

Learn About...

Food Service Training Program

What is the Program?

The Food Service Training Program prepares individuals for employment found within the food service industry such as food preparation, dish room, bussing, stocking and inventory, customer service, and serving. Trainees rotate through the various stations learning “opening” and “closing” duties as well as the basic fundamentals of operating a food station. Individuals learn portioning, food safety standards, food assembly, teamwork, and working in a fast-paced environment. Participants are trained by the Food Service Manager, Food Service Trainer, Cook, and Job Coach.



Who Does the Program Serve?

The café's trainees are referred by Allegheny County Department of ID/DD, Office of Vocational Rehabilitation and the EARN program. Last year, the program served over 40 participants.

A Personal Story:

In April of 2008, Heather learned that both of the employers for whom she worked would be closing within three weeks of each other. Having a difficult time finding a new job, she entered the EARN program; which eventually lead her to the Food Service Training program at Goodwill. After five weeks of training with the food service manager, Heather applied for the position of Food Service Cook. Heather's background, graduating from the IUP Academy of Culinary Arts and experience working in the food service industry, made her a perfect candidate for the job! Heather has been with Food Service as a cook since December 13, 2010. She has worked very hard to implement a new menu by taking food to a new level.

How Does the Program Benefit Participants and the Community?

Participants learn food safety and proper food handling, food preparation such as knife skills, mixing, and presentation. Just as important as food service skills, they also learn customer service; which are very valuable and transferable skills.

Special Program Accomplishments

The café has hired a Food Service Trainer to implement a food service training program to meet the needs of community employers. The program will also include job shadowing and job trial with local community employers.