

# Food Service Operations International Training Program Estes Park Center, YMCA of the Rockies

### Phase 1 - Orientation—March 16 to April 16

<u>Objective</u>: The objective of orientation is to familiarize the trainee with the YMCA of the Rockies. It will serve as the foundation for her to gain knowledge of the property and principles. The orientation phase will also prepare him or her to learn and experience the various aspects of food service, as well as gain knowledge in departments ranging from the kitchen to the dining room to catering.

<u>Tasks</u>: The trainee will attend YMCA Estes Park Center Orientation. He or she will attend the International Training Orientation to learn about training program regulations and American culture He or she will 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 the trainee 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 - Dining Room Management - April 17 to July 17

<u>Objective</u>: The objective of this phase is to train the trainee in Front of the House Operations in order to prepare her to manage any of the F&B outlets at Estes Park Center.

<u>Tasks</u>: He or she 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 3 – Kitchen Management – July 18 – November 30

<u>Objective</u>: The objective of this phase is to introduce and provide the trainee with the 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 to become a successful kitchen leader/manager.

<u>Tasks</u>: She 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.

#### Phase 4 – Rustin Café – December 2 to March 15

<u>Objective</u>: Building on the leadership and food service management skills imparted in the previous phases, the trainee will learn how to operate and manage the Rustic Café.

<u>Tasks</u>: The trainee 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. He or she will be given illustrative to 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. The trainee 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