

1. What's your name?
2. Where are you from? How old are you?
3. Where do you live? How long have you lived there?
4. Do you speak good English? How did you learn it?
5. What is the most difficult part of learning/speaking good English for you?
6. What are the most common mistakes you made/make?
7. Where do you work? What type of establishment is it?
8. How long have you worked there?
9. What is your position? What are your tasks?
10. What are the opening hours of the restaurant?
11. How many people work there? Where are they from? Which language do you use to communicate? Do you always understand each other? What are the most common misunderstandings about?
12. What are your/their work shifts?
13. Who do you work with? Who do you supervise? Who supervises you?
14. When do suppliers deliver their goods? Who is in charge to relate to them?
15. Do you discuss /double check the menu of the day? Who does it?
16. YOUR WORKING WORK: What time do you get up?
17. What is the first thing you do/think about in the morning?
18. How do you get to work? Do you stop anywhere on your way to your work place?
19. What time do you get there?
20. What is the first thing you do when you get to the restaurant?
21. Who is already there? Who arrives next?
22. What happens at the restaurant early in the morning?
23. What do you do at different time of the day:

- 9.00	- 12.00	- 15.00	- 18.00	- 21.00
- 10.00	- 13.00	- 16.00	- 19.00	- 22.00
- 11.00	- 14.00	- 17.00	- 20.00	- 23.00
24. How do the different departments of your restaurant/hotel relate?
25. Do you hang out with any of your colleagues?
26. What are the most popular dishes at your restaurant?
27. What are the most popular eating places in the town where you live? What type of food do they serve? What are the most popular types of wines?
28. What is the most difficult part of your job?
29. What is the most rewarding/exciting part of your job?
30. What are the things somebody who want to do your job must know?
31. What are the golden rules to survive in a restaurant kitchen?
32. What 's the worst mistake for a cook (never to be made)?
33. What 's the worst mistake for a restaurant tender (never to be made)?
34. Who is your mentor? Who are you inspired by? Do you have a favourite quote?
35. What are your plans for the future?

1. My name is Andrea Enrico Barolo.
2. I'm from Boffalora Sopra Ticino, Milan and I'm 24 years old.
3. I have been living in Spain for the past 2 years. I started by living in Alicante and now I live in Madrid.
4. I really hope so, I've been speaking English far more than Italian for the past 5 years now. I started studying English in middle school like many people of my age, but the moment I really started learning was when I moved to Northern Ireland after being inspired by the "Master dei Talenti" program in 2011. Moving meant practicing my listening, speaking and writing skills on a regular basis, which greatly improved my understanding and knowledge of the language.
5. When I was in school the hardest thing was to know how to properly pronounce English words. We, as students, don't really have direct contact with the English-speaking world, which slows our learning process by quite a bit. Once I finished school I found myself surrounded by the culture and the language, and even then the hardest thing was to actually pronounce some of the words that I was learning.

6. In one word, grammar. I learned English through passion and work, meaning that I never really spent long hours studying books. Learning by talking to people at work and watching movies made me learn, however I lacked the foundations of proper grammar. Back when I first started learning, my most common mistakes might have been: the spelling of some difficult words (i.e. together was togheter; rhythm was rithym), verbs conjugation (especially past participle, present perfect and so on...), or the difference between FOR and TO. Now, instead I have a good grasp of the language, but I still find myself saying things like homeworks, informations, advices (all words which don't have an "s" as a plural form) or sometimes I sound like I just had a stroke by saying SHE when talking about a man.
7. To be hones, at the moment I am currently not working, or to use an uglier word, I'm unemployed. But I have been moving around in the past years, so for the following questions, I will base my answers on my experiences at the Everglades Hotel which as been one of my favorite establishments.
8. I worked at the Everglades in Derry/Londonderry for about 3 years, counting the time that I spent there as a trainee too.
9. I started as a trainee chef during my "stage" thanks to the "Master dei Talenti" and worked my way up to Commis, and then to Chef de Partie. In big and classic hotels where the kitchen is divided in sections (cold starters, hot starters, fish mains, meat mains, sides, desserts) a Chef de Partie is responsible for one of those sections, keeping an eye on their subordinates and delegating the jobs that the Head Chef as given. When the kitchen is not as big and there are only a handful of chefs, then a Chef the Partie is someone that needs to be responsible for every single section. Some of my duties were: to make sure all the prep of the day and at least the following two days was done, organize the fridges, record their temperature, have the kitchen spotless, list the missing ingredients, cook food for the staff, and of course, cook during the service.
10. The restaurant of the hotel opened at 12.30 and closed at 22 for the "a la cart" service, but it also opened between 7am and 10 am for breakfast.
11. The complete Hotel staff was around 30 people or more. The kitchen staff, excluding me, was of about 7 people, 4 from Northern Ireland, 1 from the Republic of Ireland, 1 from England, and 1 from Lithuania. We all spoke English. We mostly understood each other, otherwise the work in the kitchen would have been awful and unbearable. There were instances where some of us couldn't understand what the Head Chef from Cork said because of his accent. There were misunderstandings related to accent, but the biggest one happened because of how busy and hectic the kitchen could be sometimes.
12. Breakfast Chef: 6 am - 2 pm
 Head Chef: 10 am to 7 or 8pm
 Sous Chef: 2pm - 10pm
 Chef de Partie: 2pm - 10 pm
 Commis Chef: 2pm - 10pm
 Kitchen Porters: 9am - 4pm
 4pm - 12pm

Many times the schedule changed to help each other out, depending on the amount of costumers and off days.

13. In a usual service I worked under the supervision of the Sous Chef and in direct contact with my Commis Chef whom I supervised. But the Head Chef was often present.
14. Deliveries arrived in the morning, not everyday (except fish). Whoever was on the breakfast shift (usually the Breakfast Chef) had to stop what they were doing and make sure that the delivery note and the goods matched. The Kitchen Porter often helped the Chef put away and organize the stock.
15. The menu of the day was usually done by the Head Chef and whoever was working the morning shift, because they were the first ones arriving in the morning and the ones that would work on the lunch shift.

16. YOUR WORKING WORK: When I was on the breakfast shift my alarm was at 5am, if instead I had to start working at 2pm, then I would wake up at 10 or 11, sometimes even just 30 minutes before work. :-)
17. As a chef you usually know what is going on at work that day, either because you know from the day before or because you get memos from whoever is already at work. So, even if you are still at home, your head is always thinking... how the hell are we going to manage the service today since there are 2 weddings of 200 people each, and the other Chef de Partie is sick? (for example). Work is always in your head, which is a funny thing because when you are at work you think about home and when you are at home you can't relax because you're thinking about work.
18. Usually by bike, except rainy days or morning shifts in which I took a taxi (cheap enough in Derry/Londonderry)
19. About 15 to 20 minutes before the start of my shift. Enough time to put on my uniform, get a cup of tea and say hi to everybody.
20. As I said, uniform, cup of tea, and greetings were usually the way it went. But it was also very important to get all the information I could about any changes in reservations or any problem to be solved.
21. The Head Chef would have been there, except on his days off. The Breakfast Chef would have been waiting for me to tell me what was still to be done for the day, before leaving at the end of his/her service. Along with myself, the Sous Chef and the Commis Chef would also arrive. After me the only person that arrived was the other Kitchen Porter, swapping with who had just done the morning shift.
22. In the morning the kitchen opened for breakfast, so people would start eating at 7 am (even earlier if a customer required it the night before). Between 10 am and 12 the waiting staff tidied up the restaurant, prepared for the lunch service, and from that moment on until closure they would make sure that every table was prepared for new customers.

23.

If on breakfast shift

- 9.00 Cook breakfast items
- 10.00 Prep for next day breakfast
- 11.00 Prep for next day and lunch
- 12.00 Cook staff food
- 13.00 Lunch service and more prep
- 14.00 End over the kitchen and go home
- 15.00 go home, shower and relax
- 16.00 errands and groceries
- 17.00 nap
- 18.00 nap
- 19.00 relax until flatmates get home
- 20.00 make dinner for me and mates
- 21.00 watch movie with flatmates
- 22.00 still watching movie or playing
- 23.00 nearly time for bed

If on afternoon/evening shift

- sleep
- sleep
- sleep
- probably still sleep
- wake up & prepare my uniform
- get to work and finish lunch shift
- prep for the night shift
- prep for next day if I can
- some early bird come at this time
- calm before the storm (a little break and food)
- start of service
- some running and shouting
- nearly end of service & clean up
- full clean up of the kitchen and go home
- Shower and bed

24. Well, if you mean the departments in the kitchen, they were pretty in sync with each other, because in the end, everybody could do pretty much everything in the kitchen so we could help each other. But if you mean the 4 main departments of the hotel (Cooks, Waiting staff, Receptionists and Housekeepers) than it was different. Housekeepers went along with

- everybody, except Receptionists and vice versa. And of course the kitchen and the waiting staff sometimes had their ups and downs, but in the end we were all pretty close friends.
25. Yes, pretty often, because of our crazy timetables we were the only ones that we could hang out with most of the time. And it's cool because it made work a little easier. It's better to go to work where there are people that you care about, rather than where there are only strangers...
 26. The ribeye steak was a big seller, but our customers really liked our seafood chowder, thai green curry, and turkey roast dinner.
 27. Indian restaurants were pretty common. There is something that attracts English people to Indian food. There were some Italian restaurants too, but not as many as in Alicante for example. I have no idea about the wines, sorry. During my stay there, beer was the most popular drink of course.
 28. After a few years working, I'm realizing that the most difficult part of this job is keeping a clear mind and that work and life need to be two different things sometimes. It may be hard on your back and feet to stand up for all those hours everyday, and stand the cuts and burns, but everything affects you in a deeper level, and now and then you really need a break from the running around and shouting so you can remember why you go back everyday.(reason in the next answer)
 29. Working in a kitchen is fun, exciting, and interesting. The passion and love for food, not only the final product, but the bare ingredients and tastes, are only the start. The long hours in a kitchen will guarantee you many things: the great feeling of achievement after a good service, the drive of doing better next time after a bad service, the confidence of speaking up to your superiors when you have a better idea than them, and most importantly, great friendships. All those hours working together will make you and your colleagues a great team in and out of the kitchen.
 30. Be modest and keep at it. Even if it's hard and nobody gives you all the merits for what you do in a kitchen, one day you'll learn enough to be confident and make important decisions. Also, travel a lot. If you have a destination in mind, or a country you dream to live in because of its culture or food, go and experience it.
 31. Patience, respect, and will to listen and follow what your superiors say, which can be hard sometimes.
 32. I think the worst thing that can happen would be to harm a colleague or a customer (any human being in general). That's why a chef should always be professional, not joke around (too much), and worry about the safety of everybody. Knowledge of the health and safety rules and regulations can definitely save lives.
 33. Snap in front of a customer. I know that being a waiter can be very difficult sometimes, because many people don't treat them with respect. But regardless of what happens, they should have extreme maturity and patience, and never get mad at a customer or a superior. That could cost them their job, if not their career.
 34. I met great people during these past few years, from brave older men studying in my same college course to change their career and follow their passion, to young Commis Chefs that have extraordinary cooking and human skills. I don't think I have someONE that inspired me, instead I have many friends and colleagues that have taught me a great lesson or given me an amazing advice by sharing a part of their life with me.
 35. My plan is to go to University and study something that can improve my life and my career at the same time. I'd love to study business start-up management because of my interest in organizing the opening of new restaurants. I will soon be engaged with my girlfriend (don't tell her yet) and we are planning to get married. So I can safely say that my future and my studies will be led in the United States with her and my new family.