

# Understanding Foodservice

*This program is now in its fifth year and has been a resounding success.*

**See more at <http://fsaa.org.au/networking/understanding-foodservice.html>**

*While especially relevant to new industry participants, it also delivers a great update to people who have been in the Foodservice industry for many years.*

*The two days covers a detailed coverage of the essentials of supply chain, end users and the practical application of what happens in a commercial kitchen environment.*

*You will get to prepare your own lunch in day 2 and network with colleagues. This also brings a sharing of knowledge and an introduction to this amazing industry.*

*We need a minimum ten participants for the program to be run so book early to avoid disappointment.*

**Program outline next page.**

*Fees cover:*  
*Tutorial presentations*  
*Practical hands-on involvement*  
*Morning tea and lunch*  
*Certificate of participation*  
*WAI industry workbook*  
*Chef's jacket, apron and cap*  
*A copy of the presentations on USB*



**Fees: FSAA members \$900 + GST Non-members \$1,200 + GST**



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**Book Now!**

***Our next Understanding Foodservice program in the upgraded format will be held at the William Angliss Institute - there will be a new venue to be advised.***

**Thursday 4<sup>th</sup> and Friday 5<sup>th</sup> October 2018.**

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# Program

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## Day 1

<u>TIME</u>	<u>ITEM</u>
0830-0900	Registration (coffee & tea)
0900 - 0915	Welcome & outline
0915 - 1015	Foodservice Industry Overview (size, trends etc)
1015-1030	Foodservice Marketing and Customer Service
1030-1045	Morning Tea (coffee, tea, juice, cookies)
1045-1115	Kitchen Terminology & Hierarchy/Menu Planning and Costing/Scratch-made versus convenience products
1115 - 1215	The art of making coffee
1215-1300	Lunch (sandwiches, fruit, juice, coffee, tea)
1300-1415	End Users (commercial & institutional) - meet a leading chef
1415 - 1500	Food and Grocery Distribution – incorporating a leader from the distributor channel
1500-1530	Purchasing Guidelines, Quality systems, Wastage, dietary requests and storage needs
1530-1600	Tabletop, Services & Equipment
1600-1630	Major Quick Service Restaurants
1630	Close

# Program

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## Day 2

<u>TIME</u>	<u>ITEM</u>
0900-0930	<i>Kitchen equipment and its usage</i>
0930 - 1015	<i>Basic knife skills and kitchen protocols</i>
1015-1030	<i>Morning Tea break</i>
1030-1300	<i>Preparation of a selected lunch incorporating some basic kitchen techniques</i>
1300-1400	<i>Lunch (as prepared by participants)</i>
1400	<i>Review and Assessment</i>
1415	<i>Close &amp; hand out certificates</i>



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*Two days of learning about  
our great industry, having  
fun and preparing your own  
lunch!*

