

RESTAURANT SIMULATION

You should give the students their work assignments and job sheets for the restaurant. You can either make the assignments or allow the students to draw for their assignments. Some teachers interview their students for specific positions while the students are completing the menu activity. The teacher will need to adjust the number of each type of work assignments so that every student has an assignment. The assistant manager position is optional—mainly used with large classes. Half of the students will be restaurant employees the first day and half of the students will be customers. On the second day of the restaurant the students will reverse roles.

The students with the same assignments should work together as a group to plan and prepare for their restaurant work the next two days. For example, all the students who are cooks should plan the food preparation procedure, needs, sequence, and who will be responsible for which activity; the food servers will study and learn appropriate ways to serve; the table attendants will decide how the tables should be set, etc.

Allow the students to invite any guests they wish to the restaurant. (This is also a good time to invite other teachers in the school and/or school administrators to visit your department.)

The culminating activity for this unit is a simulation of a restaurant setting. The goal for this activity is for the students to learn about food service jobs and experience the actual preparation and serving of a food product. In this instance, the food product the students make is not as important as the learning experience.

Suggested recipes are provided; but the final decision must fit the students, their abilities, and the school facilities. It may work best if there are only two choices of food and two choices of beverage plus water. You will need to decide how much your students are capable of doing to make this as realistic as possible. You may want to do preliminary work on menu cards and order pads rather than try to have the students do all the work.

Also, you will need to review the job sheets for accuracy in your settings. These sheets are quite generic and need to be customized for each setting and menu or class. The sheets are a guide and therefore, are not specific enough for any given experience.

JOB TITLE: MANAGER

EMPLOYEE _____
DAY _____

DIRECTIONS: Put your initials on the line by each job as you complete it.

NOTE: if the assistant manager needs to replace another staff person, you will need to do his/her job along with your own.

You are in charge of the host/hostess, cashier(s), food servers, and table attendants.

- _____ 1. Wash your hands thoroughly.
- _____ 2. Check out the following supplies from the restaurant owner (teacher). Record the number of each item you take.

_____ MENUS	_____ WATER PITCHERS
_____ APRONS	_____ CENTERPIECES
_____ ORDER PADS	_____ WATER GLASSES
_____ TABLECLOTHS	_____ NAPKINS
_____ SILVERWARE	
- _____ 3. Give menus, centerpieces, and water pitchers to maitre d'/host(ess).
- _____ 4. Give aprons and order pads to food servers
- _____ 5. Give tablecloths, glasses, silverware, and napkins to table attendants.
- _____ 6. Make sure the tables have been set correctly.

WHEN THE CUSTOMERS HAVE BEEN SERVED:

- _____ 7. Ask the customers if everything was satisfactory.
- _____ 8. Make sure the host/hostess, cashier food servers, and table attendants do their jobs well. Collect their completed work forms. Turned in: (yes or no)

_____ Maitre d'/Host(ess)	_____ Cashiers(s)
_____ Food Server(s)	_____ Table Attendant(s)
- _____ 9. Return the supplies that were checked out at the beginning of the period to the supply table. Make sure you return the same number of each item you checked out.

_____ MENUS	_____ WATER PITCHERS
_____ APRONS	_____ CENTERPIECES
_____ ORDER PADS	_____ WATER GLASSES
_____ TABLECLOTHS	_____ SILVERWARE
- _____ 10. Give the completed work forms to the restaurant owner

**JOB TITLE: ASSISTANT
MANAGER**

**EMPLOYEE _____
DAY _____**

DIRECTIONS: Put your initials on the line by each job as you complete it.

NOTE: If any employees do not come to work, you will need to take his/her job.

You are in charge of the COOKS AND ASSISTANT COOKS.

- _____ 1. Wash your hands thoroughly.
- _____ 2. On step #3 below, list the food supplies and cooking utensils needed.
- _____ 3. Check out the necessary supplies from the restaurant owner (teacher). Record the number of each item taken.

_____ TRAYS	_____	_____
_____ APRONS	_____	_____
_____ HATS	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
- _____ 4. Give the food, cooking utensils, hats, and aprons to the assistant cooks
- _____ 5. Give trays to assistant cooks
- _____ 6. Make sure the assistant cooks are wearing their hats and aprons.
- _____ 7. Make sure the cooks and assistant cooks stay in the kitchen at all times.
- _____ 8. Make sure the cooks and assistant cooks do their jobs well. Collect their completed work forms. Turned in: (yes or no) _____ Cooks _____ Assistant Cooks
- _____ 9. Return the cooking utensils and remaining food supplies that were checked out at the beginning of the period to the supply table. Make sure you return the same number of cooking utensils you checked out.

_____ TRAYS	_____	_____
_____ APRONS	_____	_____
_____ HATS	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
- _____ 10. Give this completed form to the manager.

**JOB TITLE: MAITRE D'
HOST(ESS)**

**EMPLOYEE _____
DAY _____**

DIRECTIONS: These jobs may be done by one person. If your restaurant has two employees, the * signals which of the two employees is responsible for the task.

MAITRE D' HOSTESS

- _____*_____ *_____ 1. Wash your hands thoroughly.
- _____*_____ _____ 2. Make sure there is a chair at each place setting.
- _____ *_____ 3. Wait at the Host Station to get the menus, water pitchers, and centerpieces from the manager.
- _____*_____ _____ 4. Fill the water pitchers. Leave them at the Host Station.
- _____*_____ _____ 5. Put the centerpieces on the table.
- _____*_____ _____ 6. Check to make sure the tables are set correctly.
- _____ *_____ 7. Take the menus and wait for customer to arrive.
- _____*_____ _____ 8. Welcome customers as they arrive.
- _____ *_____ Ask, "How many are in your party?"
- _____ *_____ 9. Check to see where there is a table available for party size.
- _____ *_____ 10. Lead customers to the table.
- _____ *_____ 11. Give each member of the party a copy of the menu.
- _____ *_____ 12. After all of the party is seated, get a water pitcher and fill their water glasses.
- _____*_____ _____ 13. When the food server returns the menus to you, give them back to the manager.
- _____*_____ *_____ 14. While customers are eating, be seated near the cashier.
- _____ *_____ 15. Empty the water pitchers, dry them, and return them to the manager.
- _____ *_____ 16. After the customers have left the table, use a tray to pick up the water glasses and take them to the cook's assistant.
- _____*_____ _____ 17. Collect centerpieces and return to manager.
- _____*_____ _____ 18. When this form is completed, give it to the manager. Return to your regular seat.

JOB TITLE: FOOD SERVERS

DAY _____

#1 EMPLOYEE _____

TABLE NUMBERS _____

#2 EMPLOYEE _____

TABLE NUMBERS _____

#3 EMPLOYEE _____

TABLE NUMBERS _____

#4 EMPLOYEE _____

TABLE NUMBERS _____

DIRECTIONS: Put your initials on the line by each job as you complete it.

- | #1 | #2 | #3 | #4 | |
|-------|-------|-------|-------|--|
| _____ | _____ | _____ | _____ | 1. Wash your hands thoroughly. Fill in the top of this paper. |
| _____ | _____ | _____ | _____ | 2. Wait at the Food Service Station until the manager brings you the aprons and order pads. |
| _____ | _____ | _____ | _____ | 3. Stay at the Food Service Station until the customers have been seated. |
| _____ | _____ | _____ | _____ | 4. After the customer have been seated and have had time to look over the menu, go to the table with your order pad and pen/pencil. |
| _____ | _____ | _____ | _____ | 5. Greet the customers, introduce yourself, and ask, "Are you ready to order?" |
| _____ | _____ | _____ | _____ | 6. Write the customers' orders on the order pad as each person orders. Write everything down! |
| _____ | _____ | _____ | _____ | 7. Return the menus to the host(ess)/maitre d'. |
| _____ | _____ | _____ | _____ | 8. Take the order and give it to the cooks. |
| _____ | _____ | _____ | _____ | 9. Serve beverages to the customers from the RIGHT side, using your RIGHT hand. |
| _____ | _____ | _____ | _____ | 10. When the order is ready, serve it to the customers from their LEFT side, using your LEFT hand. |
| _____ | _____ | _____ | _____ | 11. SIT AT THE FOOD SERVICE STATION WHILE THE CUSTOMERS ARE EATING. |
| _____ | _____ | _____ | _____ | 12. After a short time, return to the table and ask the customers if their orders are okay. |
| _____ | _____ | _____ | _____ | 13. Get one (1) mint for each customer from the cashier and put them on a small plate. |
| _____ | _____ | _____ | _____ | 14. Total the bill and place it face down on the plate with the mints. Put the plate by the person you think will be responsible for paying the bill (generally the oldest gentleman or the person taking charge of group). Say "Thank you very much." |
| _____ | _____ | _____ | _____ | 15. Return the order pads and aprons to the manager. |
| _____ | _____ | _____ | _____ | 16. Give this completed form to the manager. |
| _____ | _____ | _____ | _____ | 17. Return to your regular seats. |

JOB TITLE: TABLE ATTENDANTS **DAY** _____

#1 EMPLOYEE _____	TABLE NUMBERS _____
#2 EMPLOYEE _____	TABLE NUMBERS _____
#3 EMPLOYEE _____	TABLE NUMBERS _____
#4 EMPLOYEE _____	TABLE NUMBERS _____

DIRECTIONS: Put your initials on the line by each job as you complete it. Each table attendant needs to complete all of the following tasks for his/her assigned table(s).

- | #1 | #2 | #3 | #4 | |
|-------|-------|-------|-------|--|
| _____ | _____ | _____ | _____ | 1. Wash your hands thoroughly. Fill in the top of this paper. |
| _____ | _____ | _____ | _____ | 2. Wait at the Table Attendants' Station until the manager brings you the tablecloths, water glasses, silverware, and napkins. |
| _____ | _____ | _____ | _____ | 3. Put the tablecloths on the tables. |
| _____ | _____ | _____ | _____ | 4. Set the empty water glasses and napkins on the tables correctly. |
| _____ | _____ | _____ | _____ | 5. If needed, place the silverware on the table(s). |
| _____ | _____ | _____ | _____ | 6. Stay at the Table Attendants' Station from the time the restaurant opens until the customers at your tables leave. |
| _____ | _____ | _____ | _____ | 7. After the customers have left, use a tray to clear the table, except for water glasses and centerpiece. |
| _____ | _____ | _____ | _____ | 8. Take the dishes to the cook's assistant. Throw the paper items in the trash. |
| _____ | _____ | _____ | _____ | 9. Fold the tablecloths and given them to the manager. |
| _____ | _____ | _____ | _____ | 10. Wipe off the tables. |
| _____ | _____ | _____ | _____ | 11. Push the chairs under the tables. |
| _____ | _____ | _____ | _____ | 12. Table Attendants #1 and #2: Clean the floor in the kitchen area. |
| _____ | _____ | _____ | _____ | 13. Table Attendants #3 and #4: Clean the floor in the eating area. |
| _____ | _____ | _____ | _____ | 14. Table Attendant #1: Give this completed form to the manager. |
| _____ | _____ | _____ | _____ | 15. Return to your regular seats. |

JOB TITLE: COOKS

DAY _____

#1 EMPLOYEE _____

TABLE NUMBERS _____

#2 EMPLOYEE _____

TABLE NUMBERS _____

#3 EMPLOYEE _____

TABLE NUMBERS _____

#4 EMPLOYEE _____

TABLE NUMBERS _____

DIRECTIONS: Put your initials on the line by each job as you complete it.

**YOU MUST STAY IN THE KITCHEN AT ALL TIMES!
YOU ARE NOT ALLOWED TO BE IN THE CUSTOMER EATING AREA.**

#1 #2 #3 #4

- | | | | | | |
|-------|-------|-------|-------|-----|---|
| _____ | _____ | _____ | _____ | 1. | Wash your hands thoroughly. Fill in the top of this paper. |
| _____ | _____ | _____ | _____ | 2. | Wait in the kitchen until the assistant manager brings you the aprons, hats, cooking utensils, and food supplies. |
| _____ | _____ | _____ | _____ | 3. | Put on your hats and aprons. |
| _____ | _____ | _____ | _____ | 4. | Prepare the food, making _____ servings of the recipe. |
| _____ | _____ | _____ | _____ | 5. | Task the written orders from the food servers. |
| _____ | _____ | _____ | _____ | 6. | Give the prepared orders to the assistant cook. He/she will place them on a tray for the food servers. |
| _____ | _____ | _____ | _____ | 7. | When all of the orders have been filled, return the leftover food to the assistant manager. |
| _____ | _____ | _____ | _____ | 8. | Give the dirty dishes to the assistant cook to wash and put away. |
| _____ | _____ | _____ | _____ | 9. | Wipe off counters, the sink, and the stove/microwave. |
| _____ | _____ | _____ | _____ | 10. | Fold your aprons and return them to the assistant manager. |
| _____ | _____ | _____ | _____ | 11. | When this form is completed, give it to the manager. |
| _____ | _____ | _____ | _____ | 12. | Return to your regular seats. |

JOB TITLE: ASSISTANT COOK(S) **DAY** _____

#1 EMPLOYEE _____ TABLE NUMBERS _____
#2 EMPLOYEE _____ TABLE NUMBERS _____
#3 EMPLOYEE _____ TABLE NUMBERS _____
#4 EMPLOYEE _____ TABLE NUMBERS _____

DIRECTIONS: Put your initials on the line by each job as you complete it.

YOU MUST STAY IN THE KITCHEN AT ALL TIMES!
YOU ARE NOT ALLOWED TO BE IN THE CUSTOMER EATING AREA.

- | #1 | #2 | #3 | #4 | |
|-------|-------|-------|-------|---|
| _____ | _____ | _____ | _____ | 1. Wash your hands thoroughly. Fill in the top of this paper. |
| _____ | _____ | _____ | _____ | 2. Wait in the kitchen until the assistant manager brings you the following supplies: TRAYS, HATS, APRONS |
| _____ | _____ | _____ | _____ | 3. Put on your hat and apron |
| _____ | _____ | _____ | _____ | 4. Set out _____ paper cups and or plates for the cooks on a tray. |
| _____ | _____ | _____ | _____ | 5. Fill the sink with hot, soapy water. |
| _____ | _____ | _____ | _____ | 6. Get two (2) dishtowels and (2) dishcloths. |
| _____ | _____ | _____ | _____ | 7. Take the orders from the food servers and give them to the cooks. |
| _____ | _____ | _____ | _____ | 8. If a beverage is to be served, prepare it (or them), place on a tray, and give to the food servers. |
| _____ | _____ | _____ | _____ | 9. Help the cooks prepare the orders as needed. |
| _____ | _____ | _____ | _____ | 10. Place prepared orders on trays for the food servers. |
| _____ | _____ | _____ | _____ | 11. Wash any pots, pans, or equipment used in the food preparation process. Dry and put away. |
| _____ | _____ | _____ | _____ | 12. Wash the dirty dishes brought to your kitchen (silverware, glasses, etc.) |
| _____ | _____ | _____ | _____ | 13. Dry dishes and put away. |
| _____ | _____ | _____ | _____ | 14. Drain the dishwater from the sinks; wipe out the sinks; polish the faucets. |
| _____ | _____ | _____ | _____ | 15. Put the dirty dish towels and cloths in the laundry area. |
| _____ | _____ | _____ | _____ | 16. Give this completed form to the assistant manager and return to your regular seat. |

JOB TITLE: CASHIER

NAME _____

DAY _____

DIRECTIONS: Put your initials on the line by each job as you complete it.

- _____ 1. Wash your hands thoroughly. Fill out the top of this paper.
- _____ 2. Sit at the cash register.
- _____ 3. Tape this sheet to the Cashier Station desk
- _____ 4. Count your money and fill in ONLY the first line of the Cashier's Daily Balance sheet (the bottom of this page).
- _____ 5. Get the mints from the restaurant owner (teacher). Put three or four mints on several small plates.
- _____ 6. Give the small plates with mints to the food servers as requested.
- _____ 7. If any mints are left over, return them to the restaurant owner (teacher).
- _____ 8. When customers are ready to pay their bill, take their money and give them the change.
- _____ 9. Put the receipts (food checks) on the stand.
- _____ 10. When the last customer has paid, run a total of the day's receipts (food tickets). Write this figure on line #2 of the Cashier's Daily Balance Sheet.
- _____ 11. Add lines #1 and #2 of the balance sheet together, and put the total on line #3.
- _____ 12. Count all the money and it should be the same amount as line #3.
- _____ 13. Give this completed form along with the food tickets and money to the manager. Return to your regular seat.

CASHIER'S DAILY BALANCE SHEET

Total amount of cash on hand at beginning of business day \$ _____

Amount of money taken in (total of food tickets) \$ _____

Total amount of cash on hand at end of business day \$ _____

JOB TITLE: RESTAURANT OWNER (TEACHER)

NAME _____

THINGS TO PUT OUT ON THE SUPPLY TABLE

RECIPE INGREDIENTS

EQUIPMENT

_____ Trays
_____ Water pitchers
_____ Water glasses
_____ Silverware
_____ Cash register
_____ Money stand

SUPPLIES

_____ Disposable food service hats
_____ Rubber bands
_____ Menus
_____ Order pads
_____ Tablecloths
_____ Centerpieces
_____ Play money
_____ Job sheets
_____ Station signs
_____ Masking tape
_____ Pens/pencils
_____ Individually wrapped mints
_____ Table numbers
_____ Aprons

STATION SIGNS NEEDED

Food Service Station
Table Attendants Station
Cashier's Station
Other _____

_____ Tape the station signs at the appropriate stations.
_____ Give job sheet, small plates, and mints to the cashier
_____ Number the tables
_____ Hang up the table setting diagram.
_____ Put table assignments on the food servers' job sheet.
_____ Put kitchen assignments and number of servings on cooks' and assistant
_____ cooks' job sheets.
_____ Tape job assignment sheets at food service station, table attendant station,
_____ and _____.
_____ Post the recipes in the kitchens.
_____ Designate place for order placement (table, hooks, magnets, etc.)
_____ Dispense supplies to manager.
_____ Dispense supplies to assistant manager
_____ Give play money and evaluation sheets to customers.
_____ Set up video for customer to watch or assign activity.

JOB TITLE: CUSTOMER

NAME _____

DAY _____

DIRECTIONS: Put your initials on the line by each job as you complete it.

- _____ 1. Wash your hands thoroughly before you are seated in the restaurant area.
- _____ 2. Watch the video or do the activity assigned by the teacher.
- _____ 3. STAY OUT OF THE RESTAURANT AREA UNTIL YOU HAVE BEEN INSTRUCTED TO GO THERE
- _____ 4. Go into the restaurant by groups. Follow restaurant procedure and wait to be seated by the host(ess)
- _____ 5. Use appropriate table manners.
- _____ 6. When you have finished eating, leave the restaurant area and return to your regular seats
- _____ 7. Fill in the restaurant simulation evaluation worksheet.

Name _____ Date _____ Period _____ Score _____

RESTAURANT SIMULATION EVALUATION

MANAGER/ASSISTANT MANAGER

- _____ Assisted restaurant personnel as needed
- _____ Distributed supplies and equipment correctly
- _____ Returned supplies and equipment as requested
- _____ Collected job sheets at end of experience

HOSTS/HOSTESSES

- _____ Seated guests quickly
- _____ Gave each customer a menu
- _____ Were pleasant and friendly

FOOD SERVERS

- _____ Took orders correctly
- _____ Served the food correctly
- _____ Served the beverage correctly
- _____ Totaled the bill correctly

TABLE ATTENDANTS (BUSSERS)

- _____ Arranged tables and chairs neatly
- _____ Set tables correctly
- _____ Cleared dirty dishes promptly

COOKS

- _____ Prepared food correctly and so it tasted good
- _____ Food was ready for serving in a timely manner

ASSISTANT COOKS

- _____ Beverage was ready on time
- _____ Made good use of their time
- _____ Followed correct dishwashing procedures

CASHIERS

- _____ Were courteous to customers
- _____ Counted the change correctly
- _____ Asked customers to come again

CUSTOMERS

- _____ Were courteous to restaurant personnel
- _____ Practiced good manners

RESTAURANT OWNER

- _____ Was prepared and ready
- _____ Was helpful to restaurant staff when needed
- _____ Greeted customers with a smile
- _____ Let restaurant personnel do their jobs.

Things I learned from this restaurant experience _____

If our class could do this over again, the things that we'd do differently are _____

SUGGESTED RECIPES

TROPICAL FREEZE

Makes three 9 oz. servings

Ingredients

1/3 c. orange juice concentrate
1 c. milk
2 T. sugar
8 large ice cubes

1. Put orange juice concentrate, milk, and sugar in blender.
2. Add four (4) ice cubes.
3. Blend on medium speed until the ice cubes are crushed.
4. Add the remaining four ice cubes.
5. Blend on medium speed again until the ice cubes are crushed.
6. Pour mixture into paper cups or glasses.

Use rubber spatula to clean all the mixture out of blender.

TROPICAL FREEZE SPECIAL

Add a half-slice of orange or lime or one maraschino cherry before serving.

TICKLE-ME-PINK PUNCH

Ingredients

1 6 oz. can frozen pink lemonade concentrate
1 ½ c. frozen blended fruit punch
1 ½ c. water
1 c. ginger ale
7 ice cubes

1. Put pink lemonade, fruit punch, and water in pitcher.
2. Stir well until frozen lemonade is thawed.
3. Add ice cubes.
4. Just before serving, add ginger ale and stir again.

TICKLE ME PINK SPECIAL

Add a half slice of orange or lime or one maraschino cherry before serving.

CITRUS SPARKLE

In a blender container combine

¾ c. water
½ c. sugar

1. Cover and blend on low speed until sugar is dissolved.
2. Add
 - 2 oranges, peeled and quartered
 - ½ lemon, peeled and quartered
 - 2 limes, peeled and quartered
 - 1 c. pineapple chunks

NOTE: DO NOT PUT PEELINGS IN BLENDER WITH FRUIT!

3. Cover and process at LIQUEFY until fruit is liquid. Add 6 to 8 ice cubes. Cover and process at chop.

NOTE: Some blenders must be running in order to add ice. Adjust this recipe to fit your blender recommendations.

4. Pour juice into a pitcher and serve. Lemon-lime drink may be added if desired.

SUGAR-FREE SHAKE

In a blender container combine

- 1 c. milk
- 2 frozen bananas (really ripe!)
- ¼ package frozen unsweetened strawberries

1. Cover and blend on a high speed until mixture is thick and smooth.
2. Add two ice cubes. Cover and process at CHOP.

NOTE: Some blenders must be running in order to add ice. Adjust this recipe to fit your blender recommendations.

3. Pour into shake glasses and serve.

BREAD STICKS

Ingredients needed per class of customers

- 2 frozen dough rolls (per person)
- ¼ c. melted margarine or butter
- Pizza or Italian seasoning
- Ranch dressing
- Pizza sauce
- Nut cups

1. Thaw roll dough according to package directions.
2. Preheat ovens to 375 degrees F.
3. Spray cookie sheet with nonstick vegetable spray.
4. Roll each piece of roll dough into a bread stick approximately 6 inches long.

5. Brush bread stick with melted margarine.
6. Sprinkle with pizza or Italian seasoning or leave plain.
7. Bake in oven for 12 to 15 minutes.
8. According to customers' orders, pour pizza sauce or ranch dressing into nut cups for dipping.
Heat pizza sauce in microwave for _____ seconds
9. Serve.

25¢

25¢

25¢

25¢

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