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# ***Fluffy Eggs***

***2016 New Procedure***

**Task Process & Training Steps 1-3**

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## Task Process

### 1 Crack the eggs into a bowl.

#### 1.1 In this new procedure, we will not separate the whites from the yolks.

1.1.1 Grip the egg firmly, as if you are throwing it a distance, (not tossing it).

1.1.2 Place the egg between thumb, index and second finger on your dominate hand.

1.2 Bring egg to edge of bowl in one swift motion, using wrist action flick only.

1.2.1 DO NOT *raise elbow or forcefully smash egg on rim of bowl*, as this will cause contamination of egg with shell bits.

*NOTE: Contamination of shell into mixture will result in rejection of step and loss of points.*

### 2 New Additive

#### 2.1 Add 1 tbsp. of milk into your egg mixture.

2.1.1 DO NOT *add more than a tablespoon*, or the final product - the omelet will be burnt and ruined.

*NOTE: Failure to correctly measure milk will result in loss of points and rejection of step.*

❖ *Failure to correctly use the proper tablespoon tool will result in loss of points and rejection of step.*

### RESULT OF CORRECTLY DOING THIS ACTION ON END PRODUCT:

**THE MILK WILL MAKE THE OMELET FLUFFY AND LIGHT.**

### 3 Whisk mixture

#### 3.1 Place whip into bowl and forcefully whisk mixture from bottom of bowl up slightly above the other ingredients, so that air is pulled into the egg mixture.

3.1.1 Briskly pull downward into the bowl, scrapping the bottom area, beneath egg. Repeat until completely incorporated.

#### 3.2 Whisk mixture well. Make sure you see the froth of bubbles.

Whisk mixture well. Make sure you see the froth of bubbles.

*NOTE: Contamination of workspace, outside bowl area will result in rejection of step.*

❖ *Failure to froth egg and milk correctly will result in rejection of step.*

❖ *Either of both actions will result in the loss of points.*



**Script:** I would like to start off with what will be rolled out to our staff to get them excited about the upcoming training in various meetings before we jump into a sample of one of our new and exciting new modules for our micro training programs, ok?

\*\*\*\*\*NOTES\*\*\*\*\*

This presentation demonstrates Margaret (Meg) Verre's/ capabilities of PowerPoint and it is best viewed in Slide Show. These slides are designed to give you a glimpse of the presentations she'll create in PowerPoint and how she approaches gamification of training. *This represents one of several forms of training that could be made available through an online, ubiquitous training library for managers to use to refresh individual staffer poor skills. The notes represented here and in notes section on each slide are for a trainer to use.*

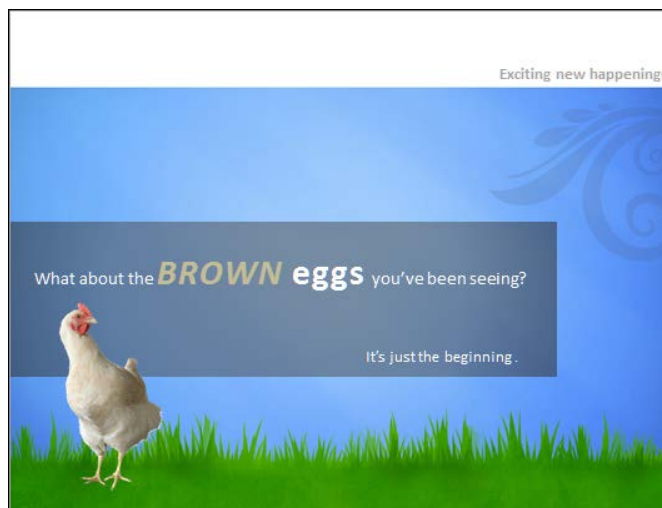
**The Presentation Link is:**

<https://dm2broadcast.officeapps.live.com/m/Broadcast.aspx?Fi=6978752f775a01e1%5Fbcdd2232%2D0e09%2D4491%2Daf05%2D29ac8a52481b%2Epptx>

**Script:** Let's start with the marketing for the training. New posters will be placed to create buzz and interest in the changes coming to various menu recipes. Hooking the prep line staff to wonder what else is changing.

**Notes:**

**Storyline:** Posters of brown eggs and other clues would be used in the announcement of changes in various lines of production menu. To make it more fun, the marketing group has tied into the trainer's blended delivery plans. A leaderboard updated on various lines will track each team's success from the various training and QC results every quarter to see who can be the best and most consistent after training.





**Script:** Each module will introduce the new ingredients to recipe changes.

**Notes:**

**Storyline:** This represents a major change from the previously used pre-cracked eggs in gallon containers to actual cartons of farm fresh local eggs. Thus, the purpose of teaching how to crack eggs quickly on a prep line is key for great quality and speed for the line cooks.

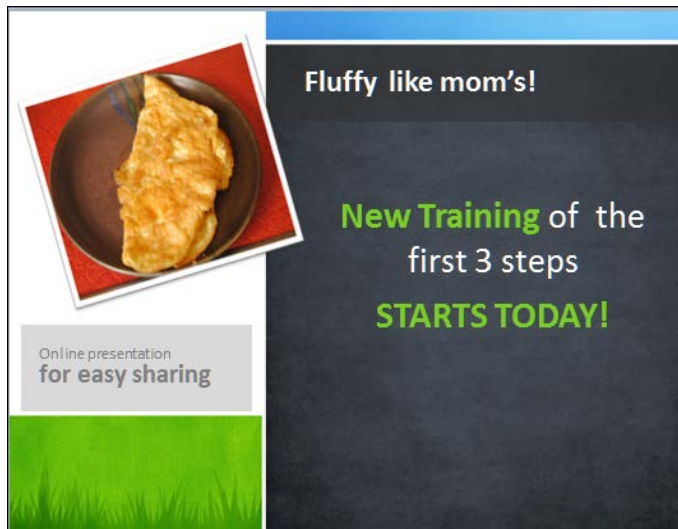
**Script:** The fluffy omelet will be our first module and change rolled out. It will be a simple three step process on our prep assembly line. Those two or three person lines will receive this training as a team, just like today's training.

**Notes:**

**Storyline:**

The first three new processing steps being rolled in the breakfast line will allow any changes or adjustments to quick be addressed should process not be as effective as planned. It also allows all levels of our line to learn the new process in order to fully cross train employees for future shifting needs staffing all our lines.





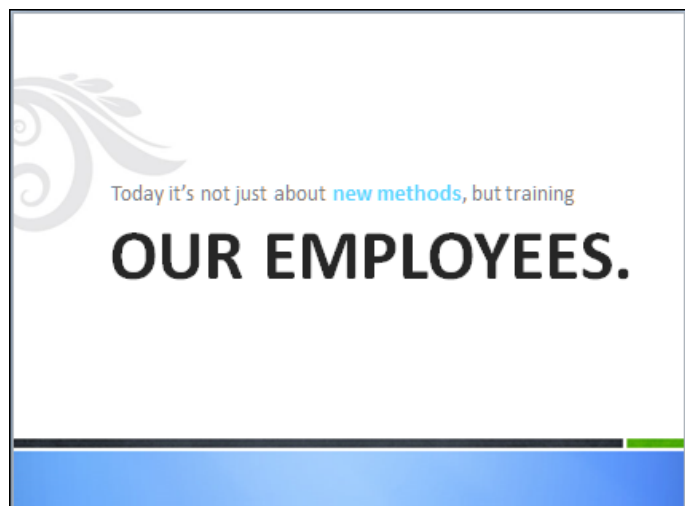
**Script:** For a better end product we have **Optimized the first 3 steps** of our cooking method and will be **Cross-training** all the prep lines as quality control front line teams, empowering our prep employees with critical thinking and problem solving leadership skills to develop our talented staff into our future chefs and line leads. Today I will lead you through a sampling of one of those training modules.

**Notes:**

**Backstory:**

This training exercise was created to get line supervisors and shift manager's their first glimpse at the new Fluffy Egg training. The overall goal of introducing the new training this way was to excite the employees by letting them see both the marketing idea for customers and the product overall goal – fluffy omelets like mom made. Additionally, there will be several forms of training made available through a online, ubiquitous training library for mangers to use to refresh individual staffer poor skills.

**Script:** So, let's take a look at a module. I'd like to thank you all for coming today for your time to experience this gamified training module. You got a taste of what our ads for the training will look like to get everyone excited about this first of several major changes in our processes as well as how I'd like to approach making learning more fun.





**Script:** The key to this and most great outcomes for skill development, in my opinion basically comes down to – how well a staff can work together. By the end of this exercise, I hope we all can improve our individual skills, our communication among peers, our eye for quality, and our collaboration as team members.

**Script:** So let's break you not only into teams, but into specific jobs to complete this process.

**To start:** We have team AM and PM.

On each of those, you have a 1, 2, or 3 which is what step you lead. Once you get in your team, you can pick who cross trains on a different step.

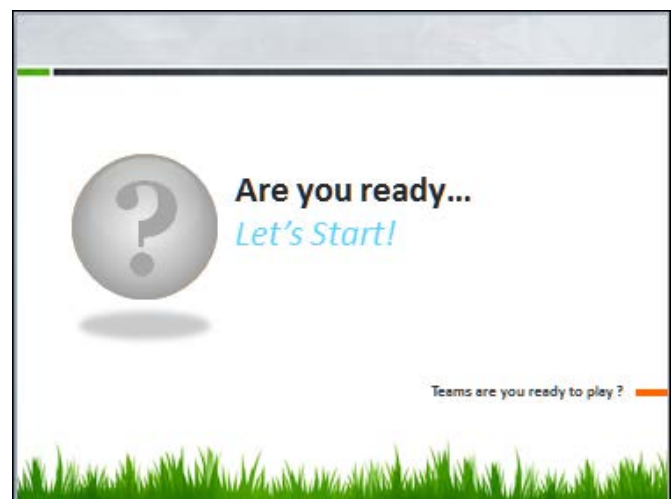
While each step is completed by step lead (assigned to step) the cross trainee can ask what is being done and oversees the quality of the step as well as the speed it is completed in.

Once the QC official – (*me-the trainer*) approves, you can move on to the next step.

Points are given based on speed (did I mention you have very little time?) (Like 3 minutes-). Then, higher points on accuracy, and other points for team collaboration.

**Remember** – points can only be lost, not added for performance. Rewards are for whole team together, not star performers. There is no "I" in team.

Let's start learning.





**Script:** In step 1, time is not as critical as using a careful mindful method. So, I want you all to get a good view of this demonstration.

**Prep Notes:** Demonstration of how to crack the egg into bowl over the next few slides.

**Items needed:** Bowls, whisks, measuring spoons, gloves, and brown eggs. Also: a large timer for the class activity.

Make sure that the groups are broken into 2-3 per team to represent the actual prep teams on production lines. Have people have clear view

of you while demonstrating the steps.

**Script:** Remember we will not separate the whites from the yolks in this step.







**Script:**

**Step 1 - Grip the egg firmly**, as if you are throwing it a distance, (not tossing it). **Place the egg between thumb, index and second finger** on your dominate hand.

**Script:** Bring egg to edge of bowl in one swift motion, using wrist action flick only. Imagine swatting or tapping the edge of the bowl so the egg contents can drop gently into the bowl.

**DO NOT** raise your elbow or forcefully smash egg on rim of bowl, as this will cause contamination of egg with shell bits.

**Please Note:** Contamination of shell into mixture will result in rejection of step and loss of points.







**Script:** Are you able to keep a secret? Result of correctly doing this *new action* on our end product will make the improved omelet fluffy and light.

**Script:** Add 1 tbsp. of milk into your egg mixture.

**DO NOT-** add more than a tablespoon, or the final product - the omelet will be burnt and ruined.

**To answer a question if asked:**

*In those cases of someone being allergic to milk or lactose intolerant, add melted vegetable shorting, as it is the fat that is needed. But it is assumed in this shortened course milk is fine for everyone who will eat our fluffy omelets.*

**Please Note:** Failure to correctly measure milk will result in loss of points and rejection of step.

Failure to correctly use the proper tablespoon tool will result in loss of points and rejection of step.





**Script:** Now to blend it all together.

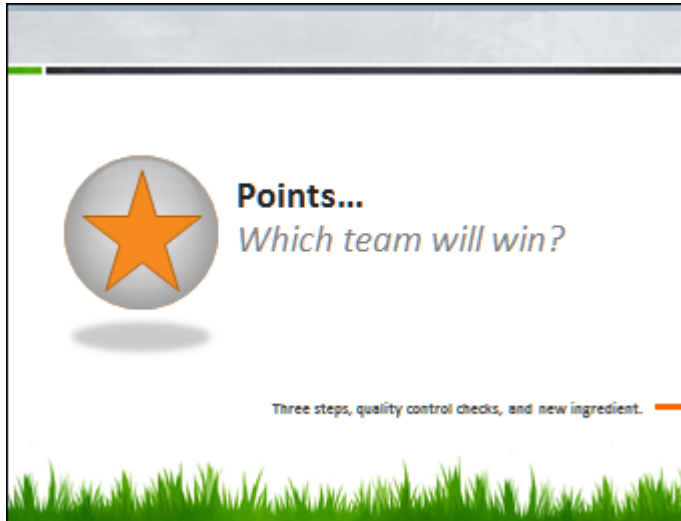
**Script:** Place whip into bowl and forcefully whisk mixture from bottom of bowl up slightly above the other ingredients, so that air is pulled into the egg mixture. Briskly pull downward into the bowl, scrapping the bottom area, beneath egg. Repeat until completely incorporated.

**Whisk mixture well. Make sure you see the froth of bubbles.**

**Please Note:**

- Contamination of workspace, outside bowl area will result in rejection of step.
- Failure to froth egg and milk correctly will result in rejection of step.
- Either of both actions will result in the loss of points.





**Script:** So, how did you do in following along? Did you pay attention? Your teams have 4 minutes to complete these three steps correctly. Each step is worth 10 points. Remember I must sign off your step's quality and give points- Before you go to next step. First team to more than 5 lose points, must start over. Quality & points on checklist provided.

**Ready – Go.**

Turn on timer and turn for them to see.



Thank you for allowing me to give this presentation today and I hope you had fun, learned about fluffy eggs, and will want to hire me for your trainer 2 position. I look forward to your feedback on this training.

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