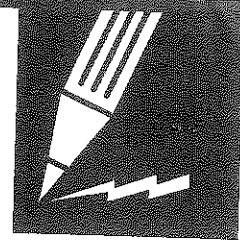


Activity

Fundraiser



After a fundraiser for 350 people, the service manager gives the executive chef a note written by the fundraiser's event coordinator, who is also a regular guest at the "white-tablecloth" restaurant. It was the event coordinator's idea to have the fundraiser at this establishment to give the executive chef the opportunity to showcase his creativity. The event coordinator expected to be served his favorite menu item—filet mignon with béarnaise sauce, steamed asparagus, and potato au gratin.

On the day of the fundraiser, the executive chef was busy at the restaurant and away from the banquet kitchen. He put the sous chef in charge of the production and execution of the fundraising event. Five people, one of them new, prepped and plated the party. The new cook, who had recently graduated from a culinary program, had come highly recommended from the culinary school. During his trial time, he repeatedly had issues with following standardized recipes—not because of a lack of skill, but because he is very creative and already a good, self-confident cook.

In the note, the event coordinator briefly states that everything was great and better than expected, but he wanted to let the chef know how disappointed he was about the béarnaise sauce on the popular steak. It was not what he had previously experienced in the restaurant and he was wondering whether the chef had used a convenience (boxed) product instead of making it from scratch, or if there was another plausible explanation. He wants the executive chef to call him to discuss the situation.

You, the manager, instantly remember that you put the newly hired cook in charge of executing the standardized recipe for the béarnaise sauce—but you also admitted to the executive chef that you did not taste the finished product before plating. The sous chef now remembers mentioning to the new cook that the sauce looked too thin during plating, but it was too late at that point, and he decided not to change the sauce.

What do you think could have been done differently to avoid this problem?

Which steps did the sous chef disregard and jeopardize for product quality?

How would you explain the situation to the customer?

What do you think happened to the standardized recipe of the sauce in the hands of the new cook?
