

A. Criswell

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Task Analysis/
Storyboard

EDCI 566

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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.

Introduction of Task

Olive Garden #1810 opened on July 13th, 2009, in Michigan City, Indiana. Since the day of opening; food waste and portion control have been frequent issues within the restaurant. Portion control has been identified as one of the main tasks/procedures that are desired to be improved on by all employees of the restaurant.

According to Olive Garden and Darden, Inc. standards; there is a specific procedure to follow in order to properly portion many items. In this task demonstration, it will be exhibited how to properly portion an Olive Garden (OG) Salad. While this task may seem relatively easy; certain possibilities and issues have been identified within the analysis that may arise during the process of correctly portioning a salad. With proper demonstration of this task; all staff will be able to properly portion a salad correctly and efficiently.

Flow Chart Information

Note: These flow chart diagrams were made in a program referred to as "Inspiration." Due to the size of these complex charts, the aspect ratio had to be reduced in order fit these into a word-processing document. Please note that by printing these documents, the font size may appear smaller than on the actual computer screen. If these items are only being viewed electronically, please feel free to zoom in or out to reach the desired reading size.

Terms

OG-Olive Garden- Used around the restaurant as an acronym.

ZERO/TARE-Scale re-balanced- Used to re-zero the scale in order to measure out a proper portion.

E.g. In order to measure only four ounces of pepper, you would place a pan on a scale; "zero"(tare) it out, and then pour the pepper in the pan until it would read four ounces. If you did not "zero" out your scale, the scale would be taking the weight of the pan; thus giving an inaccurate weight for the specified ingredient (pepper).

OG Salad Mix-Olive Garden Salad Mix- The salad mix is a mixture primarily of iceberg lettuce and salad greens, shredded carrots and purple cabbage, as well as romaine lettuce.

OG Signature Salad Dressing-Olive Garden Signature Salad Dressing/House Dressing-Olive Garden Italian Restaurant's signature (house) salad dressing only available for distribution at Olive Garden Restaurants.

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Photos



Steam Table Pan-Half Size:

Used for Salad Vegetables:

Information

2.5" deep, half sized steam table pan



Steam Table Pan-Third Size:

Used for croutons and signature salad dressing:

Information

Steam table pan-Third Size

6 " deep

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Metal Serving Tongs:
(Largest Pair is used for salad green portioning)
-A plastic green knob is placed on the end of the tongs to ensure that only the large green tongs are used for salad portioning within the restaurant
Information
16" length



Plastic Serving Tongs:
Used for portioning salad vegetables and breadsticks.
Information
6 " length. Color: Brown

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Spoodle:

Used to portion croutons.

(2 oz spoodle-blue)

Information

A spoodle can be either slotted, or with or without holes (to drain).

Ladle:

Used to portion signature salad dressing.

(1 oz ladle)

Information

A ladle is used for portioning liquids.

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Salad Bowl:

Used for OG Salad Mix and ingredients.

Information

Can hold up to five portions of salad



Salad Tongs:

Used for guest's purpose of portioning salad. Actual salad tongs are similar in shape and design with the exception of both sides are *spoon-like* versus one side having a spoon and the other having a fork like appearance and design.

Information

Heavy-Duty, about 8-inches in length. Contain's spoon part only.

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Finished Product:



The completed OG Salad should have all proper ingredients on each salad, which is portioned according to the number of guests. Grated Romano Cheese is pictures on the salad, and is optional as it is grated at the table prior to serving to the guest(s).

Bibliography

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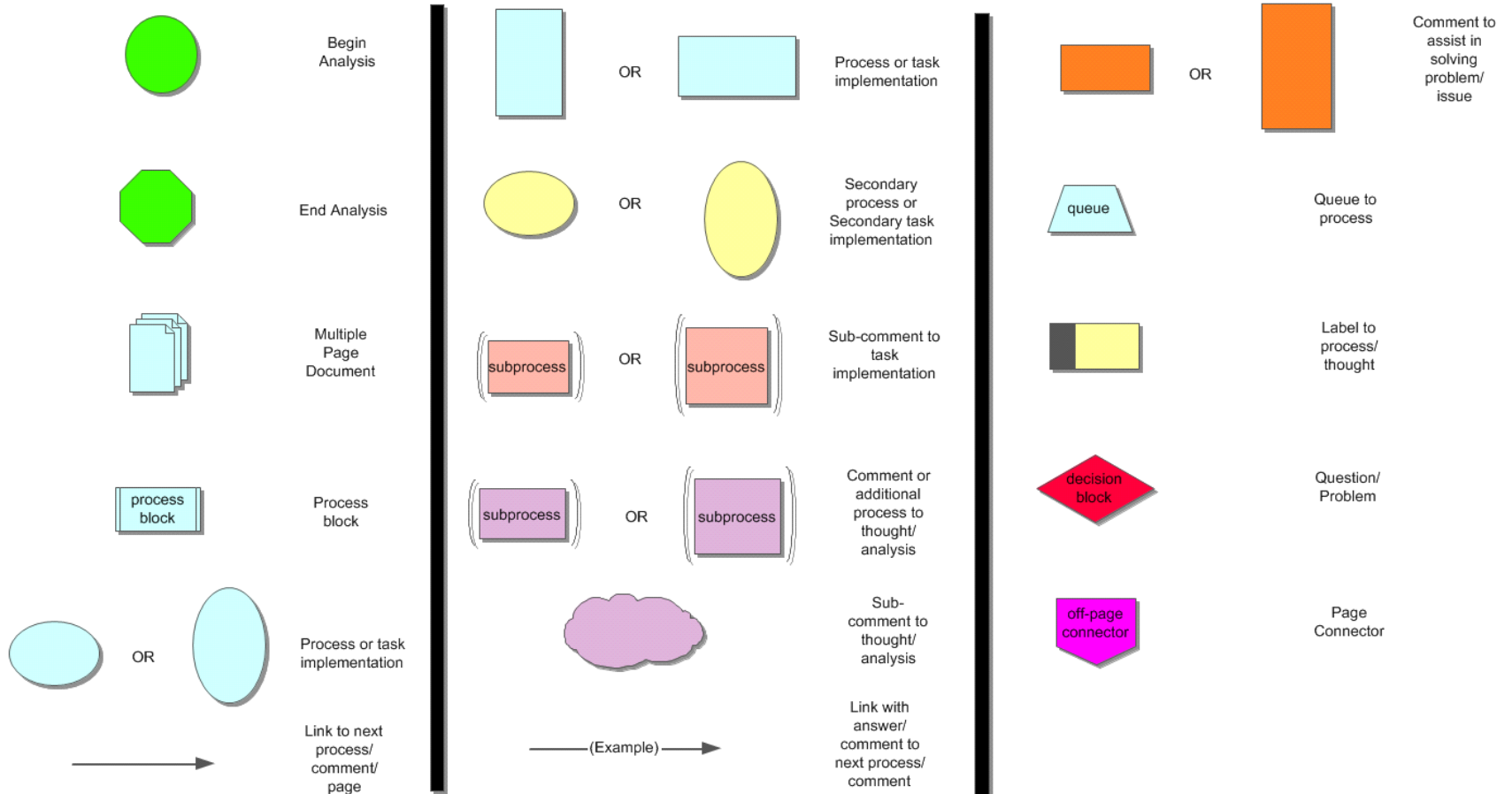
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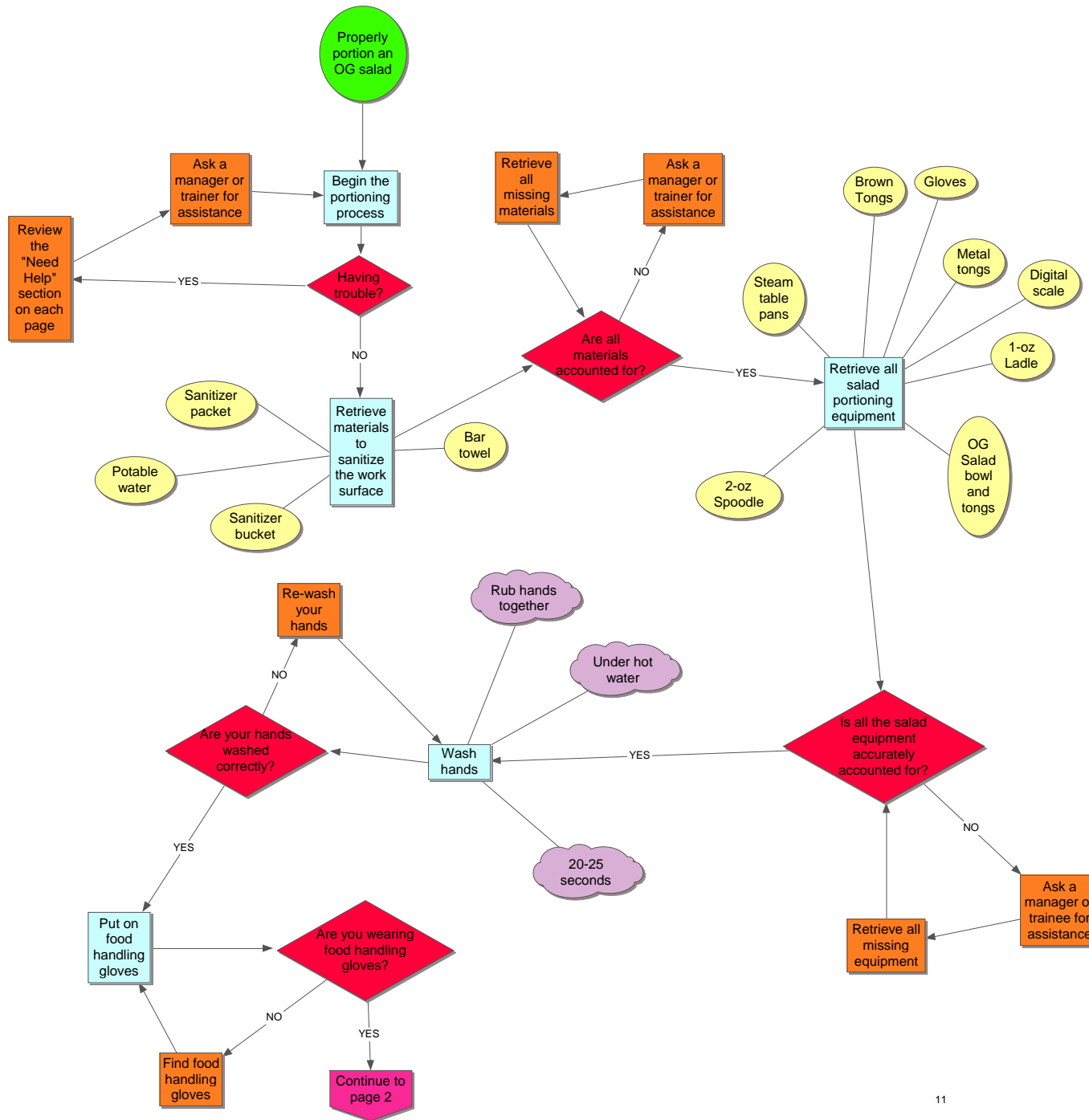
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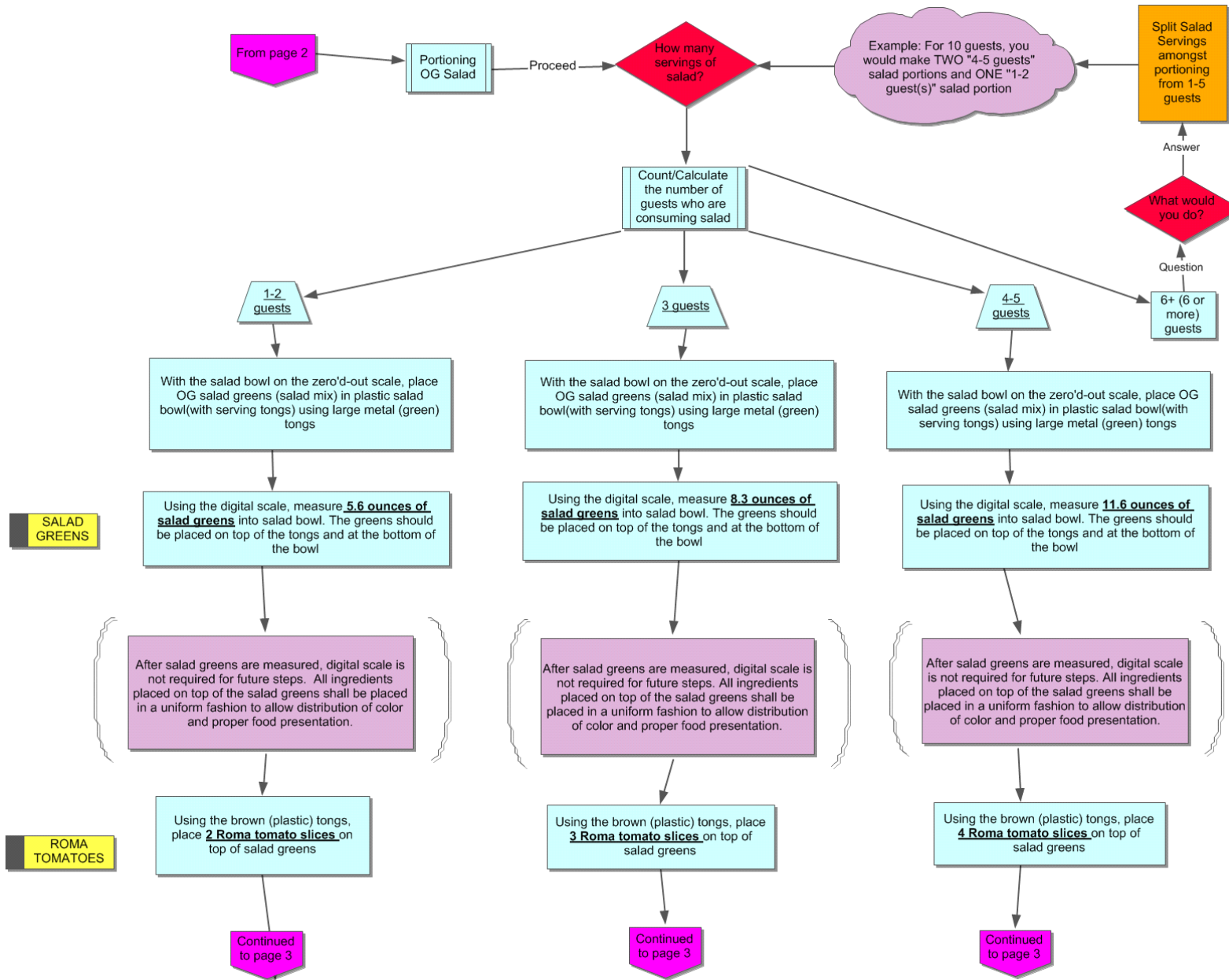
Flow Chart(s)

Olive Garden Salad Portioning Flowchart
Legend (Key)

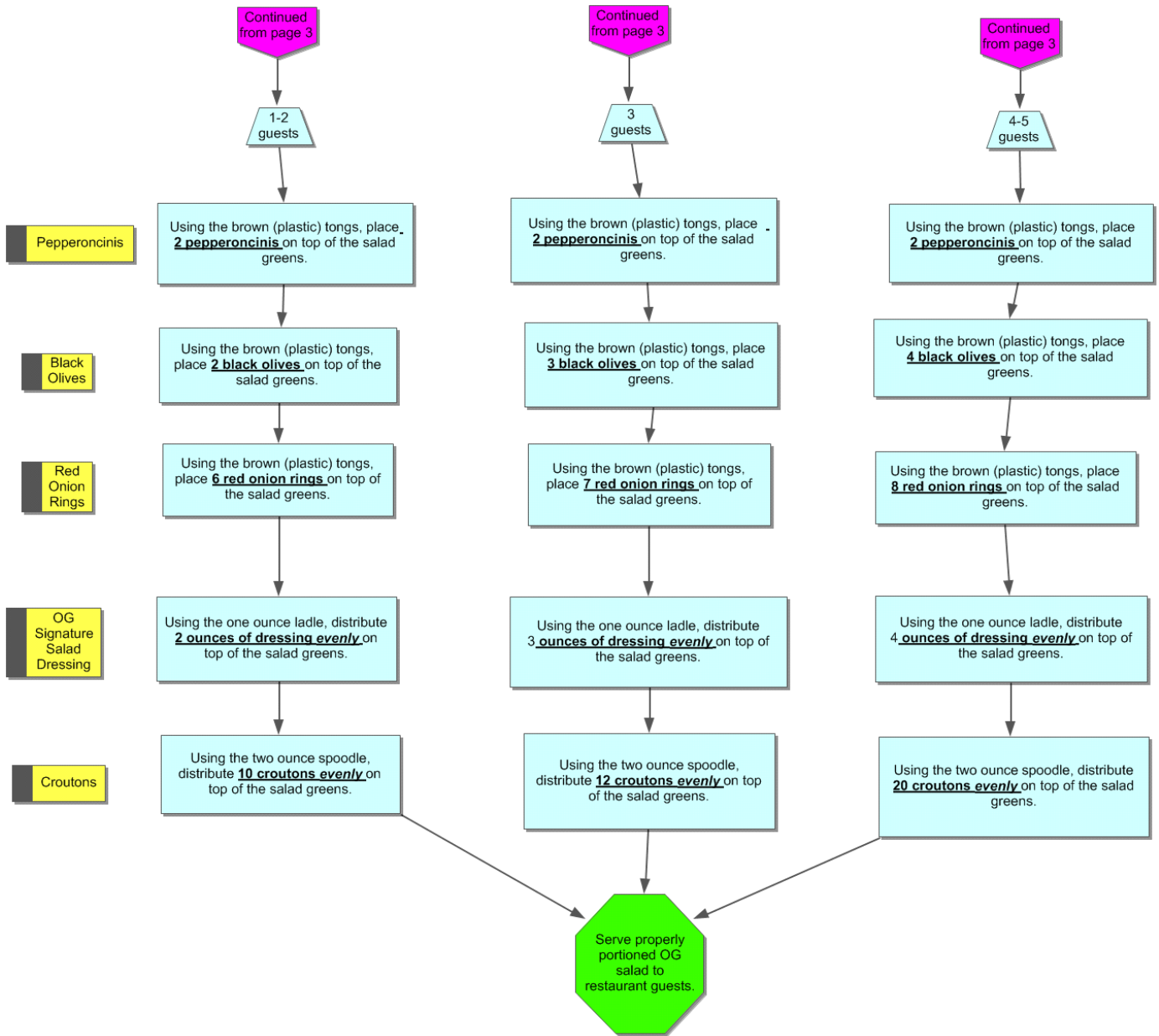




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Activity

A flash activity will be after step six. Users will need to match the appropriate step with the action. This is used as a “quick reminder” of the steps before the complete evaluation after the video.

Instructional Video

A brief instructional video is after the activity. This is a summary of the overall steps and concepts of the portioning process.

Quiz

An interactive quiz is the last section of the training. Users will need to receive a 100% score to pass the exam and training. The user may take the exam as many times as they please.