

Properly portioning an Olive Garden salad

Website Project

Introduction

Website Title:

“Properly portioning an Olive Garden salad”

Pilot Restaurant:

The pilot restaurant for this training will be Olive Garden #1810 of Michigan City, Indiana.

Project Description:

This website will show Olive Garden employees the proper technique used to portion an Olive Garden salad. While the central purpose of this website is to instruct new employees on salad portioning techniques, this website will be available to all employees in order for all employees to follow the standards in a uniform fashion. The step-by-step tutorial on the website will demonstrate the proper steps in portioning an Olive Garden salad ranging from personal protective equipment, portioning, required ingredients, and the final product.

Rationale and Instructional Problem:

According to Olive Garden standards, all food should be portioned according to the specified standards that employee's learned in their initial training. This emphasizes the aspect of uniformity in portioning within Darden and Olive Garden standards to the employee's and guests. Standards are developed in order to help control costs, as well

as reduce “waste.” The need for food portioning is a vital aspect within the hospitality industry as portioning is a critical factor in controlling food cost and food cost is one of the top controllable expenses in the restaurant business (Schmidgall, 2006). Olive Garden salads are portioned according to the number of guests who order salad with their meal. Based on data collected from the POS system, Olive Garden #1810 had served approximately 100 cases of salad during the month of May. Physical inventory results prepared by management yielded Olive Garden #1810 had actually served 150 cases. With a variance of 50 cases and a loss of \$5,000 in food cost in reference to salads alone, the need for salad portioning at 1810 is necessary. The purpose of this website is to make trainees and existing employees aware of the current portioning standards for Olive Garden salads.

Data Collection Tool:

The method for this needs assessment includes an online survey created with Qualtrics, hosted by Purdue University. The survey was distributed to Olive Garden employees of the Michigan City, Indiana (#1810) restaurant.

Contextual Framework

Target Audience:

The target audience consists of primary and secondary users of this training. Primary users include newly-hired entry level employees who will provide salad to guests for consumption. This primarily includes, but is not limited to: 1) servers, 2) hosts, 3)

bartenders, 4) bussers, 5) certified trainers, and 6) managerial staff. Secondary users of this training are existing employees who desire to update their technique or skill in reference to salad portioning.

Intended Use:

The website primary use is intended to be used by OG #1810 managers or certified trainers while facilitating training classes to the newly-hired trainees. The secondary use of this video will be for existing employees of OG #1810 who would like to enhance or verify their existing salad portioning technique to ensure it meets the standards set by Darden in reference to salad portioning. This video will be used as a supplement to existing Olive Garden training materials to ensure maximum information retention among the learners.

Materials needed for these the demonstration and creation of these tutorials:

- Quaternary Ammonium Sanitizer
- Sanitizer Bucket
- Towel
- Vinyl, non-powdered/non-latex food handling gloves
- Olive Garden salad bowl
- Olive Garden salad tongs
- 1-oz ladle
- 2-oz spoodle
- Brown tongs
- Metal salad tongs
- Olive Garden salad mix (Iceberg and Romaine lettuce salad blend)
- Sliced Roma Tomatoes
- Sliced Red Onion (Rings)
- Black Olives, drained
- Pepperoncinis, drained
- OG signature salad dressing
- Home-style croutons

Technology needed to create the website tutorial:

- Adobe Creative Suite (CS5 or CS6-preferred)
- Microsoft Office Suite
- Access to the Internet
 - T1, Cable, or DSL connection required

User required Technology:

- Internet Browser (recommendations)
 - Internet Explorer
 - Mozilla Firefox
 - Google Chrome
 - Safari
- Flash player
- Quicktime player
- Access to the Internet
 - T1, Cable, or DSL connection required

- Microsoft Office Suite, or a compatible software such as:
 - Microsoft Office Viewer
 - OpenOffice
- Adobe Acrobat PDF Reader

Survey Design and Purpose:

The survey was designed to determine the lacking knowledge of the learners. In addition, it was designed to be used as a “pre-test” to determine the learners’ knowledge and skill level.

Survey Analysis:

In reference to the listed objectives, learners will need to be refreshed on all objectives; however, survey results indicated that objectives five and six will need more attention than other listed objectives. As noted earlier in this analysis, the POS system noted more salad was used compared to the physical inventory. With this shortage of product, salad portioning is crucial to daily operations at the restaurants and training will be needed to instruct the employees on proper portioning standards. Since the survey results yielded all objectives are lacking the proper knowledge, all objectives will be covered with an emphasis on objectives five and six.

Website Design:

The website will be designed in a user-friendly manner with text, graphics, media, and a flash element. The structure of the website will be based on each objective with a designated page pertaining to each objective.

Structure:

- Index-Entry page
- Home-Welcome page with a navigation list to the left
- Introduction-Introduction & need for training
- Step one-Sanitize the work surface
- Step two-Gather equipment
- Step three-Retrieve ingredients
- Step four-Wash hands and put on food handling gloves
- Step five-Balance (or tare) the digital scale
- Step six-Portion the salad (according to the guest group size)
- Activity-Activity covering the review process
- Video-Instructional Video
- Quiz-Evaluation

Instructional objective and goals:

With the above analysis, the following instructional strategy/objective has been formulated.

Olive Garden employees will review the procedure for proper portioning of salad ingredients and demonstrate the following goals with 100% accuracy both in simulated lab settings, as well as when being observed during two actual guest experiences:

1. Follow proper sanitation techniques prior to applying personal protective equipment (hand washing and surface sanitizing).
2. Identify and collect all required equipment for salad portioning.
3. List and retrieve all necessary food ingredients for an Olive Garden salad.
4. Apply personal protective personal protective equipment for the task at hand.
5. Show proper method on how to operate and balance a digital scale.
6. Demonstrate proper portioning technique according to the guest group size.

Website Goal

Olive Garden Restaurant employees will be able to better understand as well as visualize how to properly portion a salad by using this training website prior to demonstrating the portion process with actual psychomotor skills.

Summary:

Through the use of this instructional website, Olive Garden employees will be able to further or refresh their knowledge about the how to properly portion an Olive Garden salad. In addition, the importance of portioning in the hospitality industry will also be addressed.

Appendix

Survey Data

Initial Report

Last Modified: 06/07/2013

1. Have you participated in face-to-face salad portioning training?

#	Answer	Response	%
1	Yes	6	100%
2	No	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

2. Salads are required to be weighed prior to distribution to a guest.

#	Answer	Response	%
1	True	4	67%
2	False	2	33%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.33
Variance	0.27
Standard Deviation	0.52
Total Responses	6

3. Salads are portioned according to guest group size.

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%



Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

4. Do you know how to properly wash your hands?

#	Answer	Response	%
1	Yes	6	100%
2	No	0	0%
	Total	6	100%

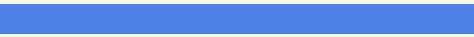

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

5. Hand-washing involves the hands for less than 10 seconds.

#	Answer		Response	%
1	True		1	17%
2	False		5	83%
	Total		6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.83
Variance	0.17
Standard Deviation	0.41
Total Responses	6

6. Do you know how to prepare a bucket of sanitizer?

#	Answer		Response	%
1	Yes		6	100%
2	No		0	0%
	Total		6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

7. Do you know how to properly sanitize a work surface?

#	Answer	Response	%
1	Yes	6	100%
2	No	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

8. I sanitize my work surface prior to portioning a salad

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

9. I wash my hands before portioning a salad.

#	Answer	Response	%
1	True	4	67%
2	False	2	33%
	Total	6	100%

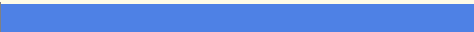

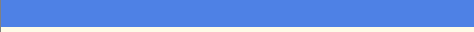
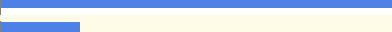


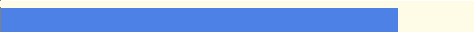
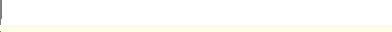
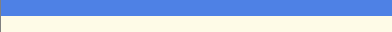



Statistic	Value
Min Value	1
Max Value	2
Mean	1.33
Variance	0.27
Standard Deviation	0.52
Total Responses	6

10. I am able to retrieve all salad equipment without error.

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%



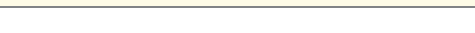
Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

11. Please identify all required salad equipment

#	Answer		Response	%
1	Salad Bowl		6	100%
2	Metal Salad Tongs		6	100%
3	Digital Scale		6	100%
4	1-oz ladle		5	83%
5	2-oz ladle		1	17%
6	Red Tongs		0	0%
7	Green Tongs		6	100%
8	Brown Tongs		5	83%
9	2-oz spoodle		5	83%
10	4-oz spoodle		0	0%
11	Half-size steam pan		6	100%
12	Third-size steam pan		6	100%

Statistic	Value
Min Value	1
Max Value	12
Total Responses	6

12. I am able to retrieve all salad ingredients without error

#	Answer		Response	%
1	True		6	100%
2	False		0	0%
	Total		6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

13. Please list all required salad ingredients.

#	Answer	Response	%
1	Salad Greens	6	100%
2	Roma Tomatoes	6	100%
3	Red Onion	6	100%
4	Croutons	6	100%
5	OG Signature Salad Dressing	6	100%
6	Black Olives	6	100%
7	Pepperoncinis	6	100%
8	Green Olives	0	0%
9	Cucumber	0	0%
10	Pepperoni	0	0%

Statistic	Value
Min Value	1
Max Value	7
Total Responses	6

14. Do you have access to personal protective equipment (e.g. food handling gloves)?

#	Answer	Response	%
1	Yes	6	100%
2	No	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

15. Gloves are optional when portioning a salad.

#	Answer	Response	%
1	True	1	17%
2	False	5	83%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.83
Variance	0.17
Standard Deviation	0.41
Total Responses	6

16. I put on gloves when I portion a salad.

#	Answer		Response	%
1	True		5	83%
2	False		1	17%
	Total		6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.17
Variance	0.17
Standard Deviation	0.41
Total Responses	6

17. A scale must be "tared" or "zero-d out" prior to portioning.

#	Answer		Response	%
1	True		4	67%
2	False		2	33%
	Total		6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.33
Variance	0.27
Standard Deviation	0.52
Total Responses	6

18. Please indicate the guest group sizes in reference to salad portioning.

#	Answer	Response	%
1	1-2 guests	6	100%
2	2-3 guests	0	0%
3	3 guests	6	100%
4	3-4 guests	0	0%
5	4-5 guests	6	100%
6	6 guests	0	0%

Statistic	Value
Min Value	1
Max Value	5
Total Responses	6

19. I always weigh my salad during the portioning process.

#	Answer	Response	%
1	True	3	50%
2	False	3	50%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.50
Variance	0.30
Standard Deviation	0.55
Total Responses	6

20. I have taken a salad to a guest that was not properly portioned.

#	Answer	Response	%
1	True	4	67%
2	False	2	33%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.33
Variance	0.27
Standard Deviation	0.52
Total Responses	6

21. If I was offered to be re-trained in portioning a salad, I would prefer the following learning environment:

#	Answer	Response	%
1	Face-to-face	0	0%
2	Online	6	100%
	Total	6	100%

Statistic	Value
Min Value	2
Max Value	2
Mean	2.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

22. I have access to a computer with high speed internet.

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

23. I am able to navigate to World Wide Web with relative ease.

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

24. I know how to download web-based materials.

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6

25. I know how to download and install software.

#	Answer	Response	%
1	True	6	100%
2	False	0	0%
	Total	6	100%

Statistic	Value
Min Value	1
Max Value	1
Mean	1.00
Variance	0.00
Standard Deviation	0.00
Total Responses	6