

House Of Chaos

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Purpose: To inform my audience about Burger King's cooks and the characteristics of their community.

Audience: Any person interested in becoming a member of this discourse community or comes across this article.

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Imagine walking into a kitchen that doesn't look or operate like just any ordinary kitchen. There are more people, more commotion, more food, more supplies, and rules.

The food service industry is very broad. It involves any businesses or companies that are responsible for preparing meals outside the residence. The type of services can also vary. It can be a fine-dining restaurant, fast-food restaurant or even just a cafeteria. Cooks assist in preparing or serving a wide variety of different foods. They may assemble simple dishes, handle specific parts of a process, or cook large quantities of a certain food.

A Discourse Community is a community of people who have similar interests or values. Discourse Communities share common ways of saying, doing, being, believing and communicating. A Discourse Community has common public goals. Burger King is a fast-food restaurant that specializes in hamburgers. The common public goal of Burger King Cooks is to provide high-quality, great-tasting meals and affordable food. They also have to ensure that the meals are being prepared safely. Cooks share similar interests with food. By achieving these goals, there may be a chance for an increase in customers and a profit for the business.

You can't just walk into any restaurant and demand them to let you audition for that spot. To become a Cook, you first have to choose a company to work for and apply to get an interview. At most restaurants, they hire individuals starting at the age of eighteen. Some restaurants require a food handler card. You can obtain a food handler card. A food handler card is a certificate that prove you have completed a food safety course/training. It's not mandatory in certain businesses but it does show your basic understanding of food safety. You most of course have a high school diploma or a complete GED program to become hired. However, different restaurants have slightly different requirements.

The key to a successful kitchen is communication. Burger King Cooks have various mechanisms of communication among its participants. The communication tools help connect the front and the back of the house. The electronic ordering system or the POS system helps form visual communication. When someone places an order with a waitress or cashier, the system sends the orders to the kitchen. This starts the communication in the kitchen. The workers then proceed to prepare the desired meal. This automated system helps Cooks easily keep track of the orders and their status.

An artifact Burger King uses for their modes of communication is an application called the Crew App. The Crew app is intended for managers and employees. It allows them to communicate and do so by replacing text messages and emails. It is a free messaging tool to use at work and is accessible online and on most mobile devices. The managers are typically the person to allow access to

their organization. It gives frontline team members and leaders the information, motivation, and support they need to do exceptional work together. It engages and disseminates important information. On the application, you can view your schedules, do shift coverage and mobile calendaring. Announcements, promotion deals, work issues are all communicated through this application. The application keeps everyone in the workforce up to date.

A Discourse Community uses its participatory communication mechanisms to provide information and feedback. Daily reports of speed efficacy and guest satisfaction are tracked. Managers set objectives, supervise employees, coordinate activities and are involved in the day-to-day operations. At Burger King, customers can complete an experience survey online. They are allowed to voice their opinion on their service. There's also a bulletin board that's filled with information about the goal, conduct, dress code, and shifts. Scheduled work meetings or emails from the management team helps provide information to its members. It helps provide feedback to the restaurants and cooks.

A Discourse Community can possess one or more genres. The menu is the most important printed text in the restaurant. As a Cook, you have to be aware of what the company sells and makes. Besides, customers expect to see prices, calories and food descriptions that are usually found on the menu. Work orientation packets are written information useful for new employees. It helps provide structure. Work schedules, emails, and paychecks are also some genres used in the workplace.

Cooks use specialized terminology within the community and most likely these varieties of phrases and terms are not understandable by an outsider. Certain types of lexis Burger King cooks use are “On the boiler” or “Off the boiler” which refer to the way the meat is being cooked. “Behind you” is a short and quick way to get someone to move. “Ready In 5” allows the FOH (front of the house) the time estimation of the food product. The PHU pans are where the burgers are placed in. The “heat chute” is a place where food is placed to keep warm.

The range of skills of the cooks at Burger King is wide. There are always people getting interviewed for an open cook position. On- the- job training helps cooks advance their skills. There's beginner cooks or expert cooks who seem pretty knowledgeable. Some cooks have past experiences and for some, it's their first. People who are experts at their job are the ones that assist in training the beginners. They demonstrate the way the kitchen is run and how food and drinks are prepared, cooked and served.

Society is made up of many variations and that is how the discourse communities exist. Many people may think their workplace is not a Discourse Community. However, Burger King Cooks shares many characteristics that make up a Discourse Community. Although cooks may have their personal views on things, they still share common interests which then lead to forming a community.