

WELCOME TO THE CULINARY AND PASTRY ARTS PROGRAM OF HOUSTON COMMUNITY COLLEGE

OUR HANDS-ON PROGRAM IS TAUGHT BY
INDUSTRY SPECIALISTS IN STATE OF THE ART KITCHENS.
OUR FOCUS IS TO PREPARE YOU FOR THE CHALLENGING
POSITIONS IN THE CULINARY AND PASTRY FIELD(S).
MANY OF OUR GRADUATES ARE NOW CHEFS, BUSINESS
OWNERS BOTH HERE IN THE U.S. AS WELL AS ABROAD.
SOME HAVE EVEN OPENED THEIR OWN SCHOOLS.
THE FOOD PREPARED BY OUR STUDENTS IS MADE
WITH FRESH AND HIGH QUALITY INGREDIENTS
AND ALSO INCLUDES MANY SPECIALTY ITEMS THAT
ARE ONLY AVAILABLE TO THE FOOD SERVICE INDUSTRY.

*WE HOPE TO BE AN IMPORTANT PART OF YOUR
ROAD TO PROFESSIONAL SUCCESS!*

CODE OF CONDUCT

UNIFORM

A SUBSTANTIAL AMOUNT OF INTERACTION OCCURS BETWEEN OUR STUDENTS AND THE CUSTOMERS OF OUR NEIGHBORING CAFÉ, NEO. IN FACT, CUSTOMERS HAVE THE OPPORTUNITY TO VIEW THE KITCHEN, ITS STAFF AND OUR CLASSES AT ALL TIMES. THEREFORE, A PROFESSIONAL LOOK IS A MUST.

YOUR UNIFORM IS TO BE WORN IMMACULATELY CLEAN AND PRESSED. THE TOP BUTTONS OF YOUR JACKET NEED ALWAYS BE BUTTONED, YOUR PANTS BE WORN AROUND YOUR WAIST WITH A BELT, IF NEEDED, AND A CLOTH BEANIE CAP WORN AT ALL TIMES. BLACK, NON-SLIP LEATHER SHOES MUST ALSO BE WORN TO PROTECT YOU FROM SLIPPING AND FALLING. IF ANY PART OF YOUR UNIFORM BECOMES SOILED OR DIRTY, IT MUST BE LAUNDERED BEFORE RETURNING TO YOUR NEXT CLASS MEETING. PROFESSIONAL CHEFS LEARN HOW TO WORK WITHOUT SOILING THEIR UNIFORM EXCESSIVELY. THIS PREVENTS EMBARRASSING MOMENTS WHEN A CHEF NEEDS TO MEET WITH GUESTS OR WALKS THROUGH THE HOTEL OR WORK ESTABLISHMENT.

NOT LEANING AGAINST TABLES WHILE WORKING, OR NOT HOLDING EQUIPMENT, ETC. AGAINST YOUR BODY WHILE CARRYING THOSE, WILL PREVENT A LOT OF SOILING.

BEHAVIOR AND AMBIANCE

WE ALL LIKE TO SEE A HAPPY FACE, WHETHER ON TV, IN STORES, ETC. FRIENDLY, SMILING FACES ARE WHAT CUSTOMERS LIKE TO SEE! A CALM AREA IS CONDUCIVE TO LEARNING; A LOUD AND CHAOTIC ENVIRONMENT DOES THE OPPOSITE. WE WILL MAKE CERTAIN THAT THE LEARNING ENVIRONMENT IS A CALM AND FRIENDLY ONE. STUDENTS WHO ACT INAPPROPRIATELY OR DISTURB OTHERS WILL IMMEDIATELY BE REMOVED FROM THE KITCHENS WITH NO EXCEPTIONS.

NEO

NEO CAFÉ IS A CONTEMPORARY, MINIMALIST DESIGNED RESTAURANT AND BAKERY OPERATING OUT OF THE SAME KITCHEN AREA ON THE FIRST FLOOR OF 3100 MAIN STREET. IT IS VISITED, AT TIMES, BY NOT ONLY CUSTOMERS, BUT OFTEN BY INDUSTRY CHEFS LOOKING FOR STUDENTS TO HIRE FOR THEIR ESTABLISHMENTS. WHEN YOU VISIT THE NEO DINING AREA TO CONSUME PURCHASED FOOD, PROFESSIONAL CONDUCT IS EXPECTED. NEO CANNOT BE USED AS A STUDENT LOUNGE OR A HANG OUT. FEET ON CHAIRS AND/OR LOUD, DISRUPTIVE BEHAVIOR WILL ABSOLUTELY NOT BE TOLERATED. IF YOU PREFER TO BRING FOOD FROM HOME OR HAVE TAKE-OUT, PLEASE BE AWARE THAT, JUST LIKE IN ANY OTHER RESTAURANT, YOU CANNOT CONSUME THIS AT NEO. HOWEVER, WE HAVE PROVIDED FOR OUR STUDENTS A NICE, QUIET LOUNGE AREA ON THE BASEMENT LEVEL, WHERE, BEFORE OR AFTER YOUR CLASS TIMES, YOU MAY REST AND BE AWAY FROM IT ALL FOR A WHILE.

CUSTOMERS

WITHOUT CUSTOMERS, IT WOULD BE HARD TO IMAGINE AN ENVIRONMENT THAT PROVIDES SO MUCH OPPORTUNITY FOR HANDS ON EXPERIENCE. A SATISFIED CUSTOMER WILL RETURN AND INDUSTRY CHEFS WANT TO HIRE STUDENTS WHO HAVE HAD PLENTY OF HANDS ON EXPERIENCE AND ARE ABLE TO INTERACT WITH GUESTS. ON OCCASION, CUSTOMERS WILL ASSUME YOU ARE AN EMPLOYEE AND APPROACH YOU WITH A QUESTION. IF YOU ARE ASKED SOMETHING THAT YOU ARE NOT SURE OF, SIMPLY TELL THEM IN A FRIENDLY, SMILING MANNER THAT YOU ARE A STUDENT OF THE CULINARY PROGRAM AND YOU DO NOT KNOW, BUT THAT YOU WILL GET AN INSTRUCTOR OR A MANAGER RIGHT AWAY TO ASSIST THEM. THE CUSTOMER WILL WITHOUT A DOUBT UNDERSTAND, AND FEEL GOOD ABOUT YOUR PROFESSIONAL WAY OF HANDLING THE REQUEST.

CUSTOMERS, WHETHER IN NEO OR IN ANOTHER RESTAURANT, OFTEN COME FOR MORE THAN ONLY FOOD. THEY SEEK AN EXPERIENCE, WANT TO UNWIND AND/OR WANT SOMEONE TO CATER AND PAY CLOSE ATTENTION TO THEM. AS A FOOD SERVICE/HOSPITALITY INDUSTRY STUDENT, LEARNING TO CATER TO CUSTOMERS IS A VITAL PART OF YOUR LEARNING. AFTER ALL, SUCCESSFUL ESTABLISHMENTS ARE PLACES WHERE CUSTOMERS ARE TREATED WITH UTMOST CARE. WHEN YOU ARE DRESSED IN YOUR CHEF UNIFORM, CUSTOMERS WILL EXPECT THAT YOU TREAT THEM WITH THAT SPECIAL CARE AND ABOVE ALL, MAKE THEM FEEL WELCOME. WHEN DRESSED IN YOUR UNIFORM AND STANDING IN LINE FOR A PURCHASE AT NEO, THE FITTING THING TO DO IS TO LET OTHER CUSTOMERS BE SERVED BEFORE YOU. THIS SIMPLE GESTURE WILL LEAVE A VERY FAVORABLE IMPRESSION ON OUR GUEST, AND FOR SURE LEAVE YOU FEELING GOOD AS WELL.

MANAGERS AND OTHER STAFF

AT TIMES, SOMEONE OTHER THAN YOUR INSTRUCTOR, FOR EXAMPLE, A NEO MANAGER, STAFF MEMBER, OR EVEN ANOTHER INSTRUCTOR, MAY GUIDE YOU. OF COURSE, THIS IS NOT TO CONFUSE YOU, BUT SIMPLY TO HELP YOU AVOID UNFORTUNATE CONSEQUENCES OR EMBARRASSING MOMENTS.

FOOD STORAGE AND CLEAN UP

ONE OF THE MOST IMPORTANT PARTS OF YOUR EDUCATION IS SAFE FOOD HANDLING.

THOUSANDS OF PEOPLE EVERY YEAR IN THE U.S. BECOME VERY ILL AND MANY LOSE THEIR LIFE TO FOOD BORNE ILLNESS.

AS A FOOD HANDLER AND/OR CHEF, YOU HAVE AN INCREDIBLE RESPONSIBILITY THAT THE FOOD YOU PREPARE AND SERVE IS SAFE FOR ANOTHER HUMAN TO CONSUME.

YOUR INSTRUCTORS WILL CONSTANTLY ENSURE THAT YOU ARE FOLLOWING SAFE FOOD HANDLING PRACTICES AS WELL AS FOOD STORAGE. WHENEVER YOU PREPARE OR STORE SOMETHING AND YOU ARE NOT SURE IF YOU ARE DOING IT CORRECTLY, ASK YOUR INSTRUCTOR IMMEDIATELY. ANYONE WHO KNOWINGLY PRACTICES UNSAFE FOOD HANDLING, OR STORES FOOD UNCOVERED OR UNLABELED, WILL BE APPROPRIATELY DISCIPLINED UP TO DISMISSAL FROM THE COURSES.

YOUR HYGIENE AND APPEARANCE

AS THE SAYING GOES, “YOU HAVE TO LOOK SUCCESSFUL TO BE SUCCESSFUL”.

AN IMMACULATELY GROOMED CHEF STANDS A MUCH BETTER CHANCE OF ADVANCEMENT. NO ONE LIKES TO EAT FOOD FROM A CHEF WITH LESS THAN DESIRABLE GROOMING HABITS. AT THE COLLEGE, WE FOLLOW THE HOUSTON HEALTH CODE POLICY WHICH INCLUDES THE FOLLOWING CONDITIONS:

HAIR NEEDS TO ALWAYS BE UNDER CONTROL IN THE ALLOWED HATS.

NAIL NEED TO BE CUT AS SHORT AS POSSIBLE AND FREE OF ANY NAIL POLISH.

MEN NEED TO BE SHAVEN DAILY, A TRIMMED BEARD OR GOATEE IS PERMITTED.

REMEMBER, THE HOUSTON HEALTH DEPARTMENT VISITS OUR FACILITY OFTEN FOR REGULAR INSPECTIONS. DURING AN INSPECTION, YOU MAY RISK RECEIVING A TICKET VIOLATION IF YOU DO NOT FOLLOW OUR STRICT FOOD HANDLING AND HYGIENE STANDARDS. THIS INCLUDES THE ABOVE MENTIONED CONDITIONS AS WELL AS STORING FOOD INCORRECTLY, HANDLING FOOD ITEMS THAT DO NOT REQUIRE ANYMORE COOKING WITHOUT GLOVES, ETC. IT IS YOUR INSTRUCTOR’S OBJECTIVE TO TEACH YOU CORRECTLY SO A TICKET WILL NEVER BE ISSUED TO ANYONE.

FOOD IN THE KITCHEN

OFTEN FOOD WILL BE TASTED OR SAMPLED BY STUDENTS AND INSTRUCTORS TO EVALUATE. SADLY, SAMPLES CANNOT BE TAKEN HOME OR STORED AT THE COLLEGE FOR LATER CONSUMPTION.

WE REGRET THAT FOOD FROM HOME OR ELSEWHERE CANNOT BE STORED IN OUR KITCHENS OR REFRIGERATORS. HOWEVER, BRINGING IN A “COOL PACK” FROM HOME AND STORING IT IN A LOCKER DOWNSTAIRS MAY BE A GOOD SOLUTION FOR YOU.

VISITING THE KITCHENS, NEO, AND INSTRUCTORS

AT TIMES, YOU MAY DECIDE TO VISIT NEO WITH FRIENDS OR FAMILY, AND SOMETIMES IT MAY BE NECESSARY FOR YOU TO DISCUSS SUBJECTS WITH YOUR INSTRUCTOR(S) DURING HIS/HER OFFICE HOURS. HOWEVER, DUE TO SPACE CONSTRAINTS, AND OUR RESPONSIBILITY TO THE STUDENTS LEARNING AT THE TIME, WE CANNOT ALLOW YOU TO COME TO OUR FACILITY JUST TO SOCIALIZE WITH OTHERS.

PERSONAL BELONGINGS

WE REGRET, BUT NO BOOK BAGS, PURSES, OR ANY OTHER TYPE OF BAG CAN BE BROUGHT INTO THE LABS AT ANY TIME. THE CULINARY STUDENTS CAN BRING THEIR KNIFE KITS AND ANY NECESSARY RECIPES/TEXTS TO THE KITCHEN. ALL PERSONAL BELONGINGS MUST BE STORED IN EITHER THE LOCKERS LOCATED INSIDE THE CULINARY ARTS OFFICES, OR IN THE CLASSROOM WHICH WILL BE LOCKED WHILE THE CLASS IS IN THE KITCHEN.

OFFICE USE

WE REGRET, BUT NO STUDENTS ARE ALLOWED TO USE THE PHONES, COPY MACHINE, OR FAX MACHINE.

ENTERING AND EXITING THE KITCHEN

ENTERING AND LEAVING OF LABS IS DONE THROUGH THE CULINARY ENTRANCE IN THE HALLWAY BEHIND THE MAIN ELEVATORS OR AS DIRECTED BY YOUR INSTRUCTOR. STUDENTS SHOULD NOT COME THROUGH NEO'S KITCHEN AREA TO AVOID ACCIDENTS. THIS INCLUDES FOR BREAKS, GOING TO YOUR LOCKER, USE OF THE REST ROOM, GOING HOME, ETC.