



Food Service Operations International Training Plan Snow Mountain Ranch, YMCA of the Rockies

Phase 1 - Orientation – April 8 to May 1

Objective: The orientation phase will prepare the trainee to learn and experience the various aspects of food service. Orientation will serve as the foundation for him or her to begin to gain knowledge in departments ranging from the kitchen to the dining room to catering. The YMCA of the Rockies Snow Mountain Ranch services up to 2100 guests/staff per day during the busy seasons. The Food Service Department manages three different venues. The department operates year around and strives to ensure serving excellence to both guests and staff at Snow Mountain Ranch.

Tasks: The trainee will learn and complete the following: Attend YMCA Snow Mountain Ranch Orientation. He or she will attend the International Training Orientation to learn about training program regulations and American culture. Attend a Food Service Orientation learning the different Food Service dining areas as well as the kitchen. The Food Service Director will deliver the training called "Service Essentials and Procedures." The Food Service Director will introduce him or her to the Food Service personnel to learn the structure of the department. The Food Service managers will train him or her in Sanitation and Safety rules.

Phase 2 – Kitchen Management – May 2 to June 14

Objective: To introduce and provide the trainee with the general policies, standards, and procedures of the kitchen facilities and equipment, including the overall functioning of the facility as well as safety procedures for equipment in order to set the foundation for success.

Tasks: The trainee will learn the following skills and knowledge under the guidance of the Food Service Director who will assign specific projects to illustrate how to: Make a weekly menu preparation, delegate responsibilities, and organize the presentation of the menu. Make estimates of ingredient amounts needed for that menu without being wasteful. Place food orders. Conduct inventories. Manage the preparation of the food in a large scale kitchen. Organize storage areas and food stock management. Able to create and organize the preparations for the cold buffet lines.

Phase 3 - Dining Room Management – June 15 to October 14

Objective: To train the trainee in Front of the House Operations in order to prepare him or her to manage any of the three F&B outlets at Snow Mountain Ranch.

Tasks: The trainee will observe specific supervision and training activities of employees in different areas of the dining room. He or she will learn the preparation and organization of employee schedules and job assignments by shadowing the Food Service Director as he prepares them. He or she will learn all money management procedures through training by Food Service managers. He or she will attend formal classroom training in some of the following areas: Leadership, Self Awareness, and Resort Management.

Phase 4 – Buckboard Grill - October 15 to January 14

Objective: Building on the skills imparted in the previous phases, the trainee will learn how to operate and manage the Buckboard Grill and Grocery.

Tasks: will begin this phase by developing an understanding for the daily operations of a family lodging center cafe by receiving training on organizing and preparing cafe services. She will be given illustrative tasks to learn how to supervise and train 15 employees. He or she will also learn specific skills for operating our outdoor food service shelter. He or she will organize schedules and job assignments under the supervision of the Food Service Director. He or she will perform inventory. He or she will learn ordering and pricing procedures. He or she will also train staff to operate our outdoor food service shelter. He or she will learn all of the Health Department Rules and Regulations. He or she will continue to attend classes in Leadership, Management, Marketing, and the YMCA Global Mission in addition to giving a presentation on the YMCA in her home country.

Phase 5 - Ski-in/Ski-out Operations - January 15 to April 7

Objective: The trainee will learn how to safely operate a ski in/ski out cafe in a Nordic Center setting.

Tasks: The trainee will plan, develop, and implement a menu for the Skinny Ski Café that caters of the needs of this specialized clientele. He or she will be given illustrative tasks to learn how to supervise and train a staff the Skinny Ski staff underneath the guidance of the Food Service Director. He or she will plan and implement the daily menu for the Skinny Ski Cafe. He or she will learn how to recognize and call for assistance for guest and staff safety regarding hypothermia, altitude sickness, and sunburn. He or she will attend a field trip to a zero waste hotel and a YMCA in the Boulder area. She will attend a class in Resume Writing and Interviewing