classroom without permission, I understand that the instructor will recommend termination of my program immediately.

Student's Signature and Date



**VIRGINIA DEPARTMENT FOR AGING
AND REHABILITATIVE SERVICES**

AUTHORIZATION TO RELEASE CLIENT INFORMATION FOR PUBLICATION

I, the undersigned, hereby authorize the Virginia Department for Aging and Rehabilitative Services (DARS) to release or publish pictures, videos or other information about me for the purposes of increasing public awareness about: 1) DARS, 2) DARS programs, or 3) the employment and independence of persons with disabilities or issues related to aging. I also understand that these pictures, videos or other materials may be used multiple times for one or more of these purposes.

By my signature, I attest that this authorization has been fully explained to me and that I understand its meaning.

Please Print

Name: _____

Address: _____

Phone Number: _____ Email: _____

Signature: _____ Date: _____

Date: _____

*Parent/Guardian/Authorized Representative
(Parental/guardian consent is mandatory if client is under 18 years of age)

Witness Signature: _____ Title: _____ Date: _____

**** PLEASE FAX BACK TO DARS COMMUNICATIONS/BETSY MCELFRISH
AT 804-662-9531 ****

Copy To: Counselor/Client's File