

RESTAURANT

ROLE PLAY

MODULE

Based on Procedures
used by

Cannova's

in Freeport, IL

by
Ellen McPeck Glisan

This is a
customized Role Play Module
Developed by
Peekan Publications, Inc.
in 1995.

It is part of the Freeport Series based on job duties
and practices in specific businesses in Freeport, Illinois.

Thanks to the following for editorial and technical assistance:

Patrick Beckman
Linda Cannova Beckman



THE PEEKAN DIFFERENCE

Peekan Publications, Inc. • P.O. Box 513 • Freeport, IL 61032 • 815-235-9130 • 1-800-345-7335 • Fax-815-232-1182

©1995 Peekan Publications, Inc.
P.O. Box 513
Freeport, IL 61032

This is a Customized Role Play Module Developed by Peekan Publications, Inc. utilizing the forms and procedures in place at Cannova's, a restaurant in Freeport, IL. Peekan Publications creates customized educational products to meet unique needs. This role play module is owned by Peekan. Permission is granted to copy this module for and only for use in the classroom for which it was purchased. Any reproducing or transmitting or translating into a machine language beyond that needed for the classroom for which the module was purchased is strictly forbidden without written permission from the publisher.

Peekan will also create customized products for the sole use of a specific customer. Products created for a specific customer become the property of the customer they are created for and can be copied as desired.

Catalog #EM 705
I.S.B.N. #0-9-22-996-20-2

Table of Contents

Objectives	1
Basic Skills Utilization	1
Teaching Suggestions	1
Sample Menu.....	7
Sample Hostess Sheet.....	9
Tasks To Be Completed--Overview	11
Task #1--Take a Phone Order	13
Task #2--Take an Order in Person	21
Task #3--Alter a Recipe and Prepare a Supply List	25
Task #4--Figure a Bill and a Tip.....	31
Task #5--Complete the Hostess Sheet	33
Task #6--Problem Solving	39
Answer Key	41

Objectives

- Participants will demonstrate the ability to make judgements, prioritize and problem solve based on logic.
- Participants will demonstrate the ability to categorize.
- Participants will determine when the following operations are needed in a work setting: addition, subtraction, multiplication and division of whole numbers, percents and decimals.
- Participants will accurately complete the following operations: addition, subtraction, multiplication and division of whole numbers, percents and decimals.
- Participants will demonstrate the ability to form abbreviations based on logic.
- Participants will demonstrate the ability to increase the size of a recipe.
- Participants will demonstrate the ability to manipulate space and dimensions within given confines.

Basic Skills Utilization

In order to be a successful, contributing employee, it is important to have basic skills intact. For the purposes of this program, basic skills are considered to include: mastery of basic math, ability to read, write and speak and ability to utilize critical and creative thinking in daily life. The breakdown of the requirements of these basic skills throughout this program follows:

Mastery of Basic Math: Task #3, Task #4, Task #5

Ability to read, write and speak: Task #1, Task #2, Task #3, Task #4, Task #5, Task #6

Ability to utilize critical and creative thinking skills: Task #1, Task #2, Task #3, Task #4, Task #5, Task #6

Teaching Suggestions

- Color coding is recommended when making copies for student use. Suggestions are made in the specific comments on selected pages.
- This Role Play Module is designed to offer a very realistic hands-on task utilizing skills required of entry level employees in a restaurant. It is suggested that a participant complete all components in order to have a fairly complete picture.
- Participants will sometimes make comments indicating that they do not know how to complete portions they are unfamiliar with and/or portions that require subjective, critical thinking. It is suggested that trainers give as little assistance as possible. Participants should be encouraged to imagine that they are actually on the job and there is no one available to help them.
- An actual menu is included as an example of the type of paper the menu should be copied on.
- The computer component of this product is self directed and offers the following activities:
 - °A Guest Check for Task #1
 - °A Guest Receipt form (Regular Check form) for Tasks #2 and #4
 - °A Kitchen Check for Task #3
 - °A Floor Plan for Task #5
- Schedule a field trip to a restaurant, if possible. If this cannot be arranged, ask a restaurant owner/manager to speak to the class.
- Have participants write questions to ask a speaker or a field trip guide. Make sure the questions are meaningful. Some possible concepts are:
 - Training required of new wait staff
 - Source of new recipes

- Number of meals served on an average weekend night
- Hours restaurant is open
- Number of employees
- Amount wait staff receives in tips on average weekend night

•In an actual restaurant setting, employees are free to choose whether they wish to use a calculator or not. It is suggested that participants in this module also be free to make that choice.

•Comments in reference to **Task #1:**

- The biggest challenge within this task is the ability to be able to categorize the menu items so the entire menu need not be read over the phone.
- A second challenge within this task is the ability to get a feel for what the customer wants in order to make relevant suggestions.
- When using team directions, encourage participants to be creative in order to present difficult, but realistic, customers. An assortment of inconsistent questions would be good as would an assortment of irrelevant comments.
- In order to make sense of the comments made by the caller, it is suggested that the employee deal with one comment at a time and in the order that they are made.
- If using paper version, Guest Checks should be copied on green paper because Cannova's Guest Checks are green. Each wait staff should have a Guest Check. Guest Checks will be more realistic if they are cut out rather than left on 8 1/2 by 11 sheets of paper. If using the computer version, Guest Checks should be printed on green paper.
- Wait staff should always be familiar with a menu before taking an order. This is especially true in this situation since the menu is somewhat difficult to follow due to the fact that the pastas and sauces are ordered separately. For this reason, prior to taking orders, it would probably be a good idea for wait staff to review the menu in a group with the instructor.
- Abbreviations can be used on the Guest Check as long as they are understandable. It would probably be a good idea to discuss possible abbreviation techniques ahead of time.
- Taking an order does not include listing the costs of the items ordered nor attempting to calculate the total bill amount.
- The *Check No.* would actually be different for each order. However, all role plays will use the given number.
- Some restaurants use a computer for order entry and some do not. A computer disk can be purchased from Peekan. Check for compatibility with your computer.
- The entire class will benefit from each team's experience if teams do their role plays one at a time.

•Comments in reference to **Task #2:**

- Task #2 is similar to Task #1 in that both are exercises in taking orders. The two tasks are different in that Task #2 adds visual input for the customer in the form of a menu and visual input for the wait staff in the form of customers.
- Customers should make the wait staff work for his/her money without creating an unrealistic situation.
- Each customer should have a menu. If possible, copy on paper similar to sample menu.
- Guest Receipts should be copied on white paper because Cannova's Guest Receipts are white. Each wait staff should have a Guest Receipt. Guest Receipts will be more realistic if it is cut out rather than left on an 8 1/2 by 11 sheet of paper.
- Wait staff should always be familiar with a menu before taking an order. This is especially true in this situation since the menu is somewhat difficult to follow due to the fact that the pastas and sauces are ordered separately. For this reason, prior to taking orders, it would probably be a good idea for wait staff to review the menu in a group with the instructor.
- Abbreviations can be used on the Guest Receipt as long as they are understandable. It would probably be a good idea to discuss possible abbreviation techniques ahead of time.
- Taking an order does not include listing the costs of the items ordered nor attempting to calculate the total bill amount.

◦The *Check No.* would actually be different for each order. However, all role plays will use the given number.

◦The entire class will benefit from each team's experience if teams do their role plays one at a time.

•Comments in reference to **Task #3:**

◦Encourage participants to focus on the number of people each recipe will serve.

◦It would make sense to add the calculation for 200 people to the recipe card for future use.

◦The Kitchen Checks should be copied on green paper because Cannova's Kitchen Checks are green. The Kitchen Check actually serves as a grocery list for the restaurant. Each team or individual should be given a Kitchen Check.

◦The column on the left of the Kitchen Check could possibly be used to indicate that an ordered item has arrived. Since order arrival is not part of Task #3, this column does not need to be used.

◦The two columns on the right of the Kitchen Check look like they are for dollars and cents. Since order cost is not part of Task #3, these columns do not need to be used.

•Comments in reference to **Task #4:**

◦Task #4 is the calculation of a bill for the order created in Task #2.

◦Show participants how to find 10% of a number simply by moving the decimal number. Then, discuss the fact that doubling the 10% figure will result in 20%. Although there are other methods of calculating 20%, this method is quick, efficient and allows for the calculation to be done without paper, pencil or calculator.

•Comments in reference to **Task #5:**

◦Depending on the situation, this task might be done at Cannova's by hand or it might be done in the computer. A computer disk can be purchased from Peekan. Check for compatibility with your computer.

◦All information is to be moved from the task sheet to the Hostess Sheet.

◦Use the restaurant map to determine where people will be able to sit. All smoking must be done in the patio area.

◦In actuality, Cannova's tends to use the table initials sometimes and to use a word (such as "Menu's) at other times. To provide consistency, only initials will be used in this exercise. The numbers to the left of the code for each table indicates the number of people that are typically assigned to each table. Except for the round tables on the patio, all tables can take less than the typical number but none can take more. The round tables can seat up to seven customers each.

◦Five wait staff are needed. The wait staff can be some or all of the people in the team and/or completely different names can be used.

•Comments in reference to **Task #6:**

◦As the answer key suggests, there is no one proper way to solve these situations. However, one possible solution has been offered. Trainers will have to utilize subjective judgement as to acceptable solutions.

◦It is interesting to have participants role play some of the situations.

TUES. - THURS. & SUN.
5:00 - 10:30
Fri. & Sat. 5:00 - 11:30

233-0032

Cannova's

Italian Cuisine

Pizza

Specialty Pizzas . . .

	12"	14"	16"
<i>Cannova's Classic</i> -- Diced tomatoes, fresh garlic, spinach, black olives, sweet basil, house cheese, mozzarella (this is my favorite).	9.95	10.95	11.95
<i>The New York</i> -- Olive oil on the crust, fresh garlic, sliced mozzarella, one topping and diced tomatoes and house cheese.	8.95	9.95	10.95
<i>The Venetian</i> -- Artichoke hearts, tomatoes, fresh garlic, ricotta cheese mixture, mozzarella, sweet basil.	10.95	11.95	12.95
<i>The Gloria Read</i> -- Double crust, parsley, garlic, butter, house cheeses. Named after one of our customers, it's her and Sara's favorite.	5.95	6.95	7.95
<i>Stuffed Pizza</i> -- Top and bottom crust baked in a cast iron skillet, filled and topped with cheese and your choice of ingredients. Allow 35 minutes cooking time, feeds 4.			13.50
<i>Traditional Pizza</i> -- This crust 12", 14" and 16".	7.10	8.15	8.90

Includes Sauce and Cheese

Sausage	Pepperoni
Mushrooms	Canadian Bacon
Peppers	Bacon Bits
Onions	Extra Cheese
Black Olives	Extra Sauce
	Double Crust

Per ingredient: 12" - .85 14" - .95 16" - 1.00

New Additions:

Ricotta Cheese Mixture	2.00
Tomatoes	1.00
Fresh Garlic	1.00
Spinach	1.25
Shrimp	2.70
Scallops	2.75
Artichoke Hearts	3.00
Broccoli	1.50

Our House Cheese -- This is a combination of Romano, Parmesan and Aslago Cheese

Salads & Starters

Onion Rings	NA	3.50	Nachos Deluxe	NA	8.50
Garlic Bread	1.25	2.00	- Chips, cheese, tomatoes, guacamole, sour cream and refried beans		
- Our Italian bread toasted with butter and garlic			Sides of guacamole, sour cream and beans ... \$1.00 each		
Cheese Bread	1.75	3.25	House Salad		6.50
- Italian bread with olive oil, House cheese and herbs			- Greens, peppercini, black olives, pepperoni, Italian sausage, tomatoes, green peppers, and house dressing		
Red Sauce - For your breadsticks	NA	1.75	Shrimp Salad		6.50
Nachos & Cheese	NA	4.95	Turkey Chef Salad		5.75
- Chips and cheese with a side of salsa, served in a skillet			Tossed Salad		1.75

Choice of dressing: House Italian, French, Buttermilk Ranch, Thousand Island, Blue Cheese 75¢ extra, Olive Oil and Red Wine.

B Post

Hostess Sheet

tom, m, carrots
 sautéed shrimp w/ low tie pasta \$9.95
 garlic butter \$5.95
 grilled chicken salad \$5.75
 Chicken Alfredo \$5.75
 w/ lemon garlic sauce
 tom, garlic, white wine
 fried perch \$7.95

WAITERS

WAITING LIST

Larry	Pam	Mya	Sheila	Lise
2 Lights	3 Middle	Reg	Blinds	Piano
2 BW	2RP	3BW	Sm Post	Thru
4WP	Big Post	1BW	3RP	Posts
1RP	2BW	Menus	4str.out	Mstr.out
Steer	Thru	Lights	Sm Post	1WP
Blair	Posts	2RP	Spent	2BW
Blair	BBP	menu	1BWal	Menu
Blair	Blinds	4WP	Barber	AIR
Light Clerk	Pam	Light	2WP	5Post
2 THRU	2BW	B Post	Alvarez	Ruzak
Ruffa	menu	3UNPat	Post	Post
Blinds	Piano	AIR	Light	2nd
Light	2BW	Menus	3 post	Reg
1				

Name	# Seating
Kabatete	2
Jellen	4
Mathews	2
6:20 Schoter	2 + hi
Will	2 High
Peter	2
Wilson	2
Gazargo	7
Knecht	6 @
Osborn	3
What Bob	4
Quita	3
Dodley	2
Jacobs	2
Meadle	2
Berkout	4
Morris	4
Kelmer	2
Brook Over	4
Quintana	3
Kelmer	3

Reservations

6:00 7. Fields inside ~~left~~ street at
 6:00 9 Steer Smoking (Larry) Patio 2+3UNPat
 6:30 5 Johnson Smoking Patio - 1WP
 6:30 ~~8 Meade~~ ~~10~~ Pam
 6:30 8 Blair Non Smoking
 6:30 ~~6 Traorn~~ Non-Smoking Regular
 7:30 6 Damann

RESTAURANT

ROLE PLAY

MODULE

Based on Procedures

used by

Cannova's

in Freeport, IL

Tasks To Be Completed

These directions offer an overview of the tasks included. More explicit directions are given on the *individual task pages*.

- 1--**Take a Phone Order.** Use the Guest Check to take an order from a customer over the telephone. Customer does not have a menu.
- 2--**Take an Order in Person.** Using a menu, customer will place order with a wait staff. Wait staff will take order on a Guest Receipt. It is to be completed in a team of at least three people.
- 3--**Alter a Recipe & Prepare a Supply List.** Calculate the recipe alterations needed to serve spaghetti, garlic bread and salad to a group of 200 people. Then, prepare a supply list for the meal.
- 4--**Figure a Bill and a Tip.** Figure the bill for a group of 200 people. Since it is a large group, an automatic 20% tip is to be added.
- 5--**Complete the Hostess Sheet.** Fill out the Hostess Sheet for Friday night by figuring seating arrangements for the reservations and walk-ins lists. The tables can be moved to accommodate large groups. Try to give each wait staff an equal number of customers.
- 6--**Problem Solving.** Offer a solution to each "Possible Restaurant Situation." Try to be fair and logical when making judgements and choosing priorities.

TASK #1

Take a Phone Order

Team Directions:

- Divide into teams of three or more.
- Each team member is to take on one of the following roles:

Restaurant Employee

- Answer the phone and proceed to try to help the caller to place an order.
- Employee can look at a menu while answering the questions. The employee is to do this as quickly and smoothly as possible.
- The order should be written on a "Guest Check" form.
- Should try to categorize menu items in order to avoid discussing each individual dish.
- The *Table No.* blank can be left empty since this is a phone order.
- Employee initials should be used for *Server No.*
- The *No. of Persons* should represent total number of customers.
- If using the computer component of the program, the "Guest Check" should be completed in the computer and printed.

Designated Caller

- Will be the spokesman for the customers.

Back Up Customers

- Will, with the help of the designated caller, determine the "curves" to be thrown at the employee.
- Plans should be realistic but challenging.
- If desired, the team can use the caller comments given below.

Individual Directions:

- The participant will be the **Restaurant Employee** and will attempt to use a "Guest Check" form to take the order indicated by the caller comments below.
- Rules for the team restaurant employee should be followed.
- If using the computer component of the program, the "Guest Check" should be completed in the computer and printed.

Specific comments that could be made by the caller:

- We need enough salad for three adults and three children. Two of the children won't eat much salad at all.
- The children and one of the adults would like to share two or three orders of spaghetti.
- One adult would like ravioli.
- One of the children would like a side order of lasagna.
- Two of the adults will share a small mushroom New York pizza and some of the others might have a bite or two of it.
- Which kind of spaghetti do you think the kids are most likely to eat?
- Make that ravioli meat.
- We would like two Cokes, three Seven Ups and a Mountain Dew.
- Let's change one of those Seven Ups for a rootbeer.
- I guess little Rosie would like to change her Coke for a Seven Up.
- I'd like to change the meat ravioli for cheese ravioli.
- I'd like that side order of lasagna to be split into two dishes.
- I guess the children would like their own plates of spaghetti.
- What kind of hors d' oeuvres do you have? The kids do not like mushrooms or onions. Please choose the hors d' oeuvre that you think we would like best.

