

Culinary Handbook

UBC Food Services

UBC Student Housing and Community Services



THE UNIVERSITY OF BRITISH COLUMBIA

August 2023

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Welcome to the Team

Congratulations on becoming a part of the UBC Food Services Culinary Team!

We have selected you to help us serve the most important people in our organization . . . our guests! As an employee of UBC Food Services, you play an integral role in helping us achieve our goal of being an industry leader in the campus food revolution.

At UBC Food Services, we firmly believe that in order to be successful in your position, you must have the knowledge and skills to represent us in a positive, confident manner. We are committed to helping you achieve this goal through hands on training. This handbook that contains a variety of information to assist you during your time with us at UBC.

Introducing our Culinary Leadership Team!

David Speight- Executive Chef & Culinary Director

Jeremy Scott – Executive Chef, Catering, Restaurants & Retail Operations

Andy Chan – Executive Sous Chef, Catering, Restaurants & Retail Operations

Darren Clay – Executive Sous Chef, Residence Dining

Johnny Bridge – Sous-Chef, Gather at Place Vanier

Amanda Rehel – Sous-Chef, Feast at Totem Park

Pascal Morin – Sous-Chef, Open Kitchen at Orchard Commons

Eric Meyer – Sous Chef, Sage Restaurant & Catering

Hoang Nguyen – Sous Chef, The Point

Marie Dixon – FMIS Administrator

Our Business

UBC Food Services is an ancillary, self-funded department of UBC. We are the primary food service provider on campus. Our business is separated into three main segments. These are retail operations, residence dining and catering & restaurants.

Residence Dining

We have three residence dining locations (Feast, Gather & Open Kitchen) that service our first year meal plan students. All three locations are open to the public. Each location is unique and has its own menu and stations with some consistencies throughout all three. In residence dining, we strive to create marketplaces that prioritize affordable healthy menu choices and have wide appeal for all of our guests. Providing excellent customer service for our students through food and social dining experiences is paramount to helping create a positive and inclusive environment.

Retail Dining

We operate a diverse portfolio of retail outlets across campus including franchise locations as well as our own branded outlets. We operate everything from coffee shops to pizza spots to boutique

grocery stores.

Catering & Restaurants

We operate a full service restaurant (The Point) as well as a catering business (Sage Catering) on campus. The Point is a casual bar & grill concept serving burgers, pastas & salads. Sage has its own catering division as well hosting many weddings and high profile events in the restaurant. We are the preferred catering company on campus and we are the exclusive caterer to Cecil Green Park House and the Ponderosa Ballroom. We also are proud to be the exclusive food provider at the Vancouver Whitecaps fieldhouse.

Message from our Culinary Director

Welcome to the UBC Food Services culinary team. We are excited to have you join our diverse team of culinary professionals. UBC Food Services is a department within Student Housing and Community Services (SHCS) that also includes Student Housing, Conferences & Accommodations, UBC Bookstore, Parking & Access and Child Care Services. As the primary food provider on campus, we work hard to provide our guests with the professional and friendly service of healthy and tasty food & beverage experiences here at UBC.

Our modern approach to food service begins with our Food Vision & Values statement. This important statement informs our decisions to ensure we are creating a marketplace that supports student health and environmental sustainability. We believe that we are well positioned that will allow us to lead our industry as it changes the way it looks at campus food systems. I would request that you take some time to familiarize yourself with our Food Vision & Values and would encourage you to bring forth ideas that can help strengthen our commitments to our guiding values.

Our vision includes advancing a more sustainable food system at UBC by focusing on healthy local food, increasing plant based menu offerings, reducing red meat consumption and only using Ocean Wise certified seafood. We want to work to reduce food waste and help reduce food insecurity on our campus and beyond by recovering edible food for donation. We also are excited to support our culinarians with the creation of our apprenticeship program. We work closely with UBC Sustainability and UBC Wellbeing to align with the University's larger mission. Our role on campus goes far beyond just cooking food!

Our number one responsibility is to provide an amazing food & beverage experience through food and connections. This can also help the University attract and recruit students through an innovative and exciting food program. We also believe we have a great responsibility and an equally great opportunity to help strengthen the local food system and use our vast purchasing power to support local businesses, British Columbia farmers and food producers. Our vision of making healthy food in house from scratch using quality ingredients means that you play an important role. Without a well-trained and knowledgeable culinary team, our goals will not be attainable. We are committed to providing training and support to ensure that you are successful in your position with us. I thank you in advance for your hard work and commitment to working to make UBC the best food campus in North America and beyond. Together we can achieve something special.

David Speight

Executive Chef & Culinary Director
UBC Food Services

Food Vision and Values

Vision

We nourish and support the students, faculty, staff, and visitors of UBC by providing a diverse selection of fresh, delicious, and memorable food experiences in a socially and ecologically conscious manner. We do this by creating marketplaces and environments where wholesome, healthful food is a priority because our guests, our food, and our wellbeing matter. We are committed to offering and actively promoting an abundance of affordable healthy choices for all meals, in recognition of the contribution eating well makes to academic and professional success.

Guiding Values

We purchase high-quality, nutritious, sustainable foods and prioritize fresh, minimally processed ingredients.

We are committed to offering and actively promoting an abundance of affordable healthy choices for all meals, in recognition of the contribution eating well makes to academic and professional success.

We share food and nutrition knowledge and skills to improve the health and wellbeing of our community.

We encourage reduced meat consumption by making vegan and vegetarian options readily available, abundant, and affordable, to reduce our impact on our air, land, water, and climate.

Our commitment to transparency, including labelling with nutrition information, ingredients, and allergens, means our customers can make informed decisions about what they are eating.

We are proud to be a designated Fair Trade campus. We strive to offer more Fair Trade and ethically sourced products every year. Humanely raised animals and animal products are purchased when feasible.

We are proud to be an Ocean Wise™ partner committing to only purchasing sustainable seafood.

We are a Zero Waste partner at UBC and strive to compost all food scraps, use recyclable or compostable single-use containers, and offer discount container programs.

We provide free drinking water at all of our food service locations as a sustainable and economic alternative to bottled beverage purchases and to encourage reduced consumption of sugar sweetened beverages.

We purchase seasonal foods from local food producers, as close to UBC as possible, to reduce our environmental impact, provide fresh ingredients, and to strengthen British Columbia's and Canada's economies.

Our culinary focus utilizes local and seasonal Pacific Northwest cuisine, while simultaneously striving to offer globally inspired and culturally appropriate menu choices.

We strive to prepare as many menu items as possible in-house, based on our menu engineering guidelines developed with our registered dietitian.

Our Supplier Code of Conduct sets performance expectations and strongly encourages our suppliers to support our Food Vision & Values.

We support our team with ongoing professional development to drive culinary excellence and meet or exceed our customer's expectations.

Our rigorous food safety plan consists of procedures, training, and auditing that ensures a safe environment our guests can trust.

We strongly support the UBC Action Framework for a Nutritionally Sound Campus, one of the UBC Wellbeing priority areas, by helping to lead the Food and Nutrition Working Group and working towards achieving its goals.

Training

We support our culinary team with ongoing professional development to drive culinary excellence and to optimize guest experience. Our training programs include food safety training, allergen training, plant based protein menu development training, and sustainability workshops to help educate and engage our culinarians.

Definitions

Minimally Processed: Foods processed to help enhance or preserve nutrients and freshness (e.g. frozen vegetables or canned beans), and prepared without large amounts of added salt, sugar, and fat. As food processing can have major environmental impacts, including high water and energy use, purchasing minimally processed foods helps UBC Food Services contribute to a more sustainable food system.

Sustainability: At UBC's Vancouver campus, sustainability means simultaneous improvements in human and environmental wellbeing, not just reductions in damage or harm. Prudent with financial resources and mindful of its mandate to society, UBC supports initiatives that will ensure the long-term resilience of the university and its ability to serve for generations to come.

Local: UBC Food Services defines local food to be food that is grown, raised, caught, or processed within 400 kilometers of the Vancouver Point Grey campus. We prioritize British Columbian and Canadian companies as close to UBC as possible.

Fair Trade: Fair Trade is a trading partnership, based on dialogue, transparency and respect, which seeks greater equity in international trade. It contributes to sustainable development by offering better trading conditions to, and securing the rights of, marginalized producers and workers – especially in the south. UBC is a Fair Trade designated campus! We strive to offer more Fair Trade and ethically sourced products every year.

Ocean Wise™: Ocean Wise is a Vancouver Aquarium conservation program, created to help businesses and their customers identify and purchase sustainable seafood. The Ocean Wise symbol next to a seafood item assures you that option is the best choice for the health of the oceans. At UBC Food Services all of our fresh seafood is certified Ocean Wise and we are actively working towards ensuring all of the seafood we offer is Ocean Wise certified.

Culinary Resources and Required Training

To ensure you have all of the tools and training that you will need to be successful, here is a list of some required training sessions and informational materials to support your time here with UBC Food Services.

Resources

- Employee Handbook: general information about UBC Food Services and the University of British Columbia. You will find important information about scheduling, benefits, payroll, worker safety and food safety. https://shcs.ubc.ca/wp-content/uploads/2021/08/Food-Services-Employee-Handbook_August-2021.pdf
- UBC Food Services Basic Food Handling Guidelines: this document will review the important basics of food safety from temperature control, personal hygiene, hand washing procedures, labelling, storage guidelines and allergy procedures.

Training

There are a number of mandatory courses required by UBC in order to work. You can enroll in them all at this link: <https://wpl.ubc.ca/browse/shcs/foodservices/programs/wpl-shcs-fs-on>

Your Professional Development

We believe in building excellent culinary professionals by committing to ongoing professional development through training and mentorship. We can win together by investing in you, our employee. We have an incredibly diverse operation that allows for the learning of many different aspects of the hospitality industry. We are confident in our ability to provide the best culinary development program. Our goal is to invest in our employees so that they can grow and be promoted within our operations. Whether you are interested in applying to become a member of our apprenticeship program, or you simply wish to continue to learn and grow with us, please inform your respective chef of what development path you are most interested in pursuing. We have a great number of opportunities ranging from cooking competitions, cooking demonstrations, culinary road trips, volunteering opportunities and educational programs.

Apprenticeship Program

ap·pren·tice

a person who is learning a trade from a skilled employer

Within UBC Food Services, we have a great ability to offer an apprentice an excellent learning experience. Each apprentice will have the opportunity to work in many different culinary environments and the chance to learn from a great number of skilled culinarians. The formal apprenticeship program is a combination of on the job training combined with in class learning. As the sponsor, UBC Food Services will assign a culinary mentor to support you through your program, and will submit all the applicable forms and documents required by the Industry Training Authority (ITA).

Culinary apprentice employees are placed in an apprentice specific job classification and scheduling pool to allow them to receive on the job training in different aspects of our diverse business. UBC Food Services can provide a varied and extensive training program for apprentices that will allow for the entirety of their training period to be completed within our organization.

Striving for Excellence

We endeavor to provide a challenging and rewarding workplace that allows for learning, growth and enjoyment for all of our culinary professionals. In order to achieve this we all must play a role. We would like to share with you the gold standard that we would encourage all employees to strive for on a daily basis.

A POSITIVE ATTITUDE is a fundamental trait that our gold standard employees share. Characteristics of a positive attitude include maintaining a friendly demeanor, demonstrating a willingness to learn and participating willingly in work routines. Sharing knowledge with others and asking questions are important keys to success in our operations. Effective listening and the use of respectful communication skills will help all employees be the best they can be.

Gold standard employees share an **ETHIC OF HARD WORK**. This means that they understand and adhere to standards in the workplace and put in the effort it takes to meet or exceed our expectations. A sense of urgency is sometimes required to achieve our daily goals. Culinary positions can be difficult and require a level of work that can be demanding and stressful. The best way to reduce some of the inherent challenges that exist within a professional kitchen is to be a cooperative team player. **TEAMWORK** is another fundamental trait of our gold standard employees. The ability to work well with others, to be respectful, to drive action and to get big things done with urgency and excellence will help everyone improve their ability to be successful in their positions and will increase staff enjoyment.

Our gold standard employees understand the importance of **PREPAREDNESS**. This means that they arrive at work prior to their scheduled start time so that they can be in the proper uniform and ready for the days tasks at their start time. They **BUILD KNOW HOW** by being avid learners and pursuing knowledge and best practices both inside and outside of our organization to drive personal breakthroughs. They are knowledgeable about the duties that they are expected to perform that day and if they have questions, they are not afraid to speak up.

One of the most important traits that our gold standard employees have is a fundamental understanding of **SAFETY** and the ability to work in a safe manner. This includes having the knowledge to produce food in a manner that is safe and adheres to our food safety standards. In addition, our gold standard employees also have awareness around worker safety and they demonstrate a safety consciousness towards themselves and others in the workplace.

These traits are highly valued in our organization, and we look forward to the valuable contributions you will make in these areas, as we strive for excellence together.

Ten Commandments for Safe Food Handling

1. **WASH YOUR HANDS** before beginning work, after using the toilet, and after coughing or sneezing. You should be washing your hands many times throughout your shift.

2. **KEEP MEAT, POULTRY, FISH AND ALL OTHER POTENTIALLY HAZARDOUS FOODS AT SAFE TEMPERATURES** (below 4° C / 40° F or above 60° C / 140° F).
3. **MAINTAIN REFRIGERATORS** at 2° C - 4° C / 38° – 40° F and Freezers at -18° C / 0° F.
4. **CHILL FOOD RAPIDLY** to 21° C / 70° F in 2 hours, and from 21° C / 70° F to 4° C / 40° F within the next 4 hours.
5. **THAW PRODUCTS IN THE REFRIGERATOR**, unless in emergencies thaw under cold running water.
6. **USE CLEAN, SANITIZED UTENSILS TO HANDLE FOOD**, disposable gloves must be used when it is not practical to use a utensil.
7. **CLEAN AND SANITIZE** cutting boards, meat slicer, and all other food contact surfaces prior to use and between different products.
8. **STORE ALL FOOD AT LEAST 6 INCHES OFF FLOOR** never store raw foods or unwashed produce above foods not requiring further cooking or washing. Store raw and cooked foods in separate coolers when possible.
9. **STORE FOOD SAFELY** by using the proper food storage hierarchy model, ensuring the most high risk items are on the bottom and never above ready to eat foods.
10. **STORE CLEANING SUPPLIES AND ALL TOXIC CHEMICALS IN DESIGNATED AREAS ONLY**, they must be at least 3 feet away from any food and kitchen equipment.