Shangri-la Cooking Training Manual

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Shangri-La Tourism & Hotel Training Center (P.) Ltd.

(by the same author: Shangrila Bakery Book)

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INTRODUCTION TO HOTEL INDUSTRY

This is one of the oldest industry of the world. It is started about 2600 years ago. This industry was then known by 'Inn". This industry was known by 'Inn' for about 2300 years. During the time, travelling activities was very limited. It was confined to own village/town as most people lacked 4 essentials;

- Time
- Money
- Transport
- Motivation/Knowledge

It was with the coming of industrial revolution in Europe and North America, that condition for ordinary people have been changed. The industrial revolution brought about a significant change in the pattern and structure of European and North American society. It lasted for about 100 years (from 1750-1850) created the base for mass Travel Tourism and hotel industry.

This period brought about profound economical and social changes by mechanical invention, agricultural improvement, introduction of banking system as large number of people started moving from one place to another and could able to afford a better accommodation. As affordability is improved so the quality of food and accommodation. Consequently 'Inn' is replaced by 'Chalet' with better facility and quality.

As the overall condition of people is improved rapidly so the number of people travelling and their demand. As a result big buildings are constructed to provide food and accommodation commercially with improved environment. In French the big establishment is known by 'Hotelleries'. Hotelleries are used to provide food and accommodation. In the cource of time, this word is abbreviated to 'Hotel' which means a big establishment to provide food and accommodation commercially.

The first hotel established by using this word is Hotel Garni in 1760 in Paris. The first international standard hotel opened in New York in 1792 by the name of City Hotel.

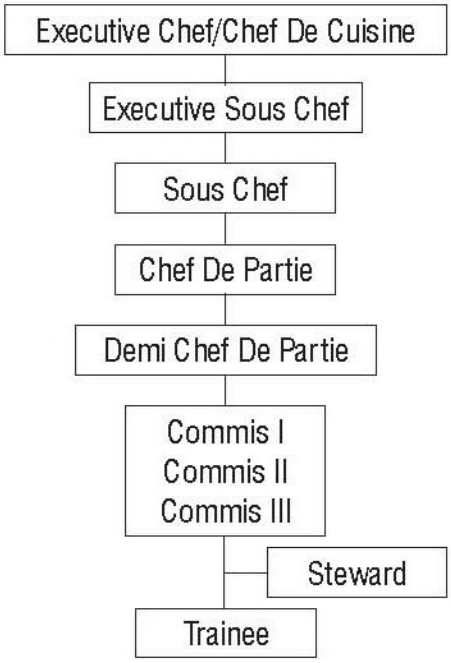
However holiday making and international travel for ordinary people was still very limited even up to the middle of the 20th century.

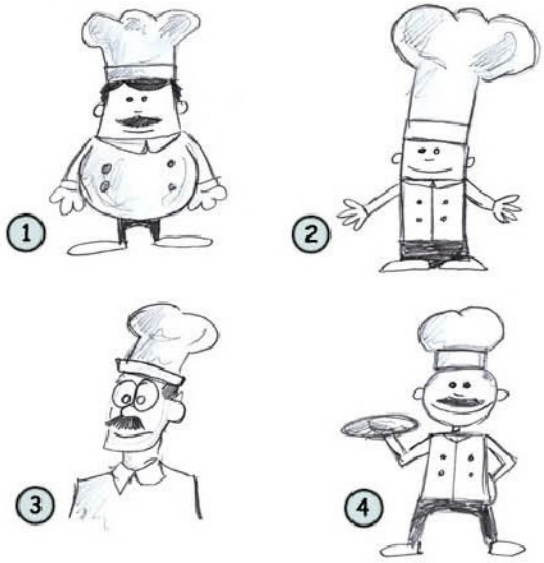
Organizational Structure of a Hotel

1) Front Office Department
2) Housekeeping Department
3) Sales & Marketing Department
4) Purchasing & Store Department
5) Accounts Department
6) Maintenance Department
7) Security Department
8) Personnel Department
9) Training & Human Resource Department
10) Food & Beverage Department
    a) Dining Hall (Food & Drink Service)
    b) Bar (Drinks Preparation)
    c) Kitchen (Food Preparation)

KITCHEN MANAGEMENT

Kitchen Staff (Hierarchy of Kitchen)

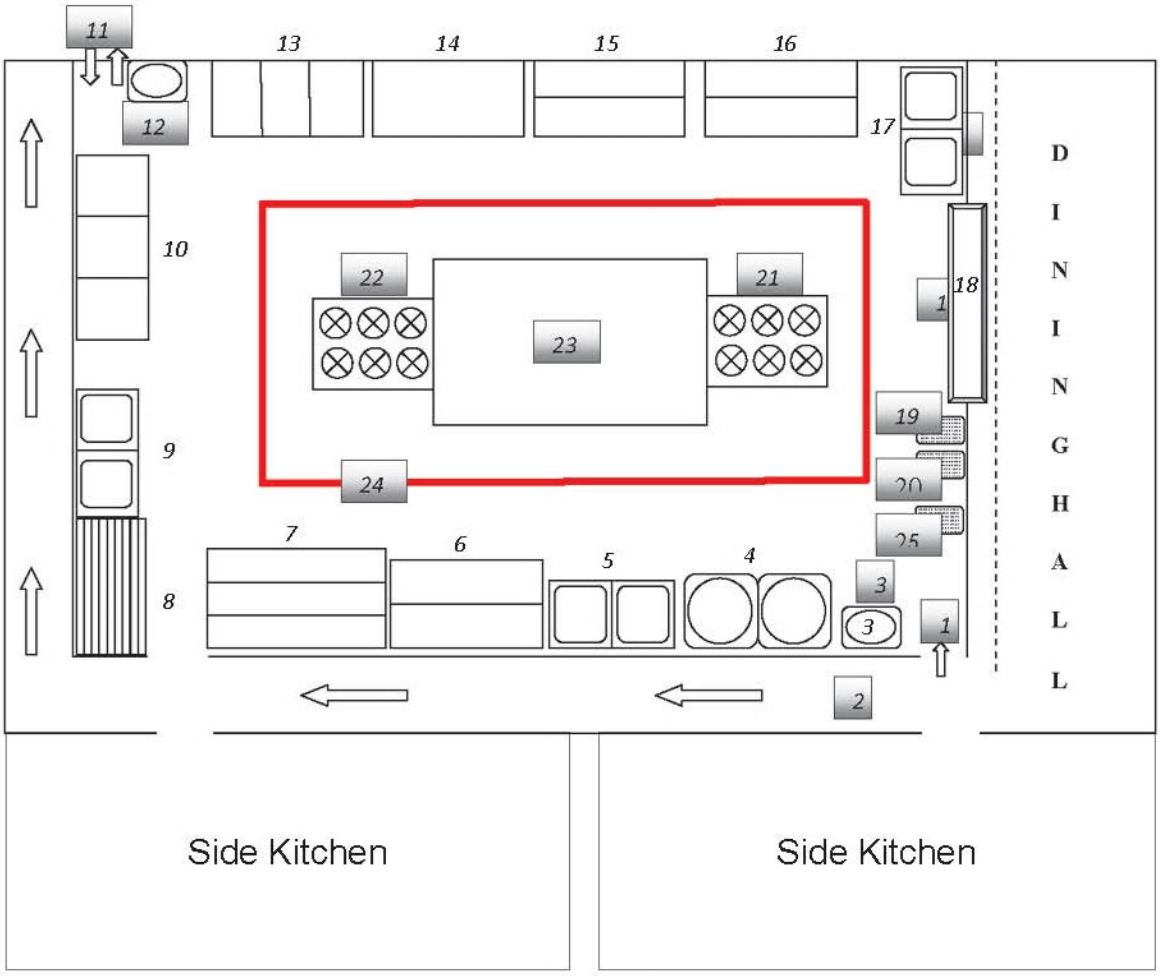




Types of Kitchen

1. **Larder/Butchery** – for cutting, cleaning, portioning and packing meat, poultry, fish or sea food.
2. **Pantry/Cold Kitchen** – for cutting, cleaning, portioning, packing and preparing vegetables, fruits or cold food.
3. **Bakery Kitchen** – for preparing Bakery Items.
4. **Pastry Kitchen** – for preparing Desert.
5. **Speciality Kitchen** – for preparing food of a particular country or culture.
6. **Main Kitchen or Satellite Kitchen** – A 24 hours opening kitchen to prepare all kinds of food.
7. **Still Room** – for preparing Hot Beverage e.g. coffee, Tea, Hot Milk, Hot Chocolate, Hot Lemon etc.
8. **Banquet Kitchen** – for preparing food for big Party.
9. **Staff Kitchen** – for preparing food for Hotel Staff.

Main Kitchen Lay Out



1. Front door
2. Outer Link/ Passage
3. Hand Wash Basin
4. Deep Fryer
5. Sink (Kitchen use)
6. Hot Utensil Rack
7. Utensil Rack
8. Dish Wash Machine
9. Dish Wash Basin
10. Dry Food Store
11. Back Door
12. Hand Wash Basin
13. Cold Food Store
14. Cold Food Preparation zone
15. Cold Utensil Rack
16. Utensil Rack
17. Dish Wash Basin
18. Food Service counter (Hatch)
19. Bain Marie
20. Bain Marie
21. Cooking Range
22. Cooking Range
23. Hot Food Preparation zone
24. Boundary Line] Yellow or Red mark
25. Chef's Office

Rules of Kitchen *(10 Basic Kitchen rules)*

1. Be in complete uniform to start work on time.
2. Wash hands before starting work.
3. Stand up-right in good posture to avoid fatigue and inconvenient to others.
4. Work quickly but maintain control as safety comes first.
5. Save energy (Water, Gas, Electricity, Fuel) or food stuff whenever possible.
6. Keep the working table free from unnecessary materials.
7. Do not remain idle while in kitchen.
8. Do not allow the waste materials laying around , collect it put into refuse bin.
9. Do not leave the equipment and materials behind after use clean it & return to the usual place.
10. Keep your appearance always neat, clean and attractive and observe a decent, friendly and helpful attitudes all the time.

COMMON KITCHEN EQUIPMENT

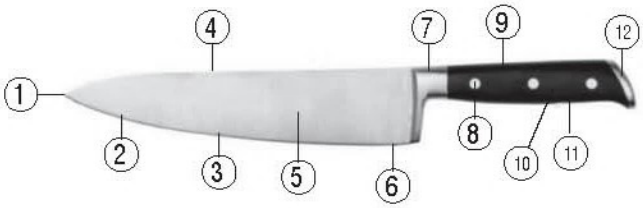
Types of Knife

1. Peeling Knife/Peeler (4"-5")
   – for peeling hard veg. or fruits
2. Paring Knife (3½"-4") – for handheld cutting
3. Deboning Knife (7") for removing bone
4. Filleting Knife (8"-9") for filleting or slicing meat or fish
5. Cook's Knife (8"-9") – for multi purpose use
6. Butcher's Knife/Cleaver/Chopper/Heavy Knife
   – for cutting bone or meat into big pics. (Free Size)
7. Bread Knife – for cutting bread or cake (Free Size)
8. Palleting Knife – for lifting or leveling a food (Free Size)
9. Honing Knife/Honing rod (8") – for sharpening a knife

Guidelines for using Knife

1. Keep knife always sharp.
2. Keep the handle of knife dry & free from grease.
3. Hold the knife point downward when carrying around kitchen.
4. Do not allow the knife hang over the edge of table.
5. Put the knife flat on table.
6. Keep your eyes & mind on work while using knife.
7. Use right knife for right purpose.
8. Do not try to catch a falling knife.
9. Do not put knife in dish wash basin and utensil basket.
10. Keep the sharp edge away when cleaning knife.
11. After use clean the knife immediately & return to the usual place.
12. Do not pass knifes on hand but place on table.

Parts of Knife



1. Point 2. Tip
3. Edge 4. Spine
5. Blade 6. Heel
7. Bolster 8. Rivet
9. Tang 10 . Scales
11. Handle 12. Butt

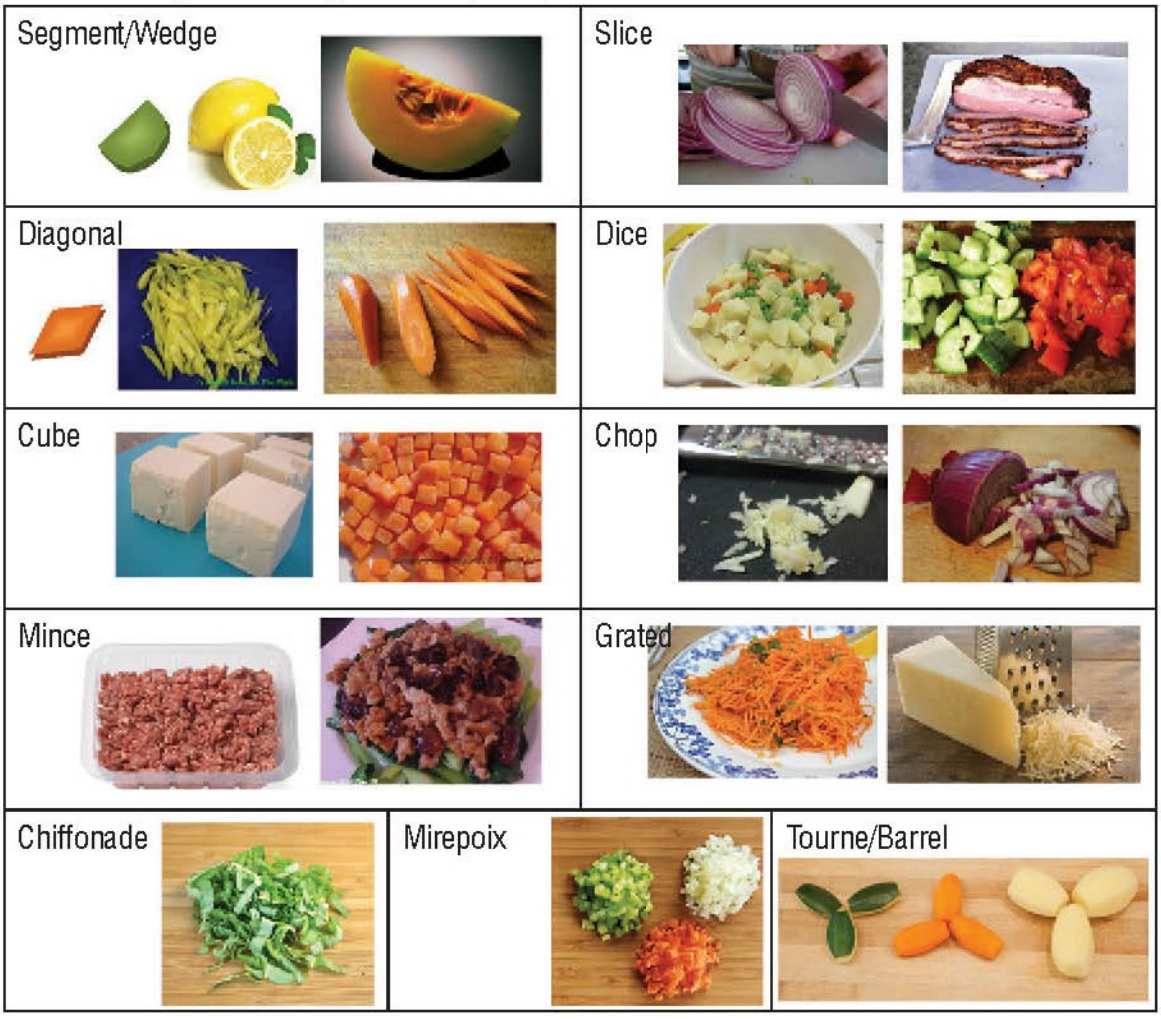
Vegetable Cutting

Types of Cutting

Standard Cutting – A cutting with shape & size.

1. Brunoise (1 mm. – 2 mm. dice)
2. Macedoine (5 mm. x 5 mm. dice)
3. paysanne (3 mm x 3 mm Geometrical Shape)
4. Jardiniere (3 mm x 3mm x 20 mm)
5. Julienne (1 mm x 1mm x 25 mm Strip)

Other Cutting – A cutting with only shape.



About Author

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College Graduation	:	Tribhuvan University, Patan College
Master Degree	:	Master in Tourism & Hospitality Management (PU)
First Assignment	:	Nepal Rastra Bank, 1980-85
Tourism & Hospitality Management Training	:	Tokyo, Japan 1985-89
Tour Executive	:	Kathmandu Travel & Tours (P) Ltd. 1992-96
Founded a Travel Agency	:	Oriental Holidays Tours (P) Ltd., New Baneshwor, 1997 Sangi Guest House, New Baneshwor, 1997
General Manager	:	Hotel Aquamarine, Kathmandu 1999-2000
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President	:	Harion-Kathmandu Samaj (a social organization 2010-13)
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