

your  
**kitchen  
helper**  
training



**up-skill  
your  
team**

giving you a  
more professional  
service offering



**module 1**

Name:

[ufs.com](http://ufs.com)



work  
 smart

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## inspirational ideas to keep your kitchen efficient and thriving

Our aim is to help you work smarter rather than harder, and make your life a little less stressful. We share proven ideas used in successful kitchens around the world to help your operation run more smoothly and profitably.

Good organisation is at the heart of a truly effective kitchen. From overseeing quality and setting prices, to controlling costs and organising staff, running a kitchen is one of the toughest jobs.

# chefs insights

## external chef insight

After completing my B.Sc. degree in Consumer Sciences, I decided to pursue a career in retail focusing on the corporate food industry.

I am now responsible for all the Deli training and skills programmes within the Gauteng areas for one of the largest FMCG retailers in Africa, Shoprite Holdings Ltd. My training includes the Shoprite, Checkers and Checkers Hyper brands.

Although product offering differs vastly between the brands, the challenges we face, regarding food preparation, remains the same. Below include some of my insights:

### the challenges of skills development and training within the catering industry

- **Waste management**

One of the biggest contributors to lost profits is waste and shrinkage; which results from improper planning, over-production or incorrect usage of ingredients. Train staff to create awareness and minimise such wastage.

- **Following and understanding recipes**

To ensure consistent quality, follow standardised recipes. Supplied recipes must be user-friendly ensuring limited ingredient lists, specific descriptions, simple units of measurement and entice visually.

- **Inferior product quality**

Food choices are based on appearance and sensory

characteristics. Therefore, focus training on products to look fresh and appealing.

### the benefit of skills development and training

- **Promotes growth and staff retention**

To grow staff and develop skills within the company, a succession plan should be implemented. Train staff and invest in their future, as this will motivate and incentivise them, boosting morale and achievement.

- **Food safety and hygiene**

The first priority is to ensure that food is safely prepared for consumption. As a law requirement, providing unsafe food can be a serious implication towards customers and the establishment's reputation. Proper training of food safety systems and handling practices are crucial.

- **Customer satisfaction**

To keep up with trends, continuously develop and adapt the menu, this will gain positive experiences for customers. Implement new items properly with good training. Suppliers such as **Unilever Food Solutions**, provide great training support.



*Alizia Allison*



"Customers use their senses when making purchasing decisions, therefore food choices are mainly based on the appearance and other sensory characteristics of food."



## internal chef insight

**Unilever Food Solutions**, in an endeavour to bring you the support and solutions that you really need, have developed a module and a full-day training session to help you up-skill your team.

The aim of these modules is to equip the cooks with the self knowledge and confidence they need to produce better looking, better tasting dishes. This professional offering and service will impress your clients and customers. Ultimately this will drive your customers to spend more with you and keep them coming back!

"Often training does not happen as frequently as planned or bad habits are learnt quicker than the correct methods."

In this module, we will demonstrate the correct methods and focus on the basics that cooks should be trained on in every kitchen in order for them to maximize efficiency.

Some of the topics covered include kitchen hygiene, knife identification and purpose, cutting skills, cooking methods, storage and wastage.

We at **Unilever Food Solutions** look forward to welcoming you to our training sessions and hope to see you there!

*Brad Kavanagh*



# knife skills to impress

Not only is it important to keep knives clean and sharp, but learning how to cut food correctly can also prevent unnecessary accidents.

The way you cut your vegetables can make your dish look more appealing and should vary from dish to dish. For example, a hearty stew will use larger vegetable pieces than a thin soup would. Allow us to show you a few of the more traditional cuts and knives used in cooking.

# knife skills to impress

Every kitchen's chef/cook should understand basic knife skills in order to prepare dishes professionally and prevent wastage.



## different knives for different cuts

There are many different types of knives used in the kitchen. Here are three most common knives:

### paring knife



This knife is used to cut fruits and vegetables. It is like a chef/cook's knife but smaller.

### chef/cook's knife



This is the largest knife of the three. It is an all-purpose knife used for chopping, slicing and mincing of food, including meat products.

### bread knife



This knife is only used for cutting bread. You will recognise it by its long blade and wide teeth.

## other important kitchen smalls



### knife sharpener

This is the tool that you will use to sharpen your knives. There is a wide range of easy-to-use sharpeners including a pull-through or a classic steel rod. It is essential to keep your knives sharp, as a sharp knife is safer, easier and quicker to use. It will also give a good finish to your food.



### vegetable peeler

Use a vegetable peeler when peeling vegetables/fruit such as potatoes, carrots or apples to reduce waste.

## caring for your knives cleaning

- **Keep knives clean** to prevent harmful bacteria from contaminating your food.
- **Wash your knives** in hot soapy water and dry with a paper towel. Keep knives away from the dishwasher and wash immediately after use.
- When cleaning, **keep the pointed end away** from your body and your fingers away from the blade.



## sharpening

- A sharp knife is **safer and easier** to use than a blunt knife as a blunt knife's edge needs more pressure to cut, which can cause accidents.

## storage

- Knives should be **stored away from other utensils** to prevent damage or accidents.
- **Do not cut with a knife on granite, glass or steel.**



## chef's tips

- Never cut frozen meat with your knives.
- To prevent harm, **place a damp piece of paper towel** or rubber mat **under your cutting board** to prevent it from slipping.
- When cutting, **cut downwards** and tuck in your fingers to prevent cuts.
- Use the knife **facing away** from your body.
- Never open a can with a knife.
- Use a **vegetable peeler** to peel your vegetables as using a knife creates wastage.
- **Cutting your vegetables evenly** will help you with the cooking process.



# knife skills to impress

## your step-by-step guide to vegetable cuts

### julienne

these guidelines will teach you how to cut perfectly sized julienne pieces.

- Using the vegetable peeler, peel the carrot and create one flat side.
- Lie the carrot down on its flat side and cut off the ends. Put aside.



- Cut carrots into 4 cm long pieces.
- Square all four sides by cutting off the round edges.



- With this square piece, cut 0.5 cm thick, rectangular planks.
- Cut these planks into 0.5 cm thick strips.



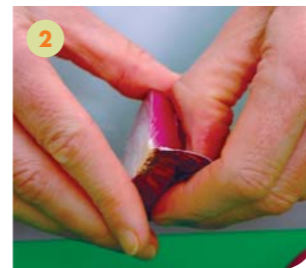
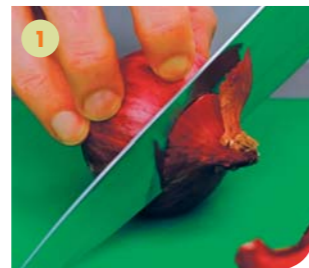
- Each "matchstick" carrot piece should be 4 cm long.
- All sticks should be the same length and size.



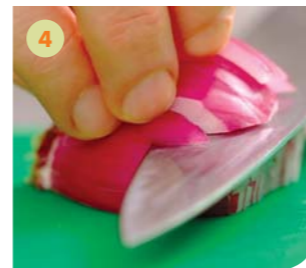
### brunoise

this will show you how to cut even sized brunoise pieces.

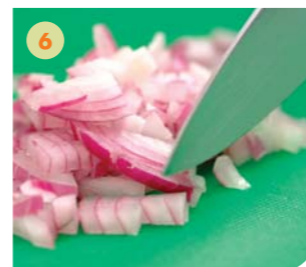
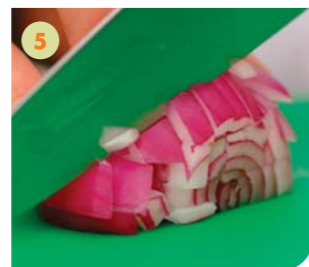
- Cut the top off of the onion.
- Cut the onion in half, slicing downward through the root. Then peel off the outer skin.



- Leave the root intact and cut 5-6 downward slices.
- Now slice the onion in half sideways, still keeping the root intact.



- Slice downwards across the cuts to create your dice.
- The pieces or cubes should all be the same size.

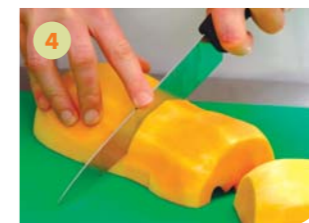


### cube

- Using a sharp vegetable peeler, peel off the outer layer of the butternut. Trim each end of the butternut.
- Stand up the peeled butternut on a cutting board and make one long clean cut down the middle, from top to bottom.



- Using a metal spoon, scrape out the seeds and the stringy pulp from the inside and discard.
- Lay the butternut halves cut side down on the cutting board, and cut in half.



- Working with 1 section at a time, cut the butternut lengthwise into slices depending on your desired width.
- To cube the butternut, lay the slices down and make more lengthwise cuts.



- Then cut across these to make your cubes.



### chiffonade

- Gently rinse and dry the leafy green spinach, and remove the stalks.
- Stack the leaves with the largest leaf on the outside and then tightly roll together to form a finger shape.



- & 4 Finely slice the "finger" roll into ribbons.



# cooking methods

Here are some basic tips on all of the cooking methods you would use to cook your catering meals.

It is important to understand these cooking methods, as how you cook your meat, vegetables and starch will change the flavour and look of your dish entirely.



# cooking methods

## boiling

Boiling is a method we use on harder vegetables like potatoes and carrots. When we use this method, we cook the food in water or stock at boiling temperature. This will make the water bubble rapidly to move the vegetables about.

**Boiling temperature: 100°C**

**Examples: eggs, rice and pasta**



## simmering

Simmering is a cooking method in which foods are cooked or kept just below the boiling point.

**Simmering temperature: ±97°C**

**Examples: casseroles and sauces**



## steaming

Steaming is the cooking of prepared foods by steam (heat from boiling) under varying degrees of pressure. When we steam, we use the steam of boiling water to cook our food.

Steaming is a healthy way of cooking softer vegetables or meat.

Use a combi-steamer if available as this reduces cooking time while retaining colour, flavour and nutritive value.

**Examples: fish, chicken and vegetables**

## poaching

Poaching is the process of cooking in gently simmering water. Poaching liquids generally include water, milk or wine.

**Examples: chicken, fish and eggs**



# cooking methods

## roasting



Roasting is cooking in dry heat with the aid of fat or oil in an oven or on a rotisserie. Roasting is used when we want to brown the surface of our food and make the skin crisp and tasty. We would cook this in an oven that uses hot, moving air.

- It helps us get the inside of the meat to the right temperature so that it's tender and juicy.
- This is mostly used for meat and harder vegetables as they can withstand the high heats.

### time and temperature control

1. Preheat the oven.
2. The oven temperature in the recipe must be followed.
3. Shape, size, type of meat, bone proportion and quality of food will affect the cooking time.



### use these guidelines to roast your meat correctly

beef	30 min*	per kg (this will cook your meat to rare)
lamb	30 min*	per kg (this will cook your meat to rare)
mutton	40 min*	per kg (this will cook your meat to rare)
whole chicken	50 min*	per kg (this will cook your meat to rare)
pork	50 min*	per kg (this will cook your meat to rare)

\*15 min extra per joint

## grilling

Grilling is cooking food by radiated heat, either over or under a heat source for example, a braai or under a salamander. This is a quick method of cooking to crisp, brown and finish off a meal.

**Grilling temperature: the highest part or hottest part of the grill is ±900°C**



## baking

Baking is cooking food in an oven with dry heat. Baked goods are usually golden brown on the outside.

**Examples: baked goods, confectionery and fish**

## braising

Braising is cooking previously browned food in just enough water to cover it in a pan with a very tight-fitting lid, which reduces evaporation.

This cooking method is very slow and can take many hours. The main ingredient is usually cooked together with onions, carrots, leeks and celery, together with a liquid such as stock or wine and is cooked until tender.

**Examples: steaks, cabbage and livers**



## deep-frying

Deep-frying is a quick method of cooking food in deep, pre-heated oil that ensures good colour of your food. Conventional deep-fried foods are coated with flour, egg and crumbs, batter or pastry.

The coating:

- Protects the surface of the food from intense heat.
- Prevents the escape of moisture and nutrients.
- Modifies the rapid penetration of the intense heat.

**Examples: potato chips, battered and breaded foods and pastries**



## shallow-frying/sautéing

Shallow-frying/sautéing is cooking food in a small amount of hot oil or fat in a frying pan.

**Examples: chicken and vegetables**





# your kitchen



An efficient kitchen is a productive kitchen.

This chapter will deal with ways to keep your kitchen running smoothly, making sure you give your customers the utmost best.

Through improved production and food storage methods, wastage can be limited, meaning greater health and safety, as well as profits.

# your kitchen

## wastage

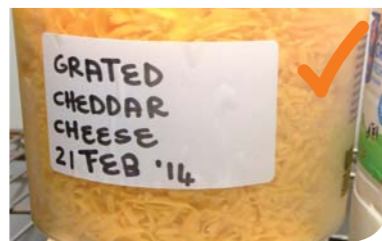
Food wastage includes all the trimmings from preparing raw food, spoilage of ingredients, overcooked meals and contaminated items, as well as cooked meals that have not been sold to customers.

When wastage is high, this **affects the amount of money you make** per meal. Recording the amount of wastage that is produced helps us to understand the true cost of a dish.

## ways to reduce wastage

### practice stock rotation

Practising **stock rotation** is important as this allows you to control the quality of the product you are using and ensure stock is used well before it expires. Ensure all opened products are **clearly date labelled**.



### produce meals such as salads and sandwiches with leftovers

Producing meals like **salads and sandwiches** helps reduce the amount of wastage that occurs in the unit. For example, you are able to use fresh produce that has bruises or blemishes in a salad. Roast chickens that are not sold can be used to make chicken based sandwiches the next day. (Practise food safety methods when doing so).



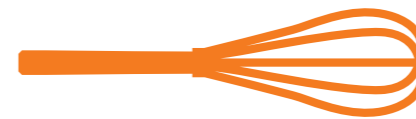
### peel and cut your vegetables economically

Peel and cut your fruit and vegetables economically to avoid unnecessary waste. **Use leftover trimmings** to make stock for soups or gravies instead of throwing the trimmings away.



### practice oil management in your kitchen

Practising **oil management** within your kitchen can assist in reducing waste.



## know your customer

Understanding your customer is important when reducing wastage. Having an understanding of how and what your customer orders will ensure you make the correct number of meals. **Overproduction leads to high wastage.**



## production plan

Planning your **weekly meal production plan** will lead to accurate stock and ingredients purchased.



## serve your top 10 dishes daily

Dishes that are less popular or are considered **Chefs' specials should be rotated** on your weekly meal production plan.



## offer samples

If you want to try a new dish, **offer samples** of that meal to get customers to try it. They will be more likely to buy the dish if they can taste it. (Get your manager's permission to do this).

Catering profits can be significantly reduced if wastage is high.

# your kitchen

## how do you monitor food waste?

- Record what is being wasted by weighing the waste every day.
- For raw ingredients, you should **weigh the trimmings** and write down any other wastage. For example, expired protein or dry ingredients.
- Unsold food that returns from the catering counter should also be weighed and recorded. This will allow you to **monitor which food items are being thrown away most often**. By understanding where your main food wastage comes from, you can make the necessary changes to your production plan and menu to reduce food and profit wastage.

### refrigerator storage temperature and shelf life guidelines



storage temperature (0°C to 7°C)

food	storage temp	shelf life
Fish	0 to 3°C	2 to 3 days
Shellfish	0 to 3°C	2 days
Meat	0 to 3°C	3 to 5 days
Minced meat/offal	0 to 3°C	2 to 3 days
Cured meat bacon/ham	0 to 3°C	2 to 3 weeks
Poultry	0 to 3°C	2 days
Fruit juices	0 to 3°C	7 to 14 days
Milk	1 to 7°C	5 to 7 days
Cream	1 to 7°C	5 days
Eggs	2 to 4°C	3 to 6 weeks
Butter	0 to 7°C	8 weeks
Oils and fat	2 to 7°C	6 months
Margarine	2 to 7°C	8 weeks

### freezer storage shelf life guidelines

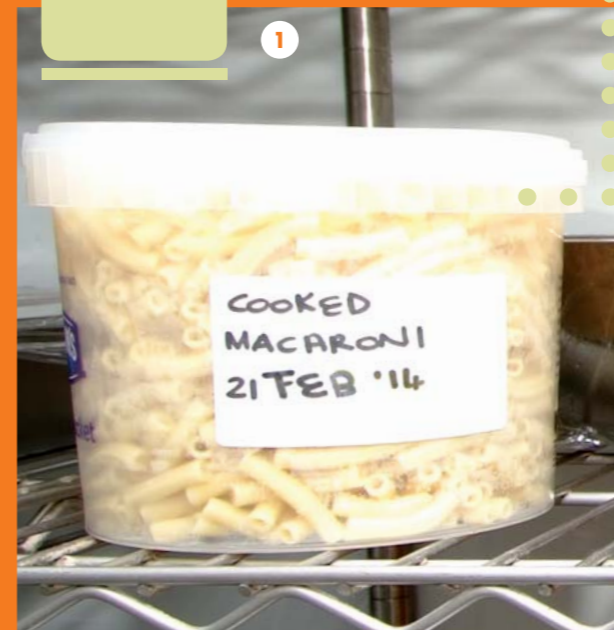
storage temperature (-15°C to -18°C)

food	maximum storage time (in months)
Bread (baked)	2
Fruit (raw)	5 to 24
Green vegetables (precooked)	6 to 18
Cooked items	2 to 3
Dairy products	2
Seafood	3
Chicken	6
Fish	3 to 4
Meat	10 to 12



## how to pack your fridge

- 1 Always **date-label** your fresh produce and cooked food.

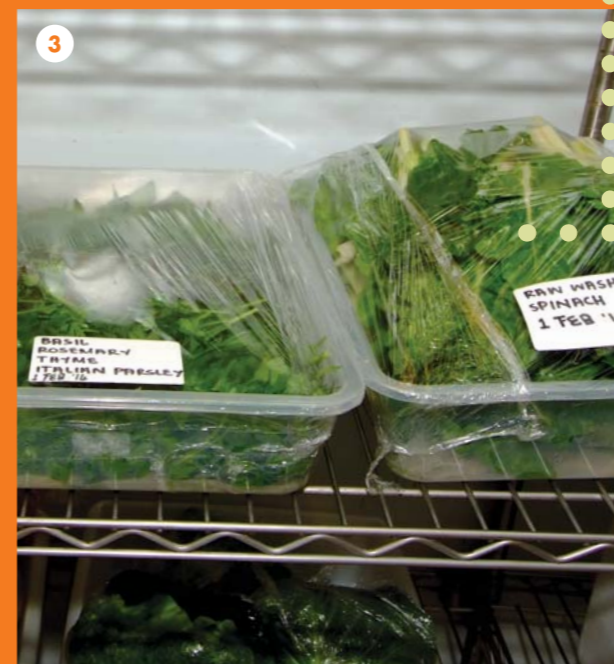


- 2 Always practise the **'first in, first out'** method when using raw ingredients.

Once a day, check for food that has passed the **'use by date'**. Follow the correct procedure to record it as wastage and throw it out.



- 3 Always **cover** your prepared ingredients and cooked food with a lid or cling film.

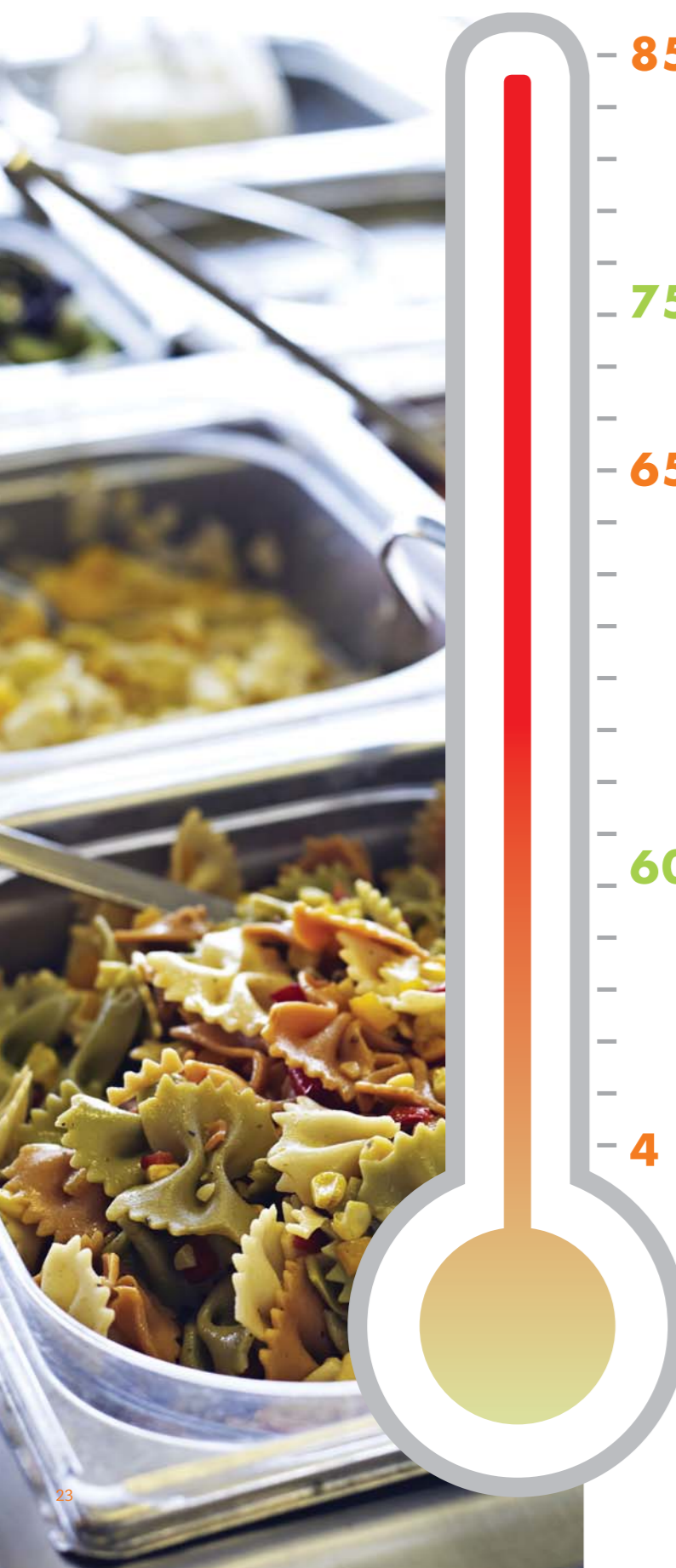


- 4 **Clean the fridge** regularly, especially the fridge handle, shelves and storage containers.



# your kitchen

## food safety



- 85°C** ●●●●●
  - Reheat food to a temperature of **85°C or above** to effectively **kill any bacteria**.
  - Food should be heated or reheated to **85°C** or above before being placed in a bain-marie.
- 75°C** ●●●●●
  - Bain-maries or hot holding units **must not be used for reheating food** as they cannot reach 75°C within one hour.
- 65°C** ●●●●●
  - Be aware of the **'danger zone'** temperature and hold **hot food above 65°C**.
  - To maintain a heat of 65°C or above, **do not overload the bain-marie tray**.
  - Use a temperature setting that will keep the food at 65°C and **ensure that the holding equipment is hot** before use.
- 60°C** ●●●●●
  - Bacteria multiplies and causes **food poisoning** if food is kept at less than 60°C for more than 2 hours. **Reheat immediately**.
  - Discard food** that has been kept at less than 60°C for more than 4 hours.
- 4 – 7°C** ●●●●●
  - Store cold food between 4 – 7°C to **reduce the risk of bacteria growth**.
  - Thaw food** under refrigeration between 4 – 7°C.

McCains Handling Tips, 2013. Check Freezer Temperature Daily. [Poster][Retrieved March 2013]



YOUR GUARANTEE OF SATISFACTION



Our new and improved Fine Foods Fruit Chutney provides chefs and cooks with great quality and versatility.

\*vs. previous recipe.

# recipes



Include these recipes to refresh your menu cycle and WOW your guests.

The following 5 recipes utilise the skills and tips learned in this module to allow you to prepare nutritious, great tasting meals for your customers!



## lemon chicken, tomato and rice "paella" style

standard recipe



### ingredient list:

- 1 000 g Chicken breast, skinless and cubed
- 120 g **Knorr Lemon & Herb Marinade**
- 240 ml Water
- 50 g **Marvello 50% Fat Spread**
- 500 g Onions, bruniose/finely diced
- 1 000 g **Knorr Tomato Pronto**
- 30 ml **Knorr Chicken Stock Granules**
- 250 g Frozen mixed vegetables
- 500 g White rice (uncooked weight)
- 15 ml **Robertsons Turmeric**
- 10 g Garlic and ginger puree

**step 1** Mix the **Knorr Lemon & Herb Marinade** and the water together. Pour over cubed chicken and allow to marinate for a ½ hour.



**step 2** Cook in the oven at 180°C for ± 12 minutes or until chicken is cooked through.

**step 3** Sauté onions in the pan with **Marvello 50% Fat Spread**. Once cooked, add the **Knorr Tomato Pronto** and garlic and ginger.



**step 4** Add the **Knorr Chicken Stock Granules**.



**step 5** Cook the rice in boiling water with **Robertsons Turmeric** and add together with frozen mixed vegetables and chicken.



**step 6** Adjust seasoning as required.

**step it**



Add prawns or a pinch of chilli, cayenne pepper and ginger to spice things up!





## beef and onion casserole

standard recipe

yield  
1/2  
bain-marie

protein  
1 000  
g

### ingredient list:

- 30 ml Oil
- 1 000 g Stewing beef, cubed
- 500 g Baby onions or large cubes of onion
- 100 g Celery, cut into rounds
- 200 g Carrots, cut into rounds
- 10 g Garlic and ginger puree
- 30 ml Tomato puree
- 1 000 ml Water
- 20 g **Knorr Beef Stock Granules**
- 100 g **Knorr Classic Brown Sauce**

**step 1** In a pot, add the oil and brown the meat.



**step 2** Add the onions, carrots, celery, garlic and ginger puree, and sauté for 2 minutes.



**step 3** Add tomato puree and cook for 2 minutes.



**step 4** Add water and **Knorr Beef Stock Granules**.



**step 5** Bring to the boil, turn down the heat and simmer for roughly 45 minutes to 1 hour until the beef is tender.

**step 6** Bring back to boil, add the **Knorr Classic Brown Sauce Gravy** powder and allow to cook for 10 minutes.



**step it**

Add a pastry lid for a pie and serve with mash, pap or rice. Beef can be replaced with lamb/mutton.



## fisherman's pie

standard recipe

yield  
1/2  
bain-marie

protein  
1 000  
g

### ingredient list:

- 30 g **Marvello 50% Fat Spread**
- 250 g Onions, bruniose/finely diced
- 150 g Celery, bruniose/finely diced
- 150 ml **Meadowland Classique**
- 10 g **Robertsons Fish Spice**
- 850 ml Water
- 160 g **Knorr Classic White Sauce**
- 1 000 g Hake, steamed and flaked
- 150 g Baby marrow, cut into rounds
- 10 g Parsley, finely chopped
- 400 g **Fine Foods Mash Flakes**
- 1 700 ml Water

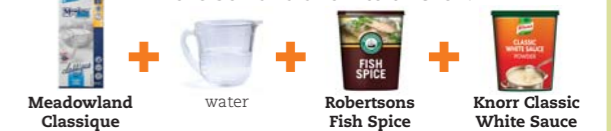
**step 1** In a pot, melt the **Marvello 50% Fat Spread** and sauté the onions.



**step 2** Add the celery and baby marrow and cook for 5 minutes.



**step 3** Add the **Meadowland Classique**, water, **Robertsons Fish Spice** and **Knorr Classic White Sauce**. Bring to the boil and allow to thicken.

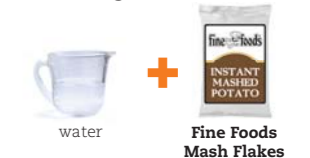


**step 4** Fold in the steamed hake and parsley.



**step 5** Pour into a bain-marie insert.

**mash** Bring water to the boil, take off of the heat and add the **Fine Foods Mash Flakes**, then stir until the water is absorbed. Pipe on top of the fish, brush with egg and bake in the oven until the mash is golden brown.



**step it**

Add different types of seafood or make the mash exciting by adding colour (for example add chopped herbs). Replace fish with vegetables and serve as a vegetarian pie.





## sweet and spicy beef mince with sugar beans

standard recipe

yield  
1/2  
bain-marie

protein  
1 500  
g

### ingredient list:

- 1 500 g Beef mince
- 250 g Onions, finely diced
- 300 g Carrots, bruniöse/finely diced
- 15 ml **Robertsons Cayenne Pepper**
- 320 g **Knorr Hearty Beef Soup**
- 1 000 ml Water
- 800 g Tinned sugar beans
- 250 ml **Fine Foods Fruit Chutney**

### step 1

In a pot, cook the mince, onions, carrots and **Robertsons Cayenne Pepper** until all excess water is cooked out and the mince starts to brown.



### step 2

Mix the **Knorr Hearty Beef Soup** with the water and add to the mince.

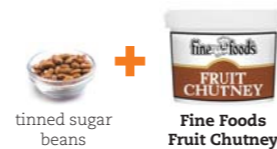


### step 3

Cook for 10 minutes, till the mix has thickened.

### step 4

Add the tinned sugar beans and **Fine Foods Fruit Chutney** to the mince. Serve with rice, mash, pasta, pap or brown rice.



## step it up

Serve in a wrap or add into a toasted sandwich with cheddar cheese. Add any tinned pulse to bulk it up (lentils, chickpeas, sugar beans etc).

For a vegetarian option, substitute the mince with soya.

Serve in a vetkoek, or as an alternative on toast for breakfast. Add a few peas and carrots in and pipe mash on top for an alternative to cottage pie.



## creamy spiced vegetable salad

standard recipe

yield  
1/2  
bain-marie

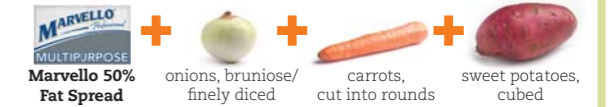


### ingredient list:

- 100 g **Marvello 50% Fat Spread**
- 500 g Onions, bruniöse/finely diced
- 30 ml Garlic and ginger puree
- 30 ml **Robertsons Turmeric**
- 60 ml **Rajah Medium Curry powder**
- 1 000 ml Orange juice
- 400 g Sweet potatoes, cubed
- 200 g Carrots, cut into rounds
- 200 g Red pepper, chopped
- 200 g Green pepper, cut into rounds
- 300 g Butternut, cubed
- 350 g Baby marrow, cut into rounds
- 100 g Raisins
- 800 g Chickpeas
- 30 ml **Robertsons Veggie Seasoning**
- 120 ml **Fine Foods Chutney**
- 250 ml **Hellmann's Tangy Reduced Oil Mayonnaise**
- 30 ml Fresh coriander to garnish

### step 1

In a pot, heat the **Marvello 50% Fat Spread** and sauté the onions, carrots and sweet potatoes.



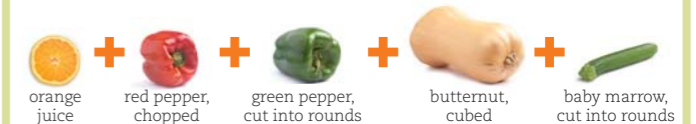
### step 2

Add the garlic and ginger, **Rajah Medium Curry Powder** and **Robertsons Turmeric**, and cook for a few minutes.



### step 3

Add the orange juice and remaining vegetables and cook for 5 minutes.



### step 4

When vegetables are tender, add the chickpeas, raisins and heat through. Allow to cool.



### step 5

Mix through the **Fine Foods Chutney**, **Robertsons Veggie Seasoning** and **Hellmann's Tangy Reduced Oil Mayonnaise** and garnish with fresh coriander.



## step it up

Serve with couscous.



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