

21 b)

Menu: Garlic prawns and rice, Chicken caesar salad,
Chocolate pudding with salted caramel ice cream

Using examples from *the menu* **explain** *the importance of effective workflow planning in the preparation and presentation of menu items.* ← Critically analyse

Effective workflow planning is essential for the smooth running of a commercial kitchen and the timely preparation and presentation of high quality menu items. An effective workflow includes features such as logical sequence, planning and organisation, communication, time efficiency, cooperation, mise-en-place and cleaning procedures. An effective work flow ensures dishes are made consistently, safely and with quality.

Name
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Define

A kitchen that effectively implements workflow planning is a one that runs smoothly. It has kitchen staff that work effectively and efficiently. Most importantly, it has satisfied customers that receive timely menu service of a consistent and quality product each time. For the menu above, an effective workflow will ensure the Garlic Prawns and Rice dish is served is served hot and at the same time as the Chicken Caesar Salad. It will, likewise, ensure that the dessert dish is not ready before the main dishes.

Describe

When preparing and presenting the menu items, as shown above, there are a number of effective workflow processes and practices that need to be considered. These include careful planning and organisation to consider time factors to logically sequencing procedures. It also includes the clear communication and suitable cooperation between kitchen staff.

Explain

Planning and organising involves the head chef ensuring that the kitchen staff each know their responsibilities for their section of the kitchen. For example, when customers order the chocolate pudding with salted caramel ice-cream, the dessert chef must be ready to prepare and present the dessert in a timely manner once the main meal has been cleared.

Time efficiency involves knowing that some tasks take longer to complete while others can be done as the order is received. For example, the croutons needed for the Caesar salad can be made in advance. This involves clarifying butter to fry the bread squares and should be done before the start of the service period. Likewise, when preparing and presenting the garlic prawns and rice, the garlic prawns should be cooked to order to ensure the sauce is fresh and the prawns are not overcooked. The rice that accompanies this dish, however, should be pre-cooked and held at the correct temperature ready for service with the garlic prawns.

Analyse /
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Logical sequence means that the tasks need to be planned and organised in a logical order. For example, the caramel ice-cream should be prepared first and stored frozen in the freezer ready for service. Also, the Caesar salad dressing and the boiled eggs should be prepared in advance of the service period ready for salad assembly when ordered.

Considering time constraints ensures that tasks are done by a specific time. This allows staff to meet time constraints, avoid delays and food wastage. For example, all mise en place tasks must be completed before the commencement of the service period. This would include the peeling of the prawns, the boiling of the eggs, preparing the croutons, washing and chopping lettuce, frying bacon, preparing pudding batter.

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Cooperation ensures that all kitchen staff work together to efficiently complete all tasks for the service period. If there are several Caesar salad orders waiting to be filled, for example, other staff from the kitchen, such as the dessert chef, could step in to produce the orders required.

Communication between all staff in the kitchen is crucial for staff to be able to work efficiently and provide optimal service. Kitchen staff responsible for different duties need to inform, not only each other in the section, but all staff regarding where they are currently at in preparation and cooking processes. This then allows the kitchen operations to work smoothly to ensure safe food handling practices and timely service of menu items.

It is essential that these workflow processes and practices are duly considered and implemented when preparing our menu items. This ensures that customers receive timely service and that all menu items are presented at the highest quality to maximise customer satisfaction. When this occurs customers are more likely to return to the business and provide positive feedback leading to further success for the enterprise. Effective workflow planning also enables staff to perform their duties efficiently, cooperatively and achieve a high level of job satisfaction.

Conclusion