

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

Student/Trainee Manual

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STUDENT/TRAINEE DETAILS

Student/Trainee Name

Student/Trainee Email

Teacher / Trainer Name

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INTRODUCTION

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

We encourage you the student / trainee to take your time when reviewing this content and seek any assistance from your teacher/trainer should you have difficulty in understanding the information.

LEARNING ACTIVITIES

Also included in this Student / Trainee manual are a series of Learning Activities.

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

Each learning activity is identified with the following icon.

A blue rounded rectangular button with the text "Learning Activity" in white, bold, sans-serif font, centered within the button.

**Learning
Activity**

Learning activities come in the following forms.

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

INTRODUCTION—CONT'D

Questions

Questions generally relate to the information presented on previous pages. Questions will also include multiple choice questions, 'Yes' and 'No' questions and/or 'True' and 'False' questions.

Research

This type of learning activity requires you to locate information by using research methods. The research methods could include:

- ☆ Internet searches
- ☆ Reading textbooks and other reference sources
- ☆ Location visits

Tasks

This learning activity type requires you to actually do something and some examples of tasks may include:

- ☆ Creating reports
- ☆ Visiting locations such as workplaces
- ☆ Performing an activity in a workplace

Interviews

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

You will be made aware of the type of learning activity by noting the learning activity type displayed under the learning activity icon.

INTRODUCTION—CONT'D**USING THE FORM ENABLED FEATURE**

If you are using this manual online, you can fill in some of the answers using your computer keyboard.

Your teacher or trainer will provide you with the information and instructions on how to use the 'Form Enabled' feature in this manual.

SELF ASSESSMENT

At the end of each manual is a series of questions that you should review and answer either Yes or No.

The term 'Self Assessment' means you will ask yourself these questions and therefore is no need to provide the answers to the self assessment questions to your teacher or trainer, unless they require you to do so.

This self assessment is to ensure you have reviewed and understood the information that was presented in this manual.

If you answered 'No' to any of these questions or are unsure of your understanding in any of the topics reviewed, you are encouraged to go back and review the information again and/or seek the assistance of your teacher or trainer.

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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

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?

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**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



**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 _____

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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.



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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.

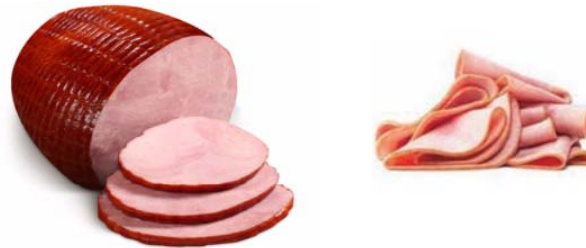


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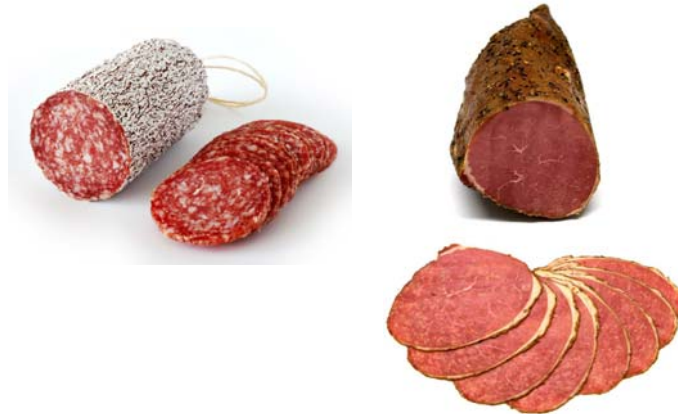
MEAT FILLINGS

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.

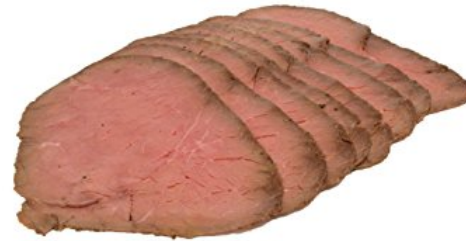


Chicken loaf/roll—Chicken loaf is minced chicken meat, spiced, formed into a loaf and cooked. The loaf is then sliced and used as a sandwich filling. A chicken roll is generally the same as a loaf, except the loaf shape is round.



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'?

**Learning
Activity**

Task

LEARNING ACTIVITY FIVE

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

1



2



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5



6



7



**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?

**Learning
Activity**

Task

LEARNING ACTIVITY SEVEN

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

1



3



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7





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

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.



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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.



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.

SAMPLE SAMPLE

SAMPLE

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.



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.



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.



**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?

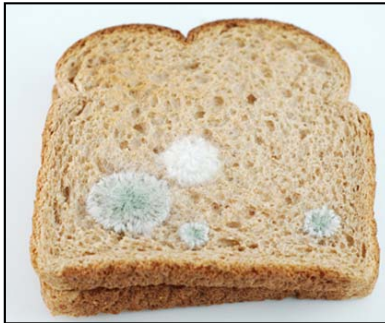
**Learning
Activity**

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

**Learning
Activity**

Question

LEARNING ACTIVITY TEN

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

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

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

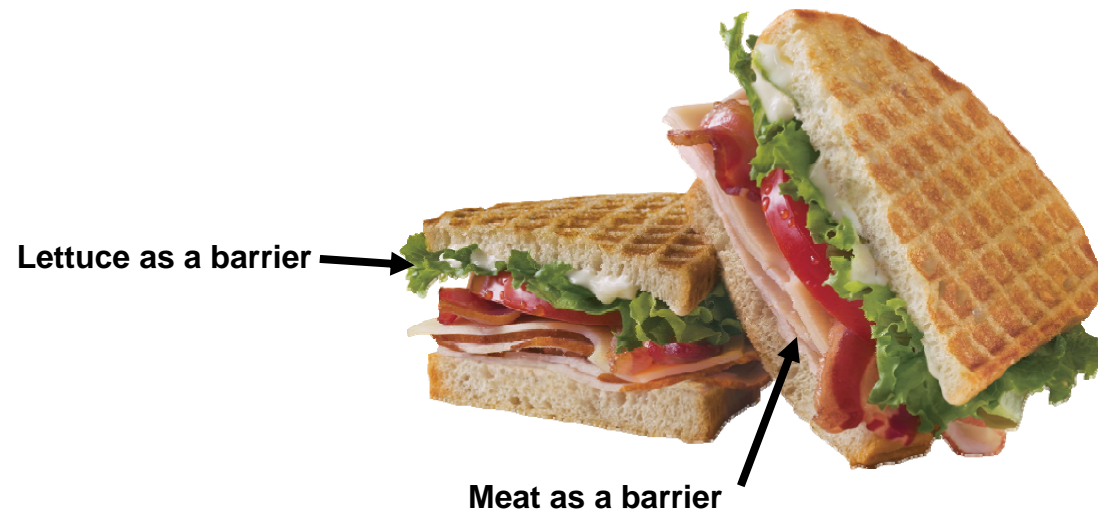
On the previous pages we learned that the way the sandwich preparation counter is setup, will ensure that the sandwich is made in a logical and sequential manner.

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.



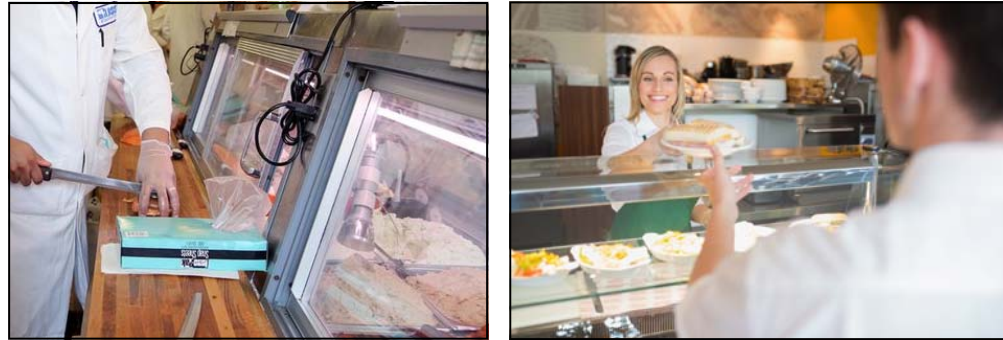
Sandwiches made from baguettes would generally be cut in half and in some cases into small catering size pieces.



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

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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

Learning Activity

Task

SAMPLE SAMPLe

LEARNING ACTIVITY TWENTY ONE

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

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SAMPLE SAMPLe

**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

**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.

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

SAMPLE SAMPLE