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Program Support Notes

Senior Secondary - Tafe

26mins

Daily Café Operations

Running the Life of a Café

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Hospitality

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Daily Café Operations – Day in the Life of a Cafe

For Teachers

Brief summary

A café culture is developing in our country with new cafes springing up it seems on almost a weekly basis. There are many different types of cafes and a great variety of in the selection of foods they serve, but all cafes have similar underlying principles of what is involved in their day to day running. So spend a typical day with *Provisions Café* and take an inside look into the daily operations of one particular café.

This production starts from just before the café opens and continues right through until after closing time to highlight the various tasks involved with running a successful café. It highlights issues and procedures from mundane duties to the highly visible tasks, so that this production forms a practical and in depth guide to the inside workings of a cafe.

The key topics covered during this program are:

- **Opening Procedures** - Tasks to be completed, Responsibilities of staff members
- **A Typical Day** - Creating specials, Front of house staff and kitchen staff roles, Building rapport with customers and Stock deliveries
- **Closing Procedures** - Packing away stock, Food safety plan and issues and Cleaning
- **Café Skills** - General skills for all staff, Good service standards, Steps in making coffees and Food safety and handling
- **Café job qualifications** - Skills needed and qualifications for the various employee roles and Communication skills

Further areas to consider

The hospitality industry is a growing industry with many people employed in this sector. Almost everyone has interacted with café/restaurant staff and this should spark quite a lot of discussion from those viewing this production, with some viewers even having an active role in the running of a cafe. For this reason it may be beneficial to pause viewing after the major chapters in this production to allow fruitful discussion to complement the production. Questions to help guide discussion have been included in the teacher notes with this production.

Timeline

00.30	Introduction
01.31	Opening procedures
03.43	Summary
04.07	A typical day
09.15	Summary
09.34	Closing procedures
13.07	Summary
13.37	Café skills
20.39	Summary
21.00	Café job qualifications
24.33	Summary
25.00	Wrap up
26.00	End credits
26.24	End program

Daily Café Operations – Day in the Life of a Cafe

For Students

Questions for Class Discussion (can be discussed before or after viewing)

1. Brainstorm the various job titles and write a definition for their roles in running a successful café
2. Discuss experiences the class has with cafes:
 - Roles they have worked in a café
 - Making coffees/waiting tables
 - Taking money and giving change
3. Discuss the customer service experiences the class have had, then write 5 golden rules for dealing with customers in a café
4. List the 5 major food safety concerns in running a successful café
5. Write a proposal to a local council or competition outlining a café that you would like to develop and open. List the main selling points of the café including:
 - a. Name of café
 - b. Mission statement
 - c. Style of décor
 - d. Types of food to be sold
 - e. Number of customers it can seat
 - f. Sketch of layout including kitchen, front of house and storage
 - g. Food safety plan

Daily Café Operations – Day in the Life of a Cafe

Questions while viewing the Program

Opening Procedures

1. Why does Quinton start so early in the morning?

2. What is the set amount of money put in the register each morning called?

3. What are the chef's responsibilities first thing in the morning

4. What is another name for waiting staff?

5. Why is it important that equipment gets turned on early?

6. How many staff are working in the business during preparation for breakfast?

A Typical day

7. Why is it important to have set times for meal availability?

8. Why is it important for the docket to be put in the correct order on the chef's rail?

9. Why is repour important to build with the customers?

Daily Café Operations – Day in the Life of a Cafe

10. How many staff are working during the breakfast rush (include kitchen and front of house)?

11. What are the reasons behind creating specials?

12. What is the role of the kitchen hand?

13. List 3 issues with receiving stock deliveries?

14. Why is it important to have a specific task for each person during the lunch rush?

Closing Procedures

15. Why does the kitchen close so early?

16. List 3 issues with packing away stock

17. How many staff are working after 3:30pm (include kitchen and front of house)?

18. Why would other cafes get the front of house staff or kitchen hand to mop and clean?

19. How long is a typical day for Quinton?

Daily Café Operations – Day in the Life of a Cafe

Café Skills

20. List 3 skills that café staff need

21. Why is acknowledging customers important?

22. Good service means....

23. List the steps in making a cappuccino

24. How can you test that the milk is not being overheated (up to 55°C)

25. What is involved in their food safety program?

26. What is the order of putting food in the fridge

27. Why do only chefs handle food in the café?

Daily Café Operations – Day in the Life of a Cafe

Café Job Qualifications

28. What skills/qualifications are needed for:

a. Chef

b. Front of house

c. Kitchen hand

d. Owner

29. Why is an ability to communicate essential in all positions in the café, even if you do not deal with customers regularly?

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After viewing

1. Discuss the roles of the various employees in Quinton's café. How different were they to the definitions of café workers roles that were written before viewing the program?
2. Review the 5 golden rules for dealing with customers in a café that was written before viewing the program. What modifications would you make to the golden rules (if any)?
3. Food safety is a concern with running any food premise. List the areas in Quinton's café that could pose a food safety risk and write a plan of action to minimise these risks.
4. Review your proposal to a local council or competition outlining a café that you would like to develop and open. Make modifications to any of the following:
 - a. Name of café
 - b. Mission statement
 - c. Style of décor
 - d. Types of food to be sold
 - e. Number of customers it can seat
 - f. Sketch of layout including kitchen, front of house and storage
 - g. Food safety plan

