



Culinary Scenarios

Student Workbook



Name:

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Problem-solving

Scenario

Scenario: Guy and Jane both work at a restaurant. Guy was hired a few months ago and Jane has been with the restaurant for eight years. Jane, while being a proficient worker, tends to wait until the last minute to get her work done. Guy works more steadily and keeps on top of his daily tasks. Guy complains that he feels he has to worry about Jane's work on top of his own. Also, they rely on each other for certain tasks and he is uncomfortable with waiting until the last minute when they have to collaborate. With the situation becoming more tense, Jane is missing more work because she wants to avoid Guy and his frustration.

Points of view to consider:

Guy

Jane

Customers

Answer the following key questions:

1. What can Guy do to improve his work relationship with Jane?
2. What are Guy's options for solving the problem?
3. What is the best solution?
4. What can Guy do in the future to help maintain a good working relationship with Jane?
5. How might these issues affect customers?

Problem-solving

Organizer

Use the 7 steps to problem-solving to solve the problem in the scenario.

1. Problem	4. Evaluate the options Pros Cons
2. Other points of view	
3. Options	
	5. Solution
	6. Documentation and steps to implementation
7. Evaluation and monitoring	

Teamwork

Scenario

Scenario: You are the head chef of a new restaurant and you are responsible for building the kitchen team. The challenge for you as a head chef is not only to attract young, energetic, talented and focused cooks and support staff, but also to identify those who want to work as a cohesive unit and are aligned with your vision. The people who are applying for the positions all seem to be young and inexperienced.

Points of view to consider:

You, the head chef

Restaurant owners

New staff

Customers

Answer the following key questions:

1. What can you do to give the new hires a great start to their careers, get them excited about their new jobs, and provide them with the skills they will need to properly support you and your vision in the kitchen?
2. What would you want to learn from your new boss at a new job that you don't have a lot of experience in?
3. What team-building exercises can you use to get the new staff excited about the job?
4. What needs to be expected of the new staff members?

Characteristics of Effective Teams

Think about the characteristics that teams should have in order to be effective. In our scenario, the head chef is trying to create a new team. Here are eight characteristics of effective teams to consider. For each of the eight, identify what the team members, when hired, should do to demonstrate this characteristic.

1. The team must have a clear goal.
2. The team must have competent, knowledgeable team members.
3. The team must be collaborative, with all members being honest, open, and respectful of other members.
4. The team must have a unified focus and commitment.

Teamwork

Characteristics of Effective Teams

5. The team should have a results-driven structure.
6. The team must have high expectations that are understood by everyone.
7. The team should receive support and encouragement from external sources.
8. The team must have an effective leader who works for the good of the team.

Communication

Scenario

Scenario: You are the head of the FOH (front of house) at a busy restaurant.

There is an unfriendly divide between the FOH and the BOH (back of house–kitchen) at the restaurant. The prep cooks are blaming all the timing issues on the wait staff and the wait staff continuously complains about being mistreated by the kitchen staff.

Points of view to consider:

You, the head of the FOH

FOH staff

Head of the BOH

BOH support staff

Customers

Answer the following key questions:

1. What can you do to help create a positive relationship between the FOH and BOH and boost team morale?
2. How can you make the team feel more positive about each other?
3. How can stress play into the divide of the FOH and BOH?
4. What solutions are there?
5. How does this relationship affect the customers?

Communication

Nonverbal Communication Activity

The scenario primarily focused on the impact of poor communication in the workplace. Consider how you can use nonverbal communication with coworkers to convey how you are feeling. What messages could you be sending with your body language?

Write a brief statement of how each of the following could be used in this scenario to communicate with coworkers, including a supervisor. Example: Clenched fists may show anger or minimal eye contact may signal lack of confidence)

Eye contact:

Facial expression:

Posture:

Handshake:

Personal space:

Vocal tone:



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