**Week ending 4/18/2015**

My fifth week consisted of working in Olde World Cheese and Deli

On Monday and Tuesday I worked with Lisa. Each morning we began the day by setting up the olive bar. This consisted of taking all of the sheets off and then cleaning up the bar from any spilled oil/food. We also filled any of the empty trays with more products if it needed it. I learned that each tray has a different spoon based on the product we are selling. I also learned that each product on the bar is dated and we check the dates each morning to make sure we are keeping the product fresh for our customers. On Monday after we opened the olive bar, Lisa gave me a tour of our cases and where we keep all of our different cheeses. She then showed me several cases we had throughout produce and bakery. Each day we had to use Sure Check every three hours on all of our cases to ensure the temperature was keeping our product at a temperature up to code. Lisa also said that each week the store features a cheese for that week which we allow customers to sample. She explained that each person on her team picked a cheese they would like to educate our customers on. Each day we used production guides to figure out how much cheese we should have in each case. While we looked through the production guide for all cases of cheese, we also checked the sell by dates for each cheese to ensure we are keeping the cheese fresh for our customers. If the sell by date was the same day we had the option to re-wrap the cheese if it hadn’t been re-wrapped twice. Once the piece of cheese had been re-wrapped twice then it would become shrink the third time. On Monday I was able to attend a webinar to view the seasonal cheese that corporate is bringing in to the stores to sell to our customers for the summer. On Tuesday I learned how we do submit orders for cheese. I shadowed Stefanie and she showed me how we count what is in our cases and what we have in the cooler. She combined that with her knowledge of what we sell and the production guides to figure out what we should order. This is something that would take some knowledge in the department to do and was not so simple. Later that day she showed me how to cut Reggiano cheese. This process was difficult as this cheese crumbles very easily. I learned that there is an art, a process, and a craft into cutting cheeses. It takes time and education to learning how to do all of this. I also learned how we wrap the cheese and label them. Presentation is everything when it comes to doing this as a better presentation will sell better to customers in the cases. Stefanie also talked to me a little about how prepared foods and seafood will use some of their products and that this will become a transfer to that department so that OWC gets credit for the product. She explained that at times there might not be a lot of communication on product being used and this could sometimes cause them to be low on product to sell to customers because they did not know ahead of time to order more. Also, sometimes they may not be told the product was taken and this causes them to be short on product as well.

On Wednesday, Thursday, and Friday I spent my time in Deli. Each morning we began the day by setting up the deli case. Unwrapping all of the cold cuts so that they look presentable to our customers. We would also get the wafer section ready with all of our top selling cold cuts and cheeses. One person would work on the ready to go packages for cheese and cold cuts as well. They used production guides to figure out how much product we should put out every day. Every three hours we needed to do temperature checks using Sure Check in our cases. We would also get any cheese/meat trays ready in our cases. We would use job aids to figure out how much of each product we should be putting in the tray. These job aids are also used for our catering products that we sell to our customers. I took the knowledge net course to learn how to safely use the cutters. I mainly spent the days serving cold cuts to our customers. I learned how to package and label each product as well as well as cut the meat according to how the customer asked it to be cut. I also learned how we order cold cuts and cheese. Ordering was pretty simple for deli. They labeled the quantity of the product we needed in the cooler (using simplification) where we store the items. They counted inventory of what we had and if the quantity on the item was less we ordered the difference. I also learned that every four hours we wipe down the cutters and we change the sanitizer solutions we use to clean our utensils. During my time in deli I learned a lot about cold cuts I wasn’t even aware of! I also have a new found respect for what they do everyday. It was a lot of walking and lifting all day. There was never a dull moment. The days went by quickly and I was VERY tired at the end of each day!

**Technology Opportunities**

I am not sure if it was just the deli/OWC equipment, but there seemed to be an issue with the equipment used for temperature checks each day. We typically would need to call Karen to help calibrate or fix the issue with the equipment each day.

I am not sure if it is feasible, but one area that looked like we could improve on is the communication on when product is being used in other departments. I wonder if it would be possible to create a system where the department that wants product could order it in advance to the department they are taking it from so that the department is aware that they will need to order more for that week. This would ensure that they are not short on the product as well. This would also help with the communication we seem to lack at times on letting the department know the product was taken. I am not sure how far in advance the other departments would know they need the product, but thought this could help in communication between departments.