

Training Buns to Be Beignets



Chef John Korman & Chef Brianne Nelson

Chance

IF THE TRAINEE DOES
NOT MEET A
BENCHMARK GO BACK
ONE SPACE & REVIEW
MATERIAL

Chance

IF THE TRAINEE
SUCCEEDS IN CALL
TAKER TRAINING,
ADVANCE THREE SPACES
AND APPLY FOR VAC

CHANCE



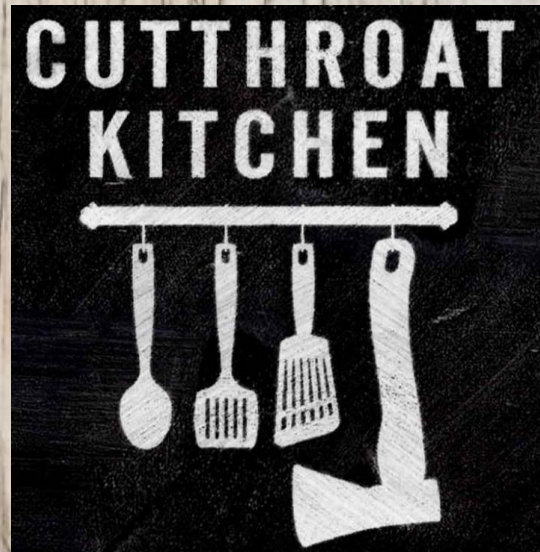
Current Training Environment



- **New Hire = Raw Ingredient**
- **Eager, Ready to be molded**



What Show Resembles Our Training Program?





She did
not....

Seriously,
she did!







What is he
doing??!





That's it.
I give up.







LOVE
WHAT
YOU DO

- Only the rare make it
- Recipe for Success!

join our team

Who won't make it



It takes a rare person not to make it

TRAINING AS A RECIPE



Recipe: Beignets

RECIPE CONTENT



Beignets

Bread

PREP TIME

25
Minutes

INGREDIENTS

DIRECTIONS

COOK TIME

25
Minutes

YIELD

18-24
Beignets

NUTRITION REPORT CARD (1 beignet)



calories

— grams
total fat

— milligrams
cholesterol

— milligrams
sodium

— grams
carbs

SUPPLIES

RECIPE TAGS

bread, pastry, coffee, café



Beignets

Bread

PREP TIME

25
Minutes

COOK TIME

25
Minutes

YIELD

18-24
Beignets

NUTRITION REPORT CARD (1 beignet)



7

grams
total fat

0

milligrams
cholesterol

570

milligrams
sodium

36

grams
carbs

RECIPE TAGS

INGREDIENTS

- 1 1/2 c Lukewarm Water (110 degrees F)
- 1/2 c Granulated Sugar
- 1 tsp Salt
- 2 Large egg, room temperature & beaten
- Butter, softened
- 1 c Evaporated Milk
- 7 c All-purpose flour
- 1 envelope Active dry yeast
- Vegetable oil
- 3 c Powdered (confection) sugar for dusting

SUPPLIES

- Stand-up mixer
- Greased bowl
- Plastic wrap
- Refrigerator
- Board
- Rolling pin
- Knife
- Deep fryer or large pot
- Meat thermometer

DIRECTIONS

- Using a stand-up mixer with a dough hook, place water, sugar, salt, egg, butter, evaporated milk, flour, and yeast in the bowl.
- Beat until smooth.
- Remove dough from bowl and turn out onto a lightly-oiled surface.
- Form dough into an oval, place in a lightly-greased bowl, cover with plastic wrap, and refrigerate until well chilled (3 to 4 hours) or overnight.
- Making the Beignets:
- Remove the prepared dough from the refrigerator and roll out on a lightly-floured board to 1/2-inch thickness.
- Using a sharp knife, cut dough into approximately 3-inch squares, triangles, or circles (your choice); set aside.
- In a deep fryer or large pot, heat vegetable oil to 360 degrees F.
- Slide the dough pieces slowly into the hot oil (this is to avoid splattering) and fry the beignets (2 or 3 at a time) approximately 2 to 3 minutes or until they are puffed and golden brown on both sides; turning them in the oil with tongs once or twice to get them evenly brown.
- The beignets will rise to the surface of the oil as soon as they begin to puff.

THE MAKING OF A BEIGNET

Hot oil produces
crisp & light beignets

- Keep material current & fresh
- Don't throw too much at trainee – becomes "soggy"
- Build confidence (crispness) and competence (light)





THE MAKING OF A BEIGNET

- Don't overwork the dough
- Yeast dough is better than basic white flour

Get specific

- Type & Quality of ingredient
- Amount of ingredient
- When is an ingredient added
- What does ingredient mix with





THE MAKING OF A BEIGNET

- Avoid overworking a trainee
- Teach in bite-size chunks
- Use multiple techniques
- Learn the learning style

THE MAKING OF A BEIGNET

- Let dough rest in refrigerator,
- then roll and cut

- Use cast-iron skillet to fry
- beignets

- Turn beignets for golden brown
- exterior – keeping oil hot

- Constantly review the basics
- Use time to cover material
- Allow trainee to independently demonstrate





Call Taker Training

Phones

PREP TIME

Days

COOK TIME

Weeks

YIELD

1
Call Taker

INGREDIENTS

DIRECTIONS

NUTRITION REPORT CARD (amount per serving)



?	grams work ethic
?	milligrams resourcefulness
?	milligrams relationships
?	grams independence

SUPPLIES

- Trainer is the baker
- Baker was once an apprentice
- Follow the recipe to avoid skipping steps

RECIPE TAGS

phones, geography, interview, listening, judgment, CAD, policy



Call Taker Training

Phones

PREP TIME

14 Days

COOK TIME

10 Weeks

YIELD

1 Call Taker

NUTRITION REPORT CARD (amount per serving)



- ? grams work ethic
- ? milligrams resourcefulness
- ? milligrams relationships
- ? grams independence

RECIPE TAGS

phones, geography, interview, listening, judgment, CAD, policy

INGREDIENTS

- Patience
- Control
- Positive Attitude
- Knowledge
- Flexibility
- Compassion
- Motivation
- Confidence
- Humor

DIRECTIONS

- Introductions
- Schedule Informal/Formal Meeting
- Introduce/Review Phone & CAD System
- Handle w/ Assistance: Emergency/Non-Emergency calls
- Handle w/ Assistance: CAD entry
- Handle Independently: Emergency/Non-Emergency calls
- Handle Independently: CAD entry
- Review training material and core critical tasks
- Release from training

SUPPLIES

- Policy & Procedure Manual
- Training Manual
- Headset
- Pen
- Scrap paper
- Notecards/Post Its
- Highlighters

PREP TIME



Police/Fire Dispatch Training

Radio

Days

INGREDIENTS

DIRECTIONS

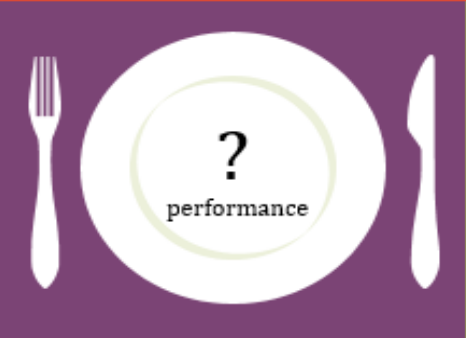
COOK TIME

Weeks

YIELD

1
Dispatcher

NUTRITION REPORT CARD (amount per serving)



- ? grams work ethic
- ? milligrams resourcefulness
- ? milligrams relationships
- ? grams independence

SUPPLIES

RECIPE TAGS

radio, geography, listening, judgment, CAD, policy

- Similarities/Differences
- What is required?
- What are steps to follow?



NUTRITION REPORT CARD (amount per serving)



- ? grams work ethic
- ? milligrams resourcefulness
- ? milligrams relationships
- ? grams independence

RECIPE TAGS

radio, geography, listening, judgment, CAD, policy

Police/Fire Dispatch Training

Radio

PREP TIME

14 Days

COOK TIME

10 Weeks

YIELD

1 Dispatcher

INGREDIENTS

- Patience
- Control
- Positive Attitude
- Knowledge
- Flexibility
- Compassion
- Motivation
- Confidence
- Listening
- Humor

DIRECTIONS

- Introductions
- Schedule Informal/Formal Meeting
- Introduce/Review Radio (Primary/Back up) & CAD Systems (FDIS) Station Alerting System
- Handle w/ Assistance: Radio & CAD
- Handle w/ Assistance: Prioritize events, voice events, create self-initiated events, check wanted/stolen status (FDIS) Verify response algorithm
- Handle Independently: Radio & CAD
- Handle Independently: Event management
- Release from training

SUPPLIES

- Policy & Procedure Manual
- Training Manual
- Headset
- Pen
- Scrap paper
- Notecards/Post Its
- Highlighters

Wait – Is this “recipe” thing limiting?

No!!!

- To begin: stick closely to directions
- As you grow: get creative
- Recipes = flexibility
- Just don't leave it in the BOX!





OWN THE TITLE of CTO

*Now you have the Recipe:
What Next????*

Get COOKING!



OWN THE TITLE of CTO

What does being a CTO mean to YOU?

- Creatively
- Teaching
- For
- Outcomes





- Motivators
- Impressed w/outcomes



Guys, she's got this!



- End result is desired result
- Season to taste





**Recipe
followed =
trainee
successful**



Wow, even I
am impressed!

LEARNING



- Develop your own style
- Do what made it stick for you
- Train to Be the Best



TEACHING

**TRAINEES AS GOOD AS
(AND BETTER THAN)
THE BEST!**



A metal whisk and a metal spoon are positioned on the left side of the image, resting on a light-colored wooden surface. The whisk is in the foreground, and the spoon is partially visible behind it.

WHAT DO WE GAIN?

Showcase the positives

The more trainees who make it:

- Less mandatory overtime
- Likelihood of having meal breaks, even just 30 minutes
- More available leave slots per shift

A metal whisk and a metal spoon are visible on the left side of the image, resting on a light-colored wooden surface. The whisk is in the foreground, and the spoon is partially visible behind it.

WHAT DO WE GAIN?

Showcase the positives

The more trainees who make it:

- Allowances for ongoing training (instead of paying overtime, funding internal/external training)
- Work favorite position/radio channel

THE SECRET IS IN THE DOUGH







BAM!



A metal whisk and a metal spoon are positioned on the left side of the image, resting on a light-colored wooden surface. The whisk is angled towards the center, and the spoon is partially visible at the top left.

TRAINEES AS GOOD AS (AND BETTER THAN) THE BEST!

Unexpected results
can still taste
delicious

Today's Menu:

2 Cups of Confidence
3 tbsp of Cheerful
1 spoon of Frisky
and A dash of Fabulous

Take pride in
your training



Training Buns to Be Beignets



Chef John Korman & Chef Brianne Nelson

john@pstc911.com

brianne.nelson@sonoma-county.org