

Purchasing & Santiam Restaurant Expediting

Graded by: Chef Jesse

Coordinates with: Chef Chad and Chef Jesse

Start Time: 7:00am

**Fall term start is immediately following Garde Manger class*

**Winter term start time is immediately following Garde Manger class*

Rotation Description:

Time during this rotation must be balanced between Purchasing responsibilities and Santiam Restaurant Expediting requirements. You will be observed and graded accordingly how well you manage your lab time. An average week may resemble the following (of course you are free to schedule your time as you see fit):

- **Monday:** Busiest day for receiving food orders. Assist in receiving, stocking and organization of all food and non-food products. Coordinate with Chef Jesse or Chef Josh for restaurant expediting.
- **Tuesday:** Check-in with Chef Chad to schedule food ordering for the day. Continue working on restaurant expediting with Chef Jesse or Chef Josh.
- **Wednesday:** Check-in with Chef Chad to schedule food ordering for the day. Continue work on restaurant expediting with Chef Jesse or Chef Josh.
- **Thursday:** Check-in with Chef Chad to schedule food ordering for the day. Continue work on restaurant expediting with Chef Jesse or Chef Josh.

You are required to expedite kitchen orders and flow of food in conjunction with the servers, week one, and expedite timing, execution and flow of food in conjunction with the cooks and FOH expo week two.

- Part of the expo's job is to make sure anything that comes out of the kitchen is the BEST your restaurant can produce, even if that means a longer ticket time because something has to be redone. The expo is the eyes and **ears** for the kitchen and voice for the service staff.
- The expo in the Santiam Restaurant also ensures kitchen orders are prepared in a timely manner. They check the orders for accuracy and serve as liaisons between cooks, waiters and customers.
- The expo is the ONLY person who communicates with the wheel or lead line cook.
- The expo needs to know fire times and line processes, or who does what and how long it takes.

- The expo needs to be organized and be able to project his or her voice.
- The expo must be able to anticipate orders and notify food runners or servers before the food is ready so hot food is hot, cold food is cold, etc. This is an extension to knowing the timing of the cooking processes and the pace of a meal. The difference is it's all about selling the ticket and getting the food out to the table, a skill set often found in a FOH person.
- The expo needs to remind servers of their duties. For example the expo needs to be able to tell a server, "Remember you need a steak knife and soup spoon." This enhances customer service, rather than having a table watch their server run back and forth getting one missed item at a time.
- The expo needs to push the team to move faster. A great expo knows when the kitchen can put the pedal to the metal and move faster when necessary.

Purchasing

Objective: To gain an understanding of basic principles of purchasing food, equipment and supplies. The primary focus is on supplier selection, and the ordering, receiving, storing and issuing process. To gain skill and working knowledge of how to purchase foodstuffs, work with purveyors, and write purchasing specifications, use order entry systems, and manage inventory. You may be asked to provide prices for banquets class.

Student is expected to:

Assist in receiving all food deliveries to include:

- Checking in items
- Inspecting goods for quality
- Putting deliveries away in the appropriate areas

Management of receiving areas, walk-ins and freezers to include:

- Sweeping floors after morning deliveries for safety
- Organizing shelves, maintaining proper storage levels

Projects:

Student will assist Chef Gretchen and the Food Service Manager in management and ordering of food products and equipment. Student will be trained how to use purveyors order entry systems to submit orders.

Costing Project: (10 % of final grade) Due on the final day of the rotation. Pick 30 items we commonly stock and/or purchase. Choose two purveyors that each sell that item (i.e. FSA vs. Sysco) and compare prices. Using an Excel spreadsheet, list the items and prices side

by side, highlighting the best price. Make sure you include the unit in which the item is sold (count, by pound, each, ect).

Santiam Restaurant Expeditor

Objectives:

To gain an understanding of the steps of service at the table and how long items take to cook. The firing of tickets based on timing so the guest is never rushed or waiting for food. The communication between BOH and FOH to ensure proper service for guests. Understand the organization of service. When to refuse items if they are not to specifications.

Recommended Reading:

<http://therestaurantexpert.com/do-you-have-an-expo-in-your-full-service-restaurant/>

<http://therestaurantexpert.com/13-ways-your-expo-should-shine-in-your-full-service-restaurant/>

Expectations

- **Week One:** Research and familiarize yourself with the menu for the Santiam Restaurant, what each station produces and what the specials for the week are. Meet with Chef Josh and the FOH manager to discuss service and set up for the day. You will be expediting on the FOH side, working with the servers to manage the food, the servers and customer's needs. Ideas and suggestions for better service techniques will be discussed at the end of each day.
- **Week Two:** Research and familiarize yourself with the menu for the Santiam Restaurant, what each station produces and what the specials for the week are. Meet with Chef Josh and the line cooks to discuss service and set up for the day. You will be expediting on the BOH side, working with the cooks and FOH expeditor to manage the food, timing and execution. Ideas and suggestions for better service techniques will be discussed at the end of each day.

Final Project (10 % of final grade)-Due the final day of rotation

Student must submit essay report, minimum one page. Please describe and summarize what you learned and improvements to service you made during this rotation.

Grading:

- 80% of your grade comes from daily performance. You will receive points in four categories, just as you did last year:
 - 25 pts- Professionalism
 - 15 pts- Management
 - 20 pts- Execution
 - 10 pts- Final Product
- 10% of your grade comes from the Final Purchasing Project
- 10% of your grade comes from the Final Expediting Project