

Mitchells & Butlers

For Starters

Home



Activity BOOK

Student's name:

Business location I'm spending the time in:

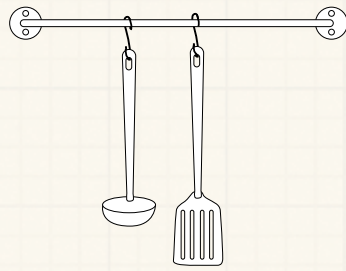
Business phone number:

Manager's name

Mentor's name:

Start date:

Welcome to your activity book



Over the next few days we would like you to research, design and cost a product or service for our business aimed at a guest like you.

To help you to achieve this, we will provide a number of Activities that we will cover with you and Tasks that you can choose to do if you wish to. These will support your research and provide a better understanding of our business and the type of careers available with us. These activities have been split into:

Working with Food	1	Ingredients
	2	Cooking
Working with Guest	3	Guest Service
	4	Marketing / Promotions
Working in a Team	5	Team / Labour
	6	Behaviours
Presentation	7	Project

There is space in the back of this book to make notes through the week.



Final Project

Using the research you have gathered through your week with us, complete the project form and be prepared to present your ideas to the team that you have been working with. You will be required to come up with a dish name, description, a picture of how you think it should look, give details as to why you have chosen this dish and who it will appeal to. We also want you to cost your dish including ingredients and labour. Finally we want to know how you think we should market and serve your dish.

We will also take a copy of your proposal to pass on to the team who design our menus and, if your dish is used, you will win a meal for you and your family and a copy of the menu with your name on it.



Working with food

1. Food - Ingredients

Observe the kitchen team at work. Pay particular attention to ingredients including fresh, frozen and tinned. How are they prepared and how they are stored?

Day's aim

1. To have a broader understanding of ingredients and the reasons behind ingredient choice.
2. To have researched the types of ingredients held in stock and how they compare with candidate's dish ingredients.

Activity 1

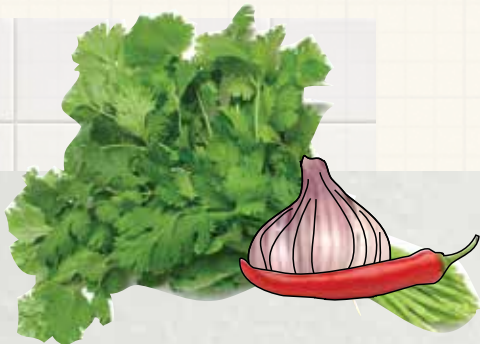
Being clean and safe in a kitchen environment

The Kitchen team will need to run through some basic Health and Safety do's and don'ts. This is for your safety whilst in the kitchen area.

Activity 2

Take a tour of the business kitchen and store areas

This will introduce you to different ingredients and the team will explain why they are stored where they are, where they have come from and in which dishes they are used.



Task 1 – List the types of ingredients that are stored in different storage areas.

Dry store –
Cool store –
Refrigerator –
Freezer –

Task 2 – Where would you put the following ingredients away at the end of service?

Chicken	Refrigerator
Tomato ketchup	Freezer
Oven chips	Dust bin
Left over herbs	Cool store
Unused lemons	Dry store

Task 3 – Find three ingredients that you have never heard of or seen before. Find out the name, what the item is used for and in which dish it is used?

1. _____ and it is used for _____
2. _____ and it is used for _____
3. _____ and it is used for _____



Activity 3

Preparation of ingredients for use in service

Before the kitchen service starts, watch how the kitchen team prepare their ingredients for use in busy service times. Many experienced chefs are able to judge how much ingredients to use just by looking / feeling, but this comes with experience. The rest of us use other techniques to judge the right amounts.

Find out about:

- Using weighing scales
- Using containers
- How much is a handful?
- What is a pinch?
- Tasting food to suit
- Storing food in service – keeping it handy!

Start thinking about the dish you will be designing at the end of the week. Ask the team about types of ingredients, how to measure the right amount, how you would store the ingredients overnight, how you would prep it before service and costs of ingredients

2. cooking skills and equipment

observe kitchen team at work. Pay particular attention to how different ingredients are cooked, what equipment they use and how long each element takes.

Day's aim

1. To have a broader understanding of how ingredients are cooked, the types of equipment found in the kitchen and their purpose
2. To research the types of cooking needed, to prepare the candidate's dish, estimate the length of time needed to prepare and cook the dish, the skills level required to cook the dish and how this compares with a standard dish off the menu.

Activity 4

Who does what?

Explain the different roles in the kitchen - who does what when? Spend time and watch (and help where possible) each of the different roles. Compare activities pre, during and post service.

Look at how the brigade acts as a single team.

Activity 5

Using the right ingredients in the preparation and cooking of food

Watch the kitchen at work. Look out for how ingredients are used in different ways to prepare menu items.

Find out about basic cooking techniques including:

- Boiling
- Poaching
- Frying
- Deep fat frying
- Grilling
- The ovens

Task 5 – Pick four ingredients (not including the eggs) and watch a chef make your omelette (make sure you specify how much of each ingredient you want to use)

What and how much ingredients did you use?

_____ how much _____

_____ how much _____

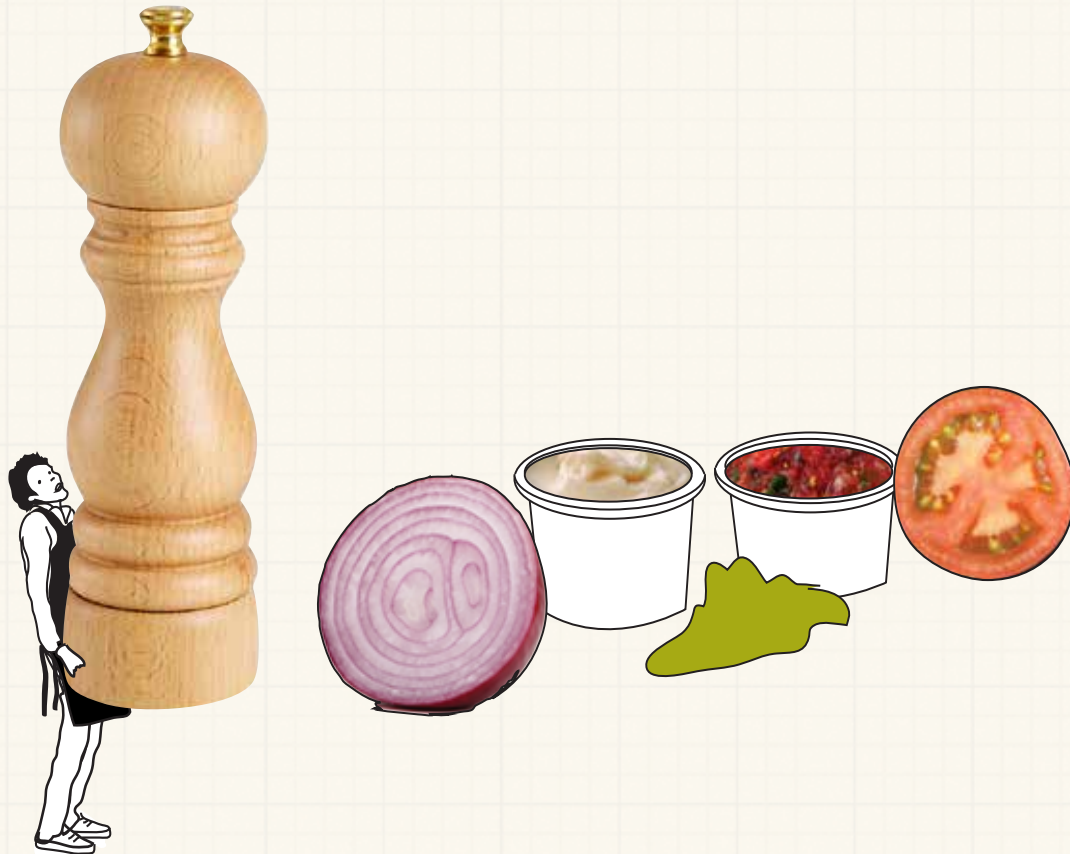
_____ how much _____

And describe what it tasted like? _____

Find out a little more by...

- Helping the kitchen team to get things out or put things away
- Getting a copy of the menu and watch how many ingredients are used in each dish
- Asking / finding out which ingredients have links to allergens
- Asking / finding out how nutritional value is linked to which ingredients used

Thinking back to your dish, who in the team could cook it, how it would it be cooked, what equipment will be needed and how long will it take to cook. Why not ask a team to cook a similar dish to yours and time it and taste it. Ask the team if you can watch one of our visual Training Library videos that refer to the equipment you will require for your dish.



Working with our Guests

3. Guest Service

observe the front of house team at work. Pay attention to how dishes are served, on what plates, how much we market and at what the price point is.

Day's aim

1. To gain an understanding of how the front of house service cycle works, look at how dishes are served and what plates are used, the types of equipment found in the restaurant and their purpose.
2. To think about how your dish will be served to maximise its appeal (or cost effectiveness).

Activity 7

Getting to know our service team

Shadow a member of our service team. Ask them to explain the different roles front of house and who does what and when. Spend time, watch and help where possible, with each of the different roles.

Compare activities pre, during and post service

- Look at how everyone acts as a single team
- How should you greet a guest?
- Find out how to deal with a guest's complaint
- Find out what glasses we have and what are they used for
- What do we mean by a service cycle?
- What are today's specials and why are they so good?
- Find out what our brand service guidelines manual are used for

Keeping your dish in mind, how would you serve it, what will it look like on the plate, what crockery would you use, what cutlery would you need, what accompaniments would you recommend with it?

4. Marketing and promotions

Observe front of house team at work. Pay attention to what different guest groups order different dishes at different times of the day.

Day's aim

1. To have a broader understanding of how the front of house service team work, look at how they interface with customers.
2. Look at how customer groups change along with what they order at different times of the day.
3. Think about how your dish will appeal and how it should be marketed.

Activity 8

Getting to know our guests and their likes

Find out about Marketing and Promotions within the business by seeing:

- What are today's offers and specials available to our guests
- What is our Guest profile for this brand
- How does this profile compare to other food business in the area

What type of guest might you find:

- In the morning
- At lunch time
- In the afternoon
- In the evening
- At the weekend day time
- At the weekend evening

Back to your dish, how would you describe your dish to a guest, how would you sell your dish, who would be your target guest and how much would you sell it for? Why not try your idea out on a friendly group of guests (making sure they are not eating at the time), and ask them how much they would expect to pay for it.

Working in a team

5. Labour, material and overhead costs

Observe the whole team and General Manager's work. Look at labour scheduling, deliveries, attention to detail.

Day's aim

1. Gain an understanding of how the whole team work together.
2. Gain an understanding of labour scheduling and all the other management responsibilities.

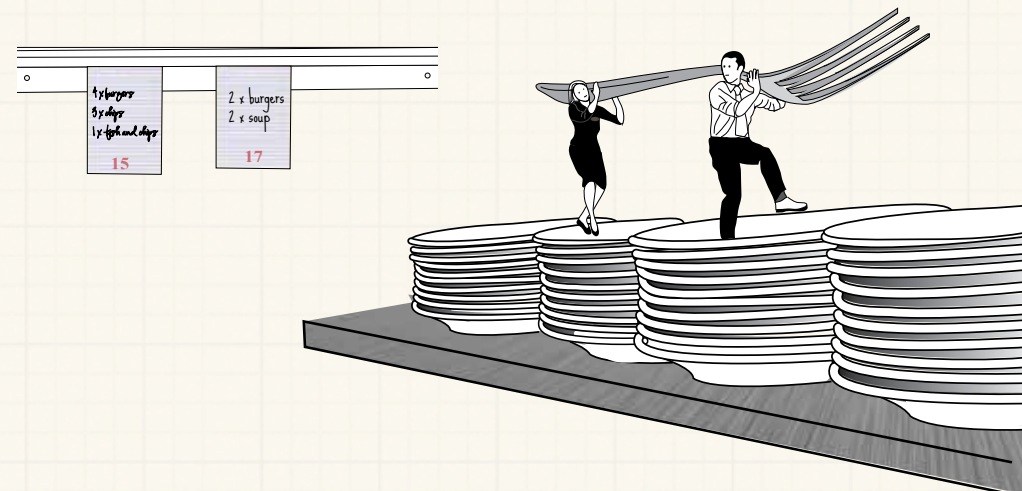
Activity 9

The team

Now you have been with us for a little longer, have another look at the career tree you created on Day 1. Find out what the Assistant and General Manager's duties are and ask the Manager to give you a guide to hourly pay rates for each role on the tree.

Find out a little more:

- Ask to see a typical weekly rota
- What examples of good team work have you seen this week?
- What makes a great team?



Activity 10

Labour costs

Follow a dish from preparation to guest to Guest, note who is involved and for how long (time them) and using the pay rates from activity 9, how much did that dish cost in labour?

Activity 11

Overheads

On average we can add a further 25% to our labour costs for overhead (so for every £10 of labour add £2.50 for overheads). Make a note of what you think these costs include then ask the team.

Find out a little more about:

- What skills / qualities make a great manager
- What is an RBM's and RD's roles
- What support functions do our Retail Support Centre offer

Using all that you have learnt over the week cost how much labour + overheads + materials it will cost to produce your dish (ask a team member to help you if you get stuck). Keeping in mind how much you would sell it for and how much profit would we make?

6. Team behaviours and development

Find out about team member competences (behaviours) and what development opportunities we offer.

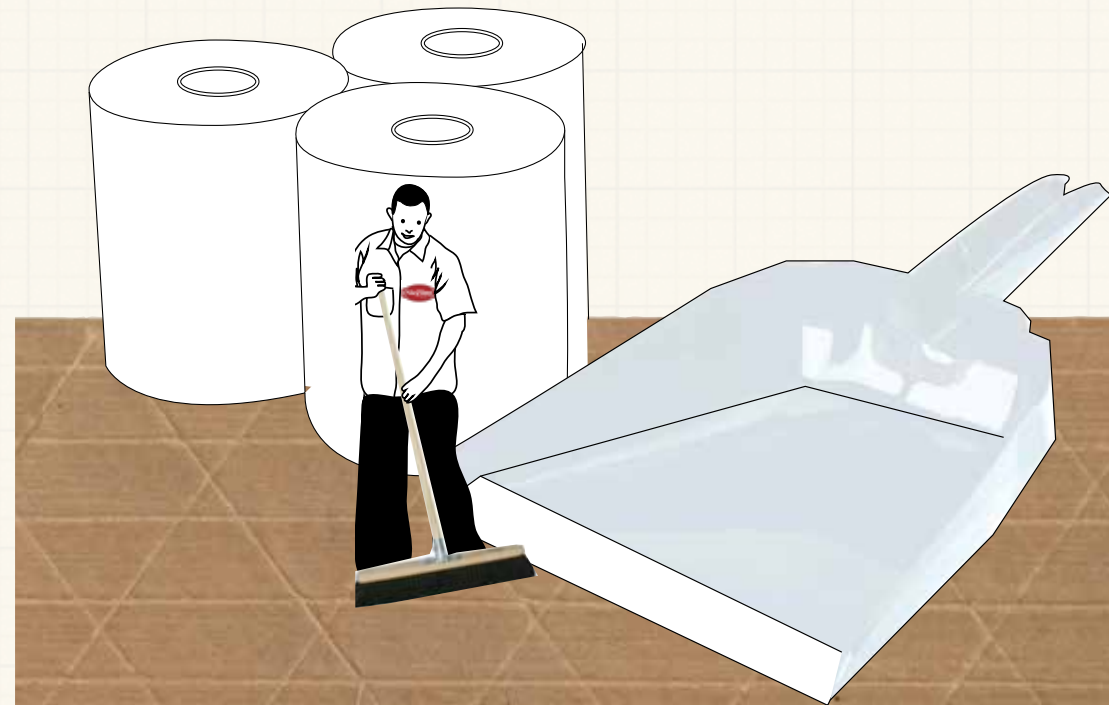
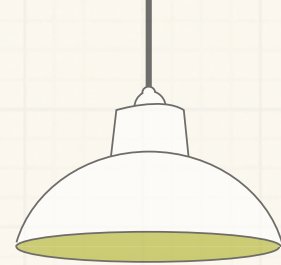
Day's aim

1. To gain an understanding of how important team behaviours are to us as a business.
2. Gain an understanding of development opportunities we offer.

Activity 12

Ask to see a set of team member competencies

1. How do these affect how great our teams are?
2. How do these relate to your school rules?
3. How do you think these can affect career progression in our business?



NOTES:

Activity 13

Ask to have a look at 'our Hub' and / or our career pathway

1. What Apprenticeships do we offer?
2. Find out what learning programmes M&B employees receive.
3. Find out what benefits employees receive (Pick a Perk, discounts etc.).

In preparing for your project presentation, think about how you can demonstrate 'drive', 'communication' skills and how 'guest obsessed' you are.

6. Project

Show us what you have got....

Activity 14

So now it's time to let us know what you have come up with.



For more information on how to join our team please visit
our Apprenticeship website at...

www.mbapprenticeships.co.uk



NOTES:

NOTES:

Your name	
Business you visited	
Date you visited us	

Name of your dish	
--------------------------	--

Description	Ingredients	Cost
		Total

Picture (hand sketch is fine)	Labour	Cost	Hour	Total
	Head chef			
	Sous chef			
	Chef			
	Porter			
			Total	

Why have you chosen this dish you visited us	How would you serve and market your dish

Don't forget usKeep up to date by coming to our website at
www.mbapprenticeships.co.uk and following our updates