



Kitchen Manual 2024/25

CONTENT

1. Welcome
2. Organization Chart
3. Department Objectives
4. Kitchen General Procedures
5. Health and Safety
6. Accidents at Work
7. Kitchen Hygiene and Sanitation
8. Kitchen Storage
9. Food Safety, Hygiene and Cleaning Responsibilities
10. Menu Planning, Development and Implementation
11. Mise en Place List Sample
12. Order List Sample
13. Wastage sheet
14. A la Carte Menus
15. Set Menus
16. Events Set Menu
17. Events Buffet Menu
18. Recipes
19. Sample Recipes
20. Food Pictures
21. Grievance Procedure

"WELCOME TO THE TEAM"

You have now joined a team that work together to offer guests unsurpassed courtesy, professional and efficient service. You have been carefully selected for your positive attitude, experience and your desire to learn and achieve high standards of excellence.

The quality of our employees determines our success. Our employees are those who take pride in their work and always strive to be the best.

I would like to personally welcome you to the team. You are about to embark on a comprehensive learning program with Coco Lounge & Grill. I hope this will be the start of a long and successful relationship with the Team.

If you have any questions, please do not hesitate to contact me.

Kind regards,

Head Chef

DEPARTMENT OBJECTIVES FOR 2021/22

Purpose:

An annual kitchen objectives plan is finalized in January of each year. This plan is a tool which the Executive Chef uses to set out and achieve certain goals, monitor progress and delegate certain tasks. Each team member can contribute to the achievement of these goals and the subsequent success of the department. Following are this year's objectives for the kitchen.

- Successful planning and launch of the restaurant's new food concept and menus
- Implementation of an operation manual for all kitchens and consistency
- Implementation of kitchen recipe and photo file with appropriate training of all team members
- Ensuring all Food and Beverage team members are knowledgeable of food products and menus
- Ensuring food cost remains below budgeted targets
- Produce cost sheets for all new menus to ensure correct selling price
- Promotion of seasonal, local and fresh produce in all our menus and food outlets
- Hold bi-annual appraisals with all kitchen team members and set individual goals and objectives
- Conduct monthly Back of House inspections with Head Chef and Manager
- Achieve minimum of 95% in Hygiene and Health and Safety internal kitchen audit
- Ensuring monthly departmental meeting takes place

KITCHEN GENERAL PROCEDURES

1. Smoking is not allowed in any area within the Outlets
2. No running in the kitchen
3. No radio in the upstairs kitchen area
4. No swearing at work
5. No shouting without due cause
6. No chewing gum or sucking sweets whilst working
7. No alcohol to be consumed whilst on duty without the permission of the Head Chef
8. No high-risk food to be left out of the fridges, unless during preparation
9. Staff meals are to be taken in the canteen. There is a difference between tasting food and eating
10. No visitors in the kitchen without the permission of the Head Chef
11. Do not leave the kitchen area except in the course of your job without informing a supervisor
12. Non-kitchen team members are not allowed in the kitchen area, except in the course of their work, without the permission of the Head Chef or Sous Chefs
13. Mobile phones should be switched off or on silence during working hours
14. Certain standards of behavior are expected: practical jokes will not be tolerated
15. No fat to be discarded through sinks
16. Males must be clean shaven without exceptions
17. Kitchen safety shoes must be worn at all times and kept clean - NO TRAINERS
18. Should you be ill or unable to arrive on time for your shift you must phone and speak to the Head Chef or Sous Chef 2 hours before the start of your shift, do not leave a message with anyone else, except the restaurant manager in extreme circumstances. Failure to comply will put your team in difficulty and will be to the detriment to the business, Management will, therefore deduct one full days' wages if you do not turn up for work.

GENERAL SAFETY IN THE KITCHEN

It is essential that all personnel engaged in the preparation, cooking and service of food are aware at all times of the need for safety precautions. Such safety precautions ensure the protection of all Coco Lounge & Grill assets including its staff, equipment, patrons and the quality of service delivered.

General Safety

Always ensure that:

You are confident about tasks to be used by you before you perform a task or use equipment. If you have any doubts about the task to be used to perform a task, discuss this with your supervisor before commencing.

All incidents, accidents and near misses are reported to your supervisor and that the appropriate incident form is completed as soon as possible after the event.

You know the Health and Safety representative for your area and the emergency evacuation procedure (in all outlets it will be the manager or in his absence the next person in charge)

You know the location of the First Aid kit and that it is readily accessible and contains sufficient waterproof and burn dressings.

Any injury requiring additional attention is directed to a Coco Lounge & Grill First Aider or if unavailable to your line manager or restaurant manager.

No equipment is to be used before the appropriate training is received.

Fire

Always ensure that:

You are aware of all fire exits and the location of fire extinguishers and fire blankets.

Fire exits are not blocked with equipment.

Pans containing hot fat or oil which catch fire are extinguished by smothering with a fire blanket or thick damp cloth. Appropriate fire extinguishers can be used if you are trained in their use.

YOU NEVER POUR WATER on a fat or oil fire.

All gas and electrical appliances are turned off when not in use for economy, as well as safety.

You do not reach over naked burning gas appliances.

Heat

Always ensure that:

Metal spoons are not left in hot liquids.

Handles of cooking pans are not left over gas flames.

You always use a cloth to lift or carry hot utensils. You do not use a damp cloth for lifting or carrying hot utensils.

Hot pans are not placed in areas where they could be assumed to be cold, i.e. pot wash area etc.

The steam is always turned off on any steamer before opening, and door or lid is used as a shield when opening.

Sharp Utensils

Always ensure that:

Cutting equipment is in good working order and you are trained to use it.

That slicing machinery is adequately guarded and cleaned at all times.

Always cut away from the body, when using knives.

You always cut or chop on a board, never in the hand.

Your knife grip and handle are always clean.

When wiping a knife clean ensure cutting edge is away from your hand.

Always carry a knife with the point towards the floor or in proper containers/bags.

Knives are not left immersed in water.

Knives are not left protruding of any bench.

Never try to catch a falling knife.

Broken glass and crockery are cleaned up using adequate protective equipment (gloves) and disposed of in a safe manner.

Miscellaneous

Always ensure that:

All drainage covers are properly fitted.

Manual handling

Always ensure that:

The weight of any package or item is assessed prior to attempting to lift or carry the object.

Where possible ensure heavy objects are shared between the waist and mid thigh height.

The pass/route for the attempted lift and move is checked and free.

You never lift beyond your own capacity, ask for help if objects are too heavy.

Correct lifting techniques are used.

Assistance is sought for moving any heavy containers, especially if these are hot and/or contain liquid or unstable contents.

Trolleys are used for transporting heavy items any length of distance.

Electrical Equipment

Ensure electrical equipment is not used in wet areas and that hands are dry when using it.

If an electrical appliance gets splashed or wet DO NOT TOUCH the appliance but switch it off on the wall plug, then unplug it and refer it to engineering.

Any appliance that produces sparks or has passed on a shock is switched off at the wall, unplugged and referred to engineering.

Ensure all leads and casing on electrical appliances are in good condition (no open wires or cases), and if not is reported immediately. Tape is unacceptable.

Only use electrical equipment which you have been instructed to use. If you do not know how it is working ask your supervisor.

Always follow the user manual.

Ensure all electrical equipment is only used if it is positioned on a stable platform.

Avoid using wire extensions and ensure no cabling can become a trip hazard

Chemicals

Always ensure that:

The location of the material safety data sheets is known and basic COSHH training has been given prior use.

Correct personal protective equipment is used, i.e. gloves, eye protection etc.

Containers of chemicals are correctly labelled, stored and that instructions on the container are always strictly followed.

Chemicals are NEVER put into containers which have been originally used for food or drink.

Flammable chemicals are NEVER used in the vicinity of sources of ignition i.e. burner flames, electrical appliances etc.

Poisons are not used in the vicinity of food and drink or any container or bench that may store food or drink.

Mechanical

Always ensure that:

You never use a machine that you are not trained to use.

Any guarding required is in place whenever a machine is used.

You never leave a machine running and unattended when not in use.

The power source is disconnected before dismantling for cleaning.

Attire

Always ensure that:

Attire and personal appearance conforms to Coco Lounge & Grill standards.

Correct uniform is neatly worn at all times i.e. no loose articles of clothing.

Correct safety footwear is worn, no sandals, open shoes or trainers.

Accidents at work

All accidents of guests, yourself or any visitor in the property must be reported immediately to your supervisor. If a guest is involved in the accident, offer assistance and regrets, but be careful not to admit liability.

The Restaurant Manager will ensure that you received the correct medical attention and will be responsible for completing the accident report.

First Aid

The First aid box is situated in each department. Make sure you familiarise yourself with its location as it is your responsibility to look after your safety and that of your team.

The first aiders list with all contact information is on the communication board. They can assist you should you have a medical emergency situation

Kitchen and hygiene/safety at Coco Lounge & Grill

To comply with the Food and Hygiene regulations and to protect ourselves and our patrons from food poisoning and legal action, we have established Kitchen Rules and Regulations which need to be strictly adhered to.

The ten main reasons for food poisoning

- 1) Food prepared too far in advance and stored at room temperature, i.e. not under refrigeration.
- 2) Cooling food too slowly prior to refrigeration.
- 3) Not re-heating food to high enough temperatures to destroy food poisoning bacteria.
- 4) The use of cooked food contaminated with food poisoning bacteria.
- 5) Undercooking.
- 6) Not thawing frozen poultry for a sufficient amount of time.
- 7) Cross contamination from raw food to cooked food.
- 8) Storing hot food below 60 degrees Celsius.
- 9) Infected food handlers.
- 10) Use of leftovers.

PERSONAL HYGIENE

- 1) Chefs are not allowed to work with respiratory ailments, injuries, eczema, or skin disease disorders on any area of the body. All Chefs are to check their hands prior to the commencement of a shift.
- 2) Chefs with diarrhoea must report immediately to the doctor and report back to work only after a doctor's approval.
- 3) Chefs with a cold should wear a mouth mask during working hours to avoid contamination. Staphylococcus bacteria are present in the mouth and nose when a person has a cold and can be transmitted to food via a runny nose or sneezing etc.
- 4) All food touched by an identified carrier must be disposed of at once and all areas where he/she has been working must be sanitised.
- 5) Finger nails to be kept short and clean at all times.
- 6) Hair must not touch the uniform and be neat, clean and well groomed. Ladies with long hair must wear their hair tied back in a hair net under their hat.
- 7) Uniforms must be clean at all times. This includes changing of dirty aprons during the shift where necessary.
- 8) Shoes must be clean and polished daily.
- 9) Adhere to proper hand washing procedures.
- 10) All chefs must be well groomed, free from body odours, with well cleaned hands at all times.
- 11) No jewellery (wedding bands for men and women are only exception) or nail polish is to be worn in food service areas.
- 12) Every kitchen staff member is responsible for reporting any potentially dangerous area which could cause food poisoning, immediately to the Head Chef or to the Health and Safety representative (Executive Chef).
- 13) Clean Uniforms should be worn at all times. If you dirty your uniform, get changed into a clean one.

FOOD RECEIVING

- 1) Food must be placed in the refrigerators/freezers immediately after receiving.
- 2) All food must be removed from the original cardboard boxes and stored in the fridges in plastic containers.
- 3) All food must be thoroughly checked for freshness before being received. No food should be received which is not in perfect condition.
- 4) Bakery products must be delivered by the suppliers in hygienically clean containers.
- 5) To avoid cross contamination ensure that different foods do not come in contact with each other.
- 6) All storage containers are to be washed and disinfected before they are used again.
- 7) All food must be purchased from reputable suppliers.

- 8) Under no circumstances is food which is rejected to be stored in fridges. Rejected food is to be removed immediately by the suppliers.
- 9) Receiving department staff must check all 'use by dates' for consumption on frozen food products, groceries and dairy products.

RAW FOOD HANDLING/STORING

- 1) All food is to be stored in the allocated areas of the fridge.
All meat products, fish and seafood products, fruit and vegetable products and dairy products are to be kept separate.
- 2) All food must be stored at the proper temperatures between 2 centigrade and 4 centigrade.
- 3) Every fridge must have a weekly fridge temperature chart which is completed at least once a week by the Head Chef or Sous Chef (see Weekly Fridge Temperature Chart Form).
- 4) All food in the fridges must have a 'use by' date on it.
- 5) All issues to be auctioned on first in 'first out basis' (F.I.F.O).
- 6) All fridges must be cleaned and sanitised daily.
- 7) Every morning all meat products must be removed from containers with blood in them and placed in sanitised containers.
- 8) No food is to be kept out of the fridge for a long period of time. The Butcher or meat chef must remove the food for processing/cutting in small quantities and place back in the fridge as soon the work is completed.
- 9) Cutting boards are to be divided into 6 categories: Cutting boards used for meat = **red**. Cutting boards used for fish = **blue**. Cutting boards for Fruits= **green**. Cutting boards for vegetables= **brown**. Cutting boards for dairy (cheeses, and prep of desserts) = **White**. Cutting boards for cooked meat = **Yellow**.
- 10) All food is only to be prepared in the specified area(i.e. meat in the butcher or meat section, fish in the fish section and vegetables/fruits in the vegetable or Entremetier section).
- 11) All processed food is to be stored in clean containers, which are properly covered and which have the date clearly marked on them.
- 12) All defrosting of food to be completed in the fridge **only**. No food is to be defrosted in water or under running water.
- 13) All vegetables and fruits are to be stored at proper temperature (10 Centigrade) and must be washed prior to peeling or cutting.
- 14) Fresh ice cream must be pasteurised at 85 Centigrade for 1 minute and chilled immediately to 2 Centigrade in less than one hour
- 15) Canned food is to be stored in a dry and cool place.
- 16) Food should be stored at least 20cm above ground level to allow for cleaning.
- 17) Bombed cans must be disposed of immediately.
Never taste food from bombed cans due to the CLOSTRIDIUM BOTULINUM.THE TOXIN SECRETED FROM THIS BACTERIA IS SO POWERFUL THAT IN 20% OF CASES THE AFFECTED PEOPLE DIE.

- 18) All food must be checked for quality and all food unwholesome and unfit for human consumption must be removed immediately from the premises.
Every chef is an inspector and in the case of finding food not fit for human consumption he/she must contact their Sous chef or the Head Chef to arrange disposal.
- 19) Only food products are to be stored in the fridges.
- 20) Never place a box/container that has previously been in contact with the floor on a working bench.
- 21) Private utensil/knife box - Only utensils/knives must be kept in this private knife box. All contents of this box must be cleaned and sanitised before use and after each service.
- 22) All machines such as meat slicers and mincers, etc are to be washed and sanitised after every use.

FOOD COOKING/HANDLING

- 1) All food is to be placed in properly washed and **sanitised** containers.
- 2) All food must be brought immediately to the boil, to over 75 centigrade core temperatures in less than one hour.
Do not re-heat food in a bain-marie or heating cabinet unless specifically
Designed for this purpose
- 3) All food to be chilled immediately after cooking, in less than one hour to below 4 centigrade. Use the blast chillers whenever is possible
- 4) Divide hot food into several small containers to accelerate the chilling process.
- 5) No cold food is to be kept outside the fridge.
- 6) Food is not to be tasted with the fingers or with kitchen utensils which are put back into the food.
Only use spoons and wash them thoroughly after every use.
- 7) Cooked food should only be touched with clean utensils, spoons, forks or plastic gloves. Gloves are to be replaced before handling different food products.
- 8) All equipment, utensils and spoons must be properly sanitised before using for mixing food which will be served cold, (i.e. salads, mayonnaise sauces etc).
- 9) All roasted meat used for carving on a buffet and kept warm for longer than one hour must be considered as a left over.

COOKED FOOD STORING

- 1) All cooked food is to be kept above raw products to avoid cross contamination. Do not mix pastry products with other food.
- 2) Never mix old food with new food.
- 3) All food is to be stored at 2-4 Centigrade.
- 4) All food is to be stored in washed and sanitised containers.
- 5) All food in containers is to be properly covered and labelled with the production date.
- 6) All cooked food is to be checked daily and issued on a 'first in first out' basis (F.I.F.O).
- 7) No cooked food is to be vacuum packed for storage purposes.

Sauces and soups must be boiled, chilled and vacuum packed immediately.

- 8) All food which is moved from one kitchen to another must be properly packed to avoid contamination during transportation.
- 9) All food must be transported on clean and properly sanitised trolleys.
- 10) All food must be moved within a minimum amount of time to avoid food being exposed to long temperature changes.

FOOD RE-HEATING/SERVING

- 1) All food must be re-heated to over 75 Centigrade core temperatures in less than one hour. All soups and sauces are to be boiled.
- 2) No food is to be re-heated in the Bain Marie.
- 3) All food to be kept warm and ready for service at more than 60 Centigrade for less than one hour.
- 4) Use clean service utensils for dishing out the food.
- 5) Wear gloves when handling cooked food.
- 6) Food must be properly covered before transporting from one kitchen to another.
- 7) All hot and cold food buffet set up to start 45 minutes before a large function and 30 minutes before a small function.

FOOD CLEARING

- 1) No food returning from buffets is to be reused.
Only refill food which was unused and properly refrigerated can be used again.
- 2) No food returning from guest tables is to be reused.

UTENSILS SANITATION

- 1) All kitchen utensils, pans and containers must be washed with soap, hot water and sanitised before use.
- 2) All kitchen utensils must be in good condition, without any rust or chipped sections.
- 3) All chinaware and glassware must be stored in a closed cupboard or if ready for use covered by plastic.
- 4) Dirty utensils, pots and chinaware are to be washed immediately to avoid bacteria growth.
- 5) Hands must be washed after handling dirty utensils, chinaware and glassware.
- 6) Clean utensils should not be touched with hands in the areas which will be in contact with food.
- 7) Clean plates must not be touched with hands in the areas which will be in contact with the food.
- 8) Do not use enamel utensils which are cracked.
- 9) All utensils to be pre-rinsed in a sink with hot water, washed in a sink with hot water and soap and sanitised in a 3rd sink with very hot water.

Pre-Wash:	Hot water at 55/60 degrees
Wash:	Hot water at 55/60 degrees with soap
Rinse-Sanitise:	Hot water at 82 degrees

FRIDGE SANITATION

- 1) All fridges must be kept clean at all times.
- 2) All fridges must be cleaned daily.
- 3) All foods must be checked and rearranged in the fridges as the first task on shift.
- 4) All shelves must be kept clean at all times.
- 5) A weekly cleaning schedule is to be implemented for all fridges.
- 7) All food in the fridge must be checked daily and containers changed with clean sanitised ones if necessary.

KITCHEN SANITATION

- 1) All kitchens must be clean at all times.
- 2) Daily and weekly cleaning schedules are to be implemented for all kitchens, equipment, walls and ceilings.
- 3) Cleaning instructions for each piece of equipment are to be provided.
- 4) All kitchen floors must be kept clean at all times.
- 5) Floors must be washed and sanitised at least twice a day.
- 6) All tables must be washed daily with soap and sanitizer.
- 7) All tables and utensils to be sprayed with deli sanitizer before use.

- 8) Only paper towels will be used in the kitchen for routine cleaning. Cloths are only used for handling hot pots. Paper towels are used with a sanitation solution for in-depth cleaning and must be disposed of immediately after use.
- 9) All crevices must be repaired and sealed for easy cleaning.
- 10) Stoves must be cleaned every day.
- 11) All garbage bins must be emptied regularly.
- 12) Garbage bins must be sanitised after every use.
- 13) Proper chemicals must be used at regular intervals to avoid rodent and cockroach invasion. Only approved chemicals are to be used in food areas.
- 14) No personal belongings are to be stored in food areas.

PROPER KITCHEN STORAGE

There will be no food spoilage due to incorrect storage.

Guidelines

1. When a can is opened and the contents are not used straight away, automatically pour the remaining contents into a non-corrosive container, cover and store
2. All dry goods must be kept dry and in solid containers (no cardboard).
3. Never store more than three days' supply of anything in the kitchen.
4. The least minimum amount of glass and crockery should be stored in the kitchen.
5. Fridges should always be kept tidy. This means daily checks to change half full containers to a smaller size. Food must be kept covered as much as possible. Meat and fish fridge containers should be changed daily.
6. All fridges and freezers are to be kept shut wherever possible
7. No glass or crockery is to be kept in freezers
8. Glass and crockery are only to be kept in fridges with foodstuffs for use on the day
9. Foodstuffs with strong odors are to be stored in sealed containers
10. At the beginning of each shift, food stuff storage should be checked by the staff member allocated to the task by the Chef
11. All food must be covered with plastic cling film or foil
12. All food must be dated

Kitchen Cleaning RESPONSIBILITIES

Employees Responsibility for Cleaning:

- The Sous Chef is always responsible to keep his/her kitchen clean and well maintained according to the hygiene rules and regulations as laid down by the Environmental Health Officer. If the cleanliness of a kitchen is unsatisfactory, the Sous Chef will take the appropriate action and contact the applicable personnel.
- The Head Chef and the Sous Chef will supervise the quality of work performed by the Back of House employees and cooks, and inform the GM of any variation in quality standards.

The kitchen cleaning responsibility will be divided into the following areas;

Area:	Kitchen
Persons responsible:	Chefs/Cooks/KPs

Cleaning Tasks:

- Top range of stoves, grills and griddles, deep fryers, salamanders, convection ovens, steam kettles, various equipment and walk in fridges floors.
- All working tables and under counters, roll in fridges, counter fridges and counter door fridges, walking fridges.
- Knives, fragile small equipment.
- Trolleys will be delivered by the cooks to the cleaning area and cleaned by the Back of House employees in charge of the area. It is the responsibility of all Chefs to ensure that all trolleys in the kitchen are kept clean.
- Deep cleaning of stoves, grills and griddles, deep fryers, salamanders, ovens, convection ovens, steam kettles, various equipment and walk in fridges.
- Floors, ceilings and walls, exhaust hoods, drains, pots and pans, sinks, dishwashing machines, chinaware and chinaware storage cabinets, tables in the Back of House area.
- Regular, daily removal of the garbage bins. All garbage bins used in the operation are to be properly washed and sanitised before returning to the kitchen.
- The Service pick up area will be cleaned by the Back of House Employees, which includes the floor, sink and drain.

Area:	All
Persons responsible:	Maintenance Department & Contractor and Cleaners
Cleaning Tasks:	

Cleaning of all drainage (Maintenance Department / Cleaners / Contractors)

Pest control (and any time during the month if required) will be performed by an external contractor. This is to be co-ordinated by the Head Chef and GM.

MENU PLANNING, DEVELOPMENT AND IMPLEMENTATION

The menu is the most important marketing tool of every restaurant and because it is the first contact the guest has with the product we offer.

All food offered in our menus at Coco Lounge & Grill will reflect the flair and creativity of our chef, and will be market oriented, with fresh, local and seasonal products used whenever possible. Like every product on the market which is successful, a menu must also go through the planning, development and implementation process. All decisions are to be discussed between the outlet Chef and the Restaurant Manager.

PLANNING:

The first step in every menu is the planning stage, which consists of the following components:

- **Time frame:** Based on the overall menu schedule, a decision is taken as to the date when the new menu will be implemented and using the critical path format, the dates for every major task are set.
- **Market Survey:** This is achieved by evaluating changing customer preferences in the food and beverage outlets, and undertaking competitor restaurant analysis. Food trends are also evaluated through the use of culinary magazines. It is important to note that food preferences and trends are, like fashion, continuously changing and Coco Lounge & Grill should aim to keep abreast of these dynamic changes.
- **Competitor Analysis:** Competitor analysis must be undertaken in order to find out what Coco Lounge & Grill direct competitors are doing. Each competitor analysis will generate new ideas for Coco Lounge & Grill food and beverage outlets and provide further market direction to enable to better cater to its' customers' needs. Care must be taken however, to avoid copying the competition whilst also establishing a unique restaurant concept. All competitor analysis requires careful evaluation as not everything the competitor is doing can be successful in our operation and may not even be commercially viable. Each evaluation should be a learning process, as it will either give ideas on how to do something better or how NOT to do it.
- **Menu Analysis:** Before new dishes are selected and old menu items removed, the sales history of the previous menu must be retrieved from the Micros system and evaluated. The menu analysis will give the exact number of dishes sold over a fixed period of time, allowing a popularity comparison. Some dishes on the menu will be very popular with customers and can become signature dishes for the restaurant; hence, these dishes will be incorporated in the new menu. The dishes which show very slow sales will be replaced in the next menu. As a general rule, 35% of the total dishes are replaced in every new menu. Menu prices are analyzed and a new price strategy is proposed and presented to the Executive Chef for his review. All ideas and suggestions from the kitchen and service employees are collected and evaluated for possible inclusion in the new menu. All customer preferences and requests must also be collected and included, if possible, in the new menu.
- **Use of seasonal products in the menu:** The Purchasing Department/Head Office can provide a listing all the food products in season.

DEVELOPMENT

All of the information gained during the planning stage is collected and then evaluated. Prior to making a decision, the following points must be taken into consideration:

- **Trends:** Be careful to use only food trends which are in line with the overall restaurant concept, which will result in the retention of the present customers and solicit new business.
- **Seasonal Food Products:** Seasonal food products, which are in season for the whole menu period, should be selected. In selecting the seasonal products, consideration must be given to the price.
- **Menu Content:** Based on the menu analysis, food trends, pricing strategy and availability of seasonal foods, a decision is then made with the Chef and Restaurant Manager as to which existing menu dishes will be kept and those which will be replaced. All new dishes to be included in the menu are selected by analyzing employee suggestions, customer requests and most importantly, by reading culinary books and

magazines which evaluate market needs and the competition. Price is a contributing factor when deciding the menu content. If the dish is too expensive the restaurant will out price itself in the market which could result in a change of target market orientation. The first menu draft is then submitted by the head chef to the Executive Chef for their perusal.

- **Food Testing:** Once the provisional menu is decided upon, the new dishes are trialed. The dishes are then being presented to the Executive Chef and GM for the final evaluation of presentation and taste. It is very important to be open minded approach to implementing new menus and be willing to adjust the recipes for better results.
- **Final Menu:** Once the dishes have been tested, approved by the Executive Chef, and found to be appropriate for the market, the final menu will be sent to the Printers for processing.
- **Recipe and Picture Preparation:** Recipes must be completed for all dishes. Prior to costing these dishes, they need to have been tested at least two (2) times for accuracy. Menu picture taking will be completed at the same time as the menu item tasting. Recipes and pictures will assure a consistency in taste and presentation.
- **Prices:** Once all recipes are finalized the Executive Chef will finalize the prices for all dishes. If dishes are too expensive, they will need to be adjusted to adhere to the restaurants' pricing policy.

IMPLEMENTATION

Once the menu is completed several important tasks must be undertaken in order to ensure a successful implementation.

- **Employee Training:** Employees need to be provided with a complete set of recipes, and a complete set of pictures which will be displayed on the menu picture board. A training schedule for kitchen employees and service employees should then be drafted. Proper training is the key to a successful new menu implementation.
- **Food Requirements:** A product specification for all new products from a new supplier must be completed and submitted to the Executive Chef for approval, before sending to the Finance Department.
- **Menu Codes:** The Restaurant Manager and the cost controller manager should then be provided with all the recipe codes of all the dishes included in the new menu to enable him/her to input these codes into the System.
- **Mise en Place:** Prepare the mise en place list for all of the dishes, establish par stock levels, assign refrigerator space and update all the picture boards in the kitchen.

Mise En Place List (EXAMPLE)
(head chef to adapt it to kitchen sections)

ITEM	TO DO (x)	ORDER
BAKED BEANS		
BEEF AND ONION PIE		
BEEF BACON		
BLANCHED VEGETABLES		
BOILED EGGS		
BUTTER		
CAESAR DRESSING		
CHICKEN AND VEGETABLES		
CHICKEN AND MUSHROOM PIE		
CHICKEN CURRY		
CHILLI CON CARNE		
COLD CUSTARD		
COLESLAW		
COOKED CHICKEN		
COOKED EGG		
COOKED PRAWNS		
CORONATION CHICKEN		
COTTAGE PIE		
CRUMPETS		
CUCUMBER SANDWICHES		
DOUBLE CREAM		
DRAINED TUNA		
FISH (FOR FISH AND CHIPS)		
FRENCH VINAIGRETTE		
FRUIT TARTS		
JACKET POTATO		
MAYO LIME DRESSING		
MAYONNAISE		
SALAD		
SANDWICH BREAD		
SCONES		
SHEPHERDS PIE		
SLICED CHEDDAR CHEESE		
STAND-BY JAM		
TARTAR SAUCE		

ORDERING SHEET (EXAMPLE)

DATE: _____

CONS FOOD. 088-423227 / 019-8208827	
PENAMPANG TRADING 016-8158926	
ITEM	QTY
BAGUETTE BREAD (4 DAYS NOTICE)	
BAKED BEANS	
BAKING POWDER	
BBQ SAUCE	
BLACK PEPPERCORNS	
BURGER BUNS (4DAYS NOTICE)	
CAJUN SPICE	
CASTOR SUGAR	
CHEDDAR CHEESE BLOCK	
CHOPPED TOMATOES IN TINS	
COCONUT MILK / SANTAN	
COOKED APPLES IN TINS (FOR APPLE CRUMBLE)	
CUSTARD POWDER	
DARK CHOCOLATE BLOCK	
DOUBLE CREAM	
FULL FAT MILK	
GROUND BLACK PEPPER	
LASAGNA SHEETS	
MARMITE	
MAYONNAISE 3 LT BAG	
PARMESAN CHEESE GRATED	
PLAIN FLOUR	
POMACE OIL 5 LT	
PUFF PASTRY	
RAISINS	
SAGO PEARLS	
SALTED BUTTER 25 KG BLOCK	
SLICED BREAD LOAF (4 DAYS NOTICE)	
SMOKED SALMON	
TINNED PINEAPPLE	
TOMATO PUREE	
TUNA IN OIL	
UNSALTED BUTTER 25KG BLOCK	
PLAIN YOGURT	

BRANCH _____

[illegible]

A LA CARTE MENUS

Utmost care must be taken when preparing new menus for the Restaurant because they are making a Statement to the customer about the product and service sold in Coco Lounge & Grill. The menus must reflect the creativity and flair of the Executive Chef. The food must be innovative, made from the freshest ingredients with an emphasis on taste, using local source whenever is possible and uniquely presented and recognized as being value for money.

Menu Revision:

The menus will be revised every 3-4 months and 35% of the content will be changed according to the menu analysis undertaken. This will enable the restaurant to serve only the freshest seasonal food available.

All a la carte menu proposals must be ready 6 weeks before the actual menu starting date and submitted to the Executive Chef for review.

Size of Menus:

In order to avoid having slow moving food items in the kitchens, all menus will be kept short and practical for the employees to use.

Short menus ensure that the food is always fresh, well presented and of consistent taste.

Menu content:

A menu must be well balanced offering a selection of appropriate appetizers, soups and salads in line with the season. For instance, a nice combination of fish, seafood and meat dishes that are creatively prepared will complement one another, as will a unique selection of desserts and ice creams.

Food Standards:

Constant quality can only be achieved by always preparing and presenting the food in the same way. Once the menu content, recipes and presentations have been finalized changes should not take place without prior approval from the Executive Chef. This will ensure consistent standards throughout all meal periods irrespective of who is in charge of the kitchen operation.

Note: Special customer requests will always be honored irrespective of the standard recipe and presentation.

Food temperature and quality:

All dishes must be prepared following the set recipes and presented exactly as in the photos.

All cold dishes must be served cool, not chilled straight from the fridge unless recipe specifically calls for this, and served on plates that are at room temperature.

All hot dishes must be served as hot as possible, without spoiling the food, and on warm plates

By complying with the above the final product will be;

- As described on the menu
- Attractively presented on the plate
- The correct temperature
- Fresh in taste and of correct seasoning
- Of the correct portion size and therefore cost effective

SET MENUS

Set menus will be separated into the following categories;

- Set menus for lunch - for a fast, reasonably priced meal
- Set menus for dinner - for a more elaborate meal
- Set menus for 11-19 people will be a choice of 3 starters, 3 main courses and 3 desserts. A Buffet Option should also be proposed
- Set menus for 20+ people will have no choice and be 1 starter, 1 main course and 1 dessert. A Buffet option should also be proposed.

The set menus must reflect the creativity and flair of the Restaurant Chef. Coco Lounge & Grill wants to become recognized for the uniqueness of the food served in all of its outlets. The food must be innovative, made from the freshest ingredients with an emphasis on taste, uniquely presented and recognized as being value for money.

Menu Revision:

The Head Chef should contact the Executive Chef to inquire about special food products available on the market or special desserts which can be included in the set menus. By revising menus, a seasonal, appetizing food selection that is constantly changing is assured. The menus will be revised according to an individual outlet schedule. All set menus which require printing should be submitted to Sales office or Banqueting coordinator for printing as far as possible ahead of time.

Size and Content of Menus:

The content of set menus for lunch must be kept very limited in order to assure a good quality meal with speed of service. The set menus for dinner should be more elaborate, providing the guest with a dining experience at a reasonable price. The menus must be well balanced, offering a selection of dishes which complement each other and are prepared from the freshest products available on the market.

Food Standards:

The Head Chef will be responsible for selecting and serving daily set menus, in addition to ensuring that the best quality products are used. Creativity is also of vital importance. Before starting a new set menu, a sample must be prepared for the training of all kitchen and service employees where possible.

SET MENU SERVICE – BANQUET/EVENTS

Good service is 50% of the total success of the whole Banquet. It can up-grade a very good meal to an excellent one but unfortunately can also degrade an excellent meal to an average one. Good service is also fast service, which ensures that the meal is served cold for cold dishes and hot for hot dishes. The waiting staff can only provide consistent good service if service sequence procedures are defined and explained clearly. Waiting staff will not be able to follow the service sequence procedures without the support from all the kitchen employees. Proper service sequence starts in the kitchen.

The Food and Beverage Law:

Whatever should not happen will happen, at the busiest time or when you least expect it.

Solution:

Irrespective of who made the mistake, the cooks will give absolute priority to correcting the mistake. The guest always comes first. The following standards must be followed by the kitchen employees when serving set menus. It is the responsibility of the Sous Chef or Banquet Chef (here after referred to as Chef) to ensure that all the standards are adhered to.

- 1) The Chef must be present at the food pick-up counter during all functions to ensure a timely and correct issuing of requested meals, as per the order. They will supervise the finishing of the different courses, and coordinate pick-up sequences between the waiting staff and the cooks.
- 2) The Chef will check all mise en place for taste, correct portion size and number before the start of every banquet function.

- 3) The Banquet Service Manager will discuss the service timing and table assignment with the Chef before every banquet function.
- 4) The Chef will decide on the configuration of the food service stations for Back of House for each function.
- 5) The Chef will assign the cooks to handle the food service on each station. The menus must be laid out in such a way that a certain number of cooks are needed for every course and plating is done in a maximum of fifteen (15) minutes.

Cold Entrée: Plated in larder area, placed on Jack Stack trolley covered with the thermo covers or Clingfilm and refrigerated until required, at which point it will then be delivered to the serving station.

Hot Entrée: Prior to the start of the function at the appropriate time with the cooling plates in place, the finished hot entree garnish will be brought to serving temperature, the Chef will advise of heating time. The meat and fish will be reheated in the rational regen oven and held hot on it or in the hot trolley.

Fish Course: At the appropriate time the finished fish course will be brought to service temperature. The Chef will advise reheating time. The fish will be reheated in the rational regen oven and held hot on it or in the hot trolley.

Sorbet: Dressed by pastry cook before service. Distributed to pick up area by pastry chef

Main Course: At the appropriate time the finished meat/fish course and vegetables, will be brought to service temperature. The Chef will advise reheating time. The meat or fish will be regenerated in the Rational regen Oven and the finishing touches will be done just before sending the dishes

Salad or Cheese: Salad or Cheese plated in Garde Manger area before the start of the service, placed on Jack Stack trolley and covered with the thermo covers or wrapped in Clingfilm and placed in the refrigerator. It will then be delivered to the serving station.

Dessert: Dessert plated by pastry before the start of service. Placed on Jack Stack trolley and covered with the thermo cover or wrapped in Clingfilm and refrigerated. Distributed to pick up area by pastry cook when ready to finish

6) The cooks assigned to each station will serve the complete meal. The cooks not required for service will heat the food in the kitchens and supply the service stations with the course. Additional cooks required from the Restaurant for service will be co-ordinate through the head Chef.

7) Service station chefs are fully responsible for cleaning the service station after each course and re-setting the mise en place for the next course.

BUFFET SERVICE SEQUENCE - BANQUET

The buffet is the show case of the kitchens and provides the cooks with an opportunity to demonstrate their skills and expertise in addition to offering dishes of high quality standards. Service procedures for buffets need to be defined and strictly adhered to. This will ensure proper co-ordination between the Kitchen and service employees and result in the food display on the buffet remaining replenished and in perfect condition throughout the whole meal period.

Certain rules must be followed by the Kitchen employees when preparing and serving buffets. It is the responsibility of the Chef to ensure that all the rules are strictly adhered to.

- 1) The Head Chef in charge will discuss the requirements for every function with the Restaurant Manager.
- 2) The Chef will ensure there is always one cook for every meat carving station. The cook must be in a clean uniform, well-groomed and briefed on the food displayed. The cook must be in their position five

(5) minutes before the opening of the buffet.

- 3) The Chef will check all mise en place in the kitchens before the start of every function. The Chef must check the quantity, quality and taste of all dishes and make sure that enough food is available at all times until the end of the function. Good mise en place will ensure a timely food preparation and food service.
- 4) The cold food and dessert set-up at the buffet counter will start 30 minutes before opening time for small functions and 40 minutes before opening for large functions. The waiters will set up the service equipment.
- 5) The hot food set-up will start 15 minutes before the opening time for small functions and 20 minutes before for large functions. The waiters will set-up the service spoons for all hot dishes.
- 6) The cooks and buffet attendants will greet all guests coming to the buffet and assist all guests in selecting and serving the food.
- 7) The buffet attendants will assist the cooks to replace all cold food, hot food and desserts, once only 1/3 is left in the containers or as soon as the food does not look attractive any more. The Chef will set up a refill station with spare food and brief all staff before-hand.
- 8) The cooks and buffet attendants will replace all dirty or sticky service spoons, replace all dressing containers and make sure that the buffet always looks clean, refilled and that the food looks fresh, appetizing and attractively presented.
- 9) The cooks will clear all food after the closing of the buffet. They will send all returning food to the sections concerned and make sure that all food items are properly stored in clean containers.

The following rules must be followed by the Banquet service

- 1) The waiter will set up all plates on the buffet.
- 2) The Restaurant Manager will check all plates and silverware for cleanliness on the buffet.
- 3) The waiters will place the service equipment in all cold and hot dishes.
- 4) The buffet attendants will assist the cooks to replace all cold food, hot food and desserts once the displays are nearly empty or when the food does not look attractive any more. The Chef will set up a refill station with back up food.
- 5) The waiters and cooks will replace all dirty or sticky service spoons, replace all dressing containers, and make sure that the buffet always looks attractive.
- 6) The waiters will always refill the buffet with clean plates at the correct temperature, cold plates for cold food, hot plates for hot food. Waiting staff will also assist the cooks in keeping the standard of the buffet high.
- 7) The waiters will assist in clearing the buffet and bring all un-used plates back to the proper storage area.

The following rules must be followed by the Stewarding department:

- 1) The stewarding employees will polish and give all equipment required at least two (2) hours before the start of the buffet. They will fill the chafing dishes with water and switch on the power 30 minutes before the start of the buffet for small functions and 45 minutes before the start of the buffet for large functions.
- 2) The stewarding employees will dry all plates before sending them to the function room.
- 3) The stewarding employees will assist in the clearing of all the equipment after the closing of the buffet.

BAR SERVICE SEQUENCE

The bar will be the first outlet many guests come to before dining in the restaurant. Therefore, it is essential that the very best impression is made. Good service is 50% of the total success of the bar. It can upgrade a very good meal to an excellent one but unfortunately can also degrade an excellent meal to an average one. Good service is also fast service, which ensures that the meal is served cold for cold dishes and hot for hot dishes. The bar staff can only provide consistent good service if service sequence procedures are defined and explained clearly. Bar staff will not be able to follow the service sequence procedures without the support from all the kitchen employees. Proper service sequence starts in the kitchen.

The Food and Beverage Law:

Whatever should not happen will happen, at the busiest time or when you least expect it.

Solution:

Irrespective of who made the mistake, the cooks will give absolute priority to correcting the wrong order. The Guest always comes first. The following rules must be followed by the Kitchen employees when serving a la carte meals. It is the responsibility of the Chef or Sous Chef to ensure that all the rules are adhered to.

- 1) The Head Chef or Sous Chef must be present at the food pick-up counter during all meal periods to ensure a timely and correct issuing of requested meals, as per order. They will coordinate the pick-up sequences between the waiting staff and the cooks. The food pick-up counter will be covered by the Head Chef or Sous Chef during all busy periods.
- 2) The Head Chef and Sous Chef will check all mise en place in the kitchens before the start of every meal period. A good mise en place will assure a timely food preparation and food service.
- 3) The bar manager will communicate with the Chef before every meal period regarding food availability, specials and any guest requests or comments from the previous day.
- 4) The printed order docket must be read out by the person manning the food pick-up counter, making sure that all the cooks understand clearly what has been requested.
- 5) The first course such as appetizers, soups or salads must be served a maximum of ten (10) minutes after the order has been received. The first courses such as main dishes must be served a maximum of fifteen (15) minutes after the order has been received.

Note: First course is the dish which is on the docket and is not followed by any other order on wait. All first course dishes for the same table must be served in the same time. Food orders for children must be prepared as fast as possible.

- 6) Once the order is picked-up by the waiting staff, the Chef or Sous Chef on the food pick-up counter will advise the cooks to be on stand-by for the second course. Good coordination between the different service counters is very important in ensuring timely food issuing.
Note: Second course are the dishes on the dockets coming after the first courses and placed on hold.
- 7) The waiter will advise the person on the pass of the pick-up of the second course, five (5) minutes before the guest is finished with the first course.
- 8) As the food is ready, the person on the pass will advise the respective waiter to pick-up the food.
Note: Waiters are working as a team and should one be busy, the other will help to serve. All dishes for the same table must be served at the same time.
- 9) The same system applies for any further courses with the person on the food pick-up counter coordinating all issues between the different kitchen sections and the service waiters.

RECIPES

It is our aim at Coco Lounge & Grill to serve food of a consistent high-quality standard whilst remaining profitable. This is only possible if recipes are completed for all of the food dishes served from the kitchens at Coco Lounge & Grill. A recipe is a training tool which provides a guideline for the preparation of a dish, thus ensuring a consistent taste and quality.

By following the recipe, we control a portion size which in turn maintains a pre-determined food cost and ensures consistency which is of the utmost importance. Portion sizes should be taught during the first weeks of training and constantly referred to by observing the food pictures.

A recipe is also a calculation tool, which provides an exact costing of food used for a particular dish. The recipe calculation is completed with the aid of the Finance Department.

The information required is divided into two (2) categories:

- 1) The base recipes or Batch (multiple uses throughout various recipes)
- 2) The outlet recipes or Dish (specific and individual dishes)

1) The base recipes are recipes which can be used in any outlet recipe. Following are examples of some of the base recipes:

- All basic food preparations which are needed in other outlet recipes e.g. 8oz Fillet steak
- All outlet recipes from cooked food which are needed for outlet recipes e.g. Caesar Dressing

2) The outlet recipes are the recipes of the finished dish as served to the customer e.g. Caesar Salad. Note that an outlet recipe may consist of several base recipes.

- Basic stocks and sauces
- Simple preparations

It is the responsibility of the Sous Chef to produce the recipes for every food dish served in his/her outlet and it is also his/her responsibility to update the recipes on a regular basis.



It is our aim at Coco Lounge & Grill to serve the most creative and well-presented food on a consistent basis. This is only possible if standards are established with the use of menu pictures which are taken for all food dishes served within the. A food picture is a training tool which provides set guidelines as to the presentation of a dish.

All menu pictures must be displayed on the picture board next to the food service counter to allow all cooks to check the presentation of the dishes during their work and for the service employees to double check that the dishes are being served correctly. The Chef will keep a set of the menu pictures with the menu recipes in their outlet recipe file for future reference.

It is the responsibility of the Chef to prepare the menu pictures for every food dish served in his/her restaurant and it is also his/her responsibility to up-date the pictures on a regular basis.

GRIEVANCE PROCEDURE

Purpose:

As a departmental policy, the Kitchen Department encourages an "Open-Door" policy on handling personnel complaints.

To establish a guideline for personnel to voice their concerns so as to avoid any forms of miscommunication.

Procedure:

A personnel complaint is defined as any form of grievance, dissatisfaction, personal problem, etc that may affect the employee's ability to perform their duties.

In the first instance, the employee should seek advice from their immediate supervisor and address the problem.

Unless the personnel complaint can be solved at an outlet level, the Head Chef should bring it to the attention of Executive Chef.

The Personnel Department will be duly informed by the Executive Chef if necessary and their assistance will be sought for any personnel complaints which cannot be solved at a departmental level. The procedure for dealing with disputes and grievances will then be as follows:

- All disputes or grievances will be set down in writing and presented to the relevant supervisor without delay.
- The relevant supervisor will discuss the issue promptly and in any event, respond to the employee within 48 hours where possible of receipt of the notification of a dispute or grievance.
- If the matter continues to be unresolved, the issue will be reviewed by the next level of management within 24 hours.

It is encouraged that all personnel follow this guideline of communication although an open-door policy is encouraged.

People Responsible :

Head Chef, Sous Chefs, All Kitchen Employees

I hereby confirm that I have read and understood the content of the SOPs Kitchen Manual and will bear any responsibility should something go wrong because of my lack of compliance and accept any disciplinary action that might result from it.

NAME IN CAPITALS

POSITION

DATE & SIGNATURE