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**Literacy Volunteers of Maine
ESoL/EL Civics/ABE Curriculum Development Project**

Lesson Title: Job Exploration : Restaurant Dishwasher

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Job Type: Entry Level Restaurant Position (Dishwasher)

OVERVIEW

The following lesson plans are designed to assist a learner understand the tasks and responsibilities of an entry-level restaurant position such as a dishwasher. The desired result is that with better language skills, they could then move to better paying positions, such as cook's assistant, prep cook, and higher levels. The lessons are designed for a learner whose native language is other than English with a goal to become more proficient in English.

The scenario for these lessons takes place at a restaurant with the learner gaining knowledge about the physical layout and organization of a restaurant (Lesson 1), equipment in a basic restaurant kitchen (Lesson 2), specific tasks of a restaurant dishwasher (Lesson 3), and the special vocabulary of a restaurant worker (Lesson 4). The following lessons could be done in a restaurant or a classroom where visuals would be used instead of viewing the actual restaurant generic according to the learners' needs. As the lessons continue, the learner will work in the

areas of English, culture, and workplace health and safety. Since restaurants are highly regulated in regards to sanitation, learners will gain new insight and knowledge into the importance of workplace safety.

ENTRY-LEVEL POSITION AT A RESTAURANT DISHWASHER



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Lesson Plan 1: The Restaurant as a Work Environment

Overview: The first lesson will introduce the learner to the physical layout or the design of a restaurant. Goals of this lesson include understanding the flow of the restaurant spaces that all contribute to the preparation of good food, a clean, comfortable environment for the diners, and a safe, healthy space for all.

Learning Goals:

- * Learn the vocabulary in the lesson so it can be used spontaneously and in context.
- * Understand how the physical layout of a restaurant is related to the jobs performed in each space and how the areas are interconnected for safety and health reasons.
- * Introduce students to the hierarchy of restaurant workers and how they function as a team

Time Required: Depending on the level of the students, this lesson can be given in 2- one hour sessions. Extra time will be needed if actual restaurants are to be visited to determine a floorplan for this lesson especially if students have limited experiences inside a restaurant.

Pre-Assessment (15 minutes+) Ask the students to talk about their favorite restaurant. How large is it? Is there room to wait until you are seated? What do you like best about it? Least about it? Do you have a favorite server who works there? What makes you go back often? (You will now be able to make some assessment on their knowledge of a restaurant—floorplan, workers, dining comfort, etc. in order to modify the following activities as needed.)

Steps in the Lesson: Step #1: Start with presenting the layout of a restaurant with the following drawing activity. Ask the students to draw the floorplan of their favorite restaurant.

Students could also draw a restaurant that they would like to own or visit. As they begin their drawing, use the following prompts:

- * How do you enter? Is there a waiting area?
- * Where do you wait to be seated?
- * Is there a bar or additional seating away from the dining area?
- * Where is the kitchen located?
- * Where is the main dining area?
- * Where is the office located or private “employees” only area?
- * Where are the restrooms?

Group Discussion Questions: All students share their floorplans and enter into a discussion. Why are these areas located where they are? What areas need to work with other areas? Why? What happens when traffic patterns are unclear? Heavily used?

Vocabulary Comprehension: floorplan, waiting area, bar, dining area, office, “employees only,” entrance, favorite, server, comfort, restrooms, traffic patterns, safety, heavily used

Step #2: The first part of the restaurant floor plan is now complete but continue the discussion by asking about areas and locations that deal directly with the job of Dishwasher:

- * Where is the food storage area? Where are pots & pans stored?
- * Have you ever noticed any kitchen workers out in the dining areas? Where?
- * What area is designated for the dirty dishes?
- * Where are the bus stations?
- * Where is the traffic pattern between these areas and the kitchen?
- * Can you locate any traffic jam areas?
- * Are clean dishes or silverware located at the bus stations or anywhere else?

Group Discussion Questions: All students compare their floorplans with the additional features listed above. When does the kitchen dishwasher go out into the restaurant? Where does the dishwasher need to go in these other areas? What dishes are out on the restaurant floor? Why?

Vocabulary Comprehension: bus stations, designated, traffic jam, additional duties, preparation, traffic pattern, silverware, located, kitchen workers

As a result of this lesson, students will learn the basic layout of a restaurant, learn new vocabulary associated with restaurants and floor plans, understand the sense of flow in a restaurant and where their particular job fits into that flow. Students will be able to list all the



major areas of a restaurant and define their purpose including the entrance, the kitchen, food storage area, office, employee area, dining room, bar and restrooms. (*Additional information on restaurant design and layout can be found at: www.allfoodbusiness.com/restaurant_layout.php*)

Lesson Plan 2: Inside a Basic Restaurant Kitchen

Overview: This lesson plan shares the unique position the kitchen plays in a restaurant as the hub or center of activity. The kitchen is full of noise, activity, dangerous equipment and various workers all competing for space and attention. The dishwasher is an important, valuable member of the kitchen team who needs to not only be washing dishes and pots but responding to other requests from the kitchen team.

Learning Goals: Introduce the student to the environment of a restaurant kitchen and identify basic equipment; Have student learn the special features of the dishwashing area and identify an efficient routine for a restaurant dishwasher. (see website www.wikihow.com/Be-an-Efficient-Restaurant-Dishwasher for actual list of tasks to complete before, during, and after your shift.)

Time Required: Depending on level of students, Lesson Two can be delivered in 1- or 2-one hour sessions. The additional activity of visiting a restaurant kitchen or any commercial kitchen may also be planned which will require additional time.

Pre-Assessment: Students write down or say out loud all the words they know associated with a commercial kitchen. The teacher can make a list of them on the board in order to group them into categories such as: Tasks Noises Temperatures Equipment Activities
The teacher will then assess their understanding and depth of knowledge regarding commercial food prep in the kitchen area of a restaurant. Any additional activities can be added at this time such as flash cards on the above categories or a movie clip from one of the many popular chef movies including *Ratatouille*, *Mostly Martha*, *No Reservations*, and *Julie and Julia*.

Steps in the Lesson: #1: Placing the equipment in a Restaurant kitchen. Make small cards with the names of the individual pieces of basic equipment on the following list for the students. Hand each student a set of the cards and a blank piece of paper which will become the kitchen floorplan. Ask students to place the equipment cards on the kitchen floorplan. Discuss why there is a need for safety when working around hot fryers, steam tables, warming ovens, ovens, and all types of ranges. Explain there is no guarantee that the equipment will be placed together or in a safe, healthy arrangement as many restaurant kitchens have grown and changed over the years.



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Selected List of Equipment:

- | | | | |
|-------------------------|--------------------------------|------------------------------|-----------------------------|
| Ovens | Food Warmers | Fryers | Ranges |
| Convection Ovens | Microwaves | Reach-in Coolers | Walk-in Coolers |
| Freezers | Food Prep Tables | Walk-in Freezers | Shelving |
| Sinks | Faucets | Automatic Dishwashers | Trash Cans |
| Food Storage | Cleaning Supply Storage | Water Sprayers | Utensil-Dish Storage |

#2: The kitchen is “command central” for any restaurant and needs to hold most of the staff at any time along with all the equipment needed to prepare the food for the diners. The kitchen workers, from dishwashers to cooks, should work as a well-organized efficient team. Sometimes, however, the noise and confusion along with the speed in which the food is prepared and delivered, causes the team to fall apart. In a survey on restaurant workers, personality traits of outstanding dishwashers have been identified. Put these traits on flash cards and/or define them in sentences in order for the students to understand their meaning more quickly.

Selected Traits:

Be organized	Take directions well	Know how to prioritize	Have patience
Work hard	Be committed	Have endurance	Be a team player
Fast with hands	Fast with arms	Be likable	Don't get overwhelmed
Pace Yourself	Don't exhaust self	Be diligent	Plan well

Additional Activity: Have students share their personality traits—what do they feel are their strong points? Weak points? What pushes their buttons? What are their top three traits that they often hear remarked upon? How are their top traits useful in restaurant work?

Vocabulary Comprehension: All of the above words listed under the kitchen equipment and personality traits will most likely be new to many of the students. The students will identify them as they work through the exercise however they may wish to list the kitchen equipment somewhere on their restaurant floorplan for future reference. The personality trait list they may wish to incorporate into Lesson #3 as it deals with the tasks of a restaurant worker.

As a Result of this Lesson: the student will be able to identify basic kitchen equipment found in restaurant. They will be aware of the many health and safety issues surrounding the arrangement of a kitchen, and also the primary personality traits of an efficient restaurant kitchen worker.



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Lesson Plan 3: The Tasks of a Restaurant Dishwasher

Overview: This lesson plan presents a job description for a restaurant dishwasher and some suggested steps to be efficient at the job. It introduces new vocabulary including essential functions, competencies, physical demands, and required/preferred education and experience.

Learning Goals: Student will be introduced to the contents of a job description and its function in identifying all the detailed tasks and duties for a position. New vocabulary will also be learned that identifies aspects of the job which will assist the student in determining if the position is what they desire.

Time Required: This lesson can be delivered in two 1-hour sessions in order to provide students time to digest the job description and understand all the elements of a position.

Pre-Assessment: Cut out a page from the Want Ads or go on-line and copy off a list of positions that are available. Have the students write up a list of duties and elements of that position. Discuss as a group all the elements that are not readily apparent and all that are carefully spelled out. Depending on their level of understanding, modify the next exercise as needed.

Lesson Plan Step: #1-Pass out the following generic job description to the students for a Restaurant Dishwasher (found on website www.shrm.org/templatestools/samples/jobdescriptions/pages/cms_006466.aspx). Ask them to underline all the words they do not know so they can be clarified in a group discussion before moving ahead.

Job Description

Summary: The Dishwasher is responsible for maintaining cleanliness and sanitation standards for china, glassware, tableware, cooking utensils, etc. using machine and manual cleaning methods. This person also ensures the dishwashing area is maintained as a clean, safe, and sanitary facility.

Essential functions:

- *Sort and rinse dirty dishes, glass and tableware, and utensils and places them in racks to send through dish machine.
 - *Sort and stack clean dishes. Carry clean dishes to cook's line and other storage areas.
 - *Change dishwasher in dish machine every hour; assemble/disassemble dish machine
 - *Wash pots, pans and trays by hand
 - *Remove trash and garbage to dumpster; sweep up trash around outside exterior and dumpster
 - *Set up or break down dishwashing area
 - *Clean and roll/unroll mats; sweep and mop floors; wipe up spills to keep kitchen floors dry
 - *Fill/empty soak tubs with cleaning solutions
 - *Conduct general restaurant and restroom cleaning as directed
 - *Notify manager anytime dish machine wash or rinse cycle falls below safety standard temps
- Other duties as directed

Group Questions & Discussion: Do you see any duties that seem outside of the job description for a dishwasher? Any duties missing in the job description? What duties surprise you? What does the last line in the job description mean: "Other duties as directed?"

Lesson Plan Step #2: This job description includes some of the hazards and risks of this job if we read carefully between the lines. Have students find the additional "hidden issues" in the following sections:

Competencies: Customer/Client Focus, Communication Proficiency, Thoroughness, Time Management

Work Environment: Employees in this role are frequently exposed to hot water, potentially slippery floors, garbage disposals, and cleaning chemicals.

Physical Demands: Employee is required to sit, climb, balance, stoop and kneel. They must frequently lift and/or move up to 10 pounds and occasionally lift and or move objects up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Expected Hours of Work: This is a full-time position with days and hours varied based on need. Frequent evening and weekend work is required.

Required Education and Experience: Need to have ability to read and comprehend labels on chemicals with experience working in commercial kitchen preferred.

Work Authorization: This section of the job description will list visa requirements, H1-B sponsorship, special clearances, etc. that are needed for this position.

Group Discussion: Discuss all these extra elements listed above with students. Talk about the physical environment vs. the physical demands. Let students share other work experiences and how these elements of this job description compare to what they have already experienced.



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Vocabulary Comprehension: This lesson plan has a large number of new vocabulary words that the students can learn on flashcards. You may want to divide the group in half and have some of the students work on the job task words and the other half work on the words that were in the job description that provide further details on the various duties.

Sample List of Vocabulary Words: maintaining, cleanliness, sanitation, standards, tableware, manual, cleaning methods, sanitary facility, sort, rinse, utensils, stack, change, by hand, remove, garbage, dumpster, set up, break down, roll/unroll mats, solutions, assemble/disassemble, wipe, temperatures, exposed, potentially, slippery, chemicals, all the specific vision abilities as listed above

As a result of this lesson, students will be able to describe the purpose of a job description, list the elements that are contained in a job description particularly one for a Restaurant Dishwasher and understand the various elements that can change depending on the nature of the position.



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Lesson Plan 4: Vocabulary for a Restaurant Worker

Overview: This lesson will introduce the student to the basic vocabulary needed to work in the food and beverage industry. There are many words that are French in origin so there will be an accent mark on the word i.e. `a la carte which means without a side dish. Although the dishwasher will not be serving food, knowledge of these terms will be extremely helpful in understanding the world of restaurant work.

Learning Goals: The student will be able to recognize basic words spoken by staff in the kitchen and out on the floor of the restaurant. The vocab lesson will include some slang words (booze, shooter) idioms (last call, roll-up), and specialized culinary terms (sous chef). Learning the workplace “lingo” will enable the student to feel like part of the restaurant team so if a co-worker asks them to assist by grabbing a few more menus for a large party—they will be able to quietly and competently complete that task.

Time Required: This lesson can be divided up into sections or flash cards can be made of all the pertinent vocab words. Students can then be asked to tackle several each day so they slowly gain proficiency. Other workers can also be asked to assist in defining these terms which can forge a friendly working relationship.

Pre-Assessment: Ask students to write down some general restaurant terms and then go around and have the student talk about the meanings:

booking or reservation	a party	a menu	today’s specials	
starter	main course	side dish	dessert	cutlery
set menu	vegetarian or vegan	halal	Kosher	tip

Steps in the Lesson Plan: #1 There are many restaurant vocab words and terms so the student may wish to break them down into groups. First there is the specialized language in a restaurant setting. Examples for this category are found above with the second category the language which can be overheard between the server and the diner and finally the common conversation between diners and/or servers that floats around in the restaurant. Many vocabulary lists can be found online and examples were used from the following websites:

www.esolcourses.com/content/topics/food/eating-out/at-the-restaurant.html

www.englisch-hilfen.de/en/words/restaurant.htm

www.englishclub.com/english-for-work/food-drink-vocabulary.htm

Selected Examples of Vocab Words (Make flashcards, Keep word notebooks):

all you can eat	appetizer	apron	bill or check
book off	booster seat	bottle opener	buspan
busboy, busser	line-up	manager	on the side
pack up	host or hostess	happy hour	glassware
gloves	comment card	customer, guest	silverware
utensils	dish pit	dishwasher	hairnet
specialty	rush	restrooms	punch clock
punch in/out	portion	pay check	uniform
waiter/waitress	supervisor	substitute	waiting list

Additional Activity: Restaurants have their own expressions and sayings that provide insight into the cultural aspect of dining in the United States. The following match-up will assist the student in learning some of these special phrases which will provide them with additional cultural knowledge:

_____ May I have.....	1-Offering to take your dishes
_____ Will you split that?	2-Take your time
_____ Coming right up..	3-Say this when ordering food
_____ Here you go..	4-I will be back with that quickly
_____ I think we're good	5-We have what we need
_____ Anything else you need?	6-Used when presenting something
_____ How is everything?	7-Do you want anything additional?
_____ We'll pass on dessert..	8-Checking on the situation
_____ Whenever you're ready	9-Order for two to divide
_____ May I take your plates?	10-You are declining dessert

(Answers: 3, 9, 4, 6, 5, 7, 8, 10, 2, 1)

As a Result of this Lesson students will be introduced to the vocabulary of diners and servers which will be useful in their team position in the kitchen. Restaurant sayings will also provide them with the additional vocabulary needed if they desire to apply for other positions in the restaurant.

Photo Sources : All obtained from Google/Images on Windows Live Photo Gallery searched Dishwasher Restaurant Worker:

1. "Dirty Dishes"
2. cnn.com
3. thevarguy.com
4. 13newsnow.com
5. chefsblade.monster.com
6. pinterest.com
7. careercast.com

