

Lunch

at the Phonetic Cafe'

DLA

Dynamic Lunch Activity

at the Phonetic Cafe'

**Where you the participants
will prepare lunch for your
co-workers**

How It Works

- There are five separate activities in the DLA
- You will be paired up and divided into groups of up to six people
- You and your partner will take each others order for food, prepare the meal per the request and serve your customer exactly what was ordered!

The 5 Activities

**Everyone will participate in
each activity**

1. Reverse Pre-Job Brief
2. Order Placing/Taking
3. Preparing
4. Serving
5. Post Job Critique

Activity Targets

Each of the following activities will target specific Fundamentals. Your group facilitator will be your champion, recognizing the correct usage of fundamentals and coaching where needed

Activity #1

Reverse Pre-Job Brief

- Each group has a briefing leader which guides the use of HU-AA-1211 for the pre-job brief. Instructors will be available as a resource to the participants regarding the activities being performed in the DLA
- Briefing leader will select each individual in their group to discuss an aspect of their task.
- He aids in preparing his group for their jobs by **encouraging** discussion about the activities they will be performing, and reinforcing the fundamentals to ensure the customer is delivered exactly what they ordered while being done safely, timely and tasty

Activity #2

Order Placing/Taking

- The all important task of taking your customers order... Correctly!
- Use the order form and applicable fundamentals ensure you have received your customers requests accurately.
- **Fundamentals targeted**
 - ✓ 3 way Communication
 - ✓ Phonetics
 - ✓ Peer Check
 - ✓ Work Documentation & Place Keeping

Activity #2

Customers

- Remember you are at the Phonetic Café, your waiter only understands numbers, phonetics and enough English to repeat your order back.
- Be concise and use the phonetics correctly or you may not order what you intended
- Only order from the menu **No Substitutions!**
- You are allowed to order a hamburger and a hot dog with any or all of the condiments and your choice of chips of course
- **Fundamentals targeted**
 - ✓ 3 way Communication & Phonetics
 - ✓ Peer Check between Waiter & Customer

Activity #3

Order Preparation

- A Configuration Control nightmare... Placing the correct condiments on the order as the preparation check list outlines.
- Preparation check list compliance is required to ensure proper location and quantities are applied, SO FILL IT OUT and don't forget the chips!
- **Fundamentals targeted**
 - ✓ Safety – Eye Protection, Gloves, Good Hygiene
 - ✓ Configuration Control
 - ✓ Technical Human Performance
 - ✓ 3 way Communication & Phonetics
 - ✓ Work Documentation & Place Keeping
 - ✓ Housekeeping

Activity #4

Service

- Oh my, the pressure is on. Hope you have performed the steps in the preparation checklist correctly! Now it's time to demonstrate Concurrent Verification when identifying the customer being served
- Use your facilitator or instructor for your 2nd verifier
- **Fundamentals targeted**
 - ✓ Concurrent Verification for meal delivery to the correct person
 - ✓ Technical Human Performance
 - ✓ 3 way Communication & Phonetics
 - ✓ Work Documentation & Place Keeping

Activity #4

**Don't worry we will
take the time to
Enjoy our Lunch**

Activity #5

Post Job Critique

The Teams Discuss how it all went

Did you get the right stuff?

- o Fundamentals
 - ✓ CV & Peer Check
 - ✓ Work Documentation
 - ✓ Configuration Control
- What could have went better?
 - o Fundamentals
 - ✓ Safety
 - ✓ Error Precursors/Defenses
 - ✓ Work Documentation
 - ✓ Housekeeping

The background is a dark blue gradient with several glowing, curved lines in shades of light blue and cyan. On the left side, there is a faint grid pattern of intersecting lines, also in light blue. The overall effect is a dynamic, futuristic, or digital aesthetic.

Lets Get Cooking!

Additional Pieces for DLA

Phonetic

From Alpha to Zulu we've got a meal for you!

Cafe

Entré

Hamburgers.....34HB

The burger that started it all - the fire-grilled model from which all others are made. Simple and traditional, each hamburger is cooked to perfection for a classic, down-home taste. Delivered occasionally, we grind our meat fresh, in-house. With the freshest top-quality hamburgers in sight, it's no wonder Phonetics Hamburgers continues to be a favorite.

"The best hamburgers in town." --Houston Chronicle

Hot Dogs43HD

Oh Yeah... You can bet there made with only the most selected cuts of beef. All natural spices and special cures are added. Then the hot dogs are put in smoke houses where they are fully cooked and smoked to a delicious hickory smoked flavor. No fillers or extenders are ever added, nothing but beef here!



Condiment

MustardM (Mike)

Lakeshore Wholegrain Mustards are prepared by hand in the traditional French manner using the finest natural ingredient without artificial colorings, flavorings or preservatives. They are produced in Ballinderry, Co. Tipperary in small batches to retain the distinctive flavors that have been created to enhance all savory dishes from Hamburgers to Hot Dogs.



OnionO (Oscar)

The onion was introduced to Britain by the Romans and quickly became a staple in cooking there. Made in Great Britain to genuine stillroom recipes of this era, this additive free spread is simply delicious. A traditional blend of onions, spices, fruit pectin and vinegar, this is a tasty accompaniment to both burgers and hot dogs. Superb!



PicklesP (Poppa)

The Finest of course, here at the phonetic a pickle is a statement made on any of the Burgers or Dogs we create. The Dill Chips have a robust dill flavor that have been slow cured adding a crunch to any meal.



CheeseC (Charlie)

Nestled amongst the rolling hills and lush pastures of central Wisconsin, Carr Valley cheese remains one of Wisconsin's traditional cheese plants, famous for its varieties made the old-fashioned way. Owned and operated by the Cook family, Carr Valley will celebrate its 100th anniversary this year.



Carr's Cave Aged Cheese is made the traditional way in 10# bandaged wheels. They cave age them at high humidity and traditional cellar temperatures that vary through the Wisconsin seasons. Natural molds are allowed to grow on the bandage as the cheese cures and breathes for at least 9 months. The flavor is earthy but clean.



RelishR (Romeo)

Our Sweet Pickle Relish adds tangy crunch to any entrée you order. It will be a hit with children and adults alike. A delicious blend of cucumbers, onions, and a few secrets make this a scrumptious addition.

KetchupK (Kilo)

Phonetics ketchup is made from all-natural, vine-ripened tomatoes, with salt, spices and other natural flavors. This is the tomato-lovers' ketchup - we pour it on our hamburgers, hot dogs at your request of course.

Chips

Doritos Cooler Ranch46CR

Cheetos.....64CT

Turn up the volume of your snacking with the amped-up spices, high-decibel cheese, and the awesome crunch of these chips will leave you speechless. The bold tastes of Doritos Nacho and Cheetos are the loudest tasting snacks on



Fritos.....29FT

Lays Classic32LC

The popularity of Fritos Corn Chips has put the snack in a class of its own. From small towns and family barbecues to parties in the big city, this classic snack is a true icon. Lays Classic Potato Chip... What more can be said, the chip that has stood the test of time. GET SOME!



!!Remember that the entire staff of Phonetics is from the country of Phenetovania, so please order using the items designator!!

Attributes found in the DLA

Reverse Pre-Job Brief

- Each group has a briefing leader which guides the use of HU-AA-1211 for the pre-job brief. Instructors will be available as a resource to the participants regarding the activities being performed in the DLA.
- Briefing leader will select each individual in their group to discuss an aspect of their task.
- He aids in preparing his group for their jobs by encouraging discussion about the activities they will be performing, and reinforcing the fundamentals to ensure the customer is delivered exactly what they ordered while being done safely, timely and tasty

Order Preparation

- A Configuration Control nightmare... Placing the correct condiments on the order as the preparation check list outlines.
- Preparation check list compliance is required to ensure proper location and quantities are applied, SO FILL IT OUT and don't forget the chips!
- **Fundamentals targeted:**
 - ✓ Safety – Eye Protection, Gloves, Good Hygiene Practices
 - ✓ FME
 - ✓ Configuration Control
 - ✓ Technical Human Performance
 - ✓ 3 way Communication & Phonetics
 - ✓ Work Documentation & Place Keeping
 - ✓ Housekeeping

Order Placing

- The all important task of taking your customers order... Correctly!
- Use the order form and applicable fundamentals ensure you have received your customers requests accurately.
- **Fundamentals targeted:**
 - ✓ 3 way Communication
 - ✓ Phonetics
 - ✓ Peer Check
 - ✓ Work Documentation & Place Keeping

Service

- Oh my, the pressure is on. Hope you have performed the steps in the preparation checklist correctly! Now it's time to demonstrate Concurrent Verification when identifying the customer being served
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Customers

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- You are allowed to order a hamburger and a hot dog with any or all of the condiments and your choice of chips of course
- **Fundamentals targeted:**
 - ✓ 3 way Communication & Phonetics
 - ✓ Peer Check between Waiter & Customer

Post Job Critique

- The Teams Discuss how it all went
- Did you get the right stuff?
 - o **Fundamentals**
 - ✓ CV/IV & Peer Check
 - ✓ Work Documentation
 - ✓ Configuration Control
- What could have went better?
 - o **Fundamentals**
 - ✓ Safety
 - ✓ Error Precursors/Defenses
 - ✓ Work Documentation
 - ✓ Housekeeping
- What would you change for the next time?

Did you exhibit these Fundamentals?

Did you witness these Fundamentals?

How does this activity relate to our work as Nuclear Professionals?

Phonetic





Café



Orde

Form

r

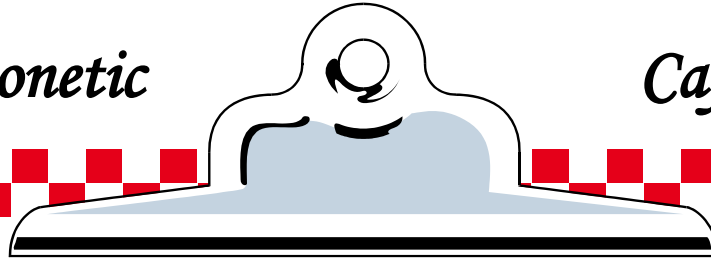
- 34HB -----Hamburger
- Hot Dog ----- 43 HD
- K (Kilo) ----- Ketchup ----- (Kilo)
- K* (Mike) ----- Mustard ----- (Mike) M
- P (Poppa) ----- Pickle ----- (Poppa) P
- C (Charlie) ----- Cheese ----- (Charlie) C
- O (Oscar) ----- Onion ----- (Oscar)
- R* (Romeo) ----- Relish ----- (Romeo) R
- 46CR Doritos Cool Ranch 
- 64CT Cheetos 
- 23FT Fritos 
- 32CL Lays Classic Chips 

34HB Order = _____ 43HD Order = _____

Customer Name _____

Concurrent Verification of proper meal delivered

Performer _____ Verifier _____



Order Preparation Checklist

The following items must be completed as designated

34 HB Order = _____ 43 HD Order = _____

Configuration for 34HB Reference attachment HB

- Place the bottom of the bun on the plate
- Mike on top of the bottom bun in a circular pattern
- 34HB to be centered on the bun
- Kilo is placed on top of 34HB in the center
- Charlie is place so that it is centered over 34HB
- Poppa is to be laid flat not touching one another
- Oscar on top equally spaced from the edges
- Place top of the bun on the sandwich

Configuration for 43HD Reference attachment HD

- Place the bottom of the bun on the plate
- Charlie is placed so that it is centered over the bun
- Mike on the bottom of the bun in a serpentine pattern
- Kilo is placed on top of bun in a serpentine pattern
- 43HD to be centered on the bun
- Poppa is to be laid flat not touching one another
- Oscar on top equally spaced
- Romeo to be on top of all other condiments

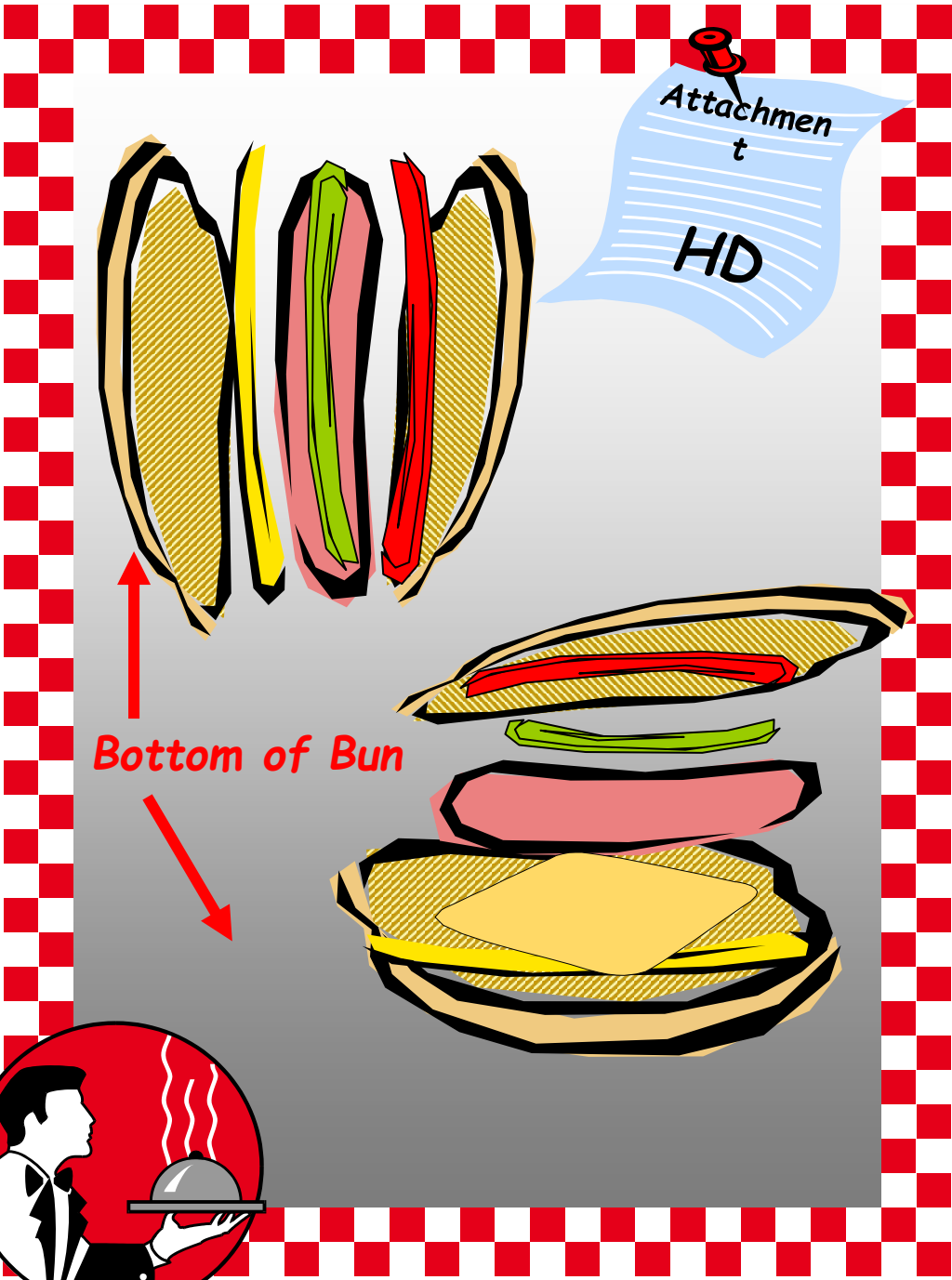


- Chips** 46CR 23FT
 64CT 32CL



Attachment

HB



Attachment

HD

Bottom of Bun