

# ADVANCED CERTIFICATE (LEVEL 3)



## Take the Next Step: S\$2000 Advanced Culinary Arts Programme for Experienced Professionals

### COURSE OVERVIEW & HIGHLIGHTS

- 8 Modules | 45 Hours
- Must have 1 year experience with a Certificate in a related field
- 100% online & self-paced
- Certificate upon completion
- Recognized by WorldChefs Association
- Taught by industry-leading chef educators

DELIVERED BY:



PARTNER OF:



RECOGNISED BY:



RATED THE BEST CULINARY ACADEMY, YEAR ON YEAR SINCE 2016!



Culinary Arts Food & Beverages Management



# CULINARY ARTS CURRICULUM

## ADVANCED CERTIFICATE - LEVEL 3 | 8 MODULES

### OVERVIEW AND ORIENTATION

- Course Introduction & Orientation

#### MODULE

# 1

### FOOD & BEVERAGE PRODUCTION MANAGEMENT (PART 1)

- Course Introduction
- Organizational Standards, Processes and Food Safety and Hygiene Requirements for Work Station Set-up
- Comprehensive Guide to Cleanliness: Work Station Checks, Chemicals, and Tools
- Inventory Management
- Importance of Maintaining, Receiving, Tracking and Controlling Access to Supplies
- Pest Management
- Open and End-of-Shift duties, Procedures and Checklists for Surface and Equipment Wipe-Down
- Module Assessment
- Teaching & Learning 4 (TL4) Session

#### MODULE

# 2

### FOOD & BEVERAGE PRODUCTION MANAGEMENT (PART 2)

- Course Introduction
- Optimizing Food Production: Quality Indicators, Waste Minimization, and Disposal Procedures
- Methods of Calculating Kitchen Production Level Forecasts and Resulting Stock Levels
- Kitchen Set-ups for Effective Implementation of New Food Production Processes
- Required Changes in Manpower and Ingredients to Cater to Changes in Required Production Levels
- Module Assessment
- Teaching & Learning 4 (TL4) Session

#### MODULE

# 3

### FOOD AND BEVERAGE RESEARCH AND DEVELOPMENT

- Course Introduction
- Menu Research and Development: Optimizing Your Menu, Selection Factors, Costing, and Development Process
- Module Assessment
- Teaching & Learning 4 (TL4) Session

#### MODULE

# 4

### FOOD SCIENCE APPLICATION IN PASTRY AND BAKERY PREPARATIONS

- Course Introduction
- Understand Healthy Diet Pyramid and Aim of Balanced Meal
- Nutritional Components of Food and Their Primary Sources
- Enhancing Food Strategies: Ingredient Alternatives, Processing, and Nutritional Preservation
- Healthy Choices as a Marketing Tool: Strategies for Success and Food Management
- Teaching & Learning 2 (TL2) Recipes & Videos
- Module Assessment
- Teaching & Learning 4 (TL4) Session

## MODULE 5

### CUSTOMER RELATIONS EXCELLENCE

- Course Introduction
- Importance of Exceptional Customer Service
- Why Customer Service Starts With You: Projecting a Professional Image and Persona
- Understanding Service Triggers: Addressing Challenges and Enhancing Communication
- Learning How to Cater to a Diverse Range of Customers (Their Needs and Expectations)
- Module Assessment
- Teaching & Learning 4 (TL4) Session

## MODULE 6

### CUSTOMER SERVICE PLANNING, MANAGEMENT AND EXCELLENCE

- Course Introduction
- What Makes Customer Service Exceptional? Insights and Understanding Our Audience
- Mastering Effective Customer Communication: Five Key Rules and the Power of Empathy
- Strategies for Superior Customer Service: Reducing Effort, Managing Expectations, and Over-Delivering
- Module Assessment
- Teaching & Learning 4 (TL4) Session

## MODULE 7

### PRODUCTIVITY OPTIMISATION FOR FOOD AND BEVERAGES OPERATIONS

- Course Introduction
- Organizational Culture and Productivity
- Innovative Work Culture: The Role of Innovation, DMAIC Model, and Vision Building
- Efficiency and Effectiveness
- Unlocking Solutions: Systematic Problem Solving, Systems Thinking, and Cause-and-Effect Techniques
- Module Assessment
- Teaching & Learning 4 (TL4) Session

## MODULE 8

### IDEA GENERATION AND SELECTION

- Course Introduction
- From Ideas to Action: Importance of Idea Generation, Execution, and Pandemic Profit Strategies
- From Data to Decisions: Leveraging Quantitative User Insights for Better Outcomes
- Defining Success: How Clear Business Definitions Lead to Better Outcomes
- Collaborate and Innovate: How to Support and Enhance Idea Generation
- Fresh Perspectives: Recommending and Implementing New Ideas for Growth
- Module Assessment
- Teaching & Learning 4 (TL4) Session

## FINAL

### FINAL ASSESSMENTS

- Written Assessment
- Practical Assessment

