

SIT - Tourism, Travel and Hospitality Training Package

SIT20316 - Certificate II in Hospitality
(Food and Beverage)

Unit

SITHCCC003

Prepare and present sandwiches

This is not to be used for training purposes.
SAMPLE ONLY



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STUDENT/TRAINEE DETAILS

Student/Trainee Name

Student/Trainee Email

Teacher / Trainer Name

School / Institution / Training Organisation / Employer

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INTRODUCTION

This manual is developed to provide training content that addresses the specific 'Unit of Competency' as outlined on the following pages.

It provides the teacher and/or trainer with a document that includes all that the student and/or trainee manual content plus guidance notes as well as answers to the learning activities in the student/trainee manual.

This manual can be packaged with various manuals addressing other 'Units of Competency' in order to meet the 'Packaging Rules' of a particular Australian Training Package Qualification.

This resource has been designed to be delivered in a form that is conducive to the learning environment including:

- ☆ Online delivery
- ☆ Classroom delivery
- ☆ On the job training

The documents are designed in a 'landscape' format in order to make reading on a computer screen easier as well as reduces the need to scroll down pages. Documents can be easily printed if the learning environment requires the student or trainee to have hard copies of the learning materials.

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INTRODUCTION—CONT'D**LEARNING ACTIVITIES**

The learning activities in the student and/or trainee manuals are 'Form Enabled' so that if the resources delivered online, the activities can be filled in using the computer keyboard.

Each learning activity is identified with the following icon.



**Learning
Activity**

Learning activities come in the following forms.

- ☆ Questions
- ☆ Research
- ☆ Tasks
- ☆ Interviews

Questions

Questions would relate to the information presented on previous pages.

Research

This type of learning activity would require the student or trainee to locate information by using research methods. The information they would be required to locate would be in line and/or support the information that the manual had outlined in previous pages.

SAMPLE SAMPLE

INTRODUCTION—CONT'D

Tasks

This learning activity type would require the student/trainee to actually do or undertake something and would be reinforcing the knowledge they have gained from reading the manual's previous pages.

Interviews

This learning activity type would require the student/trainee to interview person(s) in an actual workplace environment or a person(s) who are experienced in the industry sector which the student/trainee is currently undergoing training.

The student/trainee is made aware of the type of learning activity by noting the learning activity type displayed under the learning activity icon.

Learning
Activity

Research

SELF ASSESSMENT

At the end of each manual is a series of questions that the student/trainee should review and answer.

This self assessment is to ensure in the student's or trainee's mind that they have reviewed and understood the information that was presented in their manual.

If they are unsure of their understanding in any of the topics reviewed, they are encouraged to go back and review the information again and/or seek the assistance of their teacher or trainer.

UNIT OF COMPETENCY OVERVIEW

The following pages are extracts from Training.gov.au website and outlines this specific 'Unit of Competency' including the 'Elements' and the 'Performance Criteria'. The content within this manual has been developed to address this unit.

SITHCCC003 - PREPARE AND PRESENT SANDWICHES

ELEMENT	PERFORMANCE CRITERIA
1. Select ingredients	1.1.Confirm sandwich requirements, based on standard recipes and customer requests 1.2.Identify and select bread types and fillings taking account of quality, freshness and stock rotation requirements 1.3.Check perishable supplies for spoilage or contamination prior to preparation
2. Make sandwiches	2.1.Use safe food-handling practices to hygienically prepare sandwiches based on requirements 2.2.Cut ingredients and completed sandwiches to ensure uniformity of presentation 2.3.Combine ingredients appropriately based on flavour combinations, customer preference and standard recipes 2.4.Use toasting and heating equipment safely, as required 2.5.Make sandwiches in a logical and sequential manner while minimising waste
3. Present and store sandwiches	3.1.Present sandwiches on appropriate service-ware 3.2.Add suitable garnishes, as required 3.3.Visually evaluate dish and adjust presentation 3.4.Store sandwiches in appropriate environmental conditions 3.5.Clean work area, and dispose of or store surplus and re-usable by-products according to workplace procedures, environmental considerations, and cost-reduction initiatives

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Section One

Select Ingredients

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PREPARE AND PRESENT SANDWICHES

SECTION ONE—SELECT INGREDIENTS

INTRODUCTION

The first recorded sandwich was by the famous rabbi, Hillel the Elder, who lived during the 1st century B.C. He started the Passover custom of sandwiching a mixture of chopped nuts, apples, spices, and wine between two 'matzos' (flat unleavened bread) to eat with bitter herbs.

During the Middle Ages (6th to 16th century) thick blocks of coarse stale bread called 'trenchers' were used in place of plates. Meats and other foods were piled on top of the bread to be eaten with their fingers. Trenchers are said to be the forerunner of our open-face sandwiches.

The so called 'modern' sandwich was invented by John Montagu the 4th Earl of Sandwich in 1762. An avid gambler, he initially developed the sandwich as a method of eating a meal while still being able to hold his cards. He would ask servants to place cooked meats between two slices of bread.

Sandwiches are now an everyday part of Western life which many people take for granted. As a savoury snack-food or a quick meal, their popularity is second to none.

In this training manual we go into some detail about sandwich making.

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Confirming sandwich requirements, based on standard recipes and customer requests
- ☆ Identifying and selecting bread types and fillings taking account of quality, freshness and stock rotation requirements
- ☆ Checking perishable supplies for spoilage or contamination prior to preparation



CONFIRM SANDWICH REQUIREMENTS, BASED ON STANDARD RECIPES AND CUSTOMER REQUESTS

The types and styles of sandwiches are almost endless. However, most sandwiches are generally based within the range of traditional recipes.

In this part of the section we look at those more commonly known types of sandwiches which would include:

- ☆ Pullman
- ☆ Contemporary sandwiches
- ☆ Open sandwiches
- ☆ Club sandwiches
- ☆ Pinwheel sandwiches
- ☆ Checkerboard sandwiches
- ☆ Filled rolls
- ☆ Pita bread
- ☆ Wraps
- ☆ Focaccia
- ☆ Sandwich Loafs/Cakes
- ☆ Breakfast Sandwiches

Pullman sandwiches—This type of sandwich is named after the physical appearance of the bread loaf.

The traditional bread loaf is said to look like the 'pullman' rail car with four squared sides.



The loaf is sliced into approximately 12-15mm thick slices. Pullman loafs (also called 'sandwich loafs' or 'square loafs') are generally made from white flour. For conventional sandwiches, fillings are placed between two slices and usually cut into halves.



Other Pullman type sandwiches are those where the loaf is sliced horizontally. Fillings are laid between two or more slices and then cut into 25mm strips. These are common for catered events, high tea snacks, etc. Also known as 'Ribbon' or 'Tea' sandwiches.



Contemporary sandwiches—Where conventional sandwiches are made with square ‘sandwich’ loafs, contemporary sandwiches are made using a wide range of bread types and gourmet fillings. Today many of the sandwich shops offer contemporary sandwiches. These sandwiches are likely creations of the sandwich shop proprietor. The breads may range from Vienna loafs through to light ryes, or sour dough breads. Fillings could range from seafood, through to various cold meats and vegetables.



Open sandwiches—An open sandwich, also known as an open face sandwich or open faced sandwich, is a sandwich consisting of one slice of bread with one or more food items on top of it. It is believed that open sandwiches originated in Russia and Scandinavia where they were eaten at lunch.

A open sandwich could also be other types of breads, for example, a half bagel with cream cheese and smoked salmon or a half baguette.



Club sandwiches—A club sandwich, also called a clubhouse sandwich, is a type of sandwich most frequently served as a 'double-decker', requiring three (rather than two) slices of bread.

It is generally cut into quarters and often held together by toothpicks. The traditional club ingredients are turkey, bacon, lettuce, and tomato. Cheese and/or mayonnaise are also common additions.

The sandwich is usually served on toasted bread, depending on customer and restaurant preference. Ham is sometimes substituted for bacon and chicken occasionally for turkey.



Pinwheel sandwiches—Pinwheel sandwiches are prepared using bread slices sliced longways. A spread or soft filling is layered on the slices and then are rolled up tightly, covered and refrigerated to set. When set they are cut into slices for serving.

Pinwheel sandwiches are also made from soft flat bread.



Checkerboard sandwiches—These sandwiches are similar to tea or ribbon sandwiches, except white and brown bread is used. These sandwiches are made with alternate slices of brown (wholemeal, or rye) and white breads stacked from six, to up to ten layers high, cut through the layers into striped slices and then reassembled so that the slices are arranged end on in a chequer board pattern, or in stripes.



Wraps—These sandwiches are variations of traditional sandwiches, but the bread is different. Any type of flat bread is spread with a hot or cold sandwich filling, rolled up, and eaten out of hand. Common breads used are flour tortillas, chapatti (also known as roti) and single layered pita



Filled rolls—Filled rolls use breads such as French sticks, baguettes, some types of buns, etc. Rolls/buns are sliced in half and filled with various types of meats, cheeses and/or vegetables.

It is suggested that the first filled rolls were called the 'Italian Sandwich'. An Italian immigrant to the USA, Giovanni Amato started selling fresh baked rolls to his fellow countrymen working on the docks of Portland, Maine.

At the workers' request, Giovanni added a little meat, cheese and fresh vegetables and the 'Italian Sandwich' was born.

The most famous filled roll is the 'Submarine' sandwich, named so because it looks like the hull of a submarine. The hamburger is considered a filled roll sandwich.



Pita bread/pocket sandwich—Pita bread is a soft double layered flat bread that can be made into pockets. It is often called pita pockets when sold for sandwich making.

Most pita breads are baked at high temperatures, causing the flattened rounds of dough to puff up dramatically. When removed from the oven the layers of baked dough remain separated inside the deflated pita, which allows the bread to be opened into pockets, creating a space for use in various fillings. As a side note the pita bread is mankind's oldest known bread recipe and technique.



Focaccia—Focaccia is flat oven-baked bread, which may be topped with onions, herbs or other foodstuffs, related to the pizza. Focaccia is quite popular in Italy and is usually seasoned with olive oil and herbs, topped with cheese and meat, or flavoured with a number of vegetables. Focaccia is used extensively as a sandwich bread outside of Italy.



Sandwich cakes—Sandwich cakes look exactly like a dessert cake. It is made by slicing a loaf of bread (usually a Pullman loaf) horizontally, remove the crusts and then layer the slices with fillings until the loaf is re-assembled, this time with filling. Then the loaf is 'iced' with a paste made usually of cream cheese and mayonnaise. Some sandwich cakes are even decorated with piping or floral designs, etc. The cream cheese 'icing' can be coloured using food colouring.

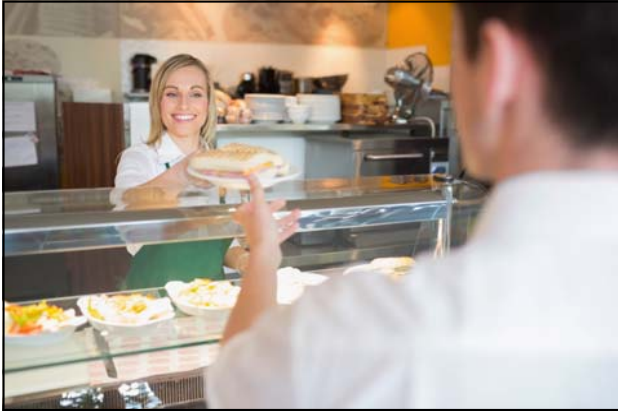
The sandwich cake is refrigerated to set it and when being served it is sliced just as you would a normal cake.



Breakfast sandwiches—A breakfast sandwich is a sandwich served at breakfast. Breakfast sandwiches typically are made using breakfast meats, breads, eggs and cheese. These sandwiches were typically regional specialties until fast food restaurants began serving breakfast.

Because the types of bread commonly used, such as biscuits, bagels and English muffins were similar in size to fast food hamburger buns, they made an obvious choice for fast food restaurants. Unlike other breakfast items, they were perfect for the innovation of the drive-through. These sandwiches have also become common in many convenience stores, who serve them as take-away items.





HOT AND COLD SANDWICHES

Sandwiches can be further categorised as being either a hot sandwich, or a cold sandwich.

As the term suggests a cold sandwich is where the sandwich and its filling are served cold (or room temperature). In sandwich shops and cafes where cold sandwiches are offered, they are generally pre-prepared, packaged and stored for immediate sale.

A cold sandwich is ideal for the customer who has limited time. Even if the cold sandwich is being prepared on order, it is quicker than the time needed to prepare a hot sandwich.

A pre-prepared and packaged cold sandwich will generally lack any fillings, spreads or condiments that would dampen the bread causing it to go soggy.

A properly prepared cold sandwich requires the freshest of ingredients. All the fillings, spreads and condiments tastes and textures, including the bread, are easily discernible by the eater, so any old or stale ingredients will be noticed.

Cold sandwiches types would include:

- ☆ Conventional sandwiches
- ☆ Contemporary sandwiches
- ☆ Some open faced
- ☆ Pinwheel, tea, checkerboard and domino sandwiches
- ☆ Sandwich cakes
- ☆ Wraps
- ☆ Pita bread pockets
- ☆ Filled rolls

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A hot sandwich is a sandwich where all or part of the sandwich is heated in some manner.

Some sandwiches are considered hot because the filling is hot. Some examples are:

- ☆ Wraps using souvlaki meats
- ☆ Sliced hot roasted meats (lamb, beef, pork, chicken) on a roll
- ☆ Grilled patties of meat and/or vegetables placed on bread rolls



Other hot sandwiches are those that the entire sandwich is heated. The most common is the grilled or toasted sandwich. A sandwich is prepared and the sandwich is toasted/grilled using a grill, toaster oven, or toasted sandwich maker.



**Learning
Activity**

Question

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LEARNING ACTIVITY ONE

- 1) Checkerboard sandwiches are similar to tea sandwiches except for what small difference?

- 2) Why would a pre-prepared and packaged sandwich lack many fillings?

- 3) Where does the 'Pullman' sandwich gets its name from?

- 4) What is the unique feature of a club sandwich?

TEACHER / TRAINER GUIDANCE NOTES

- 1) A checkerboard sandwich alternates white and brown bread.
- 2) Some fillings cause the bread to go soggy
- 3) The name comes from the shape of the bread loaf 'Pullman' loaf, which was thought to look like a train's Pullman carriage
- 4) The club sandwich uses three slices of bread, instead of two

**Learning
Activity**

Task

LEARNING ACTIVITY TWO

Below are pictures of a variety of sandwiches. Tell us what type you think each sandwich is.

1



3



5



2



4



6



TEACHER / TRAINER GUIDANCE NOTES

- 1) Pinwheel
- 2) Open face
- 3) Wrap
- 4) Club
- 5) Pullman
- 6) Breakfast sandwich

**Learning
Activity**

Interview

LEARNING ACTIVITY THREE

In this activity we want you to interview six people of varying ages and genders. Only up to three can include family members.

For each one we want you to ask them their two favourite types of sandwiches. Fillings are not important, it is the type of sandwich as we reviewed in this Section. Complete your interview results below. Your teacher or trainer may require further evidence that you actually interviewed six persons, such as their contact numbers. This will be up to your teacher or trainer to determine.

First name of Interviewee 1 _____ **Gender** _____ **Age** _____

Favourite sandwich type 1 _____ **Favourite sandwich type 2** _____

First name of Interviewee 2 _____ **Gender** _____ **Age** _____

Favourite sandwich type 1 _____ **Favourite sandwich type 2** _____

First name of Interviewee 3 _____ **Gender** _____ **Age** _____

Favourite sandwich type 1 _____ **Favourite sandwich type 2** _____

First name of Interviewee 4 _____ **Gender** _____ **Age** _____

Favourite sandwich type 1 _____ **Favourite sandwich type 2** _____

First name of Interviewee 5 _____ Gender _____ Age _____

Favourite sandwich type 1 _____ Favourite sandwich type 2 _____

First name of Interviewee 6 _____ Gender _____ Age _____

Favourite sandwich type 1 _____ Favourite sandwich type 2 _____

TEACHER / TRAINER GUIDANCE NOTES

This is to expose the student or trainee to the types of sandwiches that people may prefer and that they may be required to make in the future.

It is easy for the student or trainee to 'pretend' they interviewed individuals for this activity, so you may want to do some spot checking.

IDENTIFY AND SELECT BREAD TYPES AND FILLINGS TAKING ACCOUNT OF QUALITY, FRESHNESS AND STOCK ROTATION REQUIREMENTS

It goes without saying that the most important element of a sandwich is the bread. In this part of the section we look at the many types of breads used in sandwich making.

There are three main kinds of bread in the world:

- 1) Those that rise highest and so will have to be baked in pans
- 2) Those with a medium volume, like rye and French breads
- 3) Those that hardly rise at all and consequently are called flatbreads



Basic breads are those that are made with a simple recipe of a few ingredients and are yeast leavened. Plain yeast breads include pan breads and hearth breads: pan breads are baked in a pan or container placed on an oven rack, while hearth breads are baked on flat pans, stones, tiles, or directly on the floor (or base), of the oven.



Basic breads can be prepared with refined flour, whole-grain flour, or coarsely ground meal. Some basic breads are made with a variety of flours milled from different grains to create breads with unusual flavours or textures. Wheat flour is often added to non-wheat bread dough so that the dough will rise effectively.

Flat breads are the most basic breads made with a mixture of flour, water and salt kneaded into pliable dough before being shaped by hand and then baked.



BASIC BREAD CATEGORIES

We look at the more common bread categories.

White bread—White bread is bread made from wheat flour from which the bran and germ have been removed, in contrast to whole wheat bread made from whole wheat flour, in which these parts are retained and contribute a brownish colour. In addition, this white flour is generally bleached to remove any slight yellow colour and make its baking properties more predictable.

The development of white bread was a response to the adaptation of the grocery business to modern commerce. Bleaching gives white flour a far longer shelf life than whole wheat flour and bread made from it also has a longer shelf life. This allows it to survive storage and long transit times.

White bread was often criticised for being less nutritious than other breads, so today white flour is enriched with vitamins, replacing most of the major vitamins removed by bleaching.

Most white breads feature a fine texture and close grain, which makes slicing easy. Commercially prepared white bread is usually sliced before packaging and is most often known as sandwich bread.



Wholemeal bread—Wholemeal and wheatmeal breads are popular.

Processing of these differs in two ways from that of white bread. During mixing the amount of water added to make optimum dough consistency needs to be increased because the bran in the wholemeal absorbs more water. The dough is weaker because the bran particles break up the strong protein bonds in the bread dough, and this weakens the dough structure. This means the dough could collapse when it rises. Extra protein, called gluten, is added to make the dough stronger and stop it collapsing.

Wholemeal bread contains higher concentrations of minerals and vitamins than white bread as it retains the bran and germ of the wheat.

It is an excellent source of dietary fibre, containing twice that of white bread and more than multigrain breads.



Multigrain and kibbled bread—Mixed or multigrain breads are made from a mixture of wholemeal, white or rye flour and a blending of various grains, vegetable pieces, nuts, seeds, fruit and spices.

There are 'light' and 'heavy' multigrain breads:

- ☆ 'Light' multigrain is similar to white bread in terms of composition, with small kibbled grains, oats or other wheat mixed through the bread
- ☆ 'Heavy' multigrain breads is similar to, or denser than wholemeal bread and are characterised by dense texture and high grain content.

Multigrain bread contains 'whole' grains of different types, whereas kibbled bread contains kibbled grain which is grain that has been broken into smaller pieces. Many types of grain can be added to the bread including rye, barley, oats, corn, millet, soya, alfalfa and rice. This bread also needs extra protein (gluten) to make the dough stronger and hold up the extra weight of the grains.



Rye breads—Rye bread is wholemeal bread made from rye, or a mix of rye and wheat flour. It was originally developed in Europe and is made in a wide variety of styles and shapes.

Rye flour is different from ordinary flour. It contains only small amounts of dough strengthening proteins, therefore producing weak dough.

Rye dough is made with less water than dough from ordinary flour, so they are stiff and keep their shape. As with most grain and meal breads, some white flour or gluten is used to improve the dough strength.



Sourdough bread—Until dry yeast was invented in the nineteenth century sourdoughs were the only leavenings (raising agents) used in yeast bread. Bread made by the sourdough method makes a hearty, acid bread with thick crusts that will last up to a week.

Sourdough bread is made by using a small amount (20-25%) of 'starter' dough (sometimes known as 'the mother sponge'), which contains the yeast culture, and mixing it with new flour and water. Part of this resulting dough is then saved to use as the starter for the next batch.

As long as the starter dough is fed flour and water daily, the sourdough mixture can stay in room temperature indefinitely and remain healthy and usable. It is not uncommon for a baker's starter dough to have years of history, from many hundreds of previous batches.



Hearth breads—Some well known hearth breads include French sticks (baguettes), Vienna bread and some Italian varieties which were traditionally baked directly on the hearth, that is, the brick floor of the oven.

The oven for hearth breads requires steam to make the bread crusty. Special pans and baskets are now used to give loaf varieties a different shape and distinctive appearance.

Many European style hearth breads have cuts made on top before baking. The cuts are made to the right depth with a razor sharp knife. These cuts in the crust minimise side bursting and give breads an attractive appearance. The defining characteristics of French sticks are its shape; the crust should be crisp and have five or seven well angled cuts in the top surface.

Vienna bread loaves should have a glossy, crisp crust and open crumb structure. Below is a picture of a Tiger Vienna loaf’.



Flat breads—Flatbreads were the earliest breads made by humans. The discovery of flour was the beginning of agriculture. The most basic are still a mixture of flour, water and salt kneaded into pliable dough before being shaped by hand and baked.

Wheat is the most popular choice of grain, although barley, millet, corn, oats, rice and rye are used to make various flatbreads.

Flatbreads can be single or double layered:

Single layered flatbreads can be made without yeast, or they can be leavened (risen by a process of yeast fermentation).



Double layered flatbreads are leavened and risen twice before baking. Baking at a very high oven temperature seals steam inside the bread, causing it to blow up during the baking. This forms a pocket that can later be filled with other food. Pita bread is a good example of this pocket bread.



Bagels—Bagels are round, chewy rolls about 10 cm in diameter with a hole in the middle.

Bagels are not made in the same way as bread. Before baking, the bagels are boiled or poached. Boiling gelatinises the starch on the surface of the dough giving a glossy exterior with distinguishes them from regular bread rolls. The boiling process also sets the outside structure of the roll so the bagel retains its shape during the baking process. Bagels have a close, tight, chewy interior.



BREAD SHAPES

Bread and rolls are produced in all shapes and sizes, which are determined by a number of factors including:

- ☆ The type of flour used for making the bread
- ☆ Whether or not the bread is leavened
- ☆ How the bread is to be used
- ☆ Local or regional tradition
- ☆ How the dough is cooked, such as baked, steamed, fried, etc.
- ☆ The symbolic significance of the bread shape for a particular holiday, or festive occasion

The following pages we describe some of the common bread shapes.

Baguette—Baguette, which is the French term for 'stick' or 'little rod', is a long rounded shape that has become a popular name for a number of breads with a similar shape. A French baguette can be up to 750mm in length, 50mm to 100mm inches in diameter.



Bloomer—Bloomer refers to a bread shape that is cylindrical, but flat on the bottom with several diagonal slashes across the top. Bloomers are made with many types of flour, although various types of wheat flour are the most popular.



Pullman—This term describes a bread shape that is named after the famous Pullman railway coach of the United States, because the shape of the bread and the shape of the railway car are similar. A Pullman loaf is baked in a special pan known as a Pullman pan, which has a sliding lid that covers the dough while baking, trapping the dough inside in order to create the rectangular shape. The Pullman loaf is most often sliced and used as a sandwich bread.



Hi Tin—Bread that is generally taller than other loaves due to the size and style of the baking tin.



Cobb—Cobb is a term that refers to a large, rounded, plain loaf that can be made with various types of flour.



Fougasse—Refers to a flattened bread shape with elongated holes, which give the bread the appearance of tree limbs.



Braided/plait—Braided bread is made of strands of dough woven together to form a braided shape. Three to six strands of dough are common for several varieties of braided bread and some may incorporate as many as twelve strands.



Cobb—Cobb is a term that refers to a large, rounded, plain loaf that can be made with various types of flour.



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Braided/plait—Braided bread is made of strands of dough woven together to form a braided shape. Three to six strands of dough are common for several varieties of braided bread and some may incorporate as many as twelve strands.



Ring—A ring shape can be used for a variety of bread recipes. Bagels are formed as smaller versions of the ring shape.



Pipe—A popular cylindrical-shaped loaf with ridges ideal for sandwiches.



Flat—Flat breads come in many shapes, thicknesses, and sizes. Thicker flat breads, such as focaccia are usually leavened while thin, pancake-like flat breads, such as chapattis, are often unleavened.



BUN SHAPES

Now we look at some of the more common bun shapes.

Rounded—A rounded shape is perhaps the most common shape used for creating a variety of rolls and buns.



Kaiser/shell—A Kaiser roll refers to a round roll shape that has a 5-petal flower pattern on the top. Also known as a shell.



Crescent—A crescent shape is created by rolling up triangles of flattened dough and then curving the ends into a crescent shape.



Knotted—A knotted roll shape is basically a breadstick that is tied into a knot. Instead of baking a rope of dough into a breadstick, it is tied into a knot prior to baking.

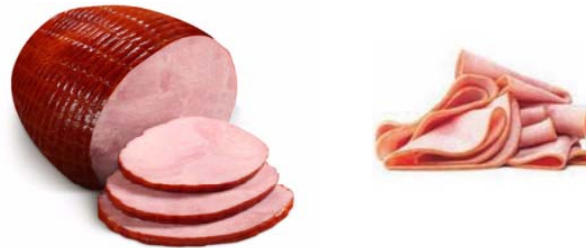


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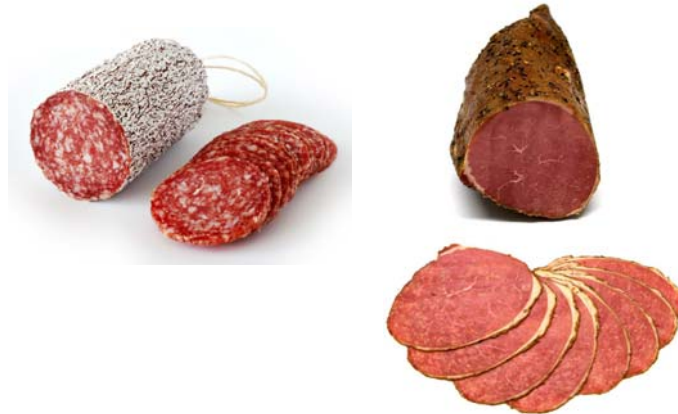
MEAT FILLINGS

Many sandwich recipes have meat fillings. We look at some of the commonly used meat in sandwiches.

Ham—This is probably the most common meat. The ham is commonly known as the hind leg of a hog. Hams made from the front leg of a hog are known as ‘pork shoulder picnic ham’. There are many types of hams available, generally distinguished by the method of curing. Ham used for sandwiches can be sliced or shaved (small very thin pieces).



Salami and pastrami—The most common sausage for sandwich making is salami. There is hot and mild salami. Pastrami is a salted, spiced and smoked meat made from the beef brisket roast (considered the toughest piece of beef). It is sliced or shaved. Often served on rye bread or bagels.



Corned silverside (Corned Beef) - Corned silverside (similar to corned beef) is made from the hind quarter of a cow. The name comes from the silvery sinewy skin that runs along the roast. The meat is 'corned', meaning cured in brine. Corned silverside or corned beef is pre-cooked and sliced, or shaved to be used in sandwiches.

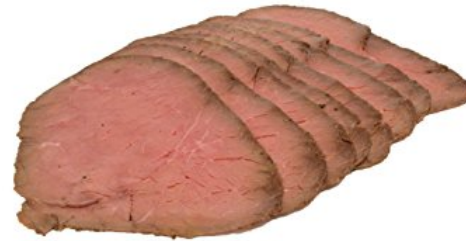


Chicken loaf/roll—Chicken loaf is minced chicken meat, spiced, formed into a loaf and cooked. The loaf is then sliced and used as a sandwich filling. A chicken roll is generally the same as a loaf, except the loaf shape is round.

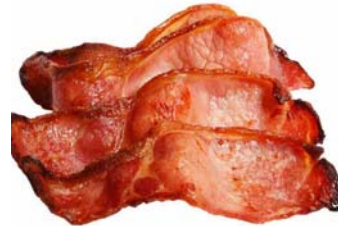


There are turkey loaves, as well as shaved turkey used in many sandwich recipes.

Cooked roast beef—This is often used in beef rolls and roast beef sandwiches. Can also be used cold in many sandwich recipes.



Bacon—Bacon is used in many sandwiches and is often freshly cooked on a pre-order basis. This is common for most breakfast sandwiches and club sandwiches.



Sausage meat—This is generally used for breakfast sandwiches. A sausage meat patty is fried for use in such sandwiches.



Steak—The steak sandwich uses a thin cut of round or blade cuts. Steaks cut thin for use in sandwiches are also known as minute steaks.



Schnitzel—A common sandwich in Australia is the chicken schnitzel. The schnitzel is a flattened chicken fillet (breast or thigh) dipped in egg and milk, breaded and then fried. The schnitzel is then served between two pieces of bread.



Souvlaki/Kebab/Doner—Greek and Turkish barbecued meats. Includes lamb and chicken (sometimes beef) that are cooked on skewers or on a vertical rotating rotisserie.

The cooked meats on skewers are generally precooked and the meat slid off the skewers into a wrap or pita pocket. Meat being cooked on the rotating rotisserie is sliced/carved off when needed.



Beef patties—Beef patties are used for the very popular hamburger.



Hot Dog/sausages—Hot dogs and sausages are commonly cooked and kept heated on a sausage/hot dog roller grill. In smaller operations the hot dogs may be cooked and kept in hot water, or a steamer box.



Sausages cannot be kept in steamers or water. They have to be served straight off the roller grill, or a griller.



SEAFOOD

Many sandwich recipes use seafood. Following are the common types of seafood found in sandwiches.

Tuna—Tuna would be by far the most common and popular seafood found in sandwiches. Sandwich tuna is normally canned tuna that is flaked.



Salmon—As with tuna, salmon used in sandwiches is generally canned.



Smoked salmon is also common in sandwiches.



Shrimp/prawn—Many sandwich recipes use shrimp/prawns. Sandwiches with shrimp are likely to be canned shrimp, whereas prawn sandwiches would use freshly cooked prawns.



Crabmeat—There are two types of crabmeat used in sandwiches. One is artificial crabmeat (also known as seafood extender).



The other, is fresh or canned crabmeat.



CHEESE USED IN SANDWICHES

There are literally hundreds of different types of cheeses, many a derivative of another. You can categorise cheeses into two basic types, soft cheese and hard cheese.

Hard cheeses—The cheese that most people are familiar with is 'Cheddar'. Cheddar cheese is a hard, pale yellow to orange, sharp-tasting cheese originally made in the English village of Cheddar, in Somerset.

The common hard Australian type Cheddar cheeses used in sandwiches are:

- ☆ **Coon Cheddar** – a Cheddar type cheese named after its Australian creator Edward William Coon, who patented a method for fast maturation of cheese via high temperature and humidity.
- ☆ **Tasty** – the Australian term used to describe an aged type Cheddar cheese



Other popular hard cheeses are:

- ☆ **Swiss** - a yellow, medium-hard cheese, with characteristic large holes. It has a piquant, but not really sharp taste.
- ☆ **Parmesan** - a hard, granular cheese that is cooked but not pressed. Mainly used on open faced sandwiches.
- ☆ **Gruyere** - is a hard yellow cheese made from cow's milk. Salty, but sweet tasting cheese when young.
- ☆ **Colby** - Colby is a softer, moister, and milder cheese than Cheddar. A mild, smooth textured cheese with a distinctive creamy flavour.

Many of the hard cheeses come in packaged slices, making it easier to use in food service operations



Soft cheeses—The most popular soft cheese used in sandwiches would be the cream cheese.

Cream cheese is a soft, mild-tasting, white cheese that is sold in brick form or in small, tub-like containers. It has the consistency that allows it to be easily spread on breads. Some varieties add such seasonings mixed-in as garlic, chives, dill or olives.

Cream cheese differs from other cheese in that it is not allowed time to mature and is meant to be consumed fresh.



Other common soft cheeses used on sandwiches are:

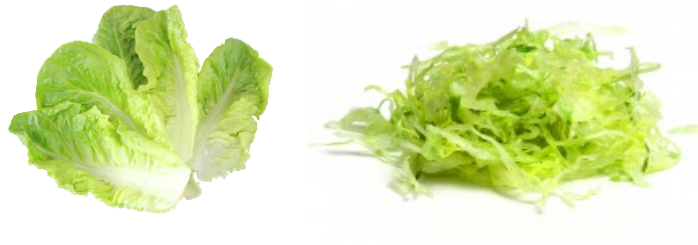
- ☆ **Brie** - is a soft, cows' milk cheese named after Brie, the French province in which it originated. It is pale in colour with a slight greyish tinge and is very soft and savoury. Common with sandwiches made from French baguettes.
- ☆ **Camembert** - made from unpasteurized cow's milk. When fresh, it is quite crumbly and relatively hard, but ripens and becomes runnier and strongly flavoured as it ages. Again used as a cheese spread on sandwiches.



FRESH VEGETABLES USED IN SANDWICHES

Many of the vegetables used in sandwiches are used fresh. Some common examples are:

Lettuce – there are a range of lettuce types used in sandwiches including iceberg, cos, rocket and butterhead. The lettuce is used either as leaf, or shredded.



Carrot – carrots used in sandwiches are usually shredded.



Cucumber – usually thinly sliced cucumber is used in sandwiches.



Bean/Alfalfa sprouts – many sandwiches, especially all vegetable sandwiches will include sprouts.



Onion – there are two main types of onions used – brown and red onions. Red onions are generally thinly sliced and used raw, whereas brown onions are caramelised.



Tomatoes—widely used in sandwiches when thinly sliced.



Sauerkraut—this is fermented cabbage used in many sandwiches, such as the Reuben Sandwich.



Beetroot—canned sliced beetroot is used in many sandwiches, such as hamburgers and many gourmet sandwiches.



Avocado—these can be sliced, or smashed and used as a spread.



Baby spinach—many sandwich recipes will use baby spinach leaves. They generally come prewashed and packaged.



Coleslaw—this is very popular in many sandwiches. It is sliced red and white cabbage, carrots and sliced onions. A creamy type dressing is added. Generally comes pre-made and packaged for easier use.



**Learning
Activity**

Question

LEARNING ACTIVITY FOUR

1) When a bread has 'kibbled' grain, what does that mean?

2) How does cream cheese differ from other types of cheeses?

3) In what two ways is avocado used in sandwiches?

4) What is artificial crabmeat also known as?

5) What is a 'chicken schnitzel'?

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) This is a multigrain type bread that has the grain 'kibbled', or in others words the grain seeds are broken into smaller pieces.
- 2) Cream cheese differs from other cheese in that it is not allowed time to mature and is meant to be consumed fresh.
- 3) Either sliced or smashed and used as a spread.
- 4) Seafood extender.
- 5) It is a chicken breast pounded flat, breaded and then fried before being used in a sandwich.

**Learning
Activity**

Task

LEARNING ACTIVITY FIVE

Below are a series of pictures. Tell us what each picture is depicting.

1



3



4



6



5



7



SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Pipe bread loaf
- 2) Person putting sliced cheese in a sandwich
- 3) Meat being carved off a vertical griller
- 4) Swiss cheese
- 5) Person caramelising onions
- 6) Sandwich made with a Kaiser roll
- 7) Chef slicing salami

**Learning
Activity**

Question

LEARNING ACTIVITY SIX

1) What is pastrami made of?

2) What is sauerkraut?

3) In what two ways is ham used in sandwiches?

4) What is Brie and how is it used in sandwiches?

5) What type of steak is often used in steak sandwiches?

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Pastrami is a salted, spiced and smoked meat made from the beef brisket roast
- 2) It is fermented cabbage
- 3) Either in slices, or shaved
- 4) It is a soft cheese used as a sandwich spread
- 5) Thinly sliced blade steak or round steak

Learning Activity

Task

LEARNING ACTIVITY SEVEN

Below are a series of pictures. Tell us what each picture is depicting.

1



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2



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7



SAMPLE SAMPLE

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Sandwich with sprouts
- 2) Simple sausage sizzle sandwich
- 3) Chef's holding baguettes
- 4) Bacon in sandwiches
- 5) Seafood extender in submarine sandwich
- 6) Cream cheese in a jar
- 7) Salad sandwich, only vegetables as ingredients

SAMPLE SAMPLE



CHECK PERISHABLE SUPPLIES FOR SPOILAGE OR CONTAMINATION PRIOR TO PREPARATION

All sandwich ingredients require proper storage and used within a period that ensures freshness and avoiding spoilage.

STORING AND CHECKING VEGETABLES

Vegetables used in sandwiches can pick up dust and soil as they are being harvested, handled, packed and shipped. They may also have trace amounts of chemicals and bacteria on the outer tissues that can only be removed by washing.

Sandwich shops, cafes, restaurants and caterers play an important role in making sure the sandwiches they prepare are fresh and safe to eat by the customer. The following are suggestions for the safe handling of vegetables:

- ☆ Look for fresh-looking vegetables that are not bruised, shrivelled, mouldy, or slimy
- ☆ Do not use anything that smells bad and do not use packaged vegetables that look slimy
- ☆ Handle produce gently to avoid bruising and scarring
- ☆ Most produce should be stored in a refrigerated environment that has a slightly higher humidity, which is better for vegetables
- ☆ Most refrigerators will have special compartments for produce
- ☆ Throw away any produce that has been kept too long, or if it is mouldy or slimy
- ☆ Any cut or prepared produce should be kept covered in the refrigerator
- ☆ Germs can adhere to the surface of produce and can be passed to the flesh when cut (cross contamination). The most important thing you can do is wash all vegetables in clean drinking water before using.
- ☆ Wash the produce just before you plan to use it, not when you put it away. However, lettuce can be rinsed before refrigerating in order to help maintain crispness.
- ☆ Washing in slightly warm water brings out the flavour and aroma of the fruit or vegetable you are preparing
- ☆ Produce such as lettuce, carrots, etc., should be washed in the coldest tap water available in order to maintain crispness
- ☆ Do not use detergent when washing vegetables. The detergent residues will be left on the fruits and vegetables. Most vegetables are porous and will absorb the detergent.
- ☆ Dry with paper towels

SAMPLE



STORING AND CHECKING CHEESE

Cheese should be refrigerated at temperatures of 2 to 4 °C in the original wrapping until ready to use. Store cheese out of the airflow so it does not pick up odours common in all refrigerators.

If the original wrap is removed, rewrap cheese tightly with wax paper, and then in plastic wrap, eliminating contact of cheese and plastic, but still preventing the piece from drying out. Once cheese is exposed to air, mould and dehydration may occur. To protect cheese from mould, always work with it in a clean area. It will keep better if rewrapped with new plastic wrap after each time opened.

To be extra cautious, double-wrap the cheese, or place it back in its original container or a sealed container, if possible.

Soft cheeses should be used soon after purchasing. As a general rule, the harder the cheese, the longer it will remain fresh. Natural cheese will continue to ripen, no matter how carefully it is stored. Hard cheeses will generally keep for several months, whereas softer cheeses will keep from one to three weeks after opening, if stored in an airtight container and refrigerated. Large pieces of cheese tend to keep longer than shredded cheese.

Processed cheese slices are best if used within six months when stored in the original package at a constant 2°C. Opened packages that have been rewrapped tightly and stored between 1°C and 4°C are best if used within three to four weeks. Frozen packages opened and rewrapped tightly and stored at -15°C or below, are best if used within six to eight weeks.

Mould may develop on the surface of hard cheese. Although most cheese moulds are harmless, to be safe, cut away 25mm of cheese on all sides of the visible mould. Use remaining cheese as quickly as possible.

Cheese on the sandwich making line or work area should be stored in a chilled environment. Many sandwich shops, cafes, restaurants and specialised caterers use 'sandwich prep' units. These are cabinets that have inbuilt refrigerators below the counter and the top of the unit has trays/pots that are chilled. Cheese that is being used to prepare sandwiches would be stored in these chilled trays.

Cheese not being used and stored for next day use would be either placed in sealed containers, placed in a refrigerator, or in some cases the sandwich prep counter which has lids that cover the chilled tray/pots for overnight storage.



STORING AND CHECKING SANDWICH MEATS

The goal of proper sandwich meat storage is to have safe and fresh ingredients for sandwich making.

As a rule of thumb it is best to plan to have just enough fresh meat available to handle the needs of the day and avoid having to store large amounts of meats for use at a later date.

The first rule of meat storage is to avoid cross-contamination. Raw meats must be stored separately from cooked meats and seafood must be stored separately from other meats. Fresh seafood has a habit of leaking, so as a safeguard, seafood should be stored on the lower shelves of a refrigerator in case leakage occurs.

Many restaurants, sandwich shops/cafes and caterers buy pre-sliced sandwich cuts that are vacuum sealed in packages. The packaging labels will inform what is required as far as storage is concerned, as well as the unopened package 'use by' date.

Cold cuts such as hams, pastrami, corned beef, chicken loaf and so on that have been removed from the packaging or recently sliced should be put in separate airtight containers and stored in a refrigerator for no more than 3 days. Do not mix fresh cold cuts with older cold cuts. Fermented meats, such as salami have a longer life in the refrigerator – 5-7 days.

It is sometimes advisable to place waxed paper between slices of meat. This prevents the slices sticking together and assists in more attractively presented ingredients. All containers should be marked with details, such as the contents as well as the date it was placed in the container.

Whole cooked hams and whole salami sticks have a much longer shelf life. The packaging will state the 'use by' date of each.

Partially sliced hams, rolls, loafs and so on should be treated the same as sliced meats. If possible, they should be stored in an airtight container or tightly wrapped in cling wrap and stored in the refrigerator.

Cold cuts that feel slimy, look discoloured or have an odour should not be used and should be disposed of.

SAMPLE SAMPLE



Hot cooked meats including roast beef, lamb and pork would generally be cooked and ready for the day of trade. Experienced sandwich shop/cafe/restaurant owners using roasts for sandwiches would know the size of roast required to meet the demands of the day. The goal is to not have any meat left which would require storage, or the need to be disposed of.

In sandwich shops/cafes offering fresh roast sandwiches/rolls, the meat would be sliced straight off the roast on a per order basis. The roast(s) would likely be sitting in a 'Bain Marie' with an overhead heating lamp. Other methods may involve having the roast pre-sliced and the slices sitting in a Bain Marie with stock in order to maintain the moisture in the meat.



Meats such as hot dogs or sausages could be cooked and kept warm on a hot dog rotating griller. Hot dogs are also cooked and kept warm in hot dog steamer boxes. Sausages can be pre-cooked and kept in a Bain Marie with overhead heating lamps.

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SAMPLE SAMPLE

Some operations would have the need to store **raw meats** such as:

- ☆ Hamburger patties
- ☆ Chicken schnitzel
- ☆ Chicken/turkey breasts
- ☆ Sausages
- ☆ Hot dogs
- ☆ Minute steaks
- ☆ Bacon
- ☆ Roasts



SAMPLE SAMPLE

These types of meats would be cooked on a 'per-order' basis (Minute steak, bacon, hamburger patties, etc.) or cooked for the day's needs (hot dogs, sausages, roasts, chicken schnitzel, etc.).

Many of these types of meats would be frozen and thawed for the day's requirements. It is recommended that meats be thawed in the refrigerator. Thawing times would differ, depending on the size of the piece of meat being thawed.

Beef roasts and steaks which are thawed but not cooked immediately, should be stored in the refrigerator in a non metallic tray with cling wrap, allowing some air. Raw beef has a shelf life of 3-4 days in a refrigerator.

Hamburger patties should be cooked the same day as being thawed. Raw minced meat has a very short shelf life 1-2 days in a refrigerator. Waxed paper should be placed between patties to prevent patties from sticking together. Patties that look discoloured should not be used and must be disposed of.

Thawed bacon has a longer shelf life in a refrigerator – 1 week in its original packaging; 3-4 days unpackaged. Raw bacon that has been removed from its packaging should be stored in an airtight container. Bacon that is slimy should not be used and must be disposed of.

Thawed uncooked sausages have a short shelf life – 1-2 days only in a refrigerator. Sausages should be cooked on the same day they are thawed.

Thawed chicken (and turkey) has a short shelf life – 1-2 days only in a refrigerator. Chicken should be cooked on the same day it is thawed. Raw chicken that has an odour indicates it is too old and needs to be disposed of immediately.

SAMPLE

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Seafood such as tuna and salmon come in tins as sandwich fillings. Canned seafood has a very long shelf life and the tin would have a 'use by' date stamp. Opened tins of seafood have a very short shelf life (1 day is recommended), so it is advisable that cans of seafood be used the day they are opened.

Frozen seafood such as shrimp, prawns and crab meat should be thawed in the refrigerator. These too have a very short shelf life (1 day), so again it is advisable that thawed seafood be used the same day it has been thawed.

Any raw seafood that has a higher than normal fishy odour must not be used and should be disposed of immediately.

Smoked salmon in a package has a long shelf life and the package would have a 'use by' date stamp. Opened smoked salmon packages have a longer shelf life – up to 1 week in a refrigerator.

SAMPLE SAMPLE

SAMPLE

SAMPLE SAMPLE

STORING AND CHECKING BREAD

For a great sandwich, you want fresh bread. If the bread is stale or dry, the quality of the sandwich is affected dramatically. A shop making sandwiches will likely use fresh bread daily. However, should the bread need to be stored, it should be only for a short term.

Many bakers recommend that a good loaf of unsliced freshly baked bread should not be stored in loose fitting plastic bags. The plastic does not allow the bread to breathe, which can lead to moisture being trapped in the bag, resulting in bread that can be a bit soggy.

Do not store in the refrigerator. If it is stored in the refrigerator, the loose fitting plastic bag can actually promote the growth of mould. Although it is true that most commercially prepared bread is sold in plastic bags, most of these breads are sliced and would dry out very quickly if not stored in plastic and many of them also contain chemical preservatives to increase shelf life, so the issue of whether or not a plastic bag is good or bad is not a factor in this case.

For unsliced bread, rolls and buns especially hard crust items, a paper bag works well because it allows some air to circulate around the bread and prevents moisture build up. A cloth bag, used specifically for bread storage, is another good method that can be used. A large napkin or piece of cloth can also be used. Cloth keeps the bread fresh, but also allows it to breathe. You want to store these breads at room temperature and away from ovens or hot equipment. Do not refrigerate. Refrigerated bread becomes stale faster.

Watch for mould on bread. Any mould means the entire loaf will be contaminated and needs to be disposed of. Even if only one bun or roll in a package shows mould, means the whole package would need to be disposed of.



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SAMPLE SAMPLE

**First In First Out****Ensure that
stock is
rotated**

ROTATING STOCK

Food quality, freshness and appearance is an important factor in all sandwich making operations.

There is a method called '**First in—First Out**' that ensures that stored sandwich ingredients are not left in the storeroom too long.

The method simply means you take the oldest ingredients first, before taking the most recently stored.

Expired products—Some ingredients are stamped or labelled with 'use by' dates.

There should be a routine in place requiring that the dates on the products are checked regularly in the stockroom and expired products separated for disposal. Products on in the shelves, pantries or cupboards also need to be checked regularly and removed if expired.



SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY EIGHT

- 1) Why should you wash lettuce and carrots in the coldest water you have available?

- 2) What is the best method of storing hard crusted breads or rolls and why?

- 3) Is it true that shredded cheese lasts longer than sliced block cheese?

- 4) What is the shelf life of fermented meats, such as salami?

- 5) What is the shelf life of thawed out poultry?

SAMPLE SAMPLE

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) This will maintain the crispness
- 2) In paper bags to allow circulation and avoid moisture build up
- 3) No, this is false
- 4) Fermented meats, such as salami have a shelf life of 5-7 days in the refrigerator
- 5) Thawed out poultry have a shelf life of 1-2 days in the refrigerator

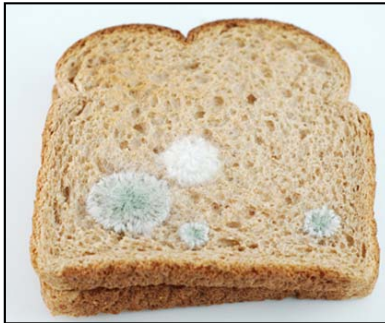
**Learning
Activity**

Task

LEARNING ACTIVITY NINE

Below are a series of pictures. Tell us what each picture is depicting.

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SAMPLE SAMPLE

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Mouldy bread
- 2) Hamburger patties with wax paper in between to prevent sticking
- 3) Avocado which has gone bad
- 4) Cloth bread bag
- 5) Hot dog steamer
- 6) Wrapping cheese in wax paper
- 7) Old brown lettuce

**Learning
Activity**

Question

LEARNING ACTIVITY TEN

What does the term 'First In– First Out' mean?

TEACHER / TRAINER GUIDANCE NOTES

First in—First Out is to ensure that stored sandwich ingredients are not left in the storeroom for too long. The method simply means you take out the oldest ingredients first, before taking out the most recently stored.

SAMPLE SAMPLE

Section Two

Make Sandwiches

SAMPLE SAMPLE

PREPARE AND PRESENT SANDWICHES

SECTION TWO—MAKE SANDWICHES

INTRODUCTION

In the previous section we went into some detail on the components of a sandwich.

Those included:

- ☆ Bread
- ☆ Cheeses
- ☆ Meat and seafood fillings
- ☆ Vegetable fillings

In this section we look closer at the sandwich making methods and processes, including the use of sauces and spreads

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Using safe food-handling practices to hygienically prepare sandwiches based on requirements
- ☆ Cutting ingredients and completed sandwiches to ensure uniformity of presentation
- ☆ Combining ingredients appropriately based on flavour combinations, customer preference and standard recipes
- ☆ Using toasting and heating equipment safely, as required
- ☆ Making sandwiches in a logical and sequential manner while minimising waste

PREPARATION TOOLS AND EQUIPMENT

Over the next few pages we will be going into some detail on how to prepare the ingredients before the start of the service period (the period customers order and are served sandwiches) or before assembling sandwiches in volume, such as in a catering operation.

The common tools and equipment that you would use in the sandwich preparation stage would include:

- ☆ **Knives** of varying sizes and types. Some knives are used for chopping and others used for peeling.



- ☆ **Chopping boards.** In most operations the cutting boards are made from hygienic, tough polypropylene and as part of a food safety program, would use colour coded boards for different foods.



- ☆ **Peelers.** This would be used for peeling vegetables before chopping or shredding.



- ☆ **Mandolin.** Ideal for thinly slicing onions and other types of vegetables.



- ☆ **Shredder** for shredding carrots and other types of vegetables. Some hand shredders can also be used for smaller slicing tasks.



- ☆ **Tongs** for picking up food items with the need to touch the items with your hands.



- ☆ **Can opener** for opening cans of seafood, such as tuna or salmon and other canned ingredients. Some are hand operated types and others are electric.



- ☆ **Kitchen shears** for opening packs of ingredients and other general cutting jobs. Kitchen shears are different than normal shears. They are stronger and have a handle that allows most of the hand to be inserted giving the person greater cutting power.



- ☆ **Colander** used for washing and draining vegetables before preparing.



- ☆ **Electric knife** ideal for cutting meats and hard cheeses.



- ☆ **Meat slicer** for slicing cooked and processed meats, hard cheeses and many types of vegetables to a set and uniform thickness. The machine needs to be cleaned after cutting cheeses in order to avoid cross-contamination.



- ☆ **Ovens and stovetops** used for preparing cooked meats, frying vegetables and other cooking requirements.



- ☆ **Various pots and pans** for boiling and frying ingredients



- ☆ **Vertical rotisserie grillers** used in some sandwich shops for making kebabs, doners or souvlaki wraps.



- ☆ **Food processor** used in many operations for slicing and shredding onions and other vegetables. They come with various types of interchangeable blades and this provides a uniform thickness when slicing.



Miscellaneous items that you would likely require would include:

- ☆ **Bain-marie trays** for both hot and cold ingredients. Some will require lids. Any trays used for storage need to be stainless steel, so that there will be no reaction with the tray and the food.



- ☆ **Storage containers** of various sizes. It is best that the containers are clear plastic, so that the contents can be seen easily.



- ☆ **Zip lock bags** for storing ingredients. Ideal for those ingredients you need only a small amount of. They come in various sizes.



- ☆ **Wax paper** for separating meats slices, patties and cheeses slices. Also used for wrapping cheeses. Also known as 'deli' paper. They come in catering size rolls and also come in pre-cut sheets.



- ☆ **Cling wrap** for wrapping meats and cheeses as well as the tops of trays and other containers. They come in catering size rolls.



- ☆ **Labels and markers** for marking containers with contents and dates. They should be big enough to be able to allow the required information to be hand written on them.



PREPARING INGREDIENTS

We now understand the need to have portion control, and we learned about some of the more common tools and equipment that would be used in the preparation stages.

Next is to prepare the ingredients. For a sandwich shop or café, this would likely be before opening and the required ingredients made for what is estimated to be required for the day's trade and based on the control cards or recipes.

Any roasts such as **roast beef, lamb and pork** would need to be put in the oven for roasting.



In shops where the sandwiches use meats cooked on vertical griller, then the meat would need to be prepared and placed in the vertical griller, allowing enough time to have the meat ready for the service period.



Chicken breasts poached and later shredded.



Chicken schnitzel would need to be fried. In some operations the schnitzel is deep fried.



Bacon would need to be cooked; either fried or oven baked.



Brown onions would need to be sliced and caramelised.



Eggs hard boiled, allowed to cool, peeled and then mashed.



Once cooking and post cooking preparation is completed, the hot ingredients would need to be kept warm awaiting the start of the service period.

The most common warmers used are Baine-maries. Stainless steel food trays with the hot food and covered with lids are placed in hot water baths that are heated electrically using a thermostat to ensure the proper temperature is maintained.



Smashed hard boiled eggs and shredded chicken would need to be placed in containers, then placed in a refrigerator and kept cold until the service period. Roast beef that is to be used as a cold ingredient would need to be sliced off the hot roast and layered in a container placed in a refrigerator and kept cold until the service period.



In some sandwich making operations, the refrigerator is under the sandwich preparation bench.



Next part of preparing ingredients is to prepare the cold items.

To start would be the washing and preparing of the vegetable ingredients. The most common vegetable would be the **lettuce**. Leaves are separated and then washed. Leaves are placed in a container and stored in the refrigerator or shredded, depending on the sandwich recipes and again stored in the refrigerator until required for the service period.



Carrots are peeled and then shredded. Again, the shredded carrots would be placed in a container and stored in the refrigerator until required for the service period.



Red or white onions are peeled and then thinly sliced using a mandolin or food processor. These items need to be stored in a very tightly sealed container to avoid odour cross-contamination.



Tomatoes are washed and then thinly sliced using a mandolin or food processor. The sliced tomatoes would be placed in a container and stored in the refrigerator until required for the service period.



Cucumbers are washed and then thinly sliced using a mandolin or food processor. The sliced cucumbers would be placed in a container and stored in the refrigerator until required for the service period.



Coleslaw would need to be made if the operation does not buy pre-packaged coleslaw. There are numerous recipes for coleslaw and the sandwich making operation would likely have their preferred recipe.



Cold meats would need to be sliced and placed in a container and stored in the refrigerator until required for the service period. To maintain uniform thickness you would likely need to cut the meats using a meat slicer.



Frozen meats such as sausage or beef patties would be retrieved from the freezer and placed in a tray, then thawed in the refrigerator allowing enough time for the service period.



If the operation makes **fresh beef patties** each day, the ingredients for the beef patties would need to be prepared, mixed and the patties shaped and stored in the refrigerator ready for the service period. Portion control is important here. It is likely you would need to weight each amount of meat before placing the meat into a patty press.



There are numerous recipes for beef patties and the sandwich making operation would likely have their own preferred recipe.

Cheeses would need to be sliced and to maintain uniform thickness this again would likely be done using a meat slicer. We mentioned earlier that meat slicers need to be cleaned before slicing cheeses and cleaned again before slicing meats. The sliced cheese would be placed in a container and stored in the refrigerator until required for the service period.



We have reviewed many ingredients and how the pre-preparation would take place. The information relates to only the more common ingredients, as well as the more commonly used tools and equipment.

Depending on the type and size of the operation, other ingredients may also be used. For example, some sandwich shops or cafés offer gourmet sandwiches that have grilled zucchini, roasted pumpkin, sundried tomatoes, grilled artichokes, just to name a few.



The concepts of preparation reviewed up to now would still apply, just some of the tools and ingredients may change.

There is a new food service concept that is becoming very popular in Australia and that is the 'food truck'. Pictured below is a food truck in Adelaide, South Australia, specialising in sandwiches.



'Pop up' (temporary) food services such as the food truck and others such as stalls in local exhibitions, fairs and sporting events require the same amount of thought put into the preparation of their ingredients.

The space in which ingredients can be cooked and stored is limited, so often the menu is limited.



Sandwich making in a volume type operation such as a catering business requires even more thought in the preparation of ingredients. Most caterers will prepare sandwiches for functions.



Portion control is important as is how the ingredients are cut in readiness for sandwich assembly. For example, if sliced cheese is one of the ingredients for a sandwich, the catering supervisor would want the cheeses to be cut in a shape as close to the size of the bread as possible.

Two reasons, first to reduce waste and secondly, for sandwich presentation. Also, the thickness of the cheese being used needs to be uniform. This is an important factor in portion control and presentation as well.

In catering, presentation is one of the most important factors. In the final section we look closer at service presentation. When cutting sandwiches such as ribbon or finger sandwiches, the filling needs to be spread uniformly to the edge for an appealing sandwich. This is easy with hard cheeses and meats that are uniform in size and thickness. However, more effort is required when the fillings are soft and the person spreading the filling on the bread needs to take care in the thickness of the filling.



Another popular function type sandwich is the 'slider', basically a small hamburger bun with various fillings. These also require attention to ingredient uniformity, both for portion control, as well as presentation.

Common sliders are mini hamburgers, pulled pork or shaved roast beef, although any creative combination of ingredients can be used.



And finally, when it comes to portion control and uniformity, the pre-packaged sandwich makers are very focussed in these needs.

Their total business is based on using clearly defined portion control in order to make a profit. Also, presentation is important, so how the sandwich is assembled with the fillings is clearly defined.



**Learning
Activity**

Question

LEARNING ACTIVITY THREE

What were the fifteen common tools and types of equipment used in preparing sandwich ingredients that we reviewed in this Section?

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Knives
- 2) Chopping boards
- 3) Peelers
- 4) Mandolin
- 5) Shredder
- 6) Tongs
- 7) Can opener
- 8) Kitchen shears
- 9) Colander
- 10) Electric knife
- 11) Meat slicer
- 12) Ovens and stovetops
- 13) Various pots and pans
- 14) Vertical rotisserie grillers
- 15) Food processor

**Learning
Activity**

Question

LEARNING ACTIVITY FOUR

What six common miscellaneous items used in preparing sandwich ingredients did we review in this Section?

TEACHER / TRAINER GUIDANCE NOTES

- 1) Bain-marie trays
- 2) Storage containers
- 3) Zip lock bags
- 4) Wax paper
- 5) Cling wrap
- 6) Labels and markers

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY FIVE

- 1) What common meats would need to be cooked before the start of the service period each day?

- 2) What is done to poached chicken breasts in a sandwich making operation?

- 3) What two ways can you cook bacon?

- 4) What does it mean to caramelise onions? (You may need to do some research)

- 5) What two ways can you cook chicken schnitzel?

SAMPLE SAMPLE

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Beef roast, lamb roast, pork roast, bacon, chicken breast, schnitzels
- 2) Usually shredded for sandwiches
- 3) Either fried or oven baked
- 4) Slowly cooking in a little olive oil until the onions sugar content turns a rich brown
- 5) Pan/griddle fry, or deep fry

**Learning
Activity**

Task

LEARNING ACTIVITY SIX

Below are a series of pictures. Tell us what each picture is depicting.

1



3



5



7



2



4



6



TEACHER / TRAINER GUIDANCE NOTES

- 1) Creating cucumber ribbons for sandwiches
- 2) People being served sliders
- 3) Person using a hamburger press
- 4) Shredding carrots in a food processor
- 5) Shredding lettuce
- 6) Another tool that can be used to cut hard cheese uniformly
- 7) Pulling pork

**Learning
Activity**

Question

LEARNING ACTIVITY SEVEN

What is portion control and why is it so important?

TEACHER / TRAINER GUIDANCE NOTES

Portion control in sandwich making means basically the amount of ingredients used in a sandwich.

The business calculates the cost of each ingredient portion, then adds a small cost amount for labour, packaging and then a profit margin.

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY EIGHT

Below is a sandwich shop menu. What relationship does this menu have with portion control cards?

**TEACHER / TRAINER GUIDANCE NOTES**

Each menu item would have a related portion control card for each sandwich maker to follow, so that the exact amount of ingredients are used to maintain a profit on each sandwich.

**Learning
Activity**

SAMPLE SAMPLE

Question

LEARNING ACTIVITY NINE

- 1) What does the term 'uniformity' mean and how does this relate to sandwich ingredients?

- 2) What is the difference between caterers who make sandwiches and those that make pre-packaged sandwiches?

- 3) In this Section we mentioned that in many sandwich making operations there are two types of refrigeration options. What are those two options?

- 4) When cutting sandwiches in uniform shapes, what does it mean to have a sandwich cut into 4 points? (You may need to do some research)

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) Uniformity means being consistently the same. In sandwich making uniformity is important for two reasons; one, presentation of the sandwich and two, portion control. With ingredients, meats and cheeses would have the same thickness for all sandwiches and when assembling sandwiches, soft ingredients would have the same applied thickness.
- 2) Caterers who make sandwiches generally serve them shortly after being assembled, whereas businesses that make pre-packaged sandwiches generally make them for retail outlets such as service stations, canteens and supermarkets.
- 3) One is a standalone refrigerator and the other is refrigeration units under the sandwich preparation bench.
- 4) A sandwich cut into 4 points means it is cut into 4 triangular pieces. An example is below.



SAMPLE SAMPLE

It goes without saying that some ingredients do not go well with others. However, there are those who still come up with amazing combinations to create a new sandwich. Businesses focusing on sandwich making are always experimenting with different combinations of ingredients and when one seems to be a winner, they will put it on their menu to see what the customers think.



Teacher/Trainer Manual

SAMPLE SAMPLE



In this part of the section we look at various ways of combining ingredients. We will start with spreads and sauces.

Butter works very well as a flavour carrier for various sandwich fillings. It has an ability to add taste, texture and richness to sandwiches.

Butter also develops specific flavour compounds when it is used in frying applications. The reaction flavours, which are produced in the process, are highly unique to butter. This holds true when making sandwiches such as grilled cheese, Rueben, etc.



Butter should be stored in a refrigerator at 0-3°C for up to four months. Butter can be stored at room temperature, but its shelf life is dramatically reduced. Many leave a limited amount of butter out at room temperature to increase its 'spreadability'.

Margarine and blends however are much more spreadable than butter when used directly from the refrigerator.

Margarine and blends should also be stored in the refrigerator where they will keep for 2 months or more. Like butter, margarine and blends will absorb the flavours and odours of other foods so they should be tightly wrapped, or covered when storing.

SPREADS

By far the most common spreads for sandwiches are **butter** or **margarine**.

Butter is made by churning fresh or fermented cream or milk. When refrigerated, butter remains a solid, but softens to a spreadable consistency at room temperature.



Margarine is a butter substitute generally made from vegetable oils or seed oils such as safflower, sunflower, soybean or cottonseed. The processes used to create margarine attempt to make the product look and taste like butter. Margarine is sold in catering sizes.



There are several 'margarine/butter blends' on the market today. They are made from butter blended with vegetable oils, or from butterfat processed to remove some of the saturated fat. They have less saturated fat than traditional butter, have the taste of real butter, with the added bonus that they come out of the fridge easier to spread.



Next we have ***nut spreads***.

There are several types of nut spreads, peanut butter and Nutella being the most common types.



A common nut spread is pine nut and this more commonly is blended with garlic, basil and parmesan cheese to make what is known as pesto.

The two common sandwiches using pesto is the grilled chicken pesto sandwich and the Caprese sandwich.



Pesto spread



Grilled chicken pesto



Caprese with meat



Vegetarian Caprese

Many sandwiches are made using a variety of savoury **jams/fruit spreads**. The two most common would be:

- ☆ Cranberry sauce or jelly
- ☆ Mint jelly

Cranberry jelly is often associated with any sandwich that has turkey as an ingredient. This could be simply a turkey sandwich or a clubhouse sandwich.



Mint jelly is often associated with any sandwich that has lamb as an ingredient. Mint jelly goes well with cucumber in sandwiches as well.



Next would be **chutneys and relish**.

Chutneys are fruit and vegetables reduced down in consistence, with vinegar and spices added. In Australia the two most common chutneys are tomato chutneys and fruit chutney. However, there are numerous private recipes of chutneys that many cafés and sandwich shops have created themselves.



Many sandwiches will use a chutney as an ingredient. Chutney goes well with roast beef sandwiches, ham sandwiches and many more.

Along the same lines are **relishes**. A relish is a chopped vegetable or fruit food item that is cooked and pickled. There are many relishes on the market and again some are commercially made, while others may include private recipes for chutneys that many cafés and sandwich shops have created themselves.



Many sandwiches will use a relish as an ingredient. Gherkin relish is well known for its use in hamburgers and hotdogs.

There are many types of meats and seafood spreads.

Sandwich shops, cafes, restaurants and caterers have a choice of either buying pre-prepared meat and seafood sandwich spreads, or preparing themselves.

Examples of pre-processed meat/seafood spreads would include:

Pâté—a spreadable meat paste, commonly made from poultry liver (such as chicken or duck), herbs and spices. There are numerous sandwich recipes that use pâté as an ingredient. A common type of sandwich that uses liver pate is the tartine; an open faced sandwich made with a French baguette sliced in half and with lettuce, tomato and cheese with the pâté.



Anchovy spread—this is a spread made from blended anchovy fillets, oil and garlic. It is a common ingredient on many Italian panino types of sandwiches using tomato and salami, and goes well with egg type sandwiches.



Devilled ham spread – the term means a spread highly spiced. Devilled ham is ground ham with added spices such as hot sauce, cayenne pepper, hot peppers, or mustard. It is commonly used in finger sandwiches and is often used with lettuce and sometimes cheese.



Sandwich shops, café's even caterers will make their own spreads in house.

Although devilled ham is available commercially, many will have their own recipe. Three other types of spreads made in house would include:

Devilled—other types of ingredients that can be devilled, include chicken and egg.

Curried – the two most common curried sandwich spreads are chicken and egg. Ingredients include diced pieces of chicken or egg, celery, mayonnaise and curry powder.

Tuna/salmon – there are numerous recipes for tuna and salmon sandwich spreads, most include mayonnaise, a relish and use canned fish.





Other spreads commonly used in sandwiches would include:

Vegemite - a dark brown, savoury food paste made from yeast extract.

Honey - a sweet and viscous fluid produced by honeybees and derived from the nectar of flowers.

Horseradish – comes either as ‘prepared’ (ground and mixed with vinegar), or creamed mixed with a small amount of mayonnaise and used as a condiment.

Guacamole - an avocado-based relish.

Olive Paste (tapenade) – olives blended with a range of spices to create a savoury paste/spread.



SAMPLE SAMPLE

SAMPLE SAMPLE

SAMPLE SAMPLE

Next are the more common **sauces**.

There are many sauces used in the preparation of sandwiches. They add flavour, moisture, and visual appeal to the sandwich.

In most cases the sauces used in sandwiches are those pre-prepared. Examples of these would include:

Tomato sauce – basic tomato sauce is a cooked and thickened puree of tomatoes with added spices. Ketchup is another common type of tomato sauce. It is a tomato based sauce with additions such as garlic, onions, sugar, vinegar and a wide range of herbs and spices.



Mustard – the four common mustards used in sandwiches are 1) Mild American mustard 2) Hot English mustard 3) Dijon mustard (mustard paste mixed with wine and other spices) 4) Wholegrain.



Mayonnaise – a thick sauce made primarily from blended vegetable oil, egg yolks and spices. It can be used as a spread on its own, or mixed with other ingredients to create spreads.



Barbeque sauce – a thick sauce for use in meat type sandwiches. Can be bought pre-processed, or made in house.



Gravy - a thickened sauce usually made from a base of extracts that run from meat and/or vegetables during cooking. Used in meat type sandwiches, such as roast beef or pork rolls. Can be bought pre-processed, or made in house.



And finally there are the basic seasonings, ***salt and pepper***.



In many cases the sandwich making operation will mix the salt and the pepper together to save time and have consistent seasoning.

**Learning
Activity**

Task

LEARNING ACTIVITY TEN

In this activity we want you to develop a portion control card. Use a word processing application, or a spreadsheet application. You can use the example we looked at earlier in this Section, or research and find one that you like better.

Once completed, present your portion control card to your teacher or trainer for review and discussion.

TEACHER / TRAINER GUIDANCE NOTES

You as the teacher or trainer will need to determine whether they have adequately completed this activity.

They will be needing this control card template for following activities.

**Learning
Activity**

Question

LEARNING ACTIVITY ELEVEN

What were the four types of mustards often used in sandwiches?

TEACHER / TRAINER GUIDANCE NOTES

- 1—Mild American
- 2—Hot English
- 3—Dijon
- 4—Seeded

SAMPLE SAMPLE

**Learning
Activity**

Question

LEARNING ACTIVITY TWELVE

1) What is mayonnaise made from?

2) What is the common ingredient of pâté?

3) What are the common ingredients of pesto?

4) What is the difference between tomato sauce and ketchup?

5) Why is butter often used when pan frying or griddle toasting sandwiches?

SAMPLE SAMPLE

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) It is a stable emulsion of oil, egg yolk and either vinegar or lemon juice.
- 2) Spreadable meat paste commonly made from poultry liver.
- 3) Pesto is pine nuts blended with garlic, basil and parmesan cheese.
- 4) Basic tomato sauce is a cooked and thickened puree of tomatoes with added spices. Ketchup is another common type of tomato sauce. It is a tomato based sauce with additions such as garlic, onions, sugar, vinegar and a wide range of herbs and spices.
- 5) When used for frying, butter creates specific flavours that are a result of reaction flavours, which are produced in the process and are highly unique to butter.

**Learning
Activity**

Research

LEARNING ACTIVITY THIRTEEN

Many recipes including those associated with sandwiches provide the ingredient amounts in Imperial measurements. Many times you will need to convert these measurements into Metric measurements.

This activity is in two parts.

The first part you are to do some research and locate information that shows both Imperial and Metric measurements as a comparison. Although we do use cups, teaspoons and tablespoon measurements, we want you to convert those over to both dry and liquid metric equivalents.

Once you have located this information we want you to create a table for your own reference. A spreadsheet application is the best for this.

Once your conversion table is completed, print out a copy and present it to your teacher or trainer for review and discussion.

TEACHER / TRAINER GUIDANCE NOTES

Metric measuring understanding is a required foundation skill and this activity would build on that skill in the food preparation.

Note: The student or trainee should be made aware that there are two Imperial measurements, 1) the US Imperial measurement system, and 2) the Canadian Imperial measurement system. This will have a bearing on some of the recipes that they may encounter that may originate from either country.

**Learning
Activity**

Research

LEARNING ACTIVITY FOURTEEN

In Activity Ten you would have created a 'portion control card' template. Over the next couple of activities you will be using this template.

In this activity we want you to do some research and locate a recipe for curried egg spread used in sandwich making. The recipe is your choice, as long as it is for use as a sandwich spread.

Then transpose this recipe on to a portion control card.

A few things to look out for.

First, you need to identify on the portion control card how many sandwiches this one portion control card is for. Also, except for cups, teaspoons and tablespoons measurements, all other Imperial measurements will need to be converted to metric. Beware there are liquid and dry metric conversions. It is important to remember that the portion control card is for the **'spread only'** not the complete sandwich. And finally, the portion control card not only needs the ingredient amounts, but also the *'method'* or *'procedure'*.

Once you have finished, present your curried egg sandwich spread portion control card to your teacher or trainer for review and discussion.

TEACHER / TRAINER GUIDANCE NOTES

This activity will have the student or trainee start working with portion control cards, as well as research possible recipes for spreads.

The result of this activity should be that the student's or trainee's portion control card could be handed to someone else to follow and effectively make the spread outlined in the portion control card.

MAKE SANDWICHES IN A LOGICAL AND SEQUENTIAL MANNER WHILE MINIMISING WASTE

The key areas in ensuring efficient sandwich making include:

- ☆ Tools and equipment availability
- ☆ Proper and sufficient work space to make sandwiches
- ☆ Ingredients availability
- ☆ Clear sandwich making instructions

In earlier sections we learned about various types of tools, appliance and equipment that would be used up to the point of making sandwiches, such as in preparing ingredients and also heating and toasting equipment after the sandwich was made.

Some of those tools are also used in the actual sandwich making activities and those would include:

- ☆ **Knives**—cutting and spreading
- ☆ **Scoops/spoons**—applying spreads and sauces
- ☆ **Chopping boards**—assemble and cut sandwiches
- ☆ **Tongs**—picking up and placing ingredients such as sliced cheese, sliced meat and vegetables and also to pick up hot sandwiches from the salamander or sandwich presses
- ☆ **Deli paper**—wrapping sandwiches or wraps

Some other tools that are often used in sandwich making would include:

- ☆ **Spatulas**—used to spread butter, margarine, spreads and other types of soft ingredients. There are also specially designed spatulas for spreading butter/margarines



- ☆ **Griddle spatulas**—used to flip sandwiches on the griddle, the grill plates or grill pans



- ☆ **Cutting guide**—this holds down the sandwich and the guide helps position the knife while cutting



Other items you would need include:

- ☆ **Supply of disposable gloves**—these are usually supplied in large catering boxed quantities



- ☆ **Readily available washing up towels**—these would need to be switched over regularly as in a busy sandwich making operation, they would get soiled quickly.



Miscellaneous items would include those used to package the completed sandwich for the customer such as:

Sandwich bags—these are generally waxed paper. Some sandwich making businesses will have their logo printed on the sandwich bag.



Sandwich boxes—these are often used for small amounts of cut sandwiches that are being picked up. Also used for sandwiches that have loose ingredients.



Per-packaged sandwich wedge containers—these are used for premade and packaged sandwiches sold in retail outlets. They are made from cardboard with a clear plastic face, or a PVC container.



MISE EN PLACE

'Mise en place' is a French culinary phrase which means 'putting in place' or 'everything in its place'. In sandwich making this refers to having all the elements and ingredients ready, in place in a logical order and the tools 'at the ready'.

In a sandwich shop or café' all the elements and ingredients of the various sandwich options are laid out in a sandwich preparation counter. In larger operations there maybe two sandwich making stations setup on the same counter. Tools and incidentals are at easy reach.

In the example below, the counter is one that customers approach and order either off a sandwich menu and/or their own preferred sandwich.



The preparation counter is behind a series of bain-marie containers and in the example above, these would be refrigerated trays.

Where the sandwich making is done away from the view of the customer, such as in a kitchen of a café or a small catering business, the sandwich preparation table would still be laid out the same using the 'mise en pace' method.



It is slightly different in a facility that is making sandwiches in large volumes, such as those being sold to retail outlets or a larger catering business. Instead a person making a single sandwich, they would be given a single task.

For example one person would have the task of buttering the bread, another applying a sauce, another placing the cheese on the bread and so on.

PERFORMING MISE EN PLACE

The rest of this section we focus on the sandwich shop or café type sandwich making. Earlier we reviewed the pre-preparation of ingredients. Those would now have to be put into bain-marie trays and placed in position on the sandwich preparation counter.



As we mentioned earlier, many sandwich making operations use pre-packaged and canned ingredients. The canned ingredients would need to be opened and the contents placed in the bain-maries trays on the preparation counter.

Any hot meats and gravies would be placed in bain-marie trays that are heated.

Package meats, cheeses and so on would also need to be opened and placed in the bain-marie trays on the preparation counter. Any packages opened and still containing contents would either need to be resealed, or placed in a storage container and placed back in the refrigerator.

The key to a successful 'mise en place' is to have all the ingredients on the preparation counter in an order in which they will be likely used. For example , the bread storage is at the end, then the butter or magazine, then the sauces, lettuce, cheese, meat, seasoning and so on.



LOGICAL AND SEQUENTIAL SANDWICH MAKING

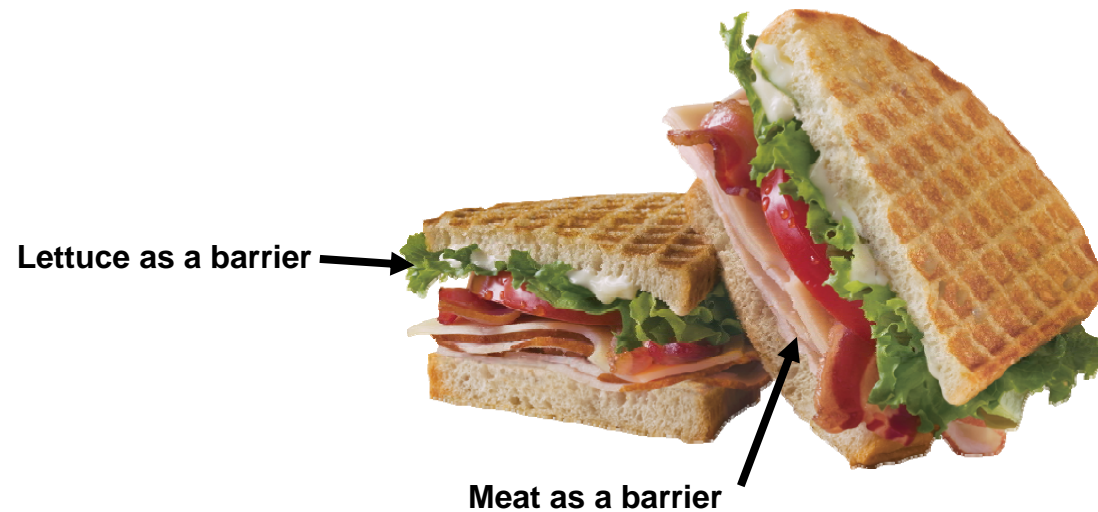
On the previous pages we learned that the way the sandwich preparation counter is setup, will ensure that the sandwich is made in a logical and sequential manner.

Depending on the type of sandwich, there are some other considerations that relate to the logical and proper sequence a sandwich should be made.

Some ingredients will cause the sandwich to go 'soggy'. Examples are tomatoes, runny sauces, sauerkraut and so on.

These ingredients need to be placed in between ingredients that serve as a barrier between the moist ingredient and the bread.

Examples of 'barrier' ingredients would include lettuce leaves, meat slices, cheese slices and so on.



We have assumed that most ingredients have been pre-cooked and are simply waiting to be assembled into a sandwich.

However, there may be sandwich making operations that cook meats to order.

A good example of this would be a hamburger. The most logical sequence in this case would be to start cooking the patty and bacon (if included) and onions (if included). Then if part of the hamburger recipe, would be the fried egg and possibly brown the bun as well on the griddle.

The buns would be removed from the griddle buttered and sauce applied. The cheese and meat may next be placed on the bun, then the egg, onions and tomato would be layered and finally the lettuce...taking into account the barrier concept.



Another example could be a chicken schnitzel sandwich in which the schnitzel would be cooked on order.



Some other 'logical' considerations have to do with sandwich thickness.

Sandwich thickness is based on three things – 1) portion control 2) heating or toasting and 3) eating difficulty.

- ☆ **Portion Control** – a sandwich should be designed and prepared with both customer satisfaction and business profitability in mind. Unless being charged accordingly, a sandwich that is too thick with ingredients may be affecting the profitability margin.

A sandwich too thin may not look like value for money to the customer. This affects customer satisfaction.

- ☆ **Heating or toasting** – a sandwich which is assembled and is to be toasted is likely being toasted so that the ingredients are also heated. A sandwich too thick will require longer toasting time (which in itself is a cost) and could either burn the outside of the bread, dry out the bread or not have the ingredients heated to a satisfactory point.
- ☆ **Eating difficulty** – a sandwich too thick can be very difficult to eat, which can be frustrating to the customer.



The final step before presenting the sandwich to the customer is cutting the sandwich.

How the sandwich is cut will depend on the sandwich itself and how it will be presented.

In the first section we learned about the various types of sandwiches and many of those types were determined on not only their ingredients, but also on how they were cut.

Generally a Pullman type sandwich would be cut in half. In cafés where the sandwich may be presented on a plate, then the sandwich would be cut into 'points'.



Finger or ribbon sandwiches would have the bread crust cut off and then cut into consistent sized ribbons.



Sandwiches made from baguettes would generally be cut in half and in some cases into small catering size pieces.



Italian type sandwiches such as focaccias or panini would be cut either in half, or in triangles. Again, if used as a catering type sandwich, they may be cut into small bite sizes.



In sandwich shops, where the customer is being served at a counter, the staff member would generally ask the customer whether he or she would like their sandwich cut, as well as into what shape and how many pieces.



In small catering type operations, the supervisor would instruct and probably demonstrate to the staff on how to cut the specific sandwiches, based on the type and shapes.



When cutting sandwiches it is important to have a very sharp knife. This would avoid squashing the sandwich bread, making the presentation less appealing. In some cases, an electric knife may be a better option.





COMMERCIAL TIME CONSTRAINTS

Sandwich making in a commercial operation needs to be efficient. Whether it be at the counter of a sandwich shop, a café, or a small catering operation, the time it takes to make a sandwich is carefully monitored.

The main reason for this is customer satisfaction. If the time it takes to make a sandwich is too long, the customer will be frustrated, dissatisfied and likely not to be back to the shop or café.

In many cases, during the week a sandwich counter will cater to the office workers or trades people who are wanting a sandwich to take away for lunch. These type of customers are under time pressures and will generally not tolerate a long wait for a sandwich.

Aside from customer satisfaction, there is also the financial consideration. The quicker the staff can make a quality sandwich, the more customers the business will be able to serve, equating to more sales and profit.

In a small catering business the time constraints relate to having the sandwiches made and arrive at the customers premises or function location at the agreed time. Some functions, such as business meetings, or seminars break for lunch at a specific time and for a specific period, so the sandwiches need to be available to enjoy as ordered.

If you are part of a sandwich making team, you need to receive a clear understanding about what is expected of you in relation to any timelines or deadlines when making sandwiches.



SAMPLE

SAMPLE SAMPLE

SAMPLE SAMPLE

**Learning
Activity**

Question

SAMPLE SAMPLE

LEARNING ACTIVITY TWENTY

- 1) Why is understanding commercial time constraints when making sandwiches so important to a business?

- 2) What would a staff member at a sandwich counter ask the customer after the sandwich was completed and ready to be presented?

- 3) What time constraints does a caterer have when providing sandwiches to a business function?

- 4) When cutting sandwiches, what is the most important tool?

- 5) When trying to heat a sandwich that is too thick, what is generally the result ?

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) It means that there is a need to pay attention to customer satisfaction and if efficient, they are making more sandwiches that will mean more sales and profits for the business.
- 2) How would they like their sandwich cut?
- 3) A caterer would need to have the sandwiches there at the function so that the attendees can eat during the allotted lunch break period.
- 4) A very sharp knife.
- 5) The filling will still be too cold.

Learning Activity

Task

SAMPLE SAMPLe

LEARNING ACTIVITY TWENTY ONE

Below are a series of pictures. Tell us what the picture is showing us.

1



3



5



7



2



4



6



SAMPLE SAMPLe

TEACHER / TRAINER GUIDANCE NOTES

- 1) Sandwich ingredients in bain-marie trays
- 2) Sandwich cutting guide
- 3) Butter spatula
- 4) Sandwich far too thick
- 5) Making sandwiches in a food truck/van
- 6) Sandwich making factory
- 7) Boxed up sandwiches

**Learning
Activity**

Question

LEARNING ACTIVITY TWENTY TWO

1) What does the term 'mise en place' mean?

2) Why would you think mise en place is important in sandwich making?

3) Why is it important to have a good supply of disposal gloves and tea towels available when making sandwiches?

4) What does it mean to have barrier ingredients in a sandwich?

5) What does the term 'sequential' mean?

SAMPLE SAMPLE

TEACHER / TRAINER GUIDANCE NOTES

- 1) 'Mise en place' is a French culinary phrase which means 'putting in place' or 'everything in its place'.
- 2) Using the mise en place method in set up will ensure your sandwich making procedures are efficient.
- 3) Disposable gloves and tea towels get soiled very quickly in a sandwich making operation.
- 4) Some ingredients turn the bread soggy so place 'barrier' ingredients in a sandwich will stop the wet ingredients getting to the bread surface.
- 5) The term 'sequential' means to do something in a set and proper order.

**Learning
Activity**

Task

LEARNING ACTIVITY TWENTY THREE

To successfully complete this unit of training you are required to make a variety of sandwiches. The assessment requirements for this unit requires you to make the following:

- ☆ Cub sandwich
- ☆ Filled roll
- ☆ Focaccia
- ☆ Open faced sandwich
- ☆ Pullman sandwich
- ☆ Wrap sandwich

You are also required to use the following types of bread at least once when making the above sandwiches:

- ☆ White
- ☆ Wholemeal
- ☆ Multi grain
- ☆ Wraps
- ☆ Sourdough
- ☆ Flatbread

In this activity we want you to do some research and locate a recipe for each of the above sandwiches. Then transpose those recipes on to your portion control templates. It is important to identify what type of bread you are intending on using, so that you will have used the above types at least once as required.

Once you have your portion control cards ready, present them to your teacher or trainer for review and discussion.

Please note: you are not required at this stage to actually make the sandwiches as part of this activity.

TEACHER / TRAINER GUIDANCE NOTES

As you are likely aware that this unit's assessment requires the student or trainee to make the following:

- ☆ Cub sandwich
- ☆ Filled roll
- ☆ Focaccia
- ☆ Open faced sandwich
- ☆ Pullman sandwich
- ☆ Wrap sandwich

Using at least once:

- ☆ White
- ☆ Wholemeal
- ☆ Multi grain
- ☆ Wraps
- ☆ Sourdough
- ☆ Flatbread

This activity is to prepare the student or trainee for making those sandwiches by locating some recipes.

It will be at this point you as the teacher or trainer would need to start organising where the student or trainee will actually be making those sandwiches.

If the student or trainee has access to a kitchen at the school, training facility or at work, then this will not be an issue. However, if this is not the case something suitable will need to be organised. It could be at a home and the process videotaped or a local sandwich shop which has been recruited to assist the student or trainee.

Please note:

The activities relating to the sandwich making part of this manual may be replaced with your own developed sandwich making tasks.

Section Three

Present and Store Sandwiches

SAMPLE SAMPLE

PREPARE AND PRESENT SANDWICHES

SECTION THREE—PRESENT AND STORE SANDWICHES

INTRODUCTION

The freshness of the bread and the ideal combination of ingredients make for a very tasty sandwich and this is important when you are preparing a sandwich(es) for a customer.

Of equal importance is how the sandwich is presented.

A new study led by Professor Charles Spence, the Oxford University gastrophysicist (food scientist) has proven beyond doubt that making something look good, makes it effectively taste better too. The study also took into account sandwiches.

In this final section we look at the effective presentation of prepared sandwiches. We also look at the final steps in sandwich making which takes into account storage topics and clean-up activities.

SECTION LEARNING OBJECTIVES

At the completion of this section you will learn information relating to:

- ☆ Presenting sandwiches on appropriate service-ware
- ☆ Adding suitable garnishes, as required
- ☆ Visually evaluating dish and adjusting presentation
- ☆ Storing sandwiches in appropriate environmental conditions
- ☆ Cleaning work area and disposing of or storing surplus and re-usable by-products according to workplace procedures, environmental considerations, and cost-reduction initiatives

SELF ASSESSMENT

Self assessment is where you ask yourself certain questions to ensure you have understood what you have learned while reading this manual and completing the learning activities.

This unit requires you the student or trainee at the completion of your training to have a certain level of 'Required Knowledge' in which you would need to have acquired and in which you will be assessed on.

This self assessment section reviews this required knowledge by way of questions and if you are able to say YES to all of them you can be confident your assessment will be satisfactory.

- ☆ This training unit had three sections each focussing on making and presenting sandwiches. After reviewing the information in Section One, are you confident that you understand and could:
 - 1) Confirm sandwich requirements, based on standard recipes and customer requests?
 - 2) Identify and select bread types and fillings?
 - 3) Follow stock rotation policies?
 - 4) Check perishable supplies for spoilage or contamination prior to preparation?
- ☆ After reviewing the information in Section Two, are you confident that you understand and could:
 - 1) Use safe food-handling practices to hygienically prepare sandwiches?
 - 2) Cut ingredients and completed sandwiches?
 - 3) Combine ingredients appropriately based on flavour combinations, customer preference and standard recipes?
 - 4) Use toasting and heating equipment safely when required?
 - 5) Make sandwiches in a logical and sequential manner while minimising waste?
- ☆ After reviewing the information in Section Three, are you confident that you understand and could:
 - 1) Present sandwiches on appropriate service-ware?
 - 2) Add suitable garnishes, as required?
 - 3) Visually evaluate dish and adjust presentation?
 - 4) Store sandwiches in appropriate environmental conditions?
 - 5) Clean work area, and dispose of or store surplus and re-usable by-products according to workplace procedures?

If there were any questions that you were unable to confidently say YES to, we encourage you to review the information again in this manual and if needed seek the assistance of your teacher or trainer.

NOTES

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SAMPLE SAMPLE