

COURSE OUTLINE:

PERSONALITY DEVELOPMENT

- 1) RESUME MAKING
- 2) JOB INTERVIEW

FOOD SAFETY

- 1) TABLE SKIRTING
- 2) TABLE NAPKIN FOLDING
- 3) TABLE SERVICE
- 4) TABLE SET-UP
- 5) RETURN DENIB (ROLE PL AYING)

PERSONALITY DEVELOPMENT

Personality – it is the most embodiment of feeling which make each person unique.

- 1) Hereditary – transmitted by biological heredity for ones parent or ancestor.
- 2) Environment – the aggregate of all condition office the existence, growth and welfare of an organization per group of organisms.
- 3) Experience – the skill of knowledge acquired focus involvement.

Personality Development – is a process of improving ones feelings behavior or characteristics on how to be better person.

Why do we need to develop ones personality – to improve our attitude and maximize one personality thru the opportunity available

Components of Personality

- | | |
|-------------|--------------------|
| 1) Habit | 4) Values |
| 2) Attitude | 5) Principles |
| 3) Interest | 6) Mental Capacity |

Aspect of Personality

- | | |
|--------------|--------------|
| 1) Physical | 4) Moral |
| 2) Mental | 5) Social |
| 3) Emotional | 6) Spiritual |

Reasons for Developing One Personality

- | | |
|----------------------|--------------------|
| 1) Social Acceptance | 3) Self-confidence |
| 2) Self-satisfaction | 4) To Keep |

Improving One's Personality and Self Image

- | | |
|------------------------|----------------------|
| 1) Personal Discipline | 5) Self-confidence |
| 2) Self-awareness | 6) Time Management |
| 3) Attitude-awareness | 7) Creative Thinking |

4) Self-esteem

8) Planning Activities

How to Think Positively about Yourself

1) Acceptance

5) Take Time to be Alone

2) Trust

6) Respect for Yourself

3) Self-realististic Goals

7) Take Pride on your Achievement

4) Encouragement

Concepts of Personality and Factor

1) Physical

4) Emotional

3) Intellectual

5) Values System

4) Social

2 Types of Personality

a) Appealing

b) Respelling

Images – It is a reproduction or mental pictures of you so seen by others.

Projection

a) Feminine

d) Creative

b) Masculine

e) Business Like

c) Authoritative

Fashion – Reveals a significant message about you and your world.

How to Assemble Basic Wardrobe with Limited Budget.

1) Clean-up your clothes

3) Shop wisely and well

2) Know your figure

Style – It is a lasting and durable while fashion is fielded and commercial.

Qualities and Character for Goals Work Ethics

1) Caring

7) Respectfulness

2) Dependability

8) Courtesy

3) Concentration

9) Conscientiduness

4) Cheerful

10) Honestly

5) Empathy

11) Cooperation

6) Trustworthy

12) Enthusiasm

Ten Commandments of Working Others

1. Don't lie it waste my time and yours I will catch you in the end and that is the wrong end.

2. Watch your work not the clock.

3. Give me more that I expect and I will give you more than you expect, I expect, I will increase you pay only if you increase my profits.

4. You owe so much to yourself than you cannot afford to owe to owe anybody else.

5. Dishonestly is never an accident.

6. Mind your one business and in time you will have your own business to mind.
7. Do not do anything to hurt yourself respect an employee who is willing to steal for me is an employee who is willing to steal from me.
8. It is none of my business what you do at night but if it will not affect what you do the next day and you do only half as much as I demand you will last half as long as you hope.
9. Do not tell me what I like to hear, tell me instead what I need to hear.
10. Don't kick if I kick you worth correcting you are worth keeping.

FOOD SAFETY AND PERSONAL HYGINE

Case of food borne diseases can cause irreparable damage to the reputation of a food establishment are single case of food poisoning can already discourage dinners from coming back to the restaurant or canteen. It is therefore important for every server to understand and practice the rules of safety in handling and serving food.

Food borne diseases comes from bacteria micro-organisms, these are the tiny living and active beings that rapidly multiple in number under the night condition. Bacteria breeds in insanity insist and slightly acidic like:

- 1) Dirty Surroundings.
- 2) Wet, undisposed and uncovered garbage.
- 3) Stagnant and dirty water.
- 4) Crowded place like store, rooms that are dirty.
- 5) Undisposed and uncovered left-over food.
- 6) Dirty and unsanitized food container, pans and utensils.

A Food Borne Illness – is carried or transmitted to people by contamination or cross Contamination of micro-organisms or bacteria virus or toxins through:

- 1) Food containers and contaminated food containers.
- 2) Unsafe or unhygiene food handlers.

Contamination – Is the presence of harmful substance not originally present in the food.

Cross-Contamination – Occurs when micro-organisms are transferred from one surface to another.

Source of Disease

- | | |
|-----------------|---------------------|
| 1) Microbiology | 3) Chemical |
| 2) Biological | 4) Physical Hazards |

Conditions that Contribute to the Growth of Bacteria

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|----------------|--------------|
| 1) Temperature | 4) Oxygen |
| 2) Time | 5) Food |
| 3) Moisture | 6) Pit Level |

Sanitation and Safety

Every food service establishment shoulders that responsibility of protecting the health of the customer and employee against infection and disease that maybe caused by lack of sanitation in the food service.

To ensure sanitation and safety, the following guideline that should be followed:

- 1) Layout the physical equipment and facilities in a manner that is conducive to good sanitary practices.
- 2) Handle store and refrigerator food as promptly as possible to prevent contamination and spoilage.
- 3) Protect the food from exposure dust, distribution and service.
- 4) Wash dishes, glasses and utensils thoroughly and sanitize them after washing.
- 5) Clean the floors, walls, counters, tables, chairs, cooking equipment and refrigerator regularly.
- 6) Hold a regular schedule for pest control.
- 7) Close employee supervision, posting of reminders and training on sanitation and safety should be done regularly and when the need arises.
- 8) Have a first aid cabinet available for use in case of emergency or accident.
- 9) Establish safety rules and post these strategic places to remind employees.

Personal Hygiene - refers to sanitary health that include keeping the body, hair, and teeth clean, wearing clean clothes and washing hands properly.

- 1) Waiter must be well prepared before and during services, he/she must have the following:
 - a) Lighter/match
 - b) Ballpen
 - c) Notepad
 - d) Comb and Handkerchief
- 2) Proper uniform.
- 3) Hair not touching the collar.
- 4) No perfume, little cologne only.
- 5) No jewelry except wedding ring only.
- 6) No mustache or side arms.
- 7) Good grooming standard as shown in good grooming.
- 8) Belt slim not wide, black color if possible.
- 9) Shoes must be polished, black color shoes only.
- 10) Nail cut and clean.
- 11) Daily shower, use deodorant.
- 12) No pomade/gel in the hair, little pomade is okay
- 13) No chewing gum.
- 14) No smoking in duty.
- 15) Use under t-shirt.
- 16) Uniform must be change daily and always clean and well pressed.
- 17) No sitting with the customer on the contradict will be above standard.

HCCP – Hazard analysis Control Critical Points

It is a food safety management system that provides identification and assessment of the hazards and risk associated with a food operation. It likewise provides prevention strategies on known food hazard that endanger the health of human.

FIFO – First In, First Out

Always practice the basic principles.

“Clean as you go”