

# SUE 20021 : WORKPLACE ENGLISH

Process & Procedure



**NUR LIYANA RUSLI**  
**NOR FAUZIANA MOHD SALLEH**

KOLEJ KOMUNITI JERANTUT

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# SUE 2002I : WORKPLACE ENGLISH

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**NUR LIYANA RUSLI  
NOR FAUZIANA MOHD SALLEH**



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# Acknowledgements

First and foremost, we would like to express deepest gratitude to the management of our community college for their unwavering support and encouragement throughout the development of this eBook. Your vision and commitment to enhancing the educational resources available to our students have been instrumental in bringing this project to fruition.

A special thank you goes to the administrative and support staff, whose hard work behind the scenes has ensured that all logistical aspects of this project were managed efficiently. Your assistance in organizing meetings, managing schedules, and handling countless details has been greatly appreciated.

Lastly, we would like to acknowledge the students whose enthusiasm and eagerness to learn inspire us every day. This eBook is dedicated to you, with the hope that it will serve as a useful and engaging resource in your educational journey.

Thank you all for your contributions, support, and encouragement.

Sincerely,

Nur Liyana binti Rusli  
Nor Fauziana binti Mohd Salleh  
Kolej Komuniti Jerantut



# *Preface*

Welcome to "SUE 20021 : Workplace English, Process and Procedure " an eBook designed to enrich the knowledge and skills of our college community in the fascinating world of food preparation and processing.

The primary aim of this eBook is to provide a comprehensive guide that blends practical cooking knowledge with essential language learning. Whether you are a student, lecturer, or staff member, you will find valuable insights and practical steps to enhance your understanding of food processes and procedures, while also improving your English language skills.

In the following chapters, you will find:

1. Understanding Processes and Procedures: A foundational overview of the concepts of processes and procedures, complete with relatable examples.
2. Language Notes: Imperatives and Sentence Connectors: Essential tools for writing and understanding instructional texts.
3. Essential Cooking Verbs: A collection of important verbs you will frequently encounter and use in culinary contexts.
4. Recipes and Their Processes and Procedures: Step-by-step guides to making a variety of delicious dishes, including sandwiches, pizza, and cupcakes, each presented with clear instructions and language notes.

This eBook is the result of a collaborative effort involving the management, lecturers, and staff of our community college. Their dedication and insights have been invaluable in creating a resource that is both educational and practical. We hope that this book will not only help you become more proficient in the kitchen but also improve your command of the English language.



# *About the author*

**Nur Liyana binti Rusli** is a dedicated lecturer at Kolej Komuniti Jerantut and specializing in English and general studies. Nur Liyana has developed innovative teaching methods that blend language learning with practical skills especially in food processing field. This unique approach aims to provide students with a well-rounded educational experience that is both engaging and applicable in real-world contexts.

Holding a TESL degree from University Kebangsaan Malaysia, Nur Liyana has been actively involved in various educational initiatives and community programs. This eBook reflects Nur Liyana's commitment to providing students with practical knowledge that is directly applicable to their future careers. By combining language learning with essential food processing skills, Nur Liyana aims to equip students with the tools they need to excel both academically and professionally.





# About the author

**Nor Fauziana binti Mohd Salleh** has dedicated her career as a lecturer at Kolej Komuniti Jerantut, bringing her expertise in business, finance, and entrepreneurship. With a strong background in these fields, she has effectively integrated real-world applications into her teaching to enhance students' learning experiences

Holding a Master's degree in Entrepreneurship and Innovation from Universiti Kebangsaan Malaysia and with 15 years of experience in the academic field, Nor Fauziana has been actively involved in various educational programs, NGO activities, and community initiatives, showcasing her passion for teaching and community service.

This eBook is a testament to Nor Fauziana's commitment to delivering engaging and insightful educational materials. It is designed to provide students with a thorough understanding of relevant topics, equipping them with the tools they need for academic success and professional growth.



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# UNDERSTANDING PROCESS

## WHAT IS PROCESS?

Process is a series of actions or steps taken to achieve a particular end in food processing.

## SCOPE OF WORK

Broad and overarching, covering the entire workflow from start to finish.

## FOCUS

What needs to be done

## EXAMPLES

Steps involved in producing tomato sauce (receiving, sorting, blanching, cooking, packaging).



## *DID YOU KNOW?*

Following process ensures that you achieve consistent results every time you cook or bake.

# UNDERSTANDING PROCEDURE

## WHAT IS PROCEDURES?

Procedures is a specific methods or instructions for performing each step in the process

## SCOPE OF WORK

Detailed and focused, describing how to perform individual tasks within the process

## FOCUS

How it needs to be done.

## EXAMPLES

Specific instructions for sorting tomatoes (e.g., duration, temperature, equipment used).



## *DID YOU KNOW?*

Proper procedures ensure that food is handled safely and It can minimizes mistakes, reduces waste, and helps you manage your time better.



# *SIMILARITIES BETWEEN PROCESS AND PROCEDURE*



## ✓ **GOAL-ORIENTED**

Both processes and procedures are designed to achieve specific goals, such as producing a high-quality food product.

## ✓ **INTERRELATED**

Procedures are components of processes; they detail the actions required to complete each step in the process.

## ✓ **EFFICIENCY AND SAFETY**

Both are essential for ensuring that food processing is carried out efficiently and safely.

### **Begin a process or procedures**

Firstly  
For a start  
To begin with  
In the first place  
Initially

**1**

### **Continuing a process or procedure**

Next  
Then  
After that  
Later  
In the next step

**2**

### **Concluding a process or procedures**

Finally  
Lastly  
In the final step  
To complete  
Eventually

**3**

# *Sequence Connectors*

Are used to link opinions from one sentence to the next and give paragraphs coherence.

**4**

### **Adding details**

Additionally  
Moreover  
Furthermore  
Besides  
As well as

**5**

### **Showing time ordered**

Before  
After  
Meanwhile  
At the same time  
Simultaneously

**6**

### **Consequence or result**

Therefore  
Thus  
Consequently  
As a result

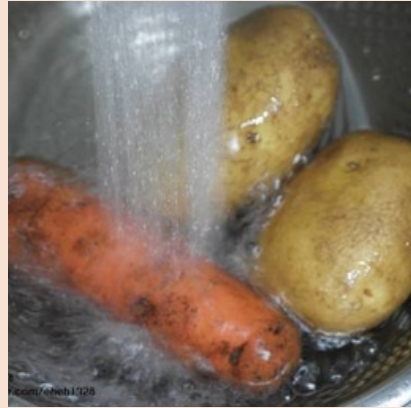
# Practice

Based on the picture given, read and put the sentences in order.

1



2



3



4



5



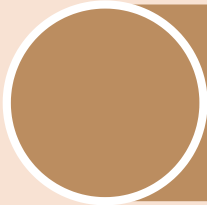
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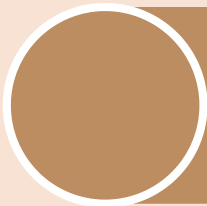


# Practice

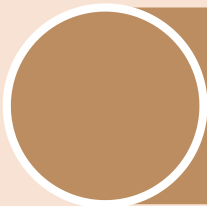
Based on the picture given, read and put the sentences in order.



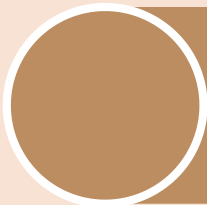
Don't forget to wash the vegetables.



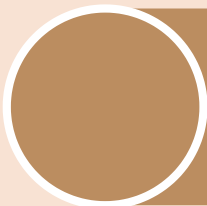
Finally, boil the meat and vegetables.



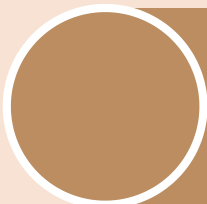
Then, chop the meat and vegetables.



First, peel the potatoes, carrots and onions.

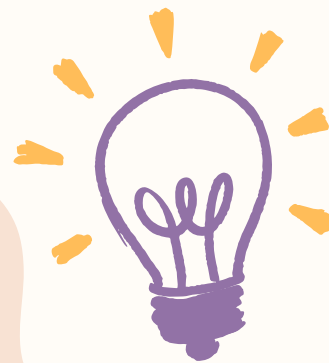


Add some salt and pepper.



Next, put the meat and vegetables into a pot.

# Imperatives



Imperatives are a grammatical mood used to give commands, make requests, or offer instructions.

## Cooking Instructions

- Heat the oil in a large skillet.
- Stir-fry the garlic until golden brown.
- Simmer the sauce for 10 minutes.

## Mixing and Combining

- Mix the flour and baking powder in a bowl.
- Beat the eggs and sugar until creamy.
- Fold the whipped cream into the chocolate mixture.

1

2

3

4

5

## Preparation Steps

- Wash the vegetables thoroughly.
- Peel and chop the onions finely.
- Grate the cheese.

## Baking and Roasting

- Preheat the oven to 350°F.
- Grease the baking dish with butter.
- Bake the cake for 30 minutes until golden.

## Seasoning and Serving

- Season the dish with salt and pepper to taste.
- Garnish with fresh herbs before serving.
- Serve hot with a side of steamed vegetables.

# What is Verb?

A verb is a fundamental part of speech that expresses an action.

## Cooking Verb



These verbs are specific to activities involved in cooking and are essential for conveying the steps and techniques required to prepare various dishes.

Cooking verbs are used to describe specific actions involved in food preparation or cooking processes. Here's when to use common cooking verbs:

1. Preparation (Before cooking)
2. Cooking
3. Finishing and Serving



*LEARN MORE*

<https://quizizz.com/admin/quiz/5a258ff2bd375c11000c0e0f/fruits-and-vegetables>



# *LIST OF COOKING VERB*



## **Bake**

To cook food  
by dry heat in  
an oven

## **Boil**

To cook food by  
immersing it in  
boiling water



# *LIST OF COOKING VERB*

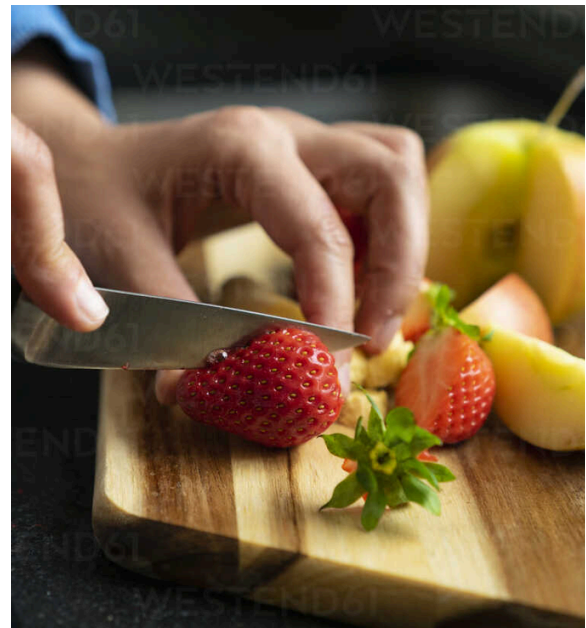


## **Broth**

To make a liquid base by simmering meat, fish, or vegetables in water

## **Chop**

To cut food into small, irregular pieces



# *LIST OF COOKING VERB*



## **Dice**

To cut food  
into small,  
uniform cubes

## **Fry**

To cook food  
in hot oil or fat





# *LIST OF COOKING VERB*



## **Grill**

To cook food  
on a grill or  
griddle

## **Knead**

To work dough  
by pressing,  
folding, and  
stretching it



# *LIST OF COOKING VERB*



## **Marinate**

To soak food in a flavored liquid for a period of time to enhance its flavor

## **Mix**

To combine ingredients thoroughly



# *LIST OF COOKING VERB*



## **Peel**

To remove the  
outer layer of  
fruits or  
vegetables

## **Roast**

To cook food  
by dry heat in  
an oven,  
usually with  
added fat





# *LIST OF COOKING VERB*



## **Saute**

To cook food quickly in a small amount of oil or fat over medium-high heat

## **Simmer**

To cook food gently in liquid at a temperature just below boiling



# *LIST OF COOKING VERB*



## **Slice**

To cook food  
gently in liquid at  
a temperature  
just below  
boiling

## **Steam**

To cook food  
by exposing it  
to steam



# *LIST OF COOKING VERB*



## **Stir**

To mix  
ingredients using  
a spoon, whisk,  
or spatula

## **Whisk**

To mix  
ingredients  
using a spoon,  
whisk, or spatula





# *LIST OF COOKING VERB*



## **Blanch**

To briefly boil food and then plunge it into cold water to halt the cooking process

## **Toast**

To make food crisp, hot and brown by heat



# *LIST OF COOKING VERB*



## **Sift**

To pass dry ingredients through a fine-mesh sieve to remove lumps and aerate the mixture.

## **Caramelize**

To cook sugar or food containing sugar until it turns brown and develops a rich flavor



# *LIST OF COOKING VERB*



## **Grate**

To pass dry ingredients through a fine-mesh sieve to remove lumps and aerate the mixture

## **Blend**

To combine ingredients thoroughly using an electric blender



# COOKING VOCABULARY

Match each word in the word bank  
to the given definitions below.

bread	stew	grill	toast	boil
mince	mix	grind	broil	braise

- To stir ingredients together with a spoon, or mixer until well combined. \_\_\_\_\_
- To cook in liquid that is just below the boiling point.  
\_\_\_\_\_
- To cook by direct heat, under a boiler or over hot coals.  
\_\_\_\_\_
- To brown with fry heat in an oven or toaster.  
\_\_\_\_\_
- To cut into very small pieces, smaller than chopped or diced pieces. \_\_\_\_\_
- To simmer slowly in enough liquid to cover.  
\_\_\_\_\_
- To heat a liquid to the point that bubbles break continuously on the surface. \_\_\_\_\_
- To cook on a rack over hot coals or other direct heat source that simulates coals. \_\_\_\_\_
- To reduce a food to fine particles using a blender or food processor. \_\_\_\_\_
- To coat with flour, then dip into beaten egg or milk, then coat with crumbs from crushed stale bread.  
\_\_\_\_\_



## SUPPLEMENTARY RESOURCES

Scan and watch the video. List out the cooking verbs from the video



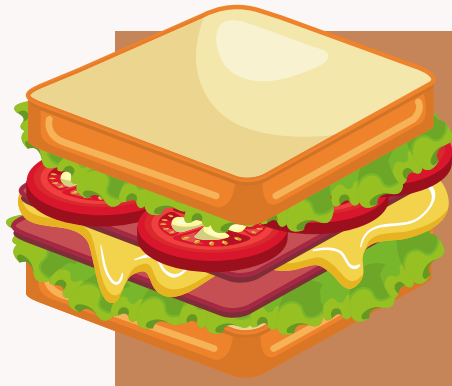
**SCAN HERE!**

**CLICK HERE**



<https://shorturl.at/Ycg78>

Scan Me! 📱



# HOW TO MAKE SANDWICH



<https://shorturl.at/Lg4M2>

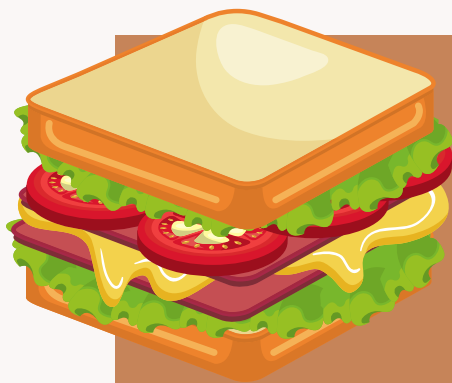
## Ingredients:

Bread (2 slices per sandwich)  
Butter or mayonnaise  
Beef or chicken slices  
Cheese slices  
Lettuce leaves  
Tomato slices  
Salt and pepper (optional)



## Tools:

Butter knife  
Cutting board  
Plate  
Kitchen knife



# HOW TO MAKE SANDWICH

Scan Me! 



<https://shorturl.at/Lg4M2>



## 1. Step 1: Gather Your Ingredients and Tools

First, wash your hands with soap and water to ensure they are clean. Then, gather all the ingredients and tools you will need: bread, butter or mayonnaise, your choice of fillings (like chicken slice, cheese, lettuce, and tomato), a butter knife, and a cutting board. Remember to use a clean cutting board to avoid any contamination.



**Safety Tip:** Always wash your hands before handling food to prevent the spread of germs.



## 2. Step 2: Prepare the Ingredients

Next, lay two slices of bread on the cutting board. Use the butter knife to spread a thin layer of butter or mayonnaise on one side of each slice. Then, place your chosen fillings on one slice of bread. For example, you can start with a layer of chicken slice, followed by cheese, lettuce, and tomato slices.

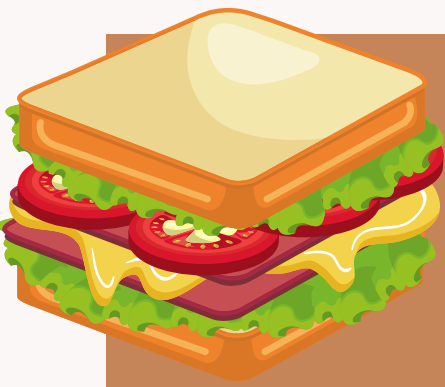


**Safety Tip:** Be careful when using the butter knife to avoid any cuts.





<https://shorturl.at/Lg4M2>



# HOW TO MAKE SANDWICH

## 3. Step 3: Assemble and Serve the Sandwich

Finally, place the second slice of bread, buttered side down, on top of the fillings. Press the sandwich gently to help it hold together. Use a clean knife to cut the sandwich in half if you prefer smaller pieces. Now, your sandwich is ready to eat!



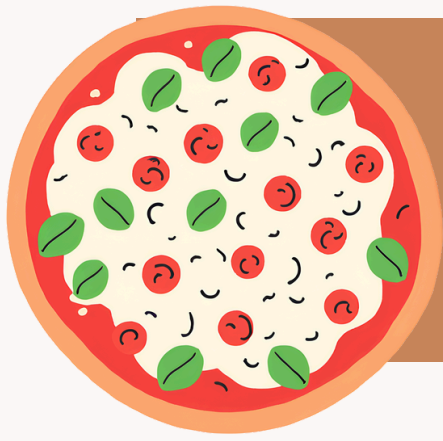
### Safety Tips:

- Always use a cutting board when using a knife to prevent damage to surfaces and to keep the knife stable.
- Hold the knife by the handle and cut away from your body to avoid accidental cuts.
- Ensure the cutting board is on a stable surface to prevent slipping.
- Supervise young children if they are helping with the preparation to ensure they handle the knife safely.

**DANGER!**







# HOW TO MAKE A PIZZA



CLICK HERE <https://shorturl.at/a5RBc>

## Ingredients:

Pizza dough (store-bought or homemade)

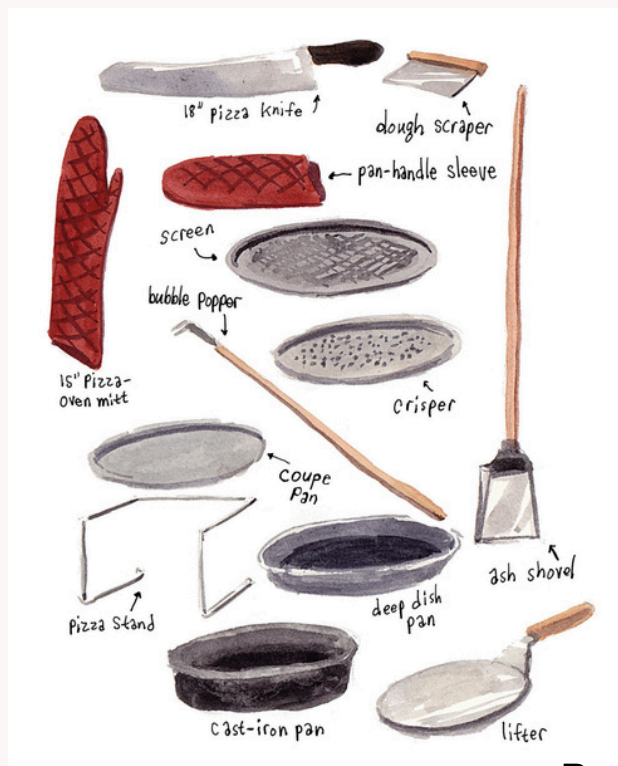
Tomato sauce

Shredded mozzarella cheese

Olive oil

Choice of toppings (pepperoni, mushrooms, onions, olives, etc.)

Dried oregano or Italian seasoning (optional)



## Tools:

Rolling pin

Cutting board

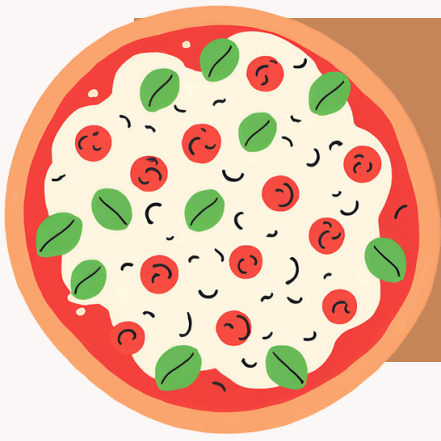
Knife

Baking tray or pizza stone

Parchment paper (if using a baking tray)

Spoon

Oven mitts



# HOW TO MAKE A PIZZA

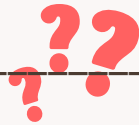


<https://shorturl.at/a5RBc>

## Step 1: Prepare the Dough

1. First, wash your hands with soap and water to ensure they are clean. Then, gather all the ingredients and tools you will need: pizza dough (store-bought or homemade), flour, a rolling pin, a clean countertop or cutting board, and a baking tray. Preheat your oven to 220°C (425°F).

Safety Tip: \_\_\_\_\_

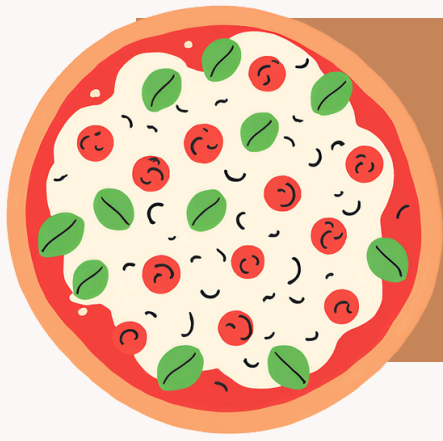


## Step 2: Roll Out the Dough and Add Toppings

Next, use the rolling pin to roll out the pizza dough into a circle or rectangle, depending on your baking tray. Carefully transfer the rolled dough to the baking tray. Spread a thin layer of tomato sauce over the dough. Then, sprinkle grated cheese and add your favorite toppings, such as pepperoni, vegetables, or mushrooms.

Safety Tip: \_\_\_\_\_





# HOW TO MAKE A PIZZA



<https://shorturl.at/a5RBc>



## 3. Step 3: Bake and Serve the Pizza

Finally, place the baking tray with the pizza in the preheated oven. Bake for about 15-20 minutes, or until the crust is golden brown and the cheese is melted and bubbly. Once the pizza is done, remove the baking tray from the oven. Let the pizza cool for a few minutes before slicing it with a pizza cutter or a knife. Serve and enjoy!



Safety Tip: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# HOW TO MAKE A CUPCAKE



SCAN ME!



<https://shorturl.at/C3ccc>



## Ingredients:

- 1 1/2 cups all-purpose flour
- 1 cup granulated sugar
- 1/2 cup unsalted butter (softened)
- 2 large eggs
- 1/2 cup milk
- 1 teaspoon vanilla extract
- 1 1/2 teaspoons baking powder
- 1/4 teaspoon salt

## For the Frosting:

- 1/2 cup unsalted butter (softened)
- 2 cups powdered sugar
- 1 teaspoon vanilla extract
- 2 tablespoons milk
- Food coloring (optional)
- Sprinkles or other decorations

## Tools:

- Mixing bowls
- Electric mixer or whisk
- Measuring cups and spoons
- Spatula
- Muffin or cupcake tray
- Cupcake liners
- Cooling rack
- Butter knife or piping bag for frosting





# HOW TO MAKE A CUPCAKE



<https://shorturl.at/C3ccc>

## 1. Step 1: Gather Your Ingredients and Tools

First, wash your hands with soap and water to ensure they are clean. Then, gather all the ingredients and tools you will need: flour, sugar, eggs, butter, baking powder, milk, vanilla extract, a mixing bowl, a whisk or electric mixer, cupcake liners, and a cupcake tray. Preheat your oven to 180°C (350°F) so it's ready for baking.



**Safety Tip:** Always wash your hands before handling food.



## 2. Step 2: Mix and Bake

In a bowl, mix butter and sugar until fluffy. Add eggs and vanilla, and mix well. Gradually add flour, baking powder, and milk, mixing until smooth. Fill the cupcake liners two-thirds full with batter. Bake for 15-20 minutes, or until a toothpick comes out clean. Let the cupcakes cool.



**Safety Tip:** Use oven mitts to handle the hot tray.



# HOW TO MAKE A CUPCAKE



<https://shorturl.at/C3ccc>

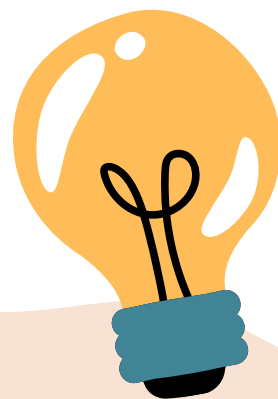
## 3. Step 3: Decorate

Finally, once the cupcakes are cool, spread frosting on top. Add sprinkles, fruit, or other decorations. Enjoy your cupcakes!

**Safety Tip:** Be careful with the knife or piping bag while decorating.



# *Are you ready for your presentation?*



## **Understand Your Topic**

- Make sure you have a clear understanding of the definitions of processes and procedures, and their differences.
- Familiarize yourself with key cooking verbs and imperative forms used in recipes.

## **Organize Your Content**

Create an outline for your presentation as below :

- Introduction
- Definitions of Processes and Procedures
- Language Notes: Imperatives and Sentence Connectors
- Essential Cooking Verbs
- Recipe Examples
- Conclusion

## **Create Visual Aids**

- Use slides to highlight key points, definitions, and examples.
- Include images of food preparation steps, cooking utensils, and final dishes to make the presentation visually appealing.

*Tips for  
Preparing the  
Presentation*



# Tips for Delivering Presentation

## **Start with a Strong Introduction:**

Greet your audience and introduce yourself.

Briefly outline what you will cover in your presentation.

## **Engage Your Audience:**

Ask questions to involve your audience and keep them interested.

Use anecdotes or personal experiences related to food processing to make your presentation more relatable.

## **Use Body Language Effectively:**

Maintain eye contact with your audience to build rapport.

Use hand gestures to emphasize points, but avoid excessive movements.



# Tips for Delivering Presentation

## **Use Visual Aids Wisely:**

Refer to your slides to keep the audience focused, but don't read from them directly. Highlight key points on your slides and expand on them verbally.

## **Speak Clearly and Confidently:**

Project your voice so everyone can hear you. Speak at a moderate pace and avoid rushing.

## **Summarize Key Points:**

Conclude your presentation with a summary of the main points.

Reinforce the definitions of processes and procedures, key cooking verbs, and examples.



Page 12  
Put the sentences in order.

2  
6  
3  
1  
4  
5

Page 27  
Cooking Vocabulary

- |          |           |
|----------|-----------|
| 1. Mix   | 6. Braise |
| 2. Stew  | 7. Boil   |
| 3. Broil | 8. Grill  |
| 4. Toast | 9. Grind  |
| 5. Mince | 10. Bread |

## Answer Scheme

Page 33 : Safety Tip  
How To Make Pizza

**Safety Tip:** Always wash your hands before handling food.

**Safety Tip:** Be careful when using the knife to cut toppings. Use a stable cutting board and cut away from your body.

**Safety Tip:** Use oven mitts when handling the hot baking tray or pizza stone to avoid burns. Always turn off the oven after baking.

# *REFERENCES*

1. <https://lessonsforenglish.com/connectors/10-sequence-connectors-expressions-and-exercises/>
2. <https://7esl.com/cooking-verbs/>
3. <https://www.clarkandmiller.com/cooking-verbs-in-english-and-other-cooking-vocabulary/>

Icons and pictures

[www.canva.com](https://www.canva.com)





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# SUE 2002I : WORKPLACE ENGLISH

Process & Procedure

SUE 2002 : Workplace English, Process and Procedure

e ISBN 978-967-13568-2-1



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