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Seafish are about to publish/have published a brand new Guide to Seafood. For some time after its launch, the new seafood guide will only be available as a high quality printed publication from Seafish in Grimsby or Edinburgh. Watch out for news on the launch later this year (2013) to find out how you can purchase your copy.

Qualifications in fish and shellfish

There are new qualifications for managers, supervisors and others in all forms of fish and shellfish businesses, from shellfish companies through to fish and chip shops.

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These are the kinds of support that Seafish and the Seafood Training Academy will make available to help apprentices and others get the best out of the new fish and shellfish qualifications.

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Thank you for taking the time to read this, and I hope you enjoy the rest of your Seafood Guide.

Lee Cooper
Seafish and the Seafood Training Academy.

Segment 2 – Getting ready for opening

INTRODUCTION

A key part of your job role will be to ensure that the shop or restaurant that you work at is ready to serve customers when you open the doors for business. This segment will look at some of the tasks you will be expected to complete in order to be ready for opening.

AIMS OF THE SEGMENT

When you have completed this segment you will:

- understand why it is important to complete cleaning tasks before the end of a shift;
- explain the tasks to be completed in a takeaway before opening the doors to the customers;
- list the duties to be completed by a waiter or waitress in a restaurant prior to opening for business.

CLEANING RESPONSIBILITIES

The time when you can start to get the shop or restaurant ready for opening is when you have closed the doors for business. This may initially sound daft, but let me explain more.

When your shop or restaurant has finished serving customers and it is time to lock the doors, this is the ideal time to start cleaning. If you don't complete the necessary cleaning duties now, they will only have to be completed when you return to the premises, maybe on the following day.

It is therefore best practice to make sure that the shop is clean and tidy before finishing your shift. Different shops and restaurants will probably allocate different cleaning tasks to each person who is working during a particular shift. For example, you may be asked to help to clean the frying range, or maybe this is done by the person who has been frying. Either way, it is easier to clean the frying range within half an hour of closing your shop doors than it is to clean it on the following morning!



Other cleaning to be completed will include:

- wiping down the service counter in a takeaway shop;
- wiping down the tables in a restaurant;
- washing the equipment and utensils that you have used to serve your customers;
- sweeping, then mopping and drying the floors (remember to let other members of your team know that you are mopping the floors and display a “slippery when wet” sign).



The one cleaning task that you can complete on the following day is the cleaning of the windows. There is little sense in cleaning the windows at the end of the day because they might be dirty the following morning and you will have to clean them again!

Remember that you should only use authorised cleaning substances. It may be worthwhile referring to your “Introduction to Food Hygiene and Health & Safety in Fish Frying” module and reading the notes on **COSHH (Control Of Substances Hazardous to Health)**.

Finally, when you have completed your cleaning tasks you need to sign the relevant section on the cleaning programme. Most premises will complete the same cleaning duties on a daily basis. However, weekly and monthly cleaning programmes may differ between premises. For more details on the cleaning tasks that need to be completed on a weekly and monthly basis, speak to your manager or manageress.

PREPARING FOR OPENING IN A TAKEAWAY

We will now look at some of the other jobs that need to be completed in a takeaway shop before opening the doors to your customers.

You will need to check the stock levels of the following items in the shop and ensure that they are topped up prior to opening for business.

- Cans, cartons or bottles of pop.
- Bread buns.

- Sachets or bottles of tomato ketchup.
- Wooden or plastic forks.
- Wrapping materials including sheets of paper, paper bags and trays.
- Carrier bags.

There may be other items on your menu which have not been included in the above list. Don't forget – these should also be checked.

It is a good idea to check that the bottles of salt and vinegar are clean. Also, check the amount of salt and vinegar in the bottles that will be used by the customers. You don't want to be in a situation whereby you have queue of customers in the shop and the customer that you are serving wants to put salt and vinegar on their fish and chips and the bottles need re-filling. This will mean that the other customers in the queue



will have to wait whilst you re-fill the salt and vinegar bottles. This may cause irritation to them. If you work in a takeaway shop and the amount of salt and vinegar in a set of bottles won't last the whole of the shift, have a replacement set of bottles at the ready. This will ensure that customers won't have to wait any longer than necessary. Remember, you want to be able to serve your customers in a **friendly and efficient manner** and being organised will go along way to helping you be efficient.

PREPARING FOR OPENING IN A RESTAURANT

Some of the tasks to be carried out in restaurant differ from those in a takeaway. Let's have a look at them.

The main difference is that as a waiter or waitress you will need to ensure that the tables are set up correctly. This means that the tables must be clean with the following items set out neatly on each table.

- Utensils, including clean knife, fork and spoon.
- Salt and vinegar.
- Clean tablecloth.
- Clean serviettes.
- Menu.
- Fresh flowers.
- Customer feedback card and pen.

It is important to note that this list may differ between restaurants, depending upon the table layout in your restaurant.



As a waiter or waitress, it may be your responsibility at the beginning of your shift to ensure that there are enough plates and utensils available. As more and more restaurants are welcoming young children into their restaurants (**the customers of the future**), you may need to ensure that you have a sufficient supply of pencils, non-toxic crayons and paper to keep them amused. Some restaurants have their name or logo printed onto the paper and display winning drawings from competitions on the walls!

What else do you need to check before opening the doors?

In a takeaway shop, you will need to ensure that there is a “float” in the till. Depending on the procedures in your shop, this “float” may be counted by the manager, manageress or yourself. Whoever counts this money, it is always a

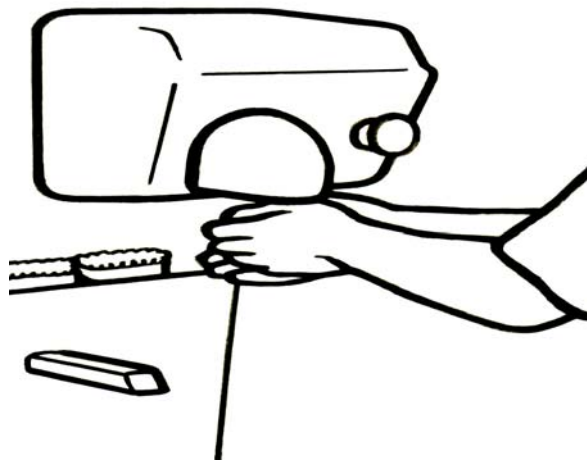
good idea to have plenty of change available. You don't want to be in a position where you can't provide the correct amount of change to your customers.

In a restaurant, you may be responsible for the till, or it may be the head waiter or head waitress. If it is your responsibility, again, check that you have enough change available before opening the doors to your customers.

In both a takeaway and restaurant, you need to ensure that there is enough till roll to last the duration of your shift. There's nothing more embarrassing than having to change a till roll when there are six customers waiting to be served! If you are open for a long period of time and you know that a full till roll won't last a shift, ensure that you are trained to change the till roll quickly and do so during a quiet spell, when there are no customers.

It is also good practice to check the outside of the premises for litter. You don't want customers to be put off before they've stepped foot in your premises. Are the lights on to make the premises look appealing?

Finally don't forget about **your appearance** and **wash your hands**. As we stated in Segment 1, first impressions count! Also, have a pen at the ready, along with a spare one, as this is an important tool to have.



In summary, you should now understand what tasks you have to complete to ensure that your shop or restaurant is always ready for opening its doors on time. The key to success is in the planning. Don't leave key jobs to be completed tomorrow.

Now have a go at completing these exercises.

EXERCISES

Write down in the space below the items that should be available on the counter area for customers to use in a takeaway.

Alternatively, list the items that should be present on a table when a customer is seated in a restaurant.

Prior to opening, check that the condiments available to your customers are full and clean.

Candidate's signature and date

Well done. You have now completed Segment 2. You may feel like taking a break before considering the next segment.