



## MEAL TIMES

### BREAKFAST

8.00am – 9.00am

### AFTERNOON TEA

Prepared and left out for the guests to help themselves till staff start at 5pm and can assist.

### EVENING DINNER

Canapes at 7.15pm

Dinner at 7.30pm (prompt)

## INTRODUCTION

At Chardons we pride ourselves on our excellent reputation for catering and this is a standard that our guests have now come to expect. We have therefore set our fixed menus and detailed training resources, based on our tried and tested dishes which have been our guest's favourites over the years to ensure quality standards and consistency across all our chalets.

All chalet chefs will be provided with a full written menu accompanied by detailed video recipes for all dishes. The videos enable our chefs to practice at home before you arrive in resort if you wish. Once you arrive in resort you can play the videos in real time taking you through every step of your shift – we would recommend bringing blue tooth ear phones if you have them, so you can play the videos as much as you like when you have guests in the chalet and not disturb anyone else.

The Chardons cookbook tool is designed to guide you through every detail of our menu from start to finish. It will provide you with the cooking knowledge, tips, timekeeping, general rules and how to keep your kitchen and stores clean and hygienic. It also contains information on dietary requirements.

## TIMINGS

To ensure our staff have a great ski season, the menu has been designed to ensure all preparation work can be realistically completed in your set rota hours, allowing you to maximise your ski time and work in a relaxed, calm and enjoyable environment. However, please do expect that additional hours may be required for the first few weeks whilst you are getting used to the menu and your new kitchen. This is also the case during Christmas and New Year weeks. Allowing a little extra time at the start will ensure the menu can be produced



to the high quality we and our guests expect; however, the time it takes will soon shorten as you get more familiar with your role.

You will see the preparation is split into AM and PM duties. Your direct line managers (being the Executive Chef and Resort Manager) will be tasked with checking all tasks are complete in the required shift, as it's vital you are prepared and organised at all times to ensure dinner is served to a high standard and in a timely fashion. Please do not put off any jobs listed until later, it is your responsibility to ensure they are done in the shift detailed. You must remember during a season anything can happen on the mountain so we simply can't afford to find ourselves later caught out due to poor organisation.

Canapes must be served at 7.15pm and dinner at 7.30pm sharp. If some guests haven't got back to the chalet by 7.30pm then you should serve the others anyway; don't make the guests that arrive on time wait for the others who arrive late.

It is essential that the full menu is followed at all times. Your manager is tasked with checking this. Please do not change the menu to your own preference. This is a well-balanced, tried and tested menu that works and provides excellent feedback. Please do not remove a course (even if you think it is too much food) our guests are told during booking to expect a 5-course dinner on 6 evenings and will feel short changed if this is not the case.

### **CHALET NIGHT OFF AND CHEF MORNING OFF**

Every week in each chalet there is a 'Chalet Night Off'. This means that it is the chef's full day off and no evening meal will be served on this day. Your guests will eat elsewhere that night; most probably in one of the restaurants in the village. We suggest you remind your guests about chalet night off and if they would like a restaurant booked for them, contact the office with the name of the booking, how many people are in the group and the time they would like their table booked for. Please do this at least a couple of days before as the restaurants can be fully booked on these nights. On the morning of 'Chalet Night Off' breakfast will be provided in the chalet and afternoon tea will be left for the guests. This will be prepared by one of the chalet hosts or a cover chef. Also, on one additional morning each week, the Chef will have another breakfast service off, with cover provided. The chef will then need to return to their chalet at 4.00pm prompt that day to start the preparation for the evening meal, in lieu of this full extra shift off.

It's vital that the chef has the correct items in their stores for the host on the days off and leaves pastries out for them the night before. It would be very helpful if the chef could do as much prep as possible the night before 'chalet night off' and 'morning breakfast service off' to help the host, as they will not have a strong commercial cooking background. Things like, making the cake mix the night before their mornings off and setting out the breakfast



components ready for the cover chef the following morning. Little things to help their hosts on these days.

Clients are not permitted to cook in the chalets on chalet night off as we are not insured for this.

### **PORTIONS**

Most of the menus are calculated as serving x10. If you are cooking for more than x10, simply multiply the ingredients by the number of guests (plus staff) and round up the number of meals to the nearest 5 or 10 to keep the quantities simple and to ensure you have sufficient amounts (the staff will always eat the leftovers for lunch the next day as a change from a baguette). E.g. if cooking for x13, multiply the quantities to cook for x15 (x1.5) or if cooking for x17 multiply the ingredients by x20 (x2).

We pride ourselves on providing well-cooked and plentiful food to our guests. No one should ever leave the dinner table hungry. If in doubt about the quantities and portion sizes always cook more, rather than less. If you have leftovers always offer your guests a second portion, or for example put the extra roast potatoes, meat and stuffing in a server on the table for them to help themselves.

Always serve plenty of bread with every meal, there is never any excuse to not have a French baguette in a chalet.

### **STAFF DRESS CODE**

All staff must be dressed in plain black (no logos) and wear their name badges at all times. Long hair must be tied back. Plain black t-shirts or casual tops for breakfast service are fine. A smart shirt or blouse must be worn during dinner service. No ripped jeans or see through leggings. Black tights must be worn with skirts/shorts. Dark tidy shoes must be worn (no trainers for evening service). You must be well-groomed, clean, tidy and looking smart at all times throughout the season (this is your responsibility).

### **PRODUCTS**

We have a standard product ordering list that will be used to provide you with all ingredients you will need to produce our menus.

Our chefs do not therefore need to worry about budgets and menu planning. This allows them to concentrate on what they do best – cook! We do however ask that you ensure you are not wasting food.



The menus have tips built in to help you avoid unnecessary waste, e.g. on confit duck night freeze any spare duck legs.

All ordering sheets have an indicative quantity guide for each chalet to help you order on your first few weeks whilst you are getting to grips with your new role. The Executive Chef checks all orders before they are handed to our Stores Manager to process and the Executive Chef will let you know if there are any issues with the qualities requested.

The Stores Manager is tasked with doing a regular stock take of all chalets and any products they deem a chalet to be holding unnecessarily will be returned to our stores for general circulation.

### **BIRTHDAYS AND SPECIAL OCCASIONS**

Throughout the course of the season you may be asked to bake cakes for special occasions such as birthdays etc, if you let your manager know this in advance we will give you some candles and a bottle of prosecco (age permitting of course) to give along with their cake.

### **BREAD**

Every morning around 7.00am, or slightly before, bread will be delivered to your chalet. Either left by the front door or just inside the Chalet entrance. It's very important that the bread is taken inside and upstairs when you arrive to work in the mornings, otherwise it will freeze and may not be ready in time for breakfast service. The amount of bread given will be enough for morning and evening service and also an allowance to make lunches for the staff within your specific chalet. If you are aware of any guest packed lunches, then please let your executive chef know in advance so they can alter the bread order.

### **STORAGE OF WINES**

A box of red wine should be brought upstairs in the morning shift, so it's at a nice room temperature for evening service; the garages are very cold in the winter so serving the wine straight from the garage will be too cold. If the bottles are left near the fire/lounge in a nicely displayed way, they will be at room temperature by dinner service.

It may be tempting in the cold weather to store your white wine on the balconies of your chalets to cool down, however please do not do this. The temperatures are so extreme here that bottles will crack in the cold weather. Also, throughout the season when the temperature rises you will not get a consistent wine temperature. Furthermore, it leaves the wine available for guests to help themselves throughout the day and looks very untidy on your balconies.



Each chalet will be provided with a bar fridge and will have enough room to keep the white wine chilled.

#### **SERVING STANDARDS**

You must serve food on warmed plates, or serving dishes, to ensure your guests have a hot meal. If you have got no oven space to warm the plates then you can use the microwave, but you must place a ramekin of water on the top of the plates otherwise you will damage your microwave.