Felipe caballero

Chef tim budd  07/12/2017

Food and beverage term proyect

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**Part 1-menu, concept and mission**

**Mission**

Our mission is to make guests feel like the restaurant is their home while sharing and learning about Colombian food.

**Concept**

Tairona’s concept is to provide Colombian cuisine to Vancouver and Canada, preserving tradition, yet renovation techniques and ingredients. The restaurant will constantly teach its guests about the culture and diversity in the country. The rotating menu will challenge the staff, while keeping the customers interested in coming back and trying new creations and representations.

All products will be local to maintain the best quality and to support local farmers. In Colombia, every produce is local, which highlights the flavours of the ingredients, rather than overwhelming them with spices. The animal protein will be bough from Canadian suppliers and the restaurant will work hard to receive the best products in the market.

**Menu**

Appetizers

**Stuffed Arepas with shredded chicken**

Corn patties stuffed with shredded chicken tossed with tomatoes, onions and peppers and blend of spices

**Chicharron con Yuca al Vapor**

Fried pork skin with a side of steamed cassava

Entrée

**Rack of lamb with Pepitoria**

Rack of lamb smoked with a blend of Colombian spices. Served with Colombian style lamb rice cooked with lamb blood and bits

**Bandeja Paisa**

Powdered beef, fried pork belly, chorizo, fried eggs, Ham hock cooked in beans, and avocado. Served with rice and beans

Desserts

**Torta de Tres Leches**

Cake baked with condensed milk, evaporated milk and heavy cream

**Platano with homemade Bocadillo**

Grilled stuffed plantain stuffed with guava paste and cheese

**Part 2-Mis en Place**

**Mise en place before service**

Drinking glasses ready and besides drink dispenser

Drink dispenser on

Napkins folded and placed in proper places

Beer kegs full and replacement ready

Cutlery properly distributed

Cashier full of change

Menus cleaned and sanitized

Chairs and tables organized

Reservation tables ready

Service boards ready

**Mise en place during service**

Dinner trays constantly replaced

Pens return to the right spot after used

Dirty dishes section constantly organized

Organizing washed cutlery

Organizing washed trays

News papers updated

Refilling beer kegs if required

**Mise en place after service**

Folding more dinner trays

Taking all dirty dishes to the dish washer

Refilling drinks fountain

Disposing broken glasses

Packing all sauce containers

Lifting the chairs

Organizing glasses

**Part 3-Job descriptions**

Front of the house manager

* Manage all the staff from the front of the house, including scheduling, supervising and training.
* Inventory management is all items needed for the front of the house, including ordering and receiving.
* Handling guests’ comments and problem solving.
* Cashing out the restaurant and restocking the cashier.
* Providing customer service and leadership in during and after service.

Server

* Exceptional customer service, problem solving and communication skills.
* Constantly restocking items needed for before, during and after service.
* Training new staff.
* Basic understanding of cooking techniques and menu items

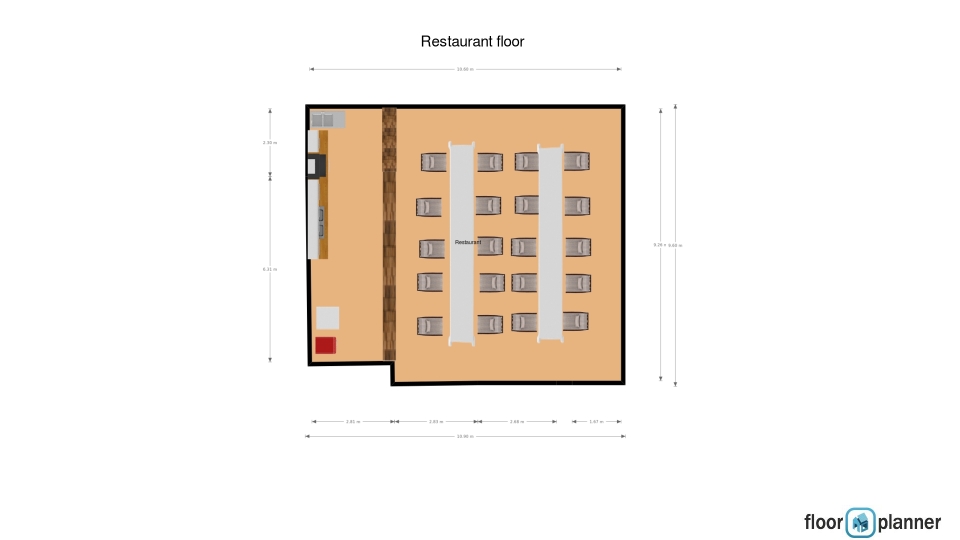
Bar back

* Understanding of every server’s task and items needed for service.
* Exceptional communication skills and customer service.
* Basic understanding of cooking techniques and menu items.

Bartender

* Serving items properly and with Serving It Right knowledge
* Restocking the bar and making sure everything is in its place
* Training new staff.
* Basic understanding of cooking techniques and menu items.

**Part 4-floor plan**

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**Part 5-style of service**

The style of service for Tairona will be casual, where the guest would be first greeted by all the staff with a greeting in Spanish. Meanwhile the host will be walking the guests to an available table. The tables at Tairona while mostly be long and with a lot of seats available. Therefore, the guests might seat next to other customers. Drinks will be served first, so the guest can enjoy their drinks with the selection of music. The music would not be overwhelming, instead the music would be selected accordingly to the restaurant’s concept. The style would be family service, which would follow up with the restaurant decoration and tables.

**Par 7- Beer and spirits menu**

**Beer Menu**

Lagers

Revolver IPL-Red Collar brewing company

Recommended with the stuffed Arepas with shredded chicken

Steel Toe Lager-Dead Frog Brewery

Raspberry Lager- Spinnaker’s Brewery

Ales

Heroica Red Ale-Steamworks Brewing company

Recommended with the Lamb rack with pepitoria

Stay Gold Pale Ale-Powell Brewery

Coriander Pale Ale-Hathi Brewery

IPAs

Flying Dutchman North East IPA-Ravens Brewing Co.

Recommended with the bandeja paisa

Flagship IPA-Steamworks Brewing company

Limb from limb Rye IPA-driftwood brewery

*All of our beer are locally brewed in BC*

**Spirits menu**

Unruly Vodka-Wayward distillation house

Seaside gin-Sheringham distillery

Lohin McKinnon Single Malt whisky-central city Brewers & distillery

**Part 8-Bar setup**

The bar will be set besides the kitchen, which is exposed to the dinning room area. It will have a bartender and a bar back. The bartender will constantly serve guests and guide the bar back through service. Every aspiring bartender will have to start working as a bar back. There will be 9 tabs for our beer menu, which beer would be upsold by servers. Therefore, there will be beer glasses stored in a fridge under the tabs. The bar back will have to ensure that the bartender always has 50 glasses available. The bartender will have to know everything about the food served and they have to be able to explain it to guest. The bartender will also needed equipment for mixing drinks and they would have the liberty of coming up with creative cocktails. The equipment list is:

* 50 beer glasses
* 5 cleaning towels
* 15 shot glasses
* 20 glasses for cocktails
* Bottle openers
* Wine openers
* Bottles behind the bartender for decoration and serving
* Wine bottles stored at their proper temperature