



Student's Handbook

Soft Skills

For Cooking and Baking Trade Group





Soft Skills

For Cooking and Baking Trade Group

Objectives:



At the end of this course participants will be able to:

- Follow work ethic related to tasks of cooking and baking
- Give detailed attention to tasks related to cooking and baking
- Communicate effectively in their routine tasks
- Utilize their time efficiently while working on cooking and baking simultaneously
- Solve issues encountered during cooking and baking

Agenda:

Introduction



45
Minutes

- Introduction
- Objectives and agenda
- Commercial kitchen and its main functions
- Occupational Skills

Work Ethic for Cooking and Baking



03
Hours

- Main functions of kitchen
- General and particular ethics of cooking and baking
- Work ethics for restaurant or bakery owners
- Review of work ethics

Attention to Detail for Cooking and Baking



04
Hours

- Attention to detail in cooking and garnishing
- Attention to detail in cooking and baking and its methods
- Some suggestions for attention to detail in cooking and baking
- Increasing attention to detail in cooking and baking

Communication Skills for Cooking and Baking



03
Hours

- Communication skills for cooking and baking
- Listening skills for cooking and baking professionals
- Non-Verbal Communication
- Written/ Verbal Communication



Teamwork for Cooking and Baking



- Team work in cooking and baking
- Teamwork
- Conflicts in team members and their solution
- Cooking and baking team—An Example

Time Management for Cooking and Baking



- Time and its importance
- A review of your time
- Management skill
- Division of time in cooking and baking

Problem Solving for Cooking and Baking



- Solution of problems
- Benefits of better problem solving
- Process of problem solving
- How to solve problems in cooking and baking

Occupational Health and Safety for Cooking and Baking



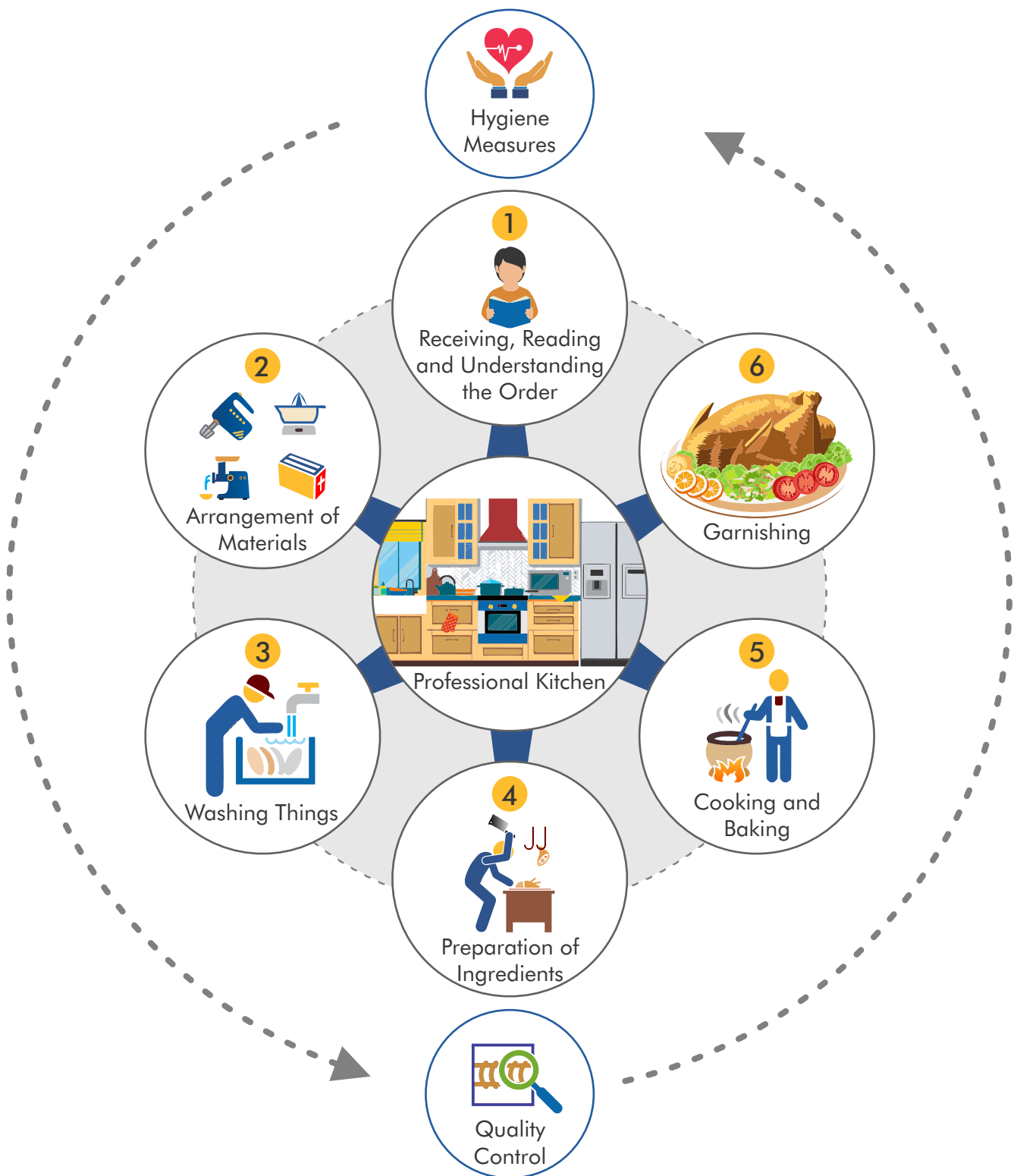
- Health and safety during cooking and baking
- Principles of hygiene
- Sources of bacteria
- Instruction for personal health and safety

Job Placement



- Job search
- Preparation of CV
- Preparation of Cover Letter
- Interview

Professional Kitchen and its Main Functions



Tick the Relevant Items!






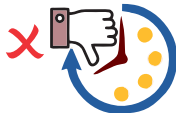

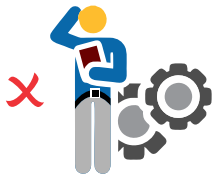
Tasks in Cooking and Baking	Required Occupational Skills		
1 Understanding the details of order	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
2 Time schedule for the completion of order	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
3 Selection of appropriate cooking equipment	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
4 Use of spices and ingredients as per recipe	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
5 Cooking according to specification of recipe	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
6 Packing according to the recipe	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
7 Garnishing	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
8 Health and hygiene measures	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork
9 Garnishing and decorating finished products	<input type="checkbox"/> Attention to Detail	<input type="checkbox"/> Problem Solving	<input type="checkbox"/> Time Management
	<input type="checkbox"/> Communication Skills	<input type="checkbox"/> Work Ethic	<input type="checkbox"/> Teamwork

Soft Skills

Soft skills are a combination of skills, attitudes and personal characteristics that enable people to navigate their environment, work well with others, perform well, and achieve their goals with complementing hard skills. Without soft skills, technical, professional and educational skills are left incomplete.





(Workforce Connection Report, 2015, USAID)

Examples:

1	Best Cook		→	Unable to communicate confidently.	
2	Skilled in a Specific Trade		→	Unable to work with others.	
3	Technical Expert		→	Unable to manage time or quality.	
4	Availability of Resources		→	Unable to Solve Problems despite availability of resources.	

Soft Skills for Employees

Usually employers look for these four soft skills in their employees:

1		2		3		4	
Socialization Skills		Conversation and Communication Skills		Thinking Skills		Self-recognition Skills	

Two main types of soft skills are: Personal and Socializing skills, the detail of which is given below:

1	Personal Skills	2	Interpersonal Skills
	The skills that enhance any individual's performance at personal level		The skills that are necessary for interpersonal interaction and communication, within a social context





Session Number 1

Work Ethic for Cooking and Baking

Work Ethic for Cooking
and Baking



03
Hours

- Main functions of kitchen
- General and particular ethics of cooking and baking
- Work ethics for restaurant or bakery owners
- Review of work ethics

Listen to a story!

A son asked his father: "Father, what is a successful life?" Father took his son out for kite flying. Son was watching his father carefully while flying the kite. After a while, he said: "Kite is not rising up because of this cord, should we break it? It will rise higher." Father broke the cord. Kite went a little higher, and started swinging down, and finally dived straight to ground. Then the father told him the philosophy of life: "Dear son, the height we achieve in our life, it seems to us that we are bound with something and they are stopping us from rising higher. For example, we want to break away from home, family, discipline, parents, etc. Actually, they are those threads, which help us to maintain the higher position. Without these cords, we will get higher for a while but in the end, we will be thrown down, as happened with that kite.

Moral of the story: If we relinquish worth ethic, we will be like a cordless kite.





Summary of Session

In this session, we will try to inculcate work ethic for cooking and baking. If a person is very intelligent and an skilled in his trade, but what is the use of this intelligence if his ethics, countenance and values are not good, and he is not liked by his friends! There are some ethical principles for every task and a person can achieve respect and greatness by abiding them. We will learn to use this ethics in our trade.





General Principles for Kitchen Work

1

Scenario:

Tariq is a cook. He does not keep track of time while cooking, and is not concerned that the customer is waiting.

Is this right?

☐☐☐

2

Scenario:

Sadia is a culinary artist. She dumps the remaining materials of garnishing into garbage bin.

Is this right?

☐☐☐

3

Scenario:

Rehan works in a bakery as cake and biscuit worker, but he is often in conflict with the other workers.

Is this right?

☐☐☐

4

Scenario:

Aslam works in a restaurant. He found a 100 rupee note near the cash counter, which he pocketed silently.

Is this right?

☐☐☐

5

Scenario:

Karim is working in a restaurant for two years, but he is always complaining about the restaurant owner and supervisor.

Is this right?

☐☐☐

6

Scenario:

Waqas works in a restaurant. He does not pay attention to cooking and, the meat or vegetable is often not properly cooked.

Is this right?

☐☐☐

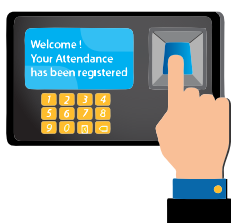


Work Ethics for Cooking and Baking Workers

Work ethics are basic principles, which should be observed by employees during work. This includes the worker's attitude, role, morality and communication as well as quality of teamwork. Work ethics reflects someone's personality.

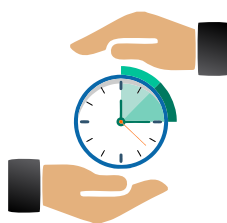
General work ethic:

1



Attendance

2



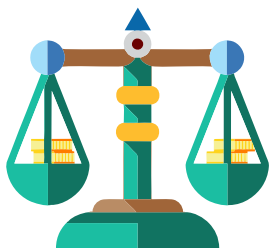
Time anagement

3



Good behavior

4



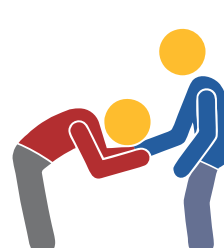
Honesty

5



Cooperation with
colleagues

6



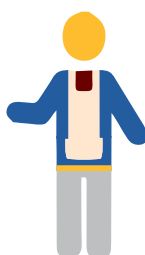
Respecting others

7



Cleanliness

8



Proper dress

9



Following the rules
and regulations



Particular Work Ethic for Cooking and Baking:

1



Storing materials and utensils in proper way

2



Using exact quantity of ingredients

3



Keeping cooking and utensils storage place clean

4



Preservation of remaining food after cooking

5



Careful use of utensils and machinery

6



Washing the food items before cooking

7



Observing hygiene principles

8



Not contaminating (admixing)

9



Prioritizing the pleasure and health of consumer

Work ethic for restaurant or bakery owners:

1



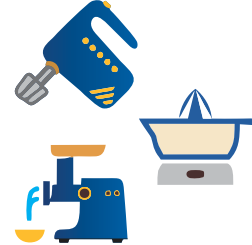
Supplying clean and pure raw materials

2



Respect and encouragement of employees

3



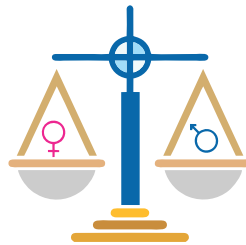
Providing necessary facilities and devices

4



Informing the employee about rules and regulations

5



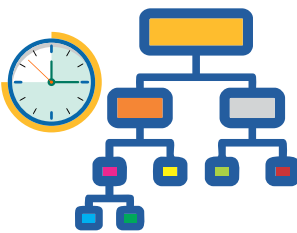
Equal treatment with female workers

6



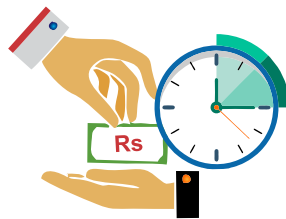
Providing health facilities to employees

7



Fixing working hours in an appropriate way

8



Payment on time as per market rates

9



Payment of overtime



General Work Ethic



Note: after explaining this
handout, conduct role play
given in TN-01

Carefully read general work ethics of given task and specific work ethic related to cooking and baking. After reading, tell if you are following these ethics or not? If yes, what are their advantages. If not, what are the disadvantages?

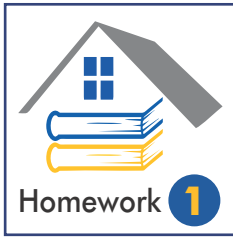
General Work Ethic	Are you following?	Advantages/ Disadvantages
1 Regular attendance	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2 Keeping track of time	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3 Good behavior	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4 Truthfulness	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5 Honesty	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6 Not stealing anything	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7 Not deceiving	<input type="checkbox"/> Yes <input type="checkbox"/> No	
8 Cooperation with colleagues	<input type="checkbox"/> Yes <input type="checkbox"/> No	
9 Respecting others	<input type="checkbox"/> Yes <input type="checkbox"/> No	
10 Personal cleanliness	<input type="checkbox"/> Yes <input type="checkbox"/> No	
11 Wearing appropriate dress	<input type="checkbox"/> Yes <input type="checkbox"/> No	
12 Following rules and regulations	<input type="checkbox"/> Yes <input type="checkbox"/> No	





Particular Work Ethic for Cooking and Baking	Are you following?	Advantages/Disadvantages
1 Storing Materials and utensils in proper way	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2 Using exact quantity of ingredients	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3 Keeping cooking and utensils storage place clean	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4 Using clean utensils	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5 Careful use of utensils and machinery	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6 Washing the food items before cooking	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7 Cooking thoroughly	<input type="checkbox"/> Yes <input type="checkbox"/> No	
8 Not using leftover food	<input type="checkbox"/> Yes <input type="checkbox"/> No	
9 Preservation of remaining food after cooking	<input type="checkbox"/> Yes <input type="checkbox"/> No	
10 Observing hygiene principles	<input type="checkbox"/> Yes <input type="checkbox"/> No	
11 Not admixing	<input type="checkbox"/> Yes <input type="checkbox"/> No	
12 Prioritizing the pleasure and health of consumer	<input type="checkbox"/> Yes <input type="checkbox"/> No	





Work Ethic and Rules for Restaurant Owners

Instructions:

Review work ethic for your restaurant owner and tell if they are following rules or not, and what you would like to suggest to them?

Work Ethic for Restaurant Owners	Are they following?	Your Suggestions
1 Supplying clean and pure raw materials	<input type="checkbox"/> Yes <input type="checkbox"/> No	
2 Encouraging employees	<input type="checkbox"/> Yes <input type="checkbox"/> No	
3 Respecting employees	<input type="checkbox"/> Yes <input type="checkbox"/> No	
4 Providing necessary facilities and devices	<input type="checkbox"/> Yes <input type="checkbox"/> No	
5 Provision of necessary machinery/ devices	<input type="checkbox"/> Yes <input type="checkbox"/> No	
6 Providing health facilities to employees	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7 Informing the employee about rules and regulations	<input type="checkbox"/> Yes <input type="checkbox"/> No	
8 Equal treatment with female workers	<input type="checkbox"/> Yes <input type="checkbox"/> No	
9 Giving job opportunities to female workers	<input type="checkbox"/> Yes <input type="checkbox"/> No	
10 Fixing working hours in an appropriate way	<input type="checkbox"/> Yes <input type="checkbox"/> No	
11 Payment on time as per market rates	<input type="checkbox"/> Yes <input type="checkbox"/> No	
12 Payment of overtime	<input type="checkbox"/> Yes <input type="checkbox"/> No	





Session Number 2

Attention to Detail for Cooking and Baking

Attention to Detail for
Cooking and Baking



04
Hours

- Attention to detail in cooking and garnishing
- Attention to detail in cooking and baking and its methods
- Some suggestions for attention to detail in cooking and baking
- Increasing attention to detail in cooking and baking

Listen to a story!

A state was run by a king and queen. The queen wanted to appoint her brother as a vizier, but king was in favor of an intelligent and capable person. This was a desperate situation for queen. She used to quarrel with king regarding the appointment of her brother. At last, the king devised a solution. One day he was sitting with the queen in canopy and overlooking the streets. King pointed out some strangers in the crowd. Queen's brother was also present. King asked him to go and get information about those strangers. Queen's brother abided and came back with news that those strangers are from neighboring state and they have such and such names. King inquired his brother in law about the purpose of their visit. He requested the king to wait for a while. He went out again and came back with required information that trade is their purpose. King asked how long they intend to stay. Brother in law once again went to bazar and informed the king that the foreigners will stay for three days. King asked where they would stay. Brother one again took leave and told on his return that they are staying in a nearby inn. Then the king called for his proposed vizier and ordered him to fetch information about those strangers. He did not come back for a while, and queen remarked, what a lethargic man he is, my brother was too quick in his performance. After a while, that man came back and gave all required information in one go: Their names are so and so, they are from such and such state and want to buy some famous articles from here. They are staying in a nearby inn, etc. King asked that man and his brother-in-law to wait in adjacent room. Then asked the queen about who would more suitable for the post of vizier? Her brother had wasted too much time to get the require information; while the other man brought all necessary information in one go because he understood his task well and worked diligently.

Moral of the story: Every task requires complete information, otherwise it will remain incomplete.





Summary of Session




The purpose of this session is to enhance your skills through attention to detail so that you can understand your work in kitchen and give proper attention to each step, like preparation of ingredients, cooking, etc. Culinary arrangement and hygiene measures, as well as cooking, needs attention to detail. You can improve your attention to detail skill through practical exercises given in this session.





Garnishing and Culinary Arrangement

Tariq is working as a cook in a fine restaurant:

<p>1</p>  <p>Prior to cooking:</p>	<ul style="list-style-type: none"> ▪ He listens and understands the order carefully; and asks for any elaborations. ▪ He manages his time according to order, which can fluctuate according to quantity. ▪ Prior to cooking, he makes arrangements and prepares his equipment. ▪ He washes and prepares required quantity of meat, fish, rice or vegetable. ▪ He arranges required quantities of ingredients and spices separately. ▪ He arranges all the utensils and devices to be used in cooking.
<p>2</p>  <p>During cooking:</p>	<ul style="list-style-type: none"> ▪ Tariq adds the right quantity of the ingredients according to the recipe. ▪ He keeps track of time while cooking. ▪ He keeps an eye on flame and prepares best food by varying the heat. ▪ He completes the process of frying and sautéing the ingredients properly. ▪ He is careful in using spices including the quantity of salt. ▪ He checks the cooking process by taking off the lid and ▪ He steams the rice diligently to make ensure if it is cooked properly. ▪ He removes the container immediately after the cooking is complete.
<p>3</p>  <p>After cooking</p>	<ul style="list-style-type: none"> ▪ Arranges the devices use and cleans the place. ▪ Tariq tastes and checks the quality of cooked food. ▪ Put the food into appropriate container. ▪ He properly preserves the remaining food so that its quality and taste is not affected. ▪ He arranges the utensils and devices and cleans the stove properly. ▪ After completing all work, he cleans the floor thoroughly.

Questions:

Read each step carefully and tell:

- What important points were considered before, during and after cooking?
- Do you consider these points while cooking and baking?
- If yes, what are its advantages? If no, what are its disadvantages?





Attention to Detail During Cooking and Baking

Attention to detail is the ability to complete a task correctly. Cooking is an art as well as a science; a cook should act properly so that ingredients and quantities are added correctly.

Attention to detail during cooking and baking:



Attention to detail in cooking and baking may bring following advantages:

<p>1</p>  <p>No possibility of mistake in cooking/baking</p>	<p>2</p>  <p>On time cooking or baking</p>	<p>3</p>  <p>Correct quantity of ingredients</p>
<p>4</p>  <p>Ensuring health and hygiene</p>	<p>5</p>  <p>Best taste and quality food</p>	<p>6</p>  <p>No complaint about food</p>
<p>7</p>  <p>Trust of supervisor</p>	<p>8</p>  <p>Good reputation and promotion</p>	<p>9</p>  <p>Accurate following of cooking and baking recipe</p>








Methods of Attention to Detail in Cooking and Baking

<p>1</p>  <p>Understanding the order detail</p>	<p>Taking accurate information about what is to be cooked and packed:</p> <ul style="list-style-type: none"> ▪ Description of menu. ▪ Ordinary food, dessert, list of bakery items. ▪ Number of persons. ▪ Time schedule (when the order is to be delivered?)
<p>2</p>  <p>Correct selection of utensils and equipment</p>	<p>Reading/understanding the order and selecting utensils or devices accordingly:</p> <ul style="list-style-type: none"> ▪ Machinery (blender, juicer, mixer, chopper, etc.). ▪ Containers used for garnishing, cutting and cleaning. ▪ Containers for mixing and grinding spices. ▪ Separate containers for cooking and presentation.
<p>3</p>  <p>Use of ingredients/ spices as per recipe</p>	<p>Use of spices and other ingredients as per order:</p> <ul style="list-style-type: none"> ▪ Preparation of ingredients (vegetables, potato, onion, garlic, tomato, etc.). ▪ Cutting or grinding according to food being cooked. ▪ Use of butter, cream, oil or ghee. ▪ Preparation of ingredients for kneading. ▪ Preparation of crust.
<p>4</p>  <p>Preparation according to recipe</p>	<p>Preparation of food according to order:</p> <ul style="list-style-type: none"> ▪ Appropriate level of flame/heat. ▪ Adding and cooking the ingredients in right order. ▪ Watching the duration of cooking. ▪ Checking the level/stage of cooking. ▪ Watching the color, taste and fragrance of cooked food.



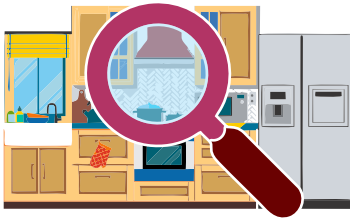


<p>5</p>  <p>Baking according to recipe</p>	<ul style="list-style-type: none"> ▪ Baking the items according to recipe ▪ Using correct quantities of ingredients. ▪ Appropriate temperature for baking. ▪ Appropriate container for baking. ▪ Selection of proper shape (of container) for baking. ▪ Preserving baked items.
<p>6</p>  <p>Health and hygiene measures</p>	<p>Health and hygiene measures during cooking and baking:</p> <ul style="list-style-type: none"> ▪ Thoroughly washing hands and cleaning of nails. ▪ Proper covering of hairs. ▪ Washing food items properly and storing at a clean place. ▪ Covering of items. ▪ Storing of degradable materials in appropriate temperatures. ▪ Cleaning the workplace properly.
<p>7</p>  <p>Culinary arrangement of cooked foods</p>	<p>Listing down the items required for garnishing:</p> <ul style="list-style-type: none"> ▪ Cutting the items according to culinary arrangement (e.g. green chili, ginger, coriander, mint, lemon, etc.). ▪ Cutting of items in different shapes for salad. ▪ Proper use of colors and items for cake, pastry, etc.



Tips for Attention to Detail in Cooking and baking

1



If possible, ask the supervisor or other workers to review your work in kitchen and take their feedback seriously.

2



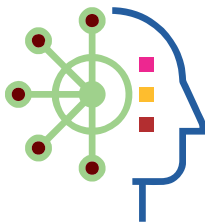
Do not start multiple tasks simultaneously in the kitchen. Try to take them one by one.

3



While working in the kitchen, keep the distractions away, e.g. mobile phone, radio, TV

4



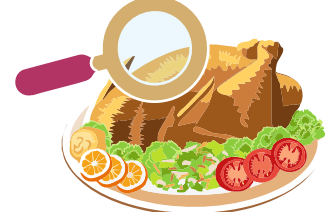
If you are being distracted during cooking, use focusing exercises, e.g. look at the photos of prepared food and remind yourself about the ingredients.

5

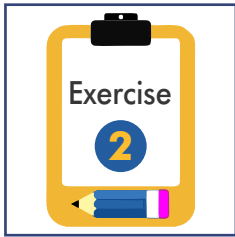


When the cooking process is complete, make sure that it is properly cooked/baked, salt and chili is right, and also check the sweetness of dessert.

6



After the preparation and culinary arrangement of food according to menu double-check everything to make sure that nothing is missing.







Some Suggestion for Attention to Detail in Cooking and Baking



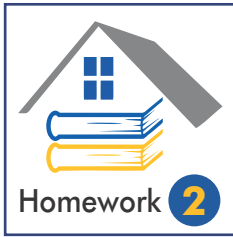
Perform “bring for me”
activity after explaining this
handout

Instructions:

In a group, think about some food (e.g. vegetables or chicken, cake, dessert etc.) and perform the focusing exercise:

Name of Dish	Preparation Time	Skills
		<input type="checkbox"/> Cooking <input type="checkbox"/> Baking <input type="checkbox"/> Culinary Art
1  Ingredients		
2  Utensils and Machinery (juicer, blender, oven, microwave oven, etc.)		
3  Stages (preparation of spices, dough making, sauce, cooling down, cooking, etc.)		
4  Additional items for presentation (salad, chutney, raita, sauce, juice, etc.) and containers		





Review of Attention to Detail in Cooking and Baking

Instructions: Review the following work ethics and tell to what level are you observing them?

Important Tasks	A lot of Attention	Ample Attention	Normal Attention	Less Attention	Not Required
Prior to cooking or baking:	5	4	3	2	1
1 Understanding of the order					
2 Time management as per order					
3 Selection of appropriate utensils and containers					
4 Setting the machinery used in cooking					
5 Washing and cutting of items					
6 Use of spices/ingredients according to recipe					
During cooking or baking:					
1 Adding ingredients in correct quantity according to recipe					
2 Watching the flame					
3 Time management during cooking					
4 Ensuring the baking process is complete					
5 Right use of spices and salt					
6 Pressure cooker or steaming time is appropriate					





	5	4	3	2	1
7 Keeping the container at proper place when cooking or baking is complete					
After the cooking is complete:					
1 Setting items in order					
2 Checking the color, taste and quality of food					
3 Selection of container according to food quantity					
4 Proper culinary arrangements					
5 Health and hygiene measures					
Total					

Total Marks: 90

Marks obtained: _____

Results and Evaluation:

1	Less than 20	Too little attention
2	21 to 40	Less attention
3	41 to 60	Normal attention
4	61 to 80	Ample attention
5	More than 80	A lot of attention





Session Number 2

Communication Skills for Cooking and Baking

Communication Skills for
Cooking and Baking



03
Hours

- Communication skills for cooking and baking
- Listening skills for cooking and baking professionals
- Non-Verbal Communication
- Written/ Verbal Communication

Listen to a story!

A king saw a dream that all of his teeth are broken. He summoned different people to find out the meaning of dream. Every one of them gave the same interpretation that his whole family will die soon. King was angry and put all of them to jail. He then called for the most famous sage of his kingdom and asked about the interpretation of his dream. The sage was well aware of king's anger, so he replied tactfully and said: our king will live longer than any member of his family. King was happy to hear this and gave bountiful gifts to the sage.

Moral of the story: Good communication brings prizes as well as respect.





Summary of Session

In this session, you will analyze communication skills, and will find effective ways of communication as well as instruction to this end. This will enable you to develop better communication and listening skills. You will develop your personality and impress others positively through better communication. These skills will play an important role in your success.



Guess!!

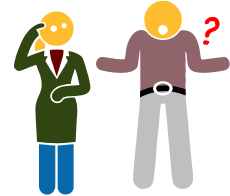
Sadia and Hajra completed their cooking and baking course and immediately found a job of chef in a big restaurant, but:

1



On the first day of job, the manager asked Sadia to share 2-3 recipes so that he can gauge her skills, but she could not correctly tell the names of Chinese spices and name of dish, although she knew the cooking method.

2



When manager told her the culinary principles for cake and bakery items, she interrupted him and started telling him the things she learnt. She was not listening carefully, and neither noted down the principles.

3



Sadia would start working without thoroughly reading the order, and did not ask for any explanation. Consequently, food was not according to order and supervisor reprimanded her.

4



Cooking and baking workers learn a new dish every month and practice it once so that new items can be included in the menu. Sadia's dish was always liked by everyone, but she was unable to write down the recipe.

Questions:

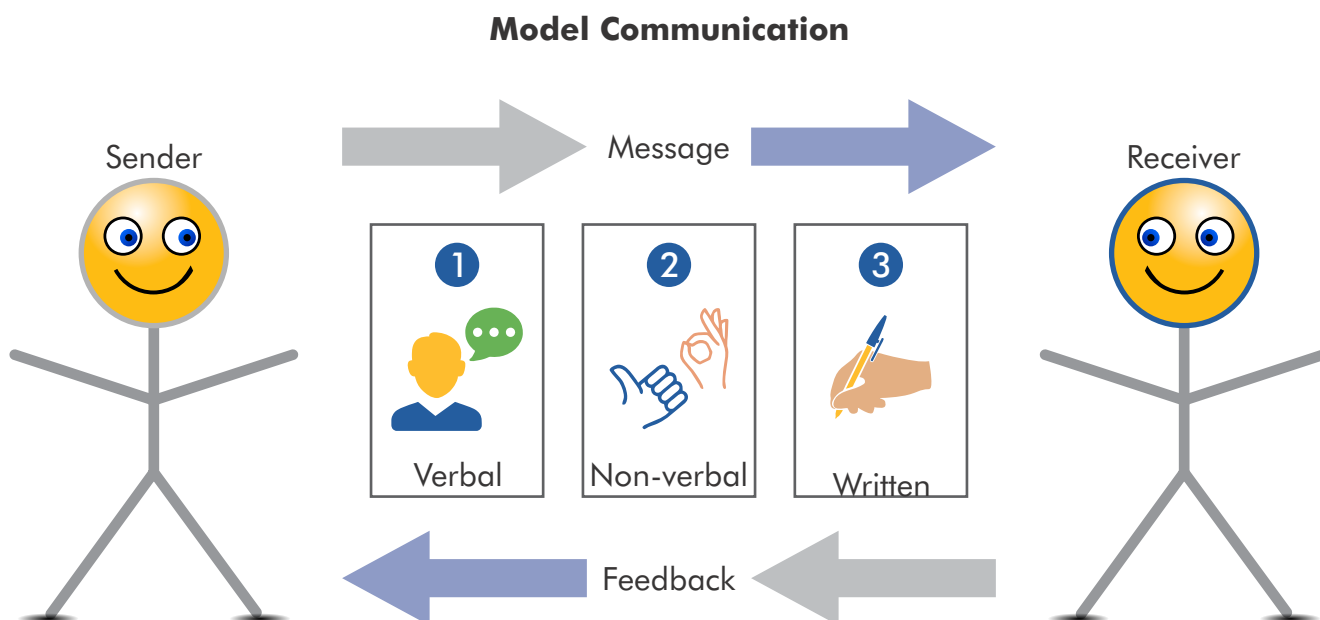
Read the above scenarios and tell:

- What skills does Sadia need to learn other than cooking and baking?
- In your opinion, what communication is important during cooking and baking?
- What communication skills are necessary for cooking and baking?



Communication Skills for Cooking and Baking

Exchange of views, information or feelings verbally or in writing is called communication. It involves a sender and a receiver. Some medium is used to send and receive the message, as illustrated in the model given below:



Means of communication for cooking and baking:

1	2	3	4
By Listening	Verbal	Non-Verbal	Written
(listening and understanding the order)	(talking, listening, speaking)	(signs, symbols, photos)	(email, letter, messages))



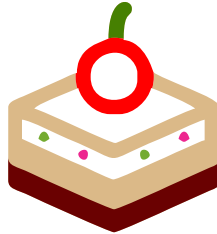
Why this happened?

1



Shakeel received an order of breakfast on phone. In the morning, when breakfast was served, it included an omelet instead of boiled eggs.

2



Yaqoob received an order for cake and prepared accordingly. On delivery, it transpired that it was round shape, although the customer wanted a square shape.

3



Tahir's supervisor asked him to prepare a chicken makhani haandi in desi ghee for 10 persons. Tahir prepared an excellent haandi but forgot to use desi ghee.

Questions:

Read the above scenarios and tell:







- Why were the orders not prepared properly?
- Is active listening the only pre-requisite for taking an order?
- In your opinion, what is the best way for active listening?



Listening Skills for Cooking and Baking

Listening and understanding others carefully is called Active Listening. For effective communication, giving feedback as well as listening is also important.

Advantages of active listening:

1  Mutual trust and respect	2  Understanding and solving the problems	3  Increase in information
4  Better Understanding	5  Time Saving	6  Money Saving

Instructions for active listening:

3 Do not interrupt	2 Listen carefully so that the message is clearly understood.	1 Give full attention
6 If juicer machine or pressure cooker is being used, keep a little distance to hear clearly.	5 Note the sound and gestures of speaker.	4 Give solution or reply. Share your opinion in the end.
9 If necessary, come closer to the speaker.	8 Listen carefully to understand better.	7 In case of any confusion, ask for explanation.





Non-verbal Communication












Perform activity "non-verbal communication" to elaborate this handout.

Non-verbal communication consists of conveying your message without using words. These messages are conveyed through body language, gestures, distance and facial expressions.

Non-verbal Communication helps to...

<p>1</p>  <p>Convey your emotions</p>	<p>2</p>  <p>Convey your message</p>	<p>3</p>  <p>Improve your communication</p>
--	---	--

Ways of Non-verbal Communication:

<p>1 Facial Expressions </p> <p>(E.g. smile, anger or disappointment)</p>	<p>2 Signs and Signals </p> <p>(E.g. movement of hands, point at something)</p>	<p>3 Posture </p> <p>(E.g. folded arms, bending forward posture)</p>
<p>4 Distance </p> <p>(E.g. distance between two persons while talking)</p>	<p>5 Appearance </p> <p>(E.g. appropriate dress, color, hair and personal hygiene)</p>	<p>6 Voice </p> <p>(E.g. high and low pitch, aggressive talk, etc.)</p>
<p>7 Movement of Eyes </p> <p>(Eye contact while talking shows that you are listening carefully, and enhances your self-confidence)</p>	<p>8 Gestures </p> <p>(Gestures communicate a lot. Leaning forward or backwards shows that you are not much interested)</p>	<p>9 Body Language </p> <p>(Your body language communicates with other people, so it is important to keep it in check)</p>

Remember! Non-verbal communication is as important as verbal communication.

Written Communication

Written communication proves helpful in understanding the message. Written communication has many advantages including:

1

Availability of record



2

Better Understanding



3

Confidence



4

Record of Work Done

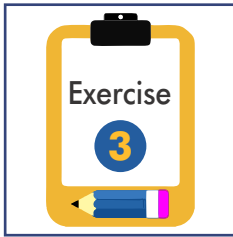


5

Complete Information



Noting down the recipes and writing down necessary information is important in the art of cooking. In this way, not only your cooking standard is improved, but also the completion of order is accurate. You can also give written information to your co-workers. Good writing skill is a manifestation of professionalism and improves your reputation.



Writing Exercise – A Review

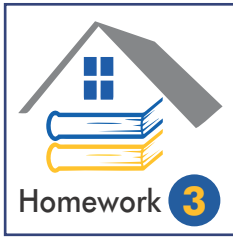


Perform activity “whispering” to elaborate this handout.

Think about a dish related to cooking, baking or culinary art, and write down its ingredients. Write down instructions regarding items and materials for culinary arrangements.

Name of Dish:			Preparation Time:	
<hr/>				
Ingredients:				
1	2	3	4	5
<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
6	7	8	9	10
<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
11	12	13	14	15
<hr/>	<hr/>	<hr/>	<hr/>	<hr/>
Recipe:				





Communication – A Review

In the light of cooking and baking tasks given below, describe your ways of communication by tick marking one option:

1 With Family Members



☐ Verbal



☐ Through Signs



☐ Written



☐ By Listening

2 With Customers



☐ Verbal



☐ Through Signs



☐ Written



☐ By Listening

3 With Shopkeepers



☐ Verbal



☐ Through Signs

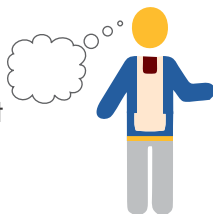


☐ Written



☐ By Listening

4 With Class/Restaurant



☐ Verbal



☐ Through Signs



☐ Written



☐ By Listening

5 With Teacher/Manager



☐ Verbal



☐ Through Signs



☐ Written



☐ By Listening



Session Number 4

Teamwork for Cooking and Baking

Teamwork for Cooking and Baking



4
Hours
30
Minutes

- Team work in cooking and baking
- Teamwork
- Conflicts in team members and their solution
- Cooking and baking team—An Example

Listen to a story!

Once, a group of 50 people was attending a seminar. Suddenly the speaker stopped and decided to do a group activity. He started giving each one a balloon. Each one was asked to write his/her name on it using a marker pen. Then, all the balloons were collected and put in another room. Now, these delegates were let in that room and asked to find the balloon that had their name written within 5 minutes. Everyone was frantically searching for their name, colliding with each other, pushing around others and there was utter chaos. At the end of 5 minutes, no one could find their own balloon. Now each one was asked to randomly collect a balloon and give it to the person whose name was written on it. Within minutes, everyone had their own balloon.

The speaker began— “exactly this is happening in our lives. If we work as a team and cooperate with each other, we can complete our tasks in a better and effective way.”

Everyone is frantically looking for happiness all around, not knowing where it is.

Moral: Through teamwork, we can complete our tasks quickly and effectively.



Summary of Session

No matter what your trade is, you cannot achieve anything alone. In every sphere of life, we need each other's cooperation. People working together constitutes a team, thus they are able to complete their work in much lesser time. People working as a team can solve problems and cooperate more effectively. In this session, we will learn about the advantages of working as a team in cooking and baking.



Guess!

Read the following tasks of cooking, baking and culinary arrangement, and tell about what your present stage is and who is assisting you:

<p>1</p>  <p>Listening and understanding the order</p>		<p>2</p>  <p>Scheduling of time according to the order</p>	
<p>3</p>  <p>Arrangement of utensils</p>		<p>4</p>  <p>Collection of ingredients</p>	
<p>5</p>  <p>Cutting the meat, vegetables, chicken or fish</p>		<p>6</p>  <p>Washing the meat, vegetables, chicken or fish</p>	
<p>7</p>  <p>Arranging the spices and other materials</p>		<p>8</p>  <p>Arranging the machinery and other devices</p>	
<p>9</p>  <p>Cooking and baking</p>		<p>10</p>  <p>Maintaining the quality of food</p>	
<p>11</p>  <p>Culinary arrangement</p>		<p>12</p>  <p>Preserving the food as per hygiene principles</p>	



Team for Cooking and Baking

Questions:

Suppose that you are in a kitchen and preparing chicken fried rice with the help of your co-workers. Assign tasks to your team members and tell:

- How much time is required?
- Who will work with you and what will be their responsibilities.



yOUR TEAM MEMBERS	What are their tasks?	Required Time	
		Hours	Minutes



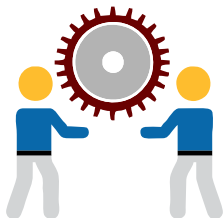



Working as a Team


Teamwork is generally understood as the willingness of a group of people to work together to achieve a common aim. Everyone cooperates while working with the team and use all the best, use the best skills and gives good suggestions, avoid conflicts and quarrels, so we often say that he or she is a good team player

Type of Team:

There are two types of people working with cooking and baking team:

Working as a Team	Assisting as a Team
<p>1</p> 	<p>2</p> 
<p>Persons related to cooking and baking, e.g. cook, baker, helper, washer, culinary artist, etc.</p>	<p>Persons assisting in cooking and baking tasks but not directly related, e.g. order receiver, cashier, waiter, material purchase, quality supervisor, etc.</p>

Characteristics of an effective kitchen team:

<p>1</p> 	<p>Through teamwork, it is possible to delineate different tasks of cooking and baking orders and complete them on time.</p>
<p>Understanding and completion of order</p>	





<p>2</p>  <p>Problem Solving</p>	<p>People working in a team have a good understanding of the problems and are able to find best and easiest solutions.</p>
<p>3</p>  <p>Constant Contact</p>	<p>Cooking and baking staff is constantly in contact, and cooperates with each other.</p>
<p>4</p>  <p>Knowledge of Responsibilities</p>	<p>Responsibilities of each team member are clearly demarcated, so everyone completes his/her tasks in a responsible manner.</p>
<p>5</p>  <p>Learning from others' Experiences</p>	<p>Teamwork helps it member to learn from each other and share important information as well as tips.</p>
<p>6</p>  <p>Success and reputation</p>	<p>Working as team gives a good name and success to restaurant/bakery and its staff.</p>





Cooking and Baking Team – An Example

A team is mentioned in handout 1 (“who does what”) of this session. Specify which members of the team are working inside the kitchen and which are working outside, and how they are enhancing the performance of your team.

Team Members	Internal/external Team	How his/her lack of performance will affect?



Conflict resolution in Team

Why conflict resolution is important?

The strife among team is called conflict. Conflicts are parts of our daily life and it often occurs in our daily routines. To resolve the conflicts and to find the solution is very important that can be caused of the conflicts.

Why conflict resolution is important?

1

Actual target cannot be achieved without resolving the conflicts.

2

Conflict resolution is important for positive completion of work.

3

To complete the work according to quality standards.

4

To build healthy relations among team members.

5

Not wasting energies on resolving the same conflict repeatedly.

There are two types of conflicts:



Positive conflicts, which are beneficial.

Example: Competition between two chefs for preparing a better dish to improve their skill.



Negative conflicts, which are harmful.

Example: Competition between two teams to belittle and degrade each other.

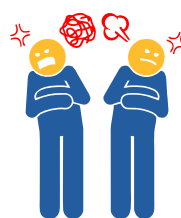


After explaining this handout, enact the roleplay given in TN-02.

Types of conflicts in the team:



1
Internal Human
Conflict



2
Conflict Between
Two Persons



3
Conflict Among
Team Members

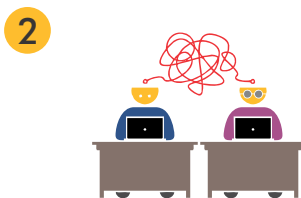


4
Conflict Between
Rival Teams

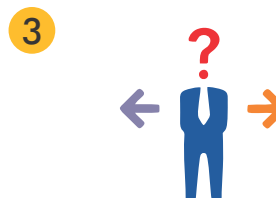
Reasons of conflicts between team members?



1
Misunderstandings



2
Imperfect communication



3
Wrong planning



4
Untrained staff



5
Inferiority complex



6
Injustice



7
Improper division of tasks



8
Lack of trust in others



9
Egoism or inappropriate
attitude



Suggestion for conflict resolution between team members:

1



Identify and understand the reasons of conflict in team.

2



Consider all possible solutions.

3



Choose the best solution.

4



Appoint an impartial mediator to eradicate any misunderstanding.

5

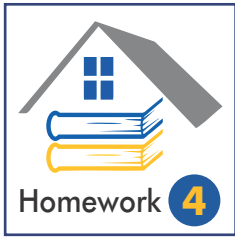


Discuss with both teams.

6



Do not pressurize and try to solve the conflict.



Evaluation of Teamwork

Visit a nearby bakery or restaurant. Record the names of team members in column 1, and their responsibilities in column 2.

Bakery/restaurant: _____ Address: _____ Date: _____

Team Members	Internal/ External Team	How his/her lack of performance will affect?	What kind of conflicts may arise?





Session Number

5

Time Management for Cooking and Baking

Time Management for
Cooking and Baking



4
Hours
30
Minutes

- Time and its importance
- A review of your time
- Management skill
- Division of time in cooking and baking

Listen to a story!

An intelligent student of grade 9 participated in a speech competition at his school. The topic was "Value of Time." He told his mother that a weekly speech competition was being held in his school and he was participating in it. His mother advised him to prepare well, but he thought that he still had whole week and would do the preparation with leisure. He could not imagine the pace of time and now only one day was left, but he had no preparation at all. When the competition started, he had forgotten the speech altogether and signs of embarrassment were evident on his face. He realized that on time preparation could have saved him from embarrassment.

Moral: If you do not value time, time will not value you.






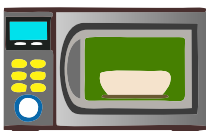



Summary of Session

In this session, cooking and baking staff will learn the benefits and importance of time management. Those who value time are always successful. This session explains the benefits of division of responsibilities and preparation of order within stipulated time. Time affects the quality of food cooked. Time management is the key to success.





Guess!


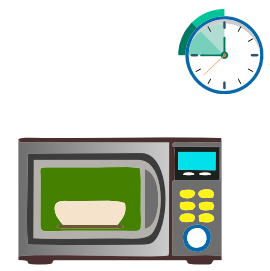



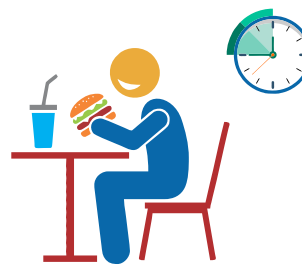
Task	Is time Important?	If yes/no, why?
<p>1</p>  <p>Cooking/baking</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>2</p>  <p>Use of oven</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>3</p>  <p>Cooling or freezing</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>4</p>  <p>Culinary Arrangement</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>5</p>  <p>Taking order, preparation and presentation</p>	<input type="checkbox"/> Yes <input type="checkbox"/> No	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>




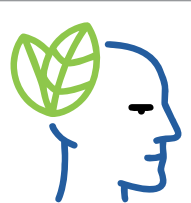

What is time management?

A process in which the scheduling is done to control the time spent on activities, thus enhancing the arrangement of tasks, results and performance. Jim Rohn was right when he said, "Spend the day or the day will spend you."



Importance of time in cooking and baking:

<p>1</p>  <p>Fully cooked undercooked food is linked with time.</p>	<p>2</p>  <p>Use of oven is linked with time.</p>	<p>3</p>  <p>Cooling and freezing is linked with time.</p>
<p>4</p>  <p>Culinary arrangement is linked with time.</p>	<p>5</p>  <p>Order taking and presentation is linked with time.</p>	<p>6</p>  <p>Appetite is linked with time.</p>

Advantages of time management in cooking and baking:

<p>1</p>  <p>Quick and better work.</p>	<p>2</p>  <p>Less mental stress.</p>	<p>3</p>  <p>Fulfillment of all responsibilities and on time completion.</p>
<p>Time management improves cooking and baking.</p>	<p>Time restraint causes mental stress in kitchen work.</p>	<p>Through time management everyone is able to complete his task on time</p>












<p>4</p>  <p>Confidence Building</p> <p>This gives a feeling of satisfaction and people mention you as a good example.</p>	<p>5</p>  <p>Better and well managed work</p> <p>For short and long term planning, assigning tasks as a team may cause completion of more work in less time.</p>	<p>6</p>  <p>Better Reputation</p> <p>On time deliver bring better reputation, enhances your performance level, you get recognition and good feedback.</p>
<p>7</p>  <p>Better Performance</p> <p>Every task of cooking and baking is linked with time. Better time management will enhance your performance.</p>	<p>8</p>  <p>Success</p> <p>On time completion of tasks will bring positive results which is a key to success.</p>	<p>9</p>  <p>Health</p> <p>Time management while cooking and baking will release the work pressure and you will be beneficial for your mental and physical health.</p>

How the time is wasted?

Remember! These activities can steal your time, is it happening with you?

Professional reasons:

<p>1</p>  <p>Lack of spices</p>	<p>2</p>  <p>Inappropriate arrangement of gas or stove</p>	<p>3</p>  <p>Insufficient utensils</p>
<p>4</p>  <p>Lack of cooking appliances</p>	<p>5</p>  <p>Disordered utensils</p>	<p>6</p>  <p>To do list</p>
<p>7</p>  <p>Being unaware of recipe.</p>	<p>8</p>  <p>Onion, tomato, vegetables or meat not being ready.</p>	<p>9</p>  <p>Absence of helper</p>





Ways to Save Time

Consult with parents, friends or supervisors about time wasting factors and tick (✓) mark in the relevant column, and write down their suggestions in last column.

Situation	Who did you consult?			What solutions were proposed?
	Parents	Friends	Supervisor/ Teacher	
Gossiping with friends.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of target.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of cooking equipment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Lack of utensils or devices.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Frequently going to drink water.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Unnecessarily going to the washroom.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Long lunch breaks.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	





Evaluation of Time Consumption

Opinion	Yes/no	If no, how you will improve it?
1 Do you complete your cooking and baking tasks during class on time?		
2 Is your teacher/instructor happy with your performance?		
3 Have you prepared a checklist of things to do?		
4 Do you have many tasks and insufficient time?		
5 Do you feel tired and worried at the end of day?		
6 Do you prepare a list of tasks to do on receiving an order?		
7 Do you complete your cooking exercise/ task according to instructions?		
8 Do you leave many tasks of the day incomplete?		
9 Do you take easy tasks first and postpone the difficult ones?		
10 Do you prepare an estimate of time required for things to be done?		



Planning and Organizing Skills

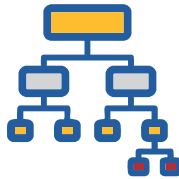
To achieve a specific objective or target, we need to organize ourselves, others and resources (including time and environment).

Instructions for preparation and arrangement in cooking and baking:

Preparation:



- 1 Accurate estimate of time required to complete a task.



- 2 Identifying the required system and resources, and prioritizing the tasks.



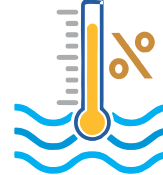
- 3 Organizing your personal time for completing the tasks.



- 4 Preparing a schedule to complete the tasks on time.

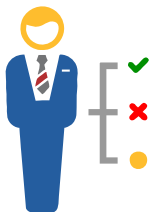


- 5 Linking the schedule and timetable with tasks.

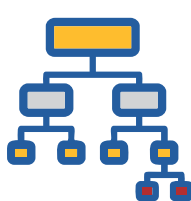


- 6 Setting a criterion to evaluate the outcomes.

Priorities:



- 1 Identify important tasks.



- 2 Organize the tasks in a sequence.



- 3 Organize the tasks according to importance.



- 4 Prepare a written action plan or to do list.



- 5 Check the priorities on daily basis and do necessary changes.



Exercise for Planning and Organizing

Instructions:

Evaluate your organizing skills according to the criteria given below and assign marks:

- I am doing it correctly, diligently and successfully = 4
- I am good at it, but a little practice will make it better = 3
- I am improving, but need to do some hard work. = 2
- I am still not good at it. = 1
- Keep repeating this exercise during your course so that you can complete your tasks in a more organized way.

Department: ☐ Cook ☐ Chef ☐ Baker ☐ Culinary Art

Preparation	Marks Obtained
1 Accurate estimate of time required to complete a task.	
2 Identifying and arranging the required system and resources.	
3 Organizing your personal time for completing the tasks.	
4 Preparing a schedule to complete the tasks on time.	
5 Linking the schedule and timetable with tasks.	
6 Setting a criterion to evaluate the outcomes.	
Priorities:	
1 Identifying important tasks.	
2 Organizing the tasks in a sequence.	
3 Organizing the tasks according to importance.	
4 Preparing a written action plan or to do list.	
5 Checking the priorities on daily basis and do necessary changes.	





Principles of Planning and Organizing

Principles	How this will apply to your work?
<p>1</p> <p>Prioritize your tasks.</p> 	
<p>2</p> <p>Use your time in a correct and better way.</p> 	
<p>3</p> <p>Organize your resources.</p> 	
<p>4</p> <p>Assign the tasks to others.</p> 	
<p>5</p> <p>Organize your tasks systematically.</p> 	
<p>6</p> <p>Think about tomorrow and plan beforehand.</p> 	





Division of Time in Cooking and Baking



Perform “use of time—how long is one minute” activity after explaining this handout.

Instructions:

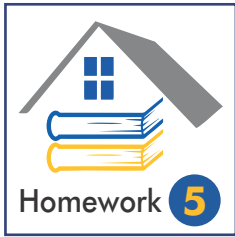
In your groups, select any one dish (for example: chicken, cake or dessert) from cooking or culinary and decide the required time in order to complete the task.

Name of Dish	Preparation Time	Skills
		<input type="checkbox"/> Cooking <input type="checkbox"/> Baking
		<input type="checkbox"/> Culinary Art

Stages of Work	Work to be done?	Time Required
1 Prior to cooking/baking		
2 During cooking/baking		
3 After to cooking/baking		
4 Culinary Art		

نوٹ: کلنری آرٹ سے متعلق افراد صرف آخری صف کو پُر کرتے ہوئے اپنے کاموں کو تقسیم کریں۔





Kitchen Work – With Mother

Instructions:

In the light of previous activity, prepare a dish (e.g. vegetable or chicken, cake or dessert) and note your mother or elder sister working time in kitchen.

Name of Dish	Preparation Time	Skills	
		<input type="checkbox"/> Cooking <input type="checkbox"/> Baking	<input type="checkbox"/> Culinary Art

Stages of Work	Required Tasks	Time Required	Time Spent
1 Prior to cooking/baking <hr/> <hr/>	<hr/> <hr/>		
2 During cooking/baking <hr/> <hr/>	<hr/> <hr/>		
3 After to cooking/baking <hr/> <hr/>	<hr/> <hr/>		

What you learnt from the given activity? And what is your opinion about it? _____





Session Number

6

Problem Solving for Cooking and Baking

Problem Solving for
Cooking and Baking



02
Hours

- Solution of problems
- Benefits of better problem solving
- Process of problem solving
- How to solve problems in cooking and baking

Listen to a story!

There was a salt vendor in a village. He used to buy salt from a nearby town. He had a donkey to carry this salt load. There were many streams to be crossed to reach the town.

One day, the vendor was returning after his purchase. The donkey was loaded with salt bags. While they were crossing a stream, accidentally the donkey slipped and fell into the stream. A lot of salt was dissolved in the water. When the donkey got up the load became very light.

From that day, whenever the vendor returned from town after salt purchase, the donkey began to tumble halfway across one stream or the other. The vendor became suspicious.

Once the vendor purchased bales of cotton and loaded his donkey with bales of cotton. The donkey felt the load to be unusually light. He thought, "Today, I am going to tumble and this load is going to become much lighter". On their way home, as usual, the donkey tumbled and fell into a stream. But alas! When the donkey tried to get up, the load pulled the donkey down. The cotton had absorbed water and become heavier. The vendor gave hard beatings to make the donkey get up and walk. From then on, the donkey never tumbled while crossing streams.

Moral of the story: Avoiding work leads to more work.





Summary of Session

In this session, instructions and methods will be given to identify and solve the problems faced during cooking and baking. Different kind of problems may occur while working in the kitchen, which are related to food, diner or cook. We will share different techniques and benefits of problem solving, which can be helpful in our professional life.



Guess!

1

Ashraf is a cook in a restaurant. He prepares all dishes early in the morning and serves to customers during the day. Today he cooked meat but quantity of salt was excessive. Now he is worried and does not know what to do.

2

Hammad works in a bakery where many different items are prepared daily. This morning while in the oven, two of the cakes got stuck in the pan. Ashraf wants to solve this problem but does not know what to do.

3

Yaqub is a culinary artist. He received an order for cake. He embellished the cake with too much effort and then got busy in other order. After a while, he remembers that he had forgotten to put the cake in the freezer. The cream of the cake had melted down and all the design was ruined.

Instructions:

Read the above-mentioned scenarios carefully and tell:

- In your opinion, why did these problems occur?
- What solutions will you suggest?
- Have you ever faced such a problem? If yes, how did you solve it?

Problem Solving

Managing an issue or situation with serious or grave consequences is called a PROBLEM SOLVING.

Problems faced in cooking and baking:

<p>1</p>  <p>Lack of skill</p>	<p>2</p>  <p>Unclear order/instructions</p>	<p>3</p>  <p>Less time, more work</p>
<p>4</p>  <p>Lack of spices</p>	<p>5</p>  <p>Inappropriate arrangement of gas or stove</p>	<p>6</p>  <p>Insufficient utensils</p>
<p>7</p>  <p>No to-do list</p>	<p>8</p>  <p>Disorganized utensils</p>	<p>9</p>  <p>Household worries</p>
<p>10</p>  <p>Being unaware of recipe</p>	<p>11</p>  <p>Onion, tomato, Vegetables or meat not being ready</p>	<p>12</p>  <p>Absence of helper</p>



Advantages of Problem Solving



After explaining this handout, enact the roleplay given in TN-03.

1



Safety from loss

2



Saving time and money

3



Better customer satisfaction

4



Increase in customers

5



Increase in knowledge

6



Better knowledge of solving different problems

7



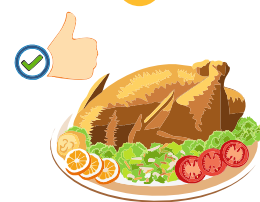
Better performance

8



Quality food

9



Quality work





How to solve your problems during work?



1 Identifying and defining the problem.

Describe the problem as clearly as possible and review the situation in the light of attitude, time and background.



2 Find a possible solution.

List down all possible solutions. Think differently and suggest various solutions. This way you can find the best one.



3 Analysis to suggest a solution.

Consider possible solution only and leave out the impractical ones. Analyze if this solution is beneficial or not.



4 Choosing the best solution.

Explain who will apply the solution. Moreover, elaborate how and when it will be enacted.



5 Taking action for a solution.

Take steps for the solution according to the plan.



6 Evaluation of consequences.

Analyze the effectiveness of solution. Point out such changes, which can strengthen the solution and solve the present problem.





How to solve your problems during work

Problems	Example
 <p>1 Identifying and defining the problem.</p>	
 <p>2 Find a possible solution.</p>	
 <p>3 Analysis to suggest a solution.</p>	
 <p>4 Choosing the best solution.</p>	
 <p>5 Taking action for a solution.</p>	
 <p>6 Evaluation of consequences.</p>	


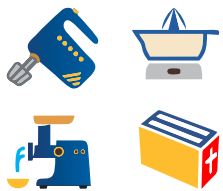








How to solve problems in cooking and baking work

Instructions:

Examine daily matter in your home and institute and tell about what kind of problems you face. How you solved this problems and what was the outcome?

Important tasks	Possible problems	Possible solutions
1  Receiving, reading and understanding the order.		
2  Arrangement of utensils.		
3  Washing the items.		
4  Cutting the ingredients.		
5  Cooking and baking.		
6  Culinary art.		





Consider the daily routine of your home or institutes and tell that what type of problems you face and how did you resolve them and what was the results of this



Session Number 7

Occupational Health and Safety for Cooking and Baking

Occupational Health and Safety for Cooking and Baking



03 Hours

- Health and safety during cooking and baking
- Principles of hygiene
- Sources of bacteria
- Instruction for personal health and safety

Listen to a story!

A street vendor used to sell fruit chaat and chana chaat. One morning he reached his workplace and started his work without washing the utensils. Rush of customers due to lunch break in offices did not give him enough time to make things clean. That day customers were reluctant and this fact caused too much worry for the vendor. He could not comprehend the reason and sale was too low. In the evening he reached home and told his wife, who listened to him carefully and suggested to ponder about the reason of this situation. The vendor told her that he started his work very late and could not manage to clean the stall and utensils properly. People were reluctant to purchase because of the unclean situation.

Moral of the story: Lack of cleanliness affects the business.





Summary of Session

Individuals and institution both are responsible for ensuring a better environment, health and safety measures at workplace. In this session, we will talk about hygiene principles, keeping food safe from germs, general health and safety rules and hazards at workplace so that cooking and baking staff can keep their workplace clean and also look after their personal hygiene. In this session, health and safety measures, prevention of hazards will be discussed too so that the worker is able to stay safe at workplace and follow the hygiene principles.





Guess!

How you will respond to following situations while working in the kitchen:

<p>1</p> <p>Tariq deeply injured his finger and nail while cutting meat. His finger was severely bleeding. He cried out of pain and all the co-workers gathered around him</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>2</p> <p>When food was served to the customer, he jumped up in rage and pointed out a hair in his plate.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>3</p> <p>After baking a cake, Yaqub forgot to put it in the freezer, so the cake melted down and spoiled.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>
<p>4</p> <p>While operating the oven, Ali felt a smell of short circuit. He took a deep breath and the smell intensified. Soon the microwave was on fire. Ali was baffled and did not know what to do.</p>	<hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>





Health and safety during cooking and baking

Occupational health and safety refers to ensuring better environment, health and safety for employees at workplace.

Health and safety measures while working in the kitchen:

1 Arrange the cutlery in a proper way to prevent any injury.	2 Use knives and sharp edged devices in a safe way.	3 Use cutting board for chopping meat and vegetables.
4 Keep a safe distance from stove or fire.	5 Lower down the flame before handling the pot.	6 Use glove before touching a hot pan.
7 Use exhaust fan.	8 Double-check the plugs of all electrical devices.	9 Do not plug in an electric device with wet hands.
10 Keep electric wires and machinery clean.	11 Unplug the machine after using and wrap up the wire	12 Clean the wet and slippery floor to avoid slipping.
13 Be careful when using and opening the pressure cooker.	14 Keep plastic and glass containers away from flame.	15 Turn off the stove properly, and also the gas valve if necessary.

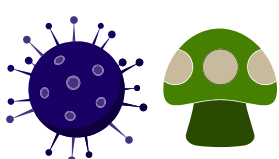






Hygiene Principles

✓ Do not store raw meat with other food articles (fruit, salad, etc.)
✓ Keep cooked food in upper shelves of refrigerator and vegetables, fruit in lower part.
✓ Clean the utensils and cutting board after cutting.
✓ Cover the food to keep it safe from dirt, flies and germs.
✓ Use clean and unscathed bowls.
✓ Wash your hands properly before touching the food.
✓ Do not wear wristwatch, rings or bangles etc.
✓ People suffering from diarrhea, vomiting or fever since last 45 hours should not take part in handling or preparation of food.
✓ Cover your head/hair.
✓ Wear dress with long sleeves and wear clean shoes.
✓ Use clean apron.

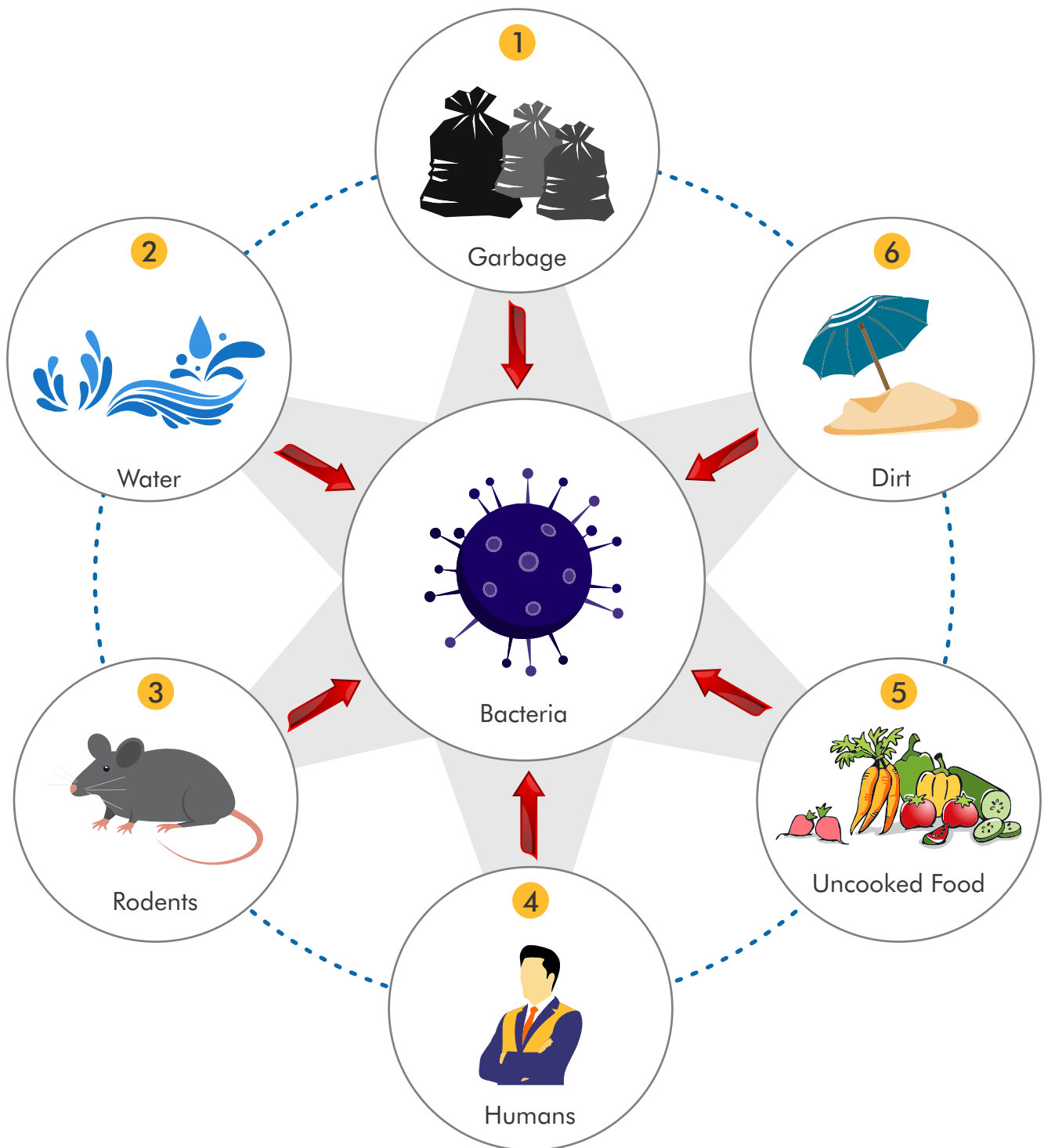
People, who touch or eat food, must try to prevent food related diseases:

Microbiological	Chemical	Physical
1  <p>Bacteria, fungus, etc.</p>	2  <p>Cleaning agents, chemicals, and insecticides.</p>	3  <p>Broken glass, pieces of plastic, hair or shorn off nails, etc.</p>

*Prevention of microbiological hazards during cooking and baking is necessary.



Sources of Bacteria



Bacteria can enter into the cooking process through many sources. These include dirt, human touch, infected water, pesticides, uncooked food items, e.g. meat, eggs, raw vegetables, etc.

General principles of health and safety:

1



Do not keep standing for long, take a little break.

2



Drink water during work and take fresh air.

3



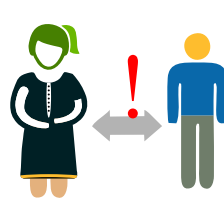
Shifting of machinery and equipment from one to another place may cause injury. Be careful!

4



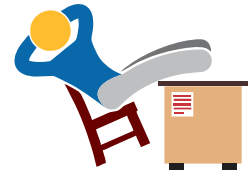
Lifting heavy loads, working for long hours and sitting in wrong posture may also cause injury.

5



If males and females are working together, maintain proper distance to avoid any difficulty.

6



During work, do not sit in a posture that may cause problem or instigate others.



Instructions for personal health and safety – a review

Review the instructions for health and safety during kitchen work and tell if you are following these?

Basic requirements for personal hygiene:

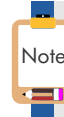
DO's

DON'Ts





Remember!

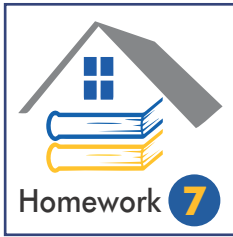


After explaining this handout, enact the roleplay given in TN-04.

In case of any emergency during work, you can contact on following numbers:

In case of an emergency	Punjab Police	Fire Brigade
1122	15	16
Ambulance	Bomb Disposal	Pakistan Rangers (for reporting of terrorism)
115	5120516	042-99220030 042-99221230
Pakistan Army (for reporting of terrorism)	Contact no of factory supervisor or head (for emergency)	Contact no. of a family member (for emergency)
1135		





Hazards at Workplace

Keeping in mind the health and safety measures described in this session, identify the hazards during work in kitchen:

Step 1

Survey of workplace to check the possible hazards during work.

Step 2

Take a note about who is in danger because of these hazards (including your colleagues and clients).

Step 3

What is done and to be done to evade the hazards?

	What are the potential hazards for health and safety?	Who will be affected?	Measures taken to avoid hazards?
1 Regarding personal health and hygiene	<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>
2 Regarding food security	<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>
3 Regarding cleanliness of workplace	<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>	<hr/> <hr/> <hr/> <hr/> <hr/>



Session Number 8

Job Placement

Job Placement



02
Hours

- Job search
- Preparation of CV
- Preparation of Cover Letter
- Interview

Listen to a story!

A young man appeared for an interview for a job. The interviewer told him, "you have ten minutes to give your introduction, but there is one condition: you are not allowed to speak." Young man was baffled and wondered how he can possibly give an introduction without speaking! He started using sign language. Ten minutes passed and he could not even tell his name.

Another young man came for the same interview. He was properly dressed and entered the room with full confidence. The interviewers gave him same instructions: "you have ten minutes to give your introduction, but there is one condition: you are not allowed to speak." Young man gave a slight smile, took out his CV and cover letter from his file, presented it, and sat quietly. After ten minutes, he said: "hopefully you got all the information about me. If you have any more questions, I am here to answer." Interviewer smiled and issued his appointment letter.

Moral: do not speak; let your preparation and documents speak.



Summary of Session

To get any job, technical skills as well as some professional skills are also necessary. Your CV and cover letter gives and overview of your skills that you do not tell by speaking, but in written form. While preparing your CV and cover letter some considerations may greatly enhance your impression. Interviewer decides about your eligibility in the light of this document.

The better impression your initial application makes, the more likely they are to be positive about any interview you get, and so, the more likely you are to get the job. Nothing can be achieved without proper preparation. Likewise, an interview also required thorough preparation. There are certain tasks before, during and after the interview, which will ensure your job placement.



Job Placement

Instructions:

Read carefully the stories given below and answer the questions:

- What are the reasons of failure of Zahid to get the job?
- Why is Shakeel successful in getting the job?



Zahid is a good cook. He wants a job in some hotel. He is looking for a job. He consulted his friends but all their suggestions were of no avail. He started looking for jobs in newspapers. He applied for any vacancies. Hotel owners asked for a CV, while a 5 star hotel asked him to provide a cover letter. However, he knew nothing about such documents. He kept searching in vain, and was waiting for a miracle to get a job placement.



Shakeel received cooking training from an institution, which taught him to prepare a CV and cover letter too. Moreover, they trained him for giving and interview. Shakeel saw a newspaper advertisement for a cook in a big hotel. He contacted the hotel management and they asked him to send a CV and cover letter. Next day Shakeel sent the same. After some days, they called him for an interview. He successfully got the job.



Before Job Placement

Instructions:

Think about the answer of the following questions before finding the job?

1 Where you want to work, and on what level?

.....

.....

.....

2 What kind of work you like to do?

.....

.....

.....

3 What kind of people you would like to work with?

.....

.....

.....

4 What sources will you use to find a job?

☐ Friends and Family Members

☐ Newspapers

☐ Internet

☐ TV/Radio

☐ Social Media

☐ Others:



Preparing C.V

What is C.V:

- An essential document for every person who is searching for a job
- The summary of your education, experience and other information
- It is helpful for choosing people for potentially suitable job and interview
- In addition to your background, previous and ongoing activities, it throws light on you future goals.

Important aspects of a C.V:

1	Heading: Write your name and contact number at the start. You may also include you e-mail and fax number
2	Objectives: the job that you are trying to get, will be the goals of the application. To write the objectives, answer the following: <ul style="list-style-type: none">▪ What level of skill do you want to acquire?▪ What kind of responsibilities can you fulfill?▪ What kind of expertise can you use, for this job?▪ It is preferred that you provide extensive objectives in your c.v. However, you can also write the objective briefly.
3	Education: If you are a fresh graduate (in last 5 years), write that first. If you are already doing a job or have a higher/specialized degree, then mention them first, and then mention the name of the institute and date of completion.
4	Work Experience: Start from your most recent experience. Include the name of the organization, designation, city, country and duration of work. Focus on the responsibilities of your current job. Only include the list of responsibilities that you are exclusively taking care of. If you are a fresh graduate, mention the details of any part-time work or summer internships that you may have done.
5	Interests: inclusion of this part is up to you. Only include it, if your interests are job-related
6	Reference: If you have a lot of references, prepare a list. Otherwise, you may also write "References available upon request", at the end of the C.V



Sample Resume

15/B, Khalid bin Waleed Road, M.A. Jinnah Colony, Karachi
021-2547899, noreenfatima@gmail.com

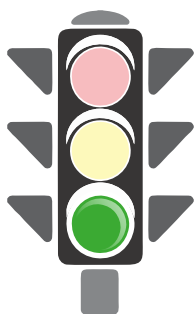
Shakeel Ahmad

Professional Summary	Experienced Baker Pastry Chef with over ten years creating and serving wondrous pastry treats in an array of eating environments. Adept at adapting to regional tastes and various diets. Hold a range of certifications for handling food and talents working in hospitals, restaurants and other eateries.
Education	Matric from Model School in 2nd Division
Experience	<ul style="list-style-type: none">▪ June 2004 – Present Qasr-e-Shireen Bakers, Baker Chef▪ Accountable for line of baked goods used for weddings, birthday parties, bar mitzvahs, corporate events and other occasions▪ Managed all cooking equipment and utensils, ensuring everything was functional and up to code▪ Attended client events, organising staff and distribution of foodstuff <ul style="list-style-type: none">▪ February 1995 – June 2004 Shaheen Bakers, Baker Chef▪ Responsible for complete line of freshly baked desserts and breads▪ Personally examined all deliveries for freshness and quality▪ Designed and tested new recipes to give restaurant a distinct menu▪ Regular inspections to confirm tools and work area remained safe and clean
Interests	Cooking new recipes, watching TV shows
References	references will be furnished on demand





What Points must be kept in Mind while Preparing the C.V?



DO'S



Provide full details of contact and ensure that they are not inaccurate



Edit your c.v the word count and make it brief



Before sending your c.v to the relevant place, ensure that there are no spelling or grammar mistakes.



Highlight your achievements and strengths. Explain your strengths based on the needs of the employer.



Provide complete details for your c.v. Incomplete information does not show your expertise.



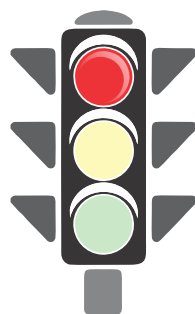
Mention the important information within the upper portion of the c.v



Use underline, bold edit and bullets, so that bisections are visible



Use high quality paper for printing your c.v and use plain white paper instead of colorful ones



DON'Ts



Avoid abbreviations and short-hand while writing your name and address.



Do not include details of your current or last salary. Talk about salary in the interview



Do not include the reason you left your previous job, in your c.v



Avoid lying and exaggeration in your c.v



Do not make untrue claims



Use only one font-size in each page. You may increase the font-size for heading



Do not use more than 2 pages



It is unnecessary to write "c.v" at the top of the page, as it wastes time.



Cover Letter

When you send your C.v for a post/position, you also attach a short written brief, which is called cover-letter.

Why is cover-letter important:

Maybe the person reading your cover letter is busy or do not want to waste his time on reading unnecessary writing. So your cover letter should be easily readable, it should be concise, to the point and relevant. Avoid using difficult words.

What should you write in a cover-letter?

Maybe your cover letter reader is busy or do not want to waste his time on reading unnecessary writing. So your cover letter should be easily readable, it should be concise, to the point and relevant. Avoid using difficult words.

Keep following things in mind for your cover-letter:

1	2	3	4	5
Mention the position that you are applying for	Mention how you found out about the position	Mention why are you applying for the position	Explain how you may prove an asset to the company	Request for an interview

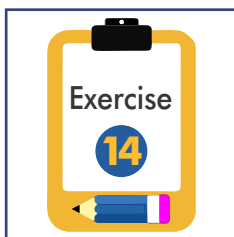


Job Application (A Sample)

Your complete address Contact number and E-mail address	
Date	For instance: Wednesday, November 12th, 2017
Name an address of the one, it is addressed to	Include the details of the person/organization, to whom you are sending the application; their name, designation, name of organization and address. Write these details on the envelop.
Topic	It shows the purpose if the application, such as "Job Application"
Salutation/ Greetings	<p>A letter written in English, always starts with "Dear". if you do not know the relevant person, you may also write:</p> <ul style="list-style-type: none">Dear SirDear madamDear Mr. KhanDear Mrs. Khan <p>Note: If you do not know the relevant person, always write Dear Sir/Madam</p>
Body	<p>Cover-letter must consist of 3-6 lines. As it has been previously mentioned:</p> <ul style="list-style-type: none">Mention the position you are applying for?How did you find out about the post?Explain why you want to work on that position?Also explain, how will you benefit the companyRequest for interview
The Ending	At the end, write: Yours sincerely, yours faithfully, yours truly
Your Signature	Sign, using Black or Blue ink.
Your Name	Write your full name. For instance: "Muhammad Javed Khan"

Note: Some places require hand-written cover-letter but always send typed cover-letter. This ensures the legibility of the letter.





Your C.V

Instructions:

Prepare the biodata, based on the format given below, if necessary, take suggestions from a teacher, friend or someone who has experience.

My Resume

Address: _____ Tel No: _____

Email Address: _____

Name _____

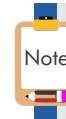
Professional Summary	
Education	
Experience	
Interests	
References	

Instructor's Signature: _____ Date: _____





What is Interview



After explaining this
handout, enact the roleplay
given in TN-05.

A conversation between the potential employer and employee for any position/post to know more about each other, is called an interview

What is the focus of an interview:





For selection of any candidate, 3 points are kept in mind:

1	What can you do for us? If you are hired, how you would distinguish yourself from other applicants? The answer is your education, past experience, specific skills, and other information is the answer
2	Why do you wish to work for us? Employers wants to ensure that the selected candidate has substantial knowledge about the organization, profession and the post. As a candidate, you have to explain why you are interested in working for that organization? You also have to tel your employer that you have realistic outlook regarding the and it holds relevance for your short and long-term goals
3	What kind of personality do you have? Employers focus your attributes, such as your level of motivation, passion to excel, creative thoughts, problem-solving abilities and teamwork. They also focus on how would these attributes play a role if you are given the job. Every employer is in constant search of a good personality, with regards to their organization.
4	What can you do for me? Oftentimes, the candidates consider the interview as one-sided process which is not right. Without a doubt, the interview is conducted by the employer but the candidate must also interview the interviewer regarding their organization, using their methodology. How will the organization prove effective in your professional progress.
5	Why do i wish to work for you? How does the organization align with my short and long-term goals? Do i understand this job and industry fully? Is this job appropriate for me?
6	What kind of personality you have, as an individual or organization? Is it an organization that i will like working for? Am i working for people that I will have to spend at least 8 hours with







Instructions for the Interview

Before Interview:

<p>1</p> 	<p>Research regarding the interview:</p> <ul style="list-style-type: none">■ Take help of courses or professional coaches for job preparation■ Read the written material, such as handouts, available for interview preparation and skills.■ Practice giving interview with the help of a brother or sister
<p>2</p> 	<p>Assessing your value:</p> <ul style="list-style-type: none">■ Assess your experience and education for the job that you wish to apply for. Evaluate your education, skills, goals, interests and abilities. During the interview, explain how are your abilities relevant to the post you are interviewing for.■ Look for your weaknesses and decide how would you respond to difficult questions?
<p>3</p> 	<p>Information regarding employer and the department:</p> <ul style="list-style-type: none">■ Know about the company's website or company's work and the position that you are interviewing for.■ Get information regarding the department you wish to work in (for instance: teaching or management, etc.)■ Talk to the people that have already done similar kind of jobs
<p>4</p> 	<p>Make a strategy for interview:</p> <ul style="list-style-type: none">■ Based on your self-evaluation, identify your qualifications and attributes that the company wishes to see in their "ideal candidate"■ Make a list like "five stories of success", i.e., situations where you have proven to be exceptionally impressive and you were proud of your performance. You cannot pre-empt interview questions but if you have prepared 5 strong examples, you will be able to find the answer immediately.



<p>5</p> 	<p>Practicing for typical questions for interview. It is impossible to know the specific questions that shall be asked. However, some questions are asked in every interview. For instance:</p> <ul style="list-style-type: none">■ Tell us about yourself■ Why are you interested in working with us? what do you know about us?■ What are your strengths and weaknesses?■ What are your objectives/goals?■ How do you consider yourself the best candidate for the position?■ What do you want to ask, form us?
<p>6</p> 	<p>Practice for the questions that you may ask during interview: Prepare a list of questions that you will ask the interviewer</p> <ul style="list-style-type: none">■ Avoid questions, the answers to which you can find yourself, with some effort.■ Show that you have done your homework regarding the company (asking about the date of establishment is not a good questions, since that is mentioned on the company's website)■ You require such information that will help you decide. Ask relevant and deep questions
<p>7</p> 	<p>Prepare a file for your documents: Before going to the interview, put all your documents that you may need, in a file. These will include:</p> <ul style="list-style-type: none">■ Cover-letter, biodata, references.■ Academic certificates■ Letters or certificates from your old jobs■ Any such document that confirms the information given in the biodata/c.v
<p>8</p> 	<p>Presentation:</p> <ul style="list-style-type: none">■ Select a good dress for going to the interview. Ensure that you look professional and worthy of praise or the day of interview.■ Ensure that you get adequate sleep before the interview



During the Interview:

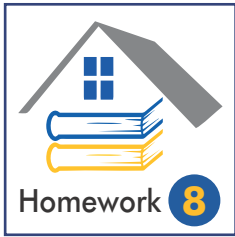
- Adopt a polite and positive attitude. Avoid pacing. Express your passion for the job and interview. At the end of the interview, thank the interviewer
- Body language is very important. Ensure that you are standing straight and maintain eye contact. It shows that you are confident and self-assured. No organization wants to hire worried and unsure individual. However, ensure that you are not over-confident
- Never make the mistake of thinking that the interview is just a cursory meeting. It is a huge mistake to assume that you will get the job
- Focus on your strengths and forget your little weaknesses. Even though you may be able to describe yourself in a favorable light, no person is complete. Everyone has strengths as well as weaknesses. Keep your strengths in mind during the interview.
- If you are unable to understand a question, during the interview, ask again. If you are unsure of the right answer, ask the interviewer to give you 1-2 minutes. During this time, think and give the correct answer.
- Maintain eye-contact during the interview but do not over-stretch it. Eye-contact will show your confidence and truthfulness
- Avoid criticizing your previous employer or company.
- Don't be hasty in discussing the salary. Listen to the interviewer carefully. It is possible that they may discuss salary.



After the Interview:

- Thank the interviewer for his consideration and time
- Avoid calling immediately to know about the result of the interview
- If you are interest in the job, follow-up via phone call or E-mail after a week





Practicing for the Interview at Home

Instructions:

Imagine that you have been called for an interview. Think how will you respond to following questions during the interview. Write your answers in the space provided:

1 What is your biggest weakness?

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2 What is your biggest strength?

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3 When was the last time you were angry? What had happened?

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4 Would you like to work alone or as a team? Give some examples of teamwork

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5 Why do you consider yourself suitable for the job?

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6 What are your goals for the next 5 years?

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How to conduct the session?

Important information about session

1

Pre-test will be taken before the start of session.

2

Instructor will clearly read out the questions of pre-test and will elaborate if needed.

3

Pre-test will be given according to the number of students present and instructor will collect back accordingly.

4

Marks will be given in the light of performance and result will be entered in the file.

5

Session's objective will be clearly explained to the students.

6

Story given at the start of session will be told in an interesting way and link it with the core concept.

7

Session will be concluded within stipulated time.

8

Summary of session will be given along with objectives.

9

Activities will be performed according to time and instructions mentioned in trainer's manual.

10

In the light of trainer's manual, the props of important activities will be prepared beforehand.

11

At the end of session, post-test will be given according to the number of students present and instructor will collect back accordingly.

12

Assessment sheet will be filled out according to instructions.

13

Marks obtained will be entered on final sheet.

14

Marks obtained will be recorded and students will be intimated.

15

Students will be guided in occupational skills, where needed.



Effective Preparation of Presentation

Presentation entails presenting a topic in front of an audience. Usually, a demonstration, introduction, lecture or speech may prove useful in guiding or convincing the audience regarding a specific matter.

Why?

Effective presentation reduces barriers in communication, which are main reason for work-related problems. Presentations not only convey the information effectively, they also enhance other attributes and skills of a person. They highlight your importance in the eyes of your coworkers, alongside clients, head of your organization and other officers.

What should be the focus?

To evaluate a presentation, 5 major aspects need to be assessed. Marks will also be awarded, keeping these points in mind:

1	2	3	4	5
Command on the topic	Speaking with confidence	Maintaining eye-contact with everyone	Explaining the topic and using examples	Dress, non-verbal communication, gestures, facial expressions, smile, etc.



Standard for Assessment and Marks:

Assessment of quality	Total Marks	Marks Obtained
1 Importance of the topic	2	
2 Elaboration of the topic	2	
3 Tone of your voice and delivery	1	
4 Attitude and style	0.5	
5 Confidence	0.5	
6 Giving examples from everyday life	0.5	
7 Relevance of example with the topic	0.5	
8 Hand gestures and posture	1	
9 Facial expressions and smile	1	
10 Physical appearance, and tidy/styled hair, etc	1	
11 Clean socks, clothes and shoes, etc.	1	
Total Marks	11	





Score sheet for Soft Skills in Students

Name of the students.....Name of the course.....

Duration of the course (month).....Starting date of the course.....

Ending date of the course.....Name of the instructor.....

Name of the institute and address.....

#	Topics included within the course	Starting Date	End Date	Assessment Number	Total Marks	Marks for Pre-test	Marks for Post-test	Percentage of difference	Instructor's Signature
Part-1: Marks for pre and Post-test									
1				evaluation 01					
2				evaluation 02					
3				evaluation 03					
4				evaluation 04					
5				evaluation 05					
6				evaluation 06					
7				evaluation 07					
8				evaluation 08					
9				evaluation 09					
Total marks of Pre-test									





#	Topic of Presentation	Total Time for presentation	Total Marks for Presentation	Presentation at the start of the course	Presentation during the course	Presentation at the end of the course	Total Marks for Presentation	Obtained Marks	Instructor's Signature
Part-2: Marks for Presentation									
1									
2									
3									
4									
5									
6									
7									
Grand Total:									

Instructor's opinion regarding soft skills of student:

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Name and Signature of Instructor: _____ Name and Signature of Supervisor: _____

