

## MENTORTRAIN – F&B MANAGER (EQF level 5)

Learning outcomes (LO)	Competences to be assessed
<b>LO1</b> Knowledge of work processes	<ul style="list-style-type: none"> <li>- Cutting and heat treatment techniques</li> <li>- Maintenance of workstation and order</li> <li>- Getting to know food and beverages</li> <li>- Correct handling of inventory (machines)</li> <li>- Way of approaching the guest</li> <li>- HACCP, safety at work</li> </ul>
<b>LO2</b> Implementation of work processes	<ul style="list-style-type: none"> <li>- Cutting and heat treatment techniques</li> <li>- Maintenance of workstation and order</li> <li>- Getting to know food and beverages</li> <li>- Correct handling of inventory (machines)</li> <li>- Way of approaching the guest</li> <li>- HACCP, safety at work</li> <li>- Implementation of own project</li> </ul>
<b>LO3</b> Knowledge of environment / inventory / raw materials	<ul style="list-style-type: none"> <li>- Cutting and heat treatment techniques</li> <li>- Maintenance of workstation and order</li> <li>- Getting to know food and beverages</li> <li>- Correct handling of inventory (machines)</li> <li>- Way of approaching the guest</li> <li>- HACCP, safety at work</li> <li>- Requests and calculations (lectures, exercises, project)</li> <li>- Purchasing and inventory planning (portioning)</li> </ul>
<b>LO4</b> Communication / organization	<ul style="list-style-type: none"> <li>- Knowledge of the philosophy of organization</li> <li>- Way of approaching the guest</li> <li>- Work in a group (all work for a common goal)</li> <li>- Business equipment</li> <li>- Method of communication (acceptance of the order)</li> <li>- Get to know computer equipment for ordering</li> <li>- Communication in the kitchen (division of work into individual workstations)</li> </ul>

	<ul style="list-style-type: none"> <li>- Resolving conflict situations</li> <li>- Conflict situations when working with guests (simulation at exercises)</li> <li>- Hierarchy</li> </ul>
<p><b>LO5</b> Understanding the pallet of flavours (student's creative skip)</p>	<ul style="list-style-type: none"> <li>- Guided tasting of food and beverages</li> <li>- Theoretical lectures</li> <li>- Exercises in the laboratory</li> <li>- Trying during the cooking processes itself</li> <li>- Reading stock literature</li> <li>- Professional workshops</li> </ul>
<p><b>LO6</b> Hazards at work</p>	<ul style="list-style-type: none"> <li>- Professional training (safety at work)</li> <li>- Extinguishing - fire safety</li> <li>- Lecture: concrete cases regarding specific spaces and specific hazards</li> <li>- On-state warning for operational hazards (page and cook specially)</li> <li>- Presentation of the solution of the disputed / dangerous situation (spill, spill, burning surfaces, ())</li> <li>- Rescue in the case of cuts, burns, ...</li> <li>- Solving stress situations</li> </ul>
<p><b>LO7</b> Understanding the system hierarchy</p>	<ul style="list-style-type: none"> <li>- Lectures</li> <li>- Graphic views for different systems</li> <li>- Explanation of individual responsibilities regarding the hierarchy</li> <li>- Basic respect (smart border between authority and friendly)</li> </ul>
<p><b>LO8</b> Group work / system</p>	<ul style="list-style-type: none"> <li>- Basics of communication</li> <li>- Hierarchy description</li> <li>- Exercises</li> <li>- Division of tasks</li> <li>- Method of approach (hierarchy)</li> <li>- Leadership</li> </ul>
<p><b>LO9</b> Rationality</p>	<ul style="list-style-type: none"> <li>- Responsible use of foods</li> <li>- Purchasing and inventory planning (portioning)</li> </ul>

**LO10**

Waste / recycling  
Zero waste

- Waste separation
- Zero waste lecture
- Following world trends
- Connecting with local suppliers - short supply chains (less waste)