

# DACUM VALIDATION CHART: “Awesome” Skilled Line Cook

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## DACUM PANEL

### BRENDAN KING

Line Cook  
Alto Cinco

### CHARLES A. WHELAN

Cook  
St. Joseph's Hospital

### CHRIS J. CARNO

Executive Chef  
Empire Brewing Company

### CHRISTOPHER J CESTA

Chef/Owner  
The Inn Between

### KAREYNE AONIQUE MENDEZ

Line Cook  
Chipotle Mexican Grill

### MARY A. COUSINEAU

Line Cook/Head Chef  
Mo's Pit BBQ and Cowboy Cuisine

### MICHAEL W. STAFFORD

Sous Chef  
The Krebs 1899

### MONICA PATCH

Cook  
Panera Bread

### PATRICK M. GRZASKO

Cook  
St. Joe's Hospital

### RANDALL N. COLMAN

Cook - Semi Retired  
Inn Between Restaurant

### WILLIAM M WRIGHT

Crew Member  
Chipotle

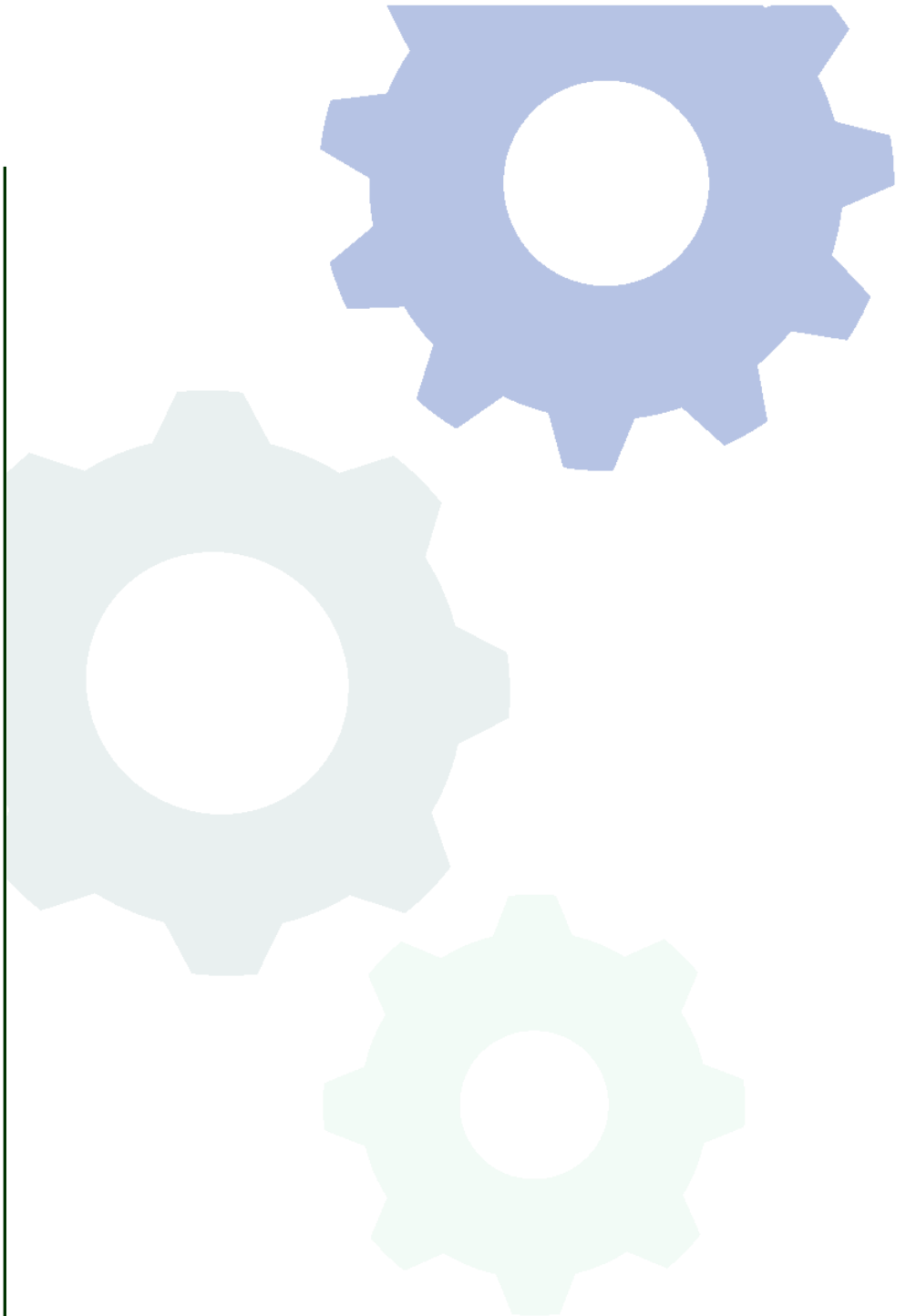
## FACILITATORS

### REBECCA FRACCHIA

Employer Engagement Manager  
Economic & Workforce Development  
Onondaga Community College

### SHAUNNA JAGNEAUX

Project Director  
Economic & Workforce Development  
Onondaga Community College



# DACUM Validation Chart for "Awesome" Skilled Line Cook

Duties	Tasks					
<b>A Organize Work Process</b>	A1 Set up cooking equipment (e.g. times, speed, temperature) 	A2 Check kitchen equipment (e.g. mixers, ovens, temp, on, pilot light) 	A3 Report tools & equipment breakdowns 	A4 Report on quality & quantity of ingredients 	A5 Stock the line 	
	<b>B Prepare Miscellaneous Products</b>	B1 Mix/prep sour dough/pizza, crackers, pasta	B2 Prepare whipped cream	B3 Defrost food safely 	B4 Prepare bread dressing (e.g., vegetables, cheese, minced meat, cereals)	B5 Bread ingredient for frying
<b>C Prepare Salads</b>		C1 Prepare protein salad (e.g., shrimp)	C2 Prepare Caesar salad	C3 Prepare Caprisi salad 	C4 Prepare pasta salad	
	<b>D Prepare As-purchased Produce</b>	D1 Peel ingredients (e.g., fruits, vegetables, eggs, cheese) 	D2 Wash raw ingredients 	D3 Remove inedible parts of ingredients (e.g., core, seeds) 	D4 Prepare hot/cold/open faced sandwiches	D5 Prepare croutons for soups/salads
<b>E Dry Heat Cooking Methods</b>		E1 Smoke ingredients for flavor, preservation, and texture (fish, veg., everything) 	E2 Grill ingredients for flavor, texture 	E3 Roast ingredients for flavor, texture 	E4 Broil ingredients for flavor, texture	E5 Caramelize ingredients to brown natural sugars 
	<b>F Cut Using Kitchen Tools</b>	F1 Shred ingredients for even cooking or visual appeal 	F2 Grate ingredients for even cooking or visual appeal 	F3 Dice ingredients for even cooking or visual appeal (brunoise, large, med., small, x-small) 	F4 Julienne ingredients for even cooking or visual appeal (batonnet (fat), printaniere (fine)) 	F5 Chiffonade ingredients for even cooking or visual appeal
<b>G Prepare Soups and Sauces</b>		F7 Grind ingredients to tenderize and make smaller 				
	G1 Prepare meat, seafood, vegetable stock 	G2 Thicken soups and sauces with roux 	G3 Thicken soups and sauces with cornstarch 	G4 Prepare basic pasta dishes (e.g., baked, angel hair pasta) 		
<b>H Prepare Raw Proteins</b>	H1 Breakdown raw poultry (1/2, 1/4, 1/8, 1/10) 	H2 Fabricate raw meat/protein (loins, tenderloins) 	H3 Fabricate whole fish 	H4 Rinse raw shell fish	H5 Shuck raw clams and oysters 	

**Occupational Definition:** An awesome skilled line cook prepares food at their station with a sense of urgency, and to the best of their ability, through mis en place (ace in your place) and proper food safety while serving internal customers in order to create a sensible/sustainable food culture and fulfill the mission of the restaurant to deliver food.

July 26, 2016

**Duties**

**Tasks**

Duties	Tasks					
<b>I Prepare Mother Sauces</b>	I1 Prepare velouté (blonde) sauce 	I2 Prepare tomato (red) sauces 	I3 Prepare demi glaze (brown) sauces 	I4 Prepare hollandaise (yellow) sauces 	I5 Prepare béchamel (white) sauces 	I6 Prepare vinaigrette dressing 
	I7 Prepare mayonnaise base 	I8 Prepare beurre monte (butter glaze) 				
<b>J Marinade</b>	J1 Pickle vegetables, fruits for flavor and preservation (everything) 	J2 Ceviche seafood, fish, to enhance texture and flavor (cooking with acid) 	J3 Cure dry meats, fish, vegetables 	J4 Brine meats, fish, vegetables for flavor, texture, preservation and color (e.g., corned beef) 		
<b>K Moist Heat Cooking Methods</b>	K1 Braise ingredients until tender (proteins, vegetables, large mostly not seafood/fish) 	K2 Poach tender ingredients 	K3 Sweat vegetables to extract flavor 	K4 Steam proteins, vegetables, starches, dumplings au pointe to proper doneness 	K5 Simmer stocks, soups, stews meats to maintain integrity of ingredients 	K6 Blanch/shock vegetables, fruits to retain color, and halt cooking 
	K7 Stew tough cuts of small meat and vegetables until tender 	K8 Boil raw ingredients (e.g., cereals, farinaceous products, legumes) 				
<b>L Cook with Fats &amp; Oils</b>	L1 Fry (deep fat) ingredients for flavor and crispness 	L2 Pan fry (shallow) proteins, breaded items for crispness or flavor 	L3 Confit proteins, vegetables, fruits for flavor, texture, tenderness and food preservation 			
<b>M Finalize Work Process</b>	M1 Portion food dishes 	M2 Plate finished meal 	M3 Shut down kitchen equipment (grill, oven, fryer, hood) 	M4 Clean/sanitize tools and kitchen equipment (grill, oven, fryer, hood, etc.) 	M5 Store unused product 	M6 Take inventory of mise en place 
	M7 Prepare next day prep list 	M8 Bring food to temp prior to placing in cooler/freezer 				
<b>N Upgrade Occupational Skills</b>	N1 Study new food trends 	N2 Experiment with new technologies & recipes 	N3 Study modern kitchen equipment 			

**Legend**

- .....Critical Task
- .....Time Spent on Task
- ..... Training Most Needed by New Workers
- ..... Training Most Needed by Veteran Workers

Note: Numbers represent total votes from 7 panelists.

# Occupational Profile: “Awesome” Skilled Line Cook

## Knowledge & Skills

- Acids and alkalines
  - ◊ Effects that acids and alkalines have on different colored vegetables
- Allergens
  - ◊ Understand food allergies
  - ◊ Know how cross contamination affects foods when storing, preparing, cooking (ex. Nuts)
- Basic Chemistry
- Basic English
  - ◊ Speak to be understood
  - ◊ Spanish is a plus
- Basic math
  - ◊ Measurements
  - ◊ Liquid vs. Dry
  - ◊ Basic conversions (ounces to pounds)
  - ◊ Using a scale – weights
  - ◊ Scale recipe
- Basics of salads and dressings
  - ◊ Mixed green
  - ◊ Caesar
  - ◊ Caprese
  - ◊ Pasta
  - ◊ Shrimp
- Communication skills
- Conduction vs. convection vs radiation
  - ◊ Understand how source of heat impacts cooking
- Cook times
  - ◊ Tenderness of pastas
- Cooking skills
  - ◊ Bake
  - ◊ Fry
  - ◊ Sauté
- Cooking techniques
  - ◊ Sous vite (some complications in New York State)
- Create/prepare pasta (know how)
- Cutting techniques
  - ◊ Pissant
  - ◊ Oblique
- Diet restrictions
  - ◊ Night shade,
  - ◊ gluten free,
  - ◊ lactose intolerance, etc.
- Emulsifying techniques
- Equipment - Learn how equipment works
- Fermenting veggies and fruits (know how)
- Food handling
- Food safety knowledge
  - ◊ Cross contamination
  - ◊ Understand sanitation
- Food storage, walk-in cooler
- Ingredients
  - ◊ Know your ingredients
- Inventory
- Knife skills (basic) - Which knife for which purpose:
  - ◊ Boning
  - ◊ Slicing
  - ◊ Pairing
  - ◊ Serrated
  - ◊ Bread
  - ◊ Chef
  - ◊ Birds beak
- Know different fats, oils and their uses
- Know how to light a pilot light (many people don't know how to do this)
- Know how to prepare pudding (i.e., corn pudding)
- Knowledge of high standards
- Knowledge of stock with ingredients and utensils
- Menu (know the menu)
- Mise en place: portion
- Multitask
- Organization skills
- Practical (hands-on) skills
- Prepare breads (know how to)
- Presentation skills (food/plate presentation)
- Product knowledge, produce identification (i.e., what does cilantro look like)
- Product selection, delivery, storage
- Proper portioning and utilization
- Recognize quality of ingredients
- Rotate stock (Keep records, label, date, rotate)
- Safety - Hot/knife/everyone around you, tell them you are behind
- Seasoning techniques/season “to taste”
- Shelf-life, quality products
- Speed and accuracy skills
- Temperatures needed for safe consumption
- Thickening agents
  - ◊ Hydrocolloids
  - ◊ Roux
  - ◊ Corn starch
- Time management
  - ◊ Meet deadlines
  - ◊ Sequence cooking process (make sure all food is done together)
  - ◊ Prioritize tasks)
- Understand that food equals money

## Traits & Behaviors

- Care for company's property
- Care for one's occupation
- Communicative with colleagues and clients
- Confidence in ability
- Conscientious
- Cooperative
- Creative (new recipes, decorating techniques)
- Desire to perform
- Diligent
- Disciplined
- Eager to learn new things
- Efficient in fulfilling work tasks
- Emotionally stable
- Honest with colleagues and clients
- Independent
- Takes initiative/self –motivated
- Keen on details (preparation, decoration, seasoning)
- Learns from mistakes
- Listens
  - ◊ Gives full attention to what other people are saying, especially chef
  - ◊ Takes time to understand what was said
  - ◊ Asks questions as appropriate
  - ◊ Doesn't interrupt inappropriately (waits until person speaking finishes thought before responding, is respectful when listening to person speaking)
- Manual dexterity
- Patient
- Physically fit (motor system, cardio-vascular system)
- Polite
- Readiness to work over hours
- Skilled
- Team player
- Tidy in clothing and work procedures
- Tolerant to criticism
- Well-organized

## Tools & Equipment

- |   |   |   |
|---|---|---|
| <ul style="list-style-type: none"> <li>• Blast chiller</li> <li>• Blender</li> <li>• Boiler</li> <li>• Brushes</li> <li>• Butchers twine</li> <li>• Cake tester</li> <li>• Cheese cloth</li> <li>• Chopper</li> <li>• Cleaver</li> <li>• Coffee pots</li> <li>• Combi oven</li> <li>• Corkscrew</li> <li>• Cryovac machine</li> <li>• Cutlery set</li> <li>• Detergents</li> <li>• Dishwasher</li> <li>• Disinfectant solutions</li> <li>• Food processor</li> <li>• Freezer</li> <li>• Fryer</li> <li>• Gas stove</li> <li>• Graters</li> <li>• Grill</li> <li>• Juice squeezer</li> <li>• Kitchen table</li> <li>• Knives</li> <li>• Ladles</li> <li>• Measuring jugs</li> <li>• Meat grinder</li> <li>• Meat mallet</li> <li>• Microwave</li> <li>• Mixer</li> <li>• Panini press</li> </ul> | <ul style="list-style-type: none"> <li>• Pans</li> <li>• Pastry bag</li> <li>• Portion scoops</li> <li>• Potato peeler</li> <li>• Pots</li> <li>• Professional gear (e.g. gown, bonnet, head kerchief, gloves, apron, uniform, special footwear)</li> <li>• Proofing box</li> <li>• Rice cooker</li> <li>• Rolling pin</li> <li>• Scales</li> <li>• Shears for sectioning meat/fish</li> <li>• Shelves</li> <li>• Sieves</li> <li>• Skewers</li> <li>• Skimmer</li> <li>• Slicer</li> <li>• Spatulas</li> <li>• Steam kettles</li> <li>• Steamer</li> <li>• Stirring device</li> <li>• Strainers</li> <li>• Thermometer</li> <li>• Thermal needle</li> <li>• Toaster</li> <li>• Tongs</li> <li>• Towels</li> <li>• Trays</li> <li>• Tweezers</li> <li>• Vessels (bowls, plates, platters, sauce-boats)</li> <li>• Victory wash</li> <li>• Washing cloths</li> </ul> | <ul style="list-style-type: none"> <li>• Waste container</li> <li>• Whisk</li> <li>• <b>Food</b></li> <li>• Additives (sodium, yeast)</li> <li>• Berries</li> <li>• Cacao</li> <li>• Cereals</li> <li>• Coffee</li> <li>• Dairy products</li> <li>• Dough</li> <li>• Eggs</li> <li>• Farinaceous products (pasta, noodles, rice, polenta, gnocchi)</li> <li>• Fish and seafood</li> <li>• Flour</li> <li>• Fruits</li> <li>• Gelatin</li> <li>• Herbs</li> <li>• Hydrocolloids</li> <li>• Immergen circulator</li> <li>• Legumes</li> <li>• Meat</li> <li>• Melons and gourds</li> <li>• Salami sausages</li> <li>• Sour bran</li> <li>• Spices</li> <li>• Spirits, essences</li> <li>• Sugar</li> <li>• Vegetable/animal fats</li> <li>• Vegetables</li> <li>• Vinegar</li> <li>• Water</li> </ul> |
|---|---|---|

### Attendance/Work Shifts

**Expectation:**

- Flex schedule (some)
- M-F dayshift (30 minute lunch, two 10-15 minute breaks)
- Arrive a few minutes early every day, be ready to work
- Be on time

**Call for termination:**

- No call no show
- Constant attendance issues
- 12 unscheduled instances a year of late, calling in, leaving early (for some)
- Drugs/alcohol for cause

### Appearance

- Professional image
- Good hygiene
- Casual, Super Casual, Business Casual
- No Logos (for some)
- No beach attire (no flip flops, spaghetti straps, short shorts, nothing ripped)
- Stylish shoes that flip and flop OK
- Shorts (for some) (none for some)
- Friday casual (for some)
- No jeans, shorts, sneakers in hospital
- No strong scents
- No visible or excessive tattoos/piercings (for some)

### Future Trends & Concerns

- Usage of new technologies
- Usage of modern tools and equipment
- Work process automation will lead to decrease of manual work
- Diversification of foods prepared in dining places
- Increase of number of restaurants will lead to a greater demand of cooks on the labor market
- Increased usage of eco-bio ingredients
- Fermenting foods is trending
- Drugs/courts

### Workplace Expectations

- “Crew” represents all non-management positions at some restaurants
- Always be aware/alert of environment
- Always keep food safety in mind
- Arrive on time ready for work
- Be prepared to have to prep needed food – attendance and punctuality of prep cooks for morning shift is an issue.
- Elevate yourself and others
- Expect to work long hours
- Fish and chicken on ice and drawer
- Line cooks have many stations, and dedicated ones at some places
- Mise en place
- Safety: Call out “hot”, “knife”
- Season everything
- Taste everything
- Taste your food
- Wear professional attire
- Working with a team is expected – must be a good team player
- Works without looking at their phone every 5 minutes

### Hiring Requirements

- Drug testing for some
- Reliable transportation

### Hiring Barriers

- Language, communication

### Certifications/Licensure

Mandatory:

- ServSafe

Helpful/Useful:

- N/A

### Employment Expectation of New Line Cooks

As new Line Cooks on the job, the panelists initially felt unprepared for:

- Food safety! The importance of keeping a neat food station clean and sanitized
- Hot environment
- Cooking to the correct doneness
- Smoking meats and proper way, and tools to protect your face while doing so.
- The amount of ingredients, breads, dressings, etc. that they were expected to memorize.
- The menu. Anytime you start at a new job the menu seems impossible to learn.
- Standardized recipes
- Portion sizes
- The sense of urgency to the production element
- How overwhelming everything was. There is so much going on at one time it can be hard to take in.
- The mental exhaustion of sustained high volume tickets (3-4 hours straight of rush).
- So many orders at once
- Felt very unorganized.
- Setting up mis en place needed
- Multi-tasking priorities

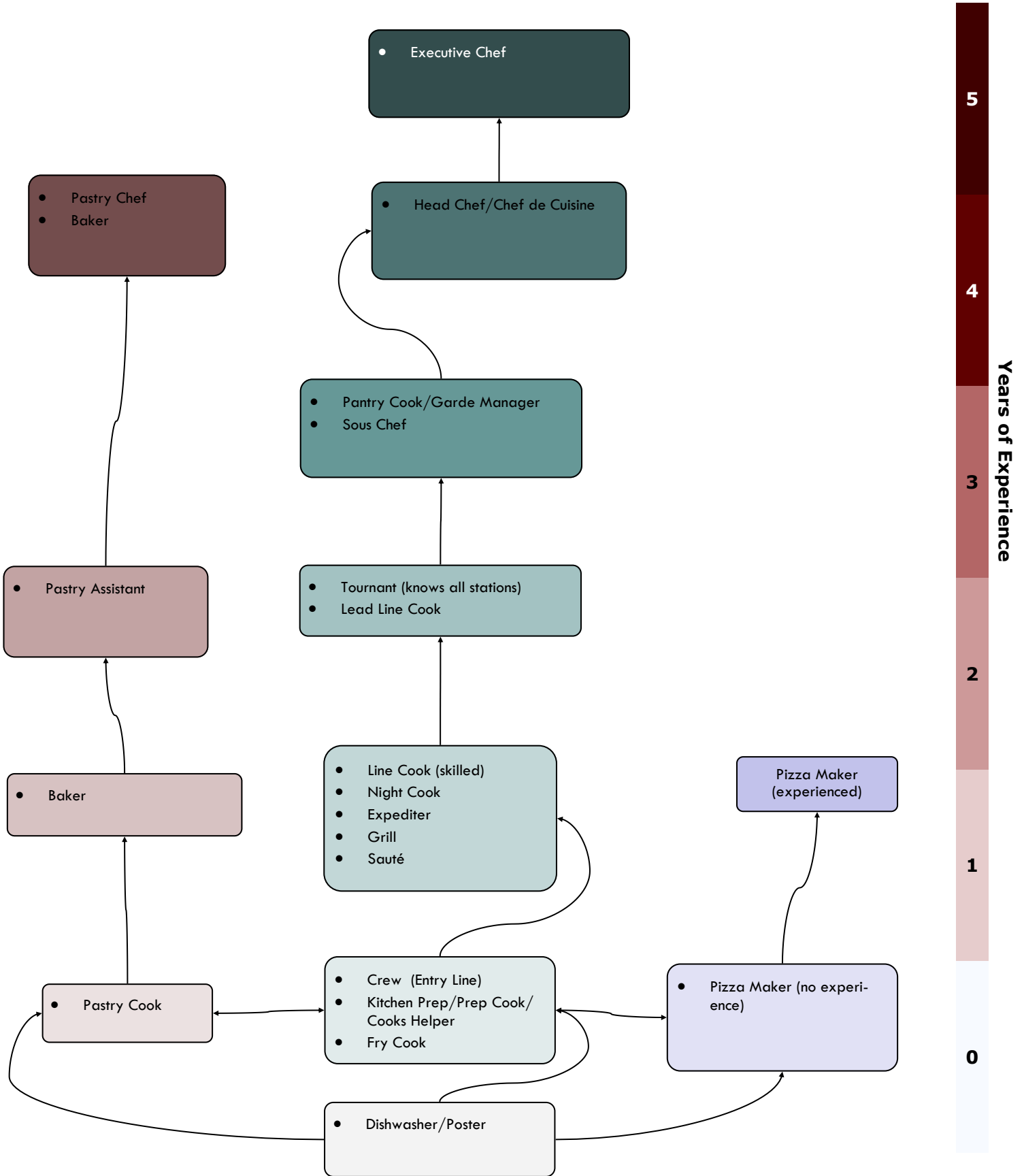
While some panelists fell into the trade with no knowledge or preconception of what to expect, others were initially disillusioned by the following when first arriving at their workplace:

- Explanation of expected amounts of setup for the day
- Expected to have a set schedule, but after the first week they had to learn to be as flexible as possible.
- Equal treatment wasn't realistic. Everyone's skill sets aren't the same so they lean on certain people more than others.
- Lack of support
- Lack of help
- Expected better pay
- Expected employers to have a greater sense of communication and hands-on training. In the kitchen one can be engrossed in tasks and less in the person/worker. Had to learn as they went independently.
- While many panelists expressed the lack of on-the-job training, some panelists experienced the opposite at their worksite. They were expecting to be thrown into busy service, but in reality, had hip-to-hip training with a trainer who walked them through everything before being expected to go it alone.

### Please note:

Items noted in blue text on pages 4-6 indicate comments from line cooks outside the date of this panel and may or may not have come from panel members. Further validation is needed to ensure consensus of these items.

## Potential Career Path for Line Cook



Please note: The numbers in the shaded graph represents years of training and/or experience required. Job titles vary per size and type of institution/company where some may perform functions that are specialized positions in others. It is not necessary for a person to move through each of these phases of advancement to reach a particular position level. Companies differ on which titles are utilized for which rank of position. The titles and levels indicated are a measure of jobs typically performed from entry level (little to no experience and/or training) to more advanced skill level.

Onondaga Community College wishes to extend a special “thank you” to the following businesses for sponsoring their worker(s) for a one-day workshop in order to develop this occupational profile for Line Cooks, and to all of the expert workers who served on the DACUM panel. Our program will be better because of your direction and guidance.



## EMPIRE BREWING CO



This occupational profile was validated by local expert workers based upon the *Competency Profile of Cook* produced by SOMEK with support from INBAS/SwissContact, Chisnau, Republic of Moldova, 2007. OCC's Workforce Development Programs have been funded under a 2.5M United States Department of Labor TAACCCT Grant whose purpose is to facilitate greater employment by improving education. For more information visit:

<http://bit.ly/occ-taacct-iv>