

Understanding Foodservice

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

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.

We have senior industry people from both the supply chain and end user base coming in to spend time informing attendees of their day-to-day challenges.

You will get to prepare your own lunch on 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.

Take this opportunity to find out more about this wonderful industry!

Program outline next pages.

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**

(we ask for payment to be made prior to participation)

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



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Book Now!

The Melbourne Understanding Foodservice will be held at the William Angliss Institute, 555 La Trobe Street Melbourne on Thursday June 13th and Friday June 14th 2019.

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www.fsaa.org.au

Program

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Day 1

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

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Day 2

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

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

