

Kitchen worker

Orientation to the a Kitchen workers work placement

Course: Language for Work Master 2018

Book: Kitchen worker

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1. Kitchen helper



(c) Kitchen Helper Easy Reading Job Profile

You are assigned a Work Placement in a restaurant kitchen in Edmonton. This Moodle Book will prepare you for your work placement. In this book, you will do the following:

- Explore your restaurant's website to learn about where you will work.
- Learn vocabulary words that you will need to use when working in a kitchen.
- Learn different ways to check your comprehension and ask for help when you don't understand.
- Read a kitchen worker's job profile and answer questions.
- Identify essential skills that are important in the kitchen.
- Listen to and complete a work schedule and a time sheet.

2. Find out about YOUR restaurant

Research a website

Go to the website of the restaurant you have been assigned to. Find answers to the following questions.

1. What is the address of the restaurant?
2. What is their phone number?
3. What are the hours of the restaurant?
4. What kind of restaurant is it?
5. What kind of food do you think they make?
6. Have you ever been to this restaurant?

Click **here** to find a handout with these questions. Write the answers to the questions on the handout. Keep the handout in your notebook.

Module 8: Kitchen Helper

Find out about YOUR restaurant:

Go to the website of the restaurant you have been assigned. Find answers to the following questions.

1. What is the address of the restaurant you will work at?

2. What is their phone number?

3. What are the hours of the restaurant?

4. What kind of restaurant is it? Is it part of a larger chain? Is it independent?

5. What kind of food do you think they make?

6. Have you ever been to this restaurant?

4. When you don't understand



*Question Guy by Scout
Public Domain*

If you don't understand someone in a social conversation, sometimes it is OK to nod. The person will keep on talking. You might figure out what the person is talking about. Then you can join in. Sometimes this works.

However, this is NOT a good strategy when working in a busy kitchen!

Why is nodding and guessing a bad strategy for a busy kitchen?

On the job, it is important to check that you heard right. It is important to check to be sure you understand.

Checking your comprehension helps YOU.

Checking comprehension helps your BOSS and CO-WORKERS.

There are many ways to check your comprehension. One way is to repeat with rising intonation.

1. Repeat with rising intonation

The easiest way to check your comprehension is to repeat what you heard, using rising intonation.

Sam: Can you get me thirteen serving spoons?

Jan: Get you thirteen serving spoons? Sure.

If you didn't hear or understand part of what they said, you can repeat the sentence, leaving a blank for the piece you missed. Again, use rising intonation.

Sam: OK. Pass me the cleaver over there.

Jan: Pass you the...?

Often we put in a question word, like **what** or **which** or **where**, for word we didn't understand.

Sam: OK. Pass me the paring knife over there.

Jan: Pass you the **what** knife?

We also often say "again" at the end of the question to ask the person to repeat.

Sam: OK. Let's see. Wash the broccoli and the mushrooms and the zucchini and tomatoes, too. Then slice the mushrooms and zuchinni. Chop up the broccoli and tomatoes.

Jan: Sorry... wash the **what** again?

Jan: Chop up **what** again?

Later you will practice other ways to check your comprehension. But first, on the next page, learn some kitchen vocabulary while you practice repeating with rising intonation.

1. CEO



Chief Executive Officer - the person responsible for the overall performance of a company

2. construction worker



3. crew



a group of people working together

4. expensive



costing a lot of money

5. flooring



material that covers the floor (hard wood, laminate, carpet, etc.)

6. guess



to give an answer that you are not sure about

7. home builder



8. impress



to make someone admire you

9. living room



10. **nod**



11. **paint**



12. **polite**



the opposite of this word is "rude"

13. **puddle**



14. **repeat**



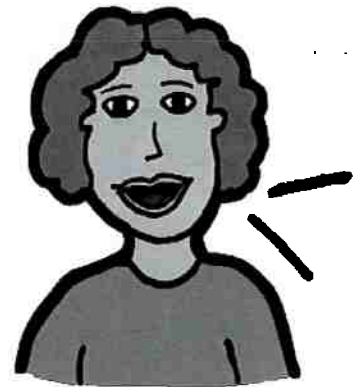
to say or do something again

15. **Saskatoon**



a city in Saskatchewan

16. **speak up**



to speak louder; to say something

17. **sponsor**

to pay for, finance, or be responsible for

3. Reading 1: The Danger of Nodding Your Head

The following story was told about a construction worker. However, it teaches an important lesson for people who work in kitchens as well.

Read the story and take the quiz. First though, do the following vocabulary activity.

Practice vocabulary from the story below in this Quizlet. You will see a word from the reading. You will hear the word in a sentence. Flip the card and see the definition.

In the red Toggle Tabs below, you will read a story that the owner of a company told. This is a true story, but some names and some details have been changed.

The story is divided into 4 parts below. Read each part. Think about the question at the end of that section. Then click on the next red toggle tab. You can listen while you read:

The Danger of Nodding Your Head

Part 1 Part 2 Part 3 Part 4

Antonio was a construction worker in Mexico. A homebuilder from Saskatoon, Canada came to his town to help build a school. The homebuilder decided to sponsor Antonio to come work in Canada.

Antonio's friend and sponsor helped him find a construction job in Saskatoon. At first, Antonio couldn't speak English at all. However, he knew a lot about construction. Antonio felt very happy about his new job. He wanted to be very polite to his boss. Often he didn't understand what people were saying. But he could understand a few words and he was very good at guessing.

When people talked to him, he nodded his head. He guessed what they wanted. He didn't like to say he couldn't understand. He didn't want to make people repeat over and over. He liked his boss, and wanted to impress him.

Question: Do you think this is a good plan?

Reading Quiz 1

Now take Reading Quiz 1. You can access it from this link or from the main course page.

5. Learn kitchen vocabulary and practice checking comprehension

Kitchen Vocabulary Quizlet

Here is a Quizlet to help you do two things. You will:

- learn the names of common utensils found in kitchens.
- practice repeating with rising intonation to check your understanding.

First, review the **flashcards** at this Quizlet. You will see a word. You will hear a one person asking another person to do something. Then you will hear a someone check her comprehension.

- "Shadow" the woman to practice checking comprehension. (To "shadow" means to repeat at the same time.)
- Flip the flashcard to see a picture of the utensil.

Now practice the vocabulary using some of the following options:

- Do the **Learn activities**. These activities will help you master the vocabulary. It will give you more practice with the difficult items.
- Play the **matching game**.
- Test your knowledge of the vocabulary **here**. If you want to try more tests, click on "Options" and select "Create new test".

On the next page, you will practice other ways to check your comprehension.

1. **blender**



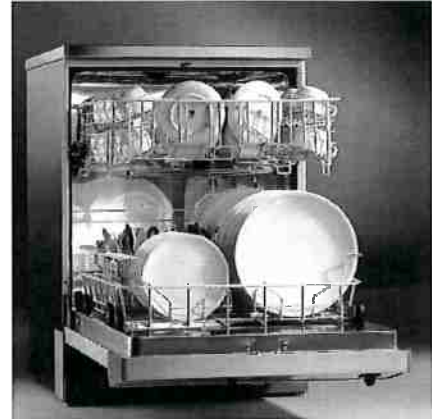
6. **deep fryer**



2. **colander**



7. **dishwasher**



3. **counter**



8. **drain**



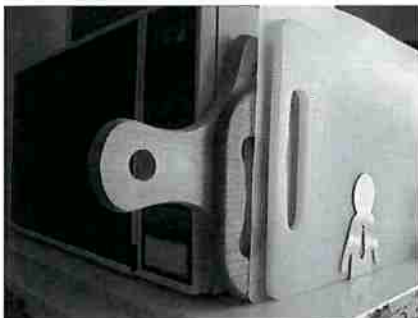
4. **cupboard**



9. **drawer**



5. **cutting boards**



10. **drying rack**



14. **knife rack**



11. **fridge**



15. **meat slicer**



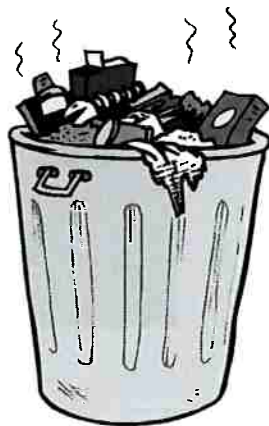
12. **garbage bin**



16. **mixer**



13. **garbage can**



17. **mop and mop bucket**



18. **oven**



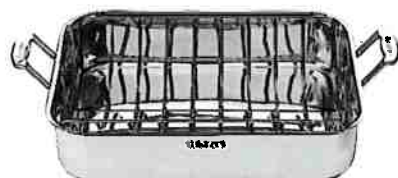
19. **plastic wrap**



20. **recycling bin**



21. **roasting pan**



22. **shelf**



23. **sink**



24. **stove**



25. **walk-in freezer**



6. When you don't know what to do

NOTE: THIS IS FROM THE CONSTRUCTION MODULE BUT IS STILL RELEVANT.

Sometimes repeating with rising intonation is not enough.

Listen to and read the following conversation. Then answer the questions which follow.

Connie: Hey Josh, could you kill the breaker for me?

Josh: Sorry... kill the what?

Connie: Um. The breaker. Kill the breaker.

Josh: I'm sorry, I still don't understand.

Connie: Cut the power.

Josh: Cut what?

Connie: I mean... Sorry. Shut off the electricity. Uh. Flip the switch on the breaker there – see the breaker on the wall? That grey box?

Josh: Ahhh. You want me to turn off the electricity?

Connie: Yeah.

Josh: OK... Um... the grey box. Yeah, I see the breaker, but there are 5 switches. Which one should I flip?

Connie: Um. I think it's the 5th one. On the left side. But it should be labeled bathroom.

Josh: Oh. OK

Connie: OK. Got it?

Josh: Yup.

Connie: OK. Thanks!

Answer the following questions. Then check your answers by clicking on the green button.

1. What does "Kill the Breaker" mean?

Show Answer

2. What does "Cut the power" mean?

Show Answer

3. What is a "breaker"?

Show Answer

4. What did Connie want Josh to do?

Show Answer

5. What could have happened if Josh had not checked his comprehension?

Show Answer

Strategies for checking comprehension

Listen to and read the dialogue again. Do you hear Josh using the following strategies? Click on the strategies below to see examples of each.

Repeat with a question word.

Directly say you don't understand.

Paraphrase. Repeat the same ideas in your own words.

Ask extra questions to figure out exactly what to do.

What could have happened if Josh did NOT use these strategies?

Listen here to find out!

1. chop



6. mop



2. clean



7. prepare



3. empty



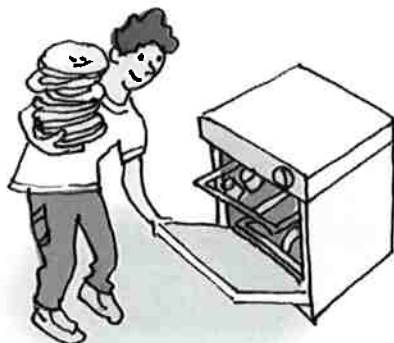
8. put away



4. knead



5. load



9. slice



10. **stir**



11. **sweep**



12. **take out**



13. **wash**



14. **wipe**



7. Kitchen Vocabulary: Actions



Kitchen-help-worker-preparation, CCO Creative commons

When you start a new job, you need to learn new vocabulary. This is true even if your English is very good.

It's hard to predict the language you will need in construction because it depends on what kind of work you are doing and where you are doing it.

In this picture, you see a woman **preparing** wraps. "Preparing" is an action word. It tells you what she is doing.

Here is a Quizlet with words for common **actions** in kitchens.

Kitchen Actions Quizlet

This is a Quizlet that will help you learn verbs (action words) that are common to hear in the kitchen.

First, review the flashcards at this Quizlet. You will see an action word and hear it used in a sentence. Flip the flashcard to see a picture of a person doing that action.

Now practice that vocabulary using some of the following options:

- Do the Learn activities. These activities will help you master the vocabulary. It will give you more practice with the difficult items.
- Play the matching game.
- If you do the spelling activity, don't write the whole sentence. Just write the word.
- Test your knowledge of the vocabulary here. If you want to try more tests, click on "Options" and select "Create new test".

8. Kitchen Vocabulary: Appliances and other objects



Kitchen-help-worker-preparation, CCO Creative commons

When you start a new job, you need to learn new vocabulary. This is true even if your English is very good.

It's hard to predict the language you will need in construction because it depends on what kind of work you are doing and where you are doing it.

In this picture you can see a lot of kitchen items. There are sinks, counters, kitchen helpers wearing aprons, wraps, lettuce.

You already learned the words for some kitchen utensils. Here is a Quizlet with words for other common items in kitchens. You don't need to learn all of the words. Just learn the items that you see at work.

Kitchen appliances and tools Quizlet

Here is a Quizlet that will help you learn the names of common kitchen appliances and tools.

First, review the flashcards at this Quizlet. You will see a word and hear the word in a sentence. Click on the flashcard to see a picture.

Now practice that vocabulary using some of the following options:

- Do the Learn activities. These activities will help you master the vocabulary. It will give you more practice with the difficult items.
- Play the matching game.
- If you do the spelling activity, don't write the whole sentence. Just write the word you hear.
- Test your knowledge of the vocabulary here. If you want to try more tests, click on "Options" and select "Create new test".

9. Reading 2: Job Profile



Kitchen Helper

Other names for this job

Dishwasher, Kitchen Helper and Food Assembler

What do kitchen helpers do?

Kitchen helpers work in restaurants, hospitals, schools and other places. Kitchen helpers clean kitchens and prepare food. A cook gives them instructions. Kitchen helpers often work part time.

tip

Do you see words in bold?
You can look up these words at
alis.alberta.ca/ERdictionary.

- He loads dishwashers.
- He washes large pots and pans.
- He puts away clean dishes and cutlery (knives, forks and spoons)
- He cleans counters and cutting boards.
- He sweeps and mops the floor.

Sometimes the kitchen is very busy. The cook asks Ken to prepare some food. For example, Ken cuts vegetables and slices meat.

Meet a kitchen helper

Ken is a kitchen helper. He works in the kitchen of a large restaurant.

Here are things that Ken does:

- He takes out garbage. He puts it in the garbage bins.



Labourer Job Profile (c) Alberta Government

The above image is from a Job Profile for a kitchen helper. Take a look at the title above. What are some other names for kitchen helpers?

You have already practiced a lot of kitchen vocabulary so this reading should not be too hard. Click on the picture to go to the job profile. Read the profile. When you are finished reading the Job Profile, take the quiz below.

Job Profile Quiz

Take the quiz at this link. Or you can go to the quiz from the main page.

10. Essential Skills

Essential skills are the skills that are important in many different workplaces. In Modules 1-4 and 7, you practiced many Essential skills. In this module, you have also practiced Essential Skills.

When you go to your work placement, you may "shadow" someone. This person will be your mentor. Learn more Essential Skills from your mentor.

Numeracy

Reading

Writing

Oral communication

Document use

Thinking skills

If you want to learn more about the essential skills that are needed by kitchen helpers, you can go to this link.

Essential Skills Summary –KITCHEN HELPER

The most important Essential Skills for Casino Kitchen Helpers are:
Thinking Skills

Casino Kitchen Helpers keep the BOH (Back of House) area clean and oversee cleaning supplies. They wash dishes and do some food preparation.

Typical Level & Most Complex	How Casino Kitchen Helpers use Essential Skills
A. READING TEXT	
1-2	Kitchen Helpers read labels on chemical used for cleaning, and notes, log entries or memos from the chef or manager. They read messages about supplies.
B. USE OF DOCUMENTS	
1-2	Kitchen Helpers read or write log entries, e.g., about repairs or breakage, and note supplies that are needed. They consult the staff schedule.
C. WRITING	
1-2	Kitchen Helpers write entries in chef's log, note supplies that are needed, and may write notes to the following shift.
D. NUMERACY	
1	Kitchen Helpers keep count of dishes and cleaning products. Estimate product needs and the flow of clean dishes to the front area.
E. ORAL COMMUNICATION	
1-2	Kitchen Helpers work with cooks and servers to keep the work flow smooth. They instruct casual help in loading the dishwasher and using chemicals. Communicate their concerns about safety or about periods of work overload to the chef or manager.
F. THINKING SKILLS	
1-2	Kitchen Helpers deal with minor breakdowns. They organize the cleaning work so as not to be overwhelmed in rush periods.
G. WORKING WITH OTHERS	
1-3	Kitchen Helpers coach and oversee casual staff. They co-ordinate their work with cooks and servers and hope for their co-operation in busy periods. They are not usually consulted about policies and procedures.
H. COMPUTER USE	
	Kitchen Helpers do not have access to a computer in their area.
I. CONTINUOUS LEARNING	
	Kitchen Helpers learn on the job. On the job training might include (Workplace Hazardous Materials Information System) WHMIS, and Health and Safety.
J. OTHER INFORMATION	
	Kitchen Helpers work in a hot steamy environment with several kinds of hazards—heat, strong chemicals, sharp edges and slippery surfaces. They stand, lift, bend and stretch throughout their shift. They need dexterity to handle dishes quickly. They are strong minded and independent.

11. Fractions



(c) Microsoft Clipart

Understanding fractions is an Essential Skill (Numeracy) in the kitchen.

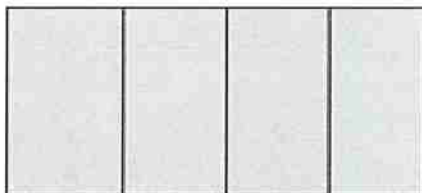
This is a pan of lasagna. It is a **full** pan. It is a **whole** pan.

In a kitchen, they will sometimes talk about full pans or whole pans. Sometimes they will talk about partly filled pans.

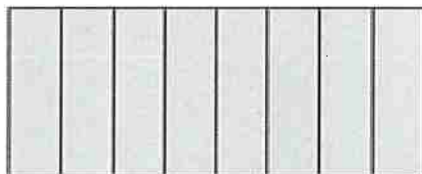
Look at the image below. The pans are divided into halves, quarters (or fourths), eighths, and sixteenths.



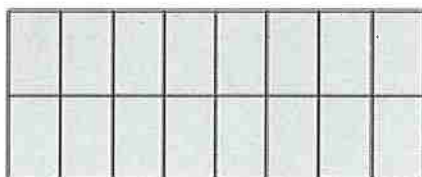
Halves



Quarters (fourths)



Eighths



Sixteenths

(c) NorQuest College

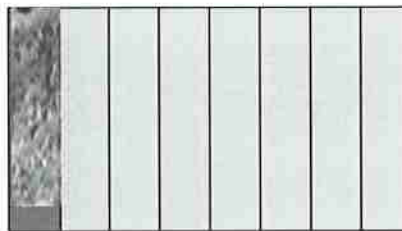
Fractions Quizlet

Here is a Quizlet to help you learn these fractions. First, review the **flashcards** at this Quizlet. You will see a fraction word. You will hear the word in a sentence. Flip the flashcard to see a picture of that fraction.

Now practice the vocabulary using some of the following options:

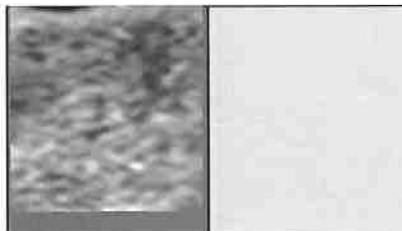
- Do the **Learn activities**. These activities will help you learn the fraction words.
- Play the **matching game**.
- Test your knowledge of the fraction words **here**. If you want to try more tests, click on "Options" and select "Create new test".

1. **eighth**



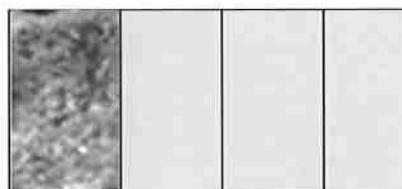
$\frac{1}{8}$

2. **half**



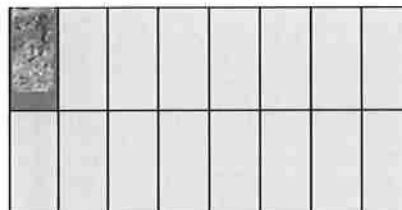
$\frac{1}{2}$

3. **quarter (fourth)**



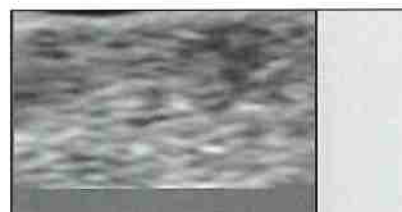
$\frac{1}{4}$

4. **sixteenth**



$\frac{1}{16}$

5. **three quarters (three fourths)**



$\frac{3}{4}$

6. **whole (full)**



1

12. Safety

There are a lot of potential hazards in a kitchen.

- sharp knives
- slippery wet floors
- noisy kitchens
- and more!

You may hear someone behind you shout "**behind!**" or "**knife!**" This means that someone is walking behind you with something large or hot or sharp. Don't move!

13. Dish sanitizer

A sanitizer is not a dishwasher, even if it looks like one!

All dishes placed in the sanitizer must be washed and spotless before being put in the sanitizer.

14. Complete a work schedule

NOTE: THIS IS FROM THE CONSTRUCTION MODULE, BUT IS STILL RELEVANT.

Practice your Document Use Essential skills as you complete a form. You will listen to a crew supervisor talk to his crew about their work schedule for the upcoming week.

Listen to the first part of what he says, and look at the schedule below.

Work Schedule: <u>Josh's crew</u>							
Week: <u>June 4 to June 10</u>							
Employee	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Nick	7 am- 3:30 pm						
Jacob	7 am- 3:30 pm	7 am- 3:30 pm					
Andrew	7 am- 3:30 pm	7 am- 3:30 pm					
Emma	7 am- 3:30 pm	7 am- 3:30 pm					

Completing a work schedule

Now you will listen to the rest of the meeting and fill in the rest of the work schedule.

1. Download the Work Schedule form to fill out [here](#).
2. Now, listen to supervisor finish his work schedule announcement and complete the form.

3. Click [here](#) to see the completed Work Schedule. Did you fill it out correctly?

15. Complete a time sheet

NOTE: THIS IS FROM THE CONSTRUCTION MODULE, BUT IS STILL RELEVANT.

Nick is a new employee. Listen as a woman helps Nick fill out his first time sheet.

As you listen, look at the time sheet below.

Construction Company

Time Sheet

Pay Period: June 4-10, 20XX

Employee Name: Nick Bowen

Employee Number: 3925

Supervisor: Joshua Brown

Date	Start Time	End Time	Regular Hours	Overtime Hours	Total Hours
June 4, 2018	7:00 am	3:30 pm	8		8
June 6, 2018	9:00 am	7:30 pm	8	2	10

Completing a time sheet

Now you will help Nick fill in the rest of his time sheet.

1. Click here to download the Time Sheet to fill out.
2. Now, fill in the time sheet for Nick. You can use information from the Work Schedule you completed in the last activity. Or you listen to him "thinking out loud" and fill it in.
3. Click here to see the completed time sheet. Did you fill it out correctly?

Work Schedule: Josh's crew

Week: June 4 to June 10

Employee	Mon	Tue	Wed	Thu	Fri	Sat	Sun
Nick	7 am- 3:30 pm		9 am- 7:30 pm	7 am- 3:30 pm	7 am- 5:30 pm	10 am- 6:30 pm	
Jacob	7 am- 3:30 pm	7 am- 3:30 pm	9 am- 7:30 pm	7 am- 3:30 pm	7 am- 5:30 pm		
Andrew	7 am- 3:30 pm	7 am- 3:30 pm	9 am- 7:30 pm		7 am – 5:30 pm	10 am- 6:30 pm	
Emma	7 am- 3:30 pm	7 am- 3:30 pm	9 am- 3:30 pm	7 am- 3:30 pm	7 am- 5:30 pm		

Time Sheet

Pay Period: June 4-10, 20XX

Supervisor: Joshua Brown

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