









Types of food service	
<div>Plate</div> <div></div>	<ul style="list-style-type: none">Meals are pre-plated in the kitchenGood portion control methods.All plates are consistent in the food presentation.
<div>Silver</div> <div></div>	<ul style="list-style-type: none">This type of service requires more training for waiting staff, it is a skill.Food is fully cooked in the kitchen but presented on platters.A silver spoon and fork are used to serve food from a platter to a guest's plate at a table.
<div>Buffet</div> <div></div>	<ul style="list-style-type: none">Food set up along a table.The food can be hot or cold.It can be self-service or served by staff, or a mixture of the two.Poor portion control when people help themselves and can go back for more
<div>Vending</div> <div></div>	<ul style="list-style-type: none">Food service from a machine.Food can be served 24 hours.Usually snacks are served in this way but it can also be hot meals

Types of food service	
<div>Fast food</div> <div></div>	<ul style="list-style-type: none">Customers collect food from a counter.Quick and simple method.Food served in disposable packaging.Packaging is bad for the environment
<div>Gueridon</div> <div></div>	<ul style="list-style-type: none">Food is cooked, finished or presented to the guest at a table, from a moveable trolley.This might involve flambéing an item, carving it, cooking on a hot stone/plate or tossing a salad.Turns food into entertainment and creates an atmosphere of sophistication.
<div>Café</div> <div></div>	<ul style="list-style-type: none">Counters displaying ready prepared/cooked food are used.Customers queue up.Customers may impulse buy from the displays.
<div>Tray or trolley</div> <div></div>	<ul style="list-style-type: none">A meal provided in a tray or a choice of food from a trolley.Menu options are often limited and sometimes customers order in advance.Food can be prepared elsewhere and reheated or made in the premises and moved to another area

Commercial sector



Non- Commercial sector







Residential



Non- Residential



<div>Commercial sector</div> <div>Residential</div> <div></div>	<div>Commercial sector</div> <div>Non- Residential</div> <div></div>	<div>Non- Commercial sector</div> <div>Residential</div> <div></div>	<div>Non- Commercial sector</div> <div>Non- Residential</div> <div></div>
<ul style="list-style-type: none">HotelsGuest houseCampsites	<ul style="list-style-type: none">RestaurantsPubs and barsTakeaways and fast food	<ul style="list-style-type: none">NHS hospitalArmed forcesHostel and shelters	<ul style="list-style-type: none">Free work canteenPublic schoolsSoup kitchens

Don't forget you will need to know the type of people (clients) that would use these services

Job Roles

Managers



- What do they do?
- Responsible for the running of the business
 - Employing (and dismissing) staff
 - Deal with problems and complaints
- Examples in a hotel
- General manager
 - Executive chef
 - Finance manager

Administrators



- What do they do?
- Sort out and deal with letters, phone calls and emails
 - Filling and organisation
 - Manage events
- Examples in a hotel
- Secretaries
 - Accountants

Front of house



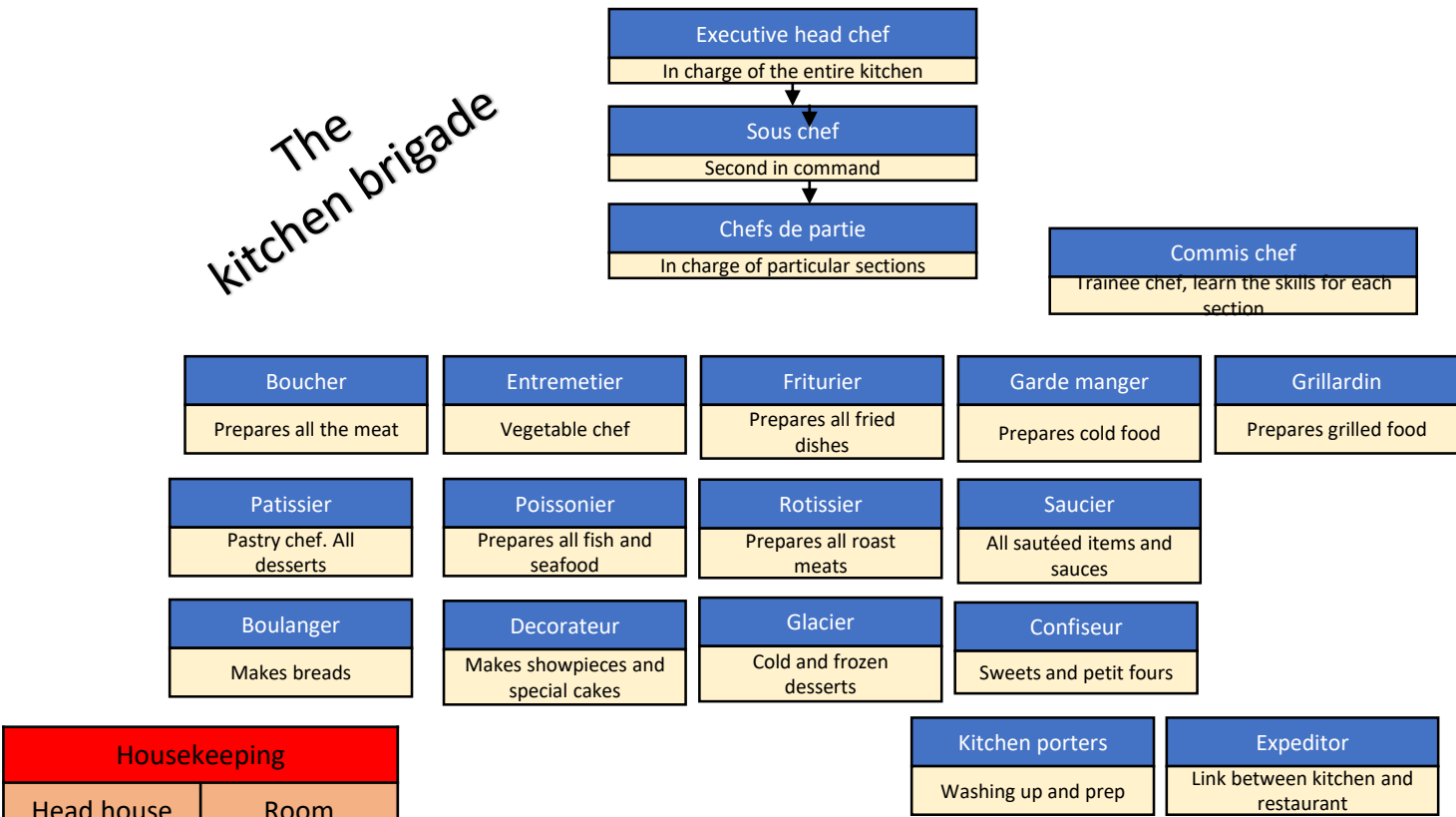
- What do they do?
- Work directly with customers
 - Take bookings
 - Serve food and drinks
 - Take bookings
- Examples in a hotel
- Receptionists
 - Waiting staff
 - Porters
 - Bartenders

Back of house



- What do they do?
- Buy and organise supplies
 - Prepare and cook food
 - Clean
 - Maintain security
- Examples in a hotel
- Stock controller
 - Kitchen brigade
 - Cleaners
 - Room attendants

The kitchen brigade



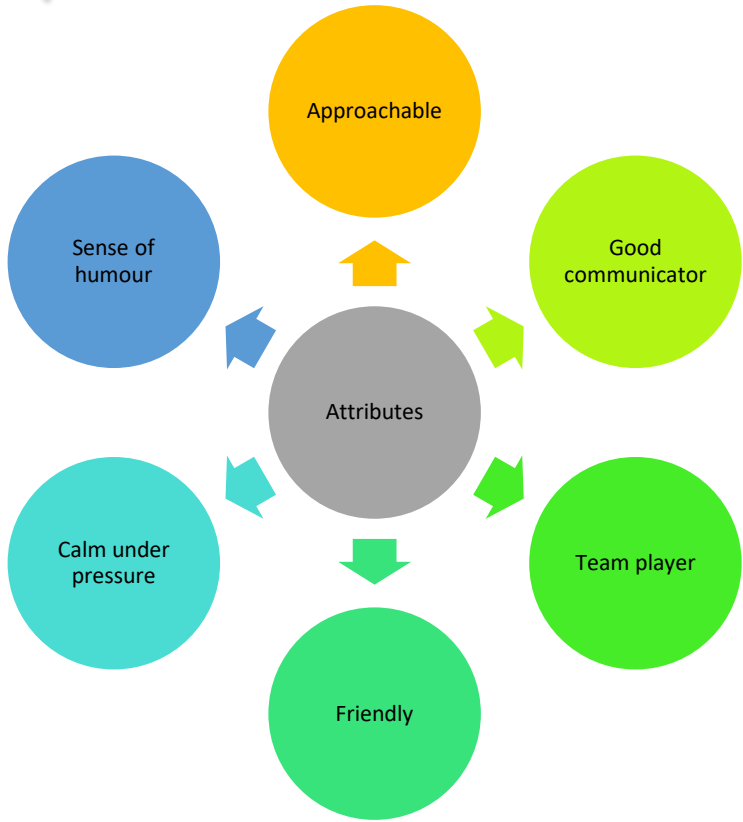
Housekeeping	
Head house keeper	Room attendants
Maintenance staff	Cleaning staff

The front of house	
Receptionists	Take bookings, check customers in and out, deal with customers problems
Porters	Help customers to their rooms, set up meeting rooms
Night porters	Work reception at night, help late arrivals
Concierge	Arranges taxis and visits, park cars

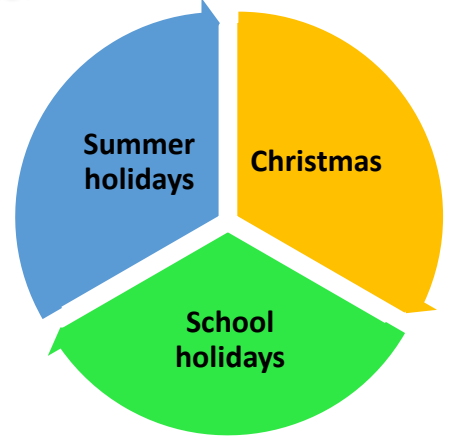
Standards and ratings



personal attributes for waiting staff



When is demand for staff high?

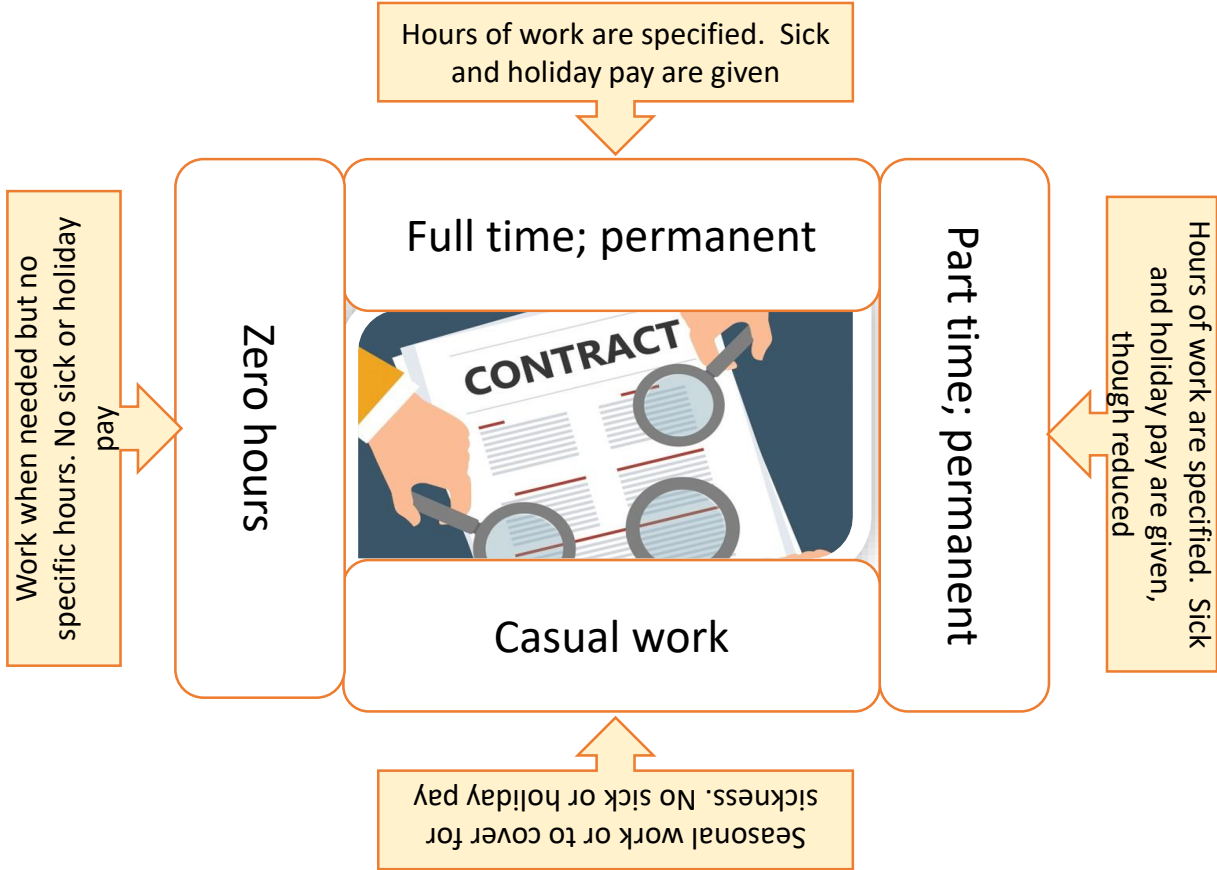


Personal attributes in the industry



Skills needed as a waiter		
Responding to problems	Multi task	Good business knowledge
Calmly communicate	Well organised	Good local knowledge

LO1: Understand the environment in which hospitality and catering providers operate



Paid employees are entitled to holiday pay each year. It is important to take time of to recharge. Most workers who work a 5-day week must receive at least 28 days' paid annual leave a year. This is the equivalent of 5.6 weeks of holiday.

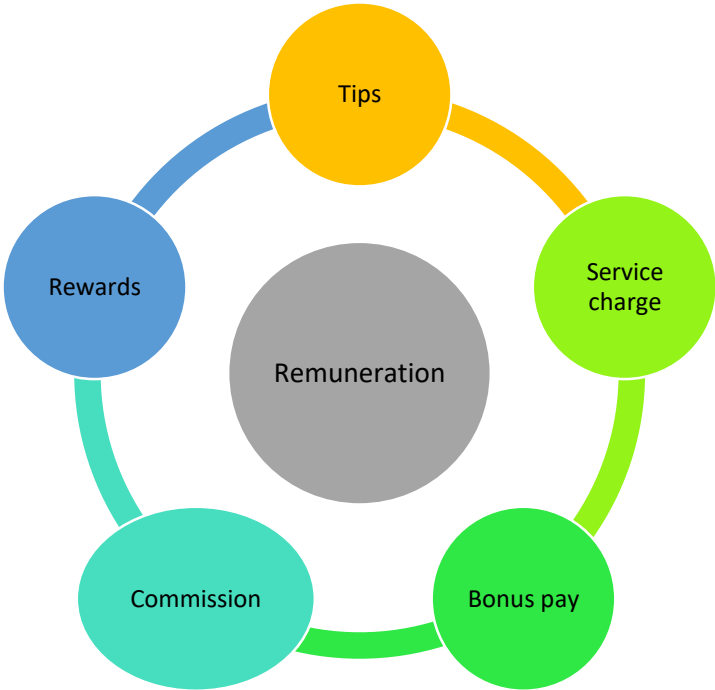
AC1.3 Describe working conditions of different job roles across the Hospitality and Catering industry

Rates of pay



National minimum wage	This is paid hourly. This is the minimum pay that workers over school leaving age are entitles to
National living wage	This is the same principal as minimum wage but for people aged 25 and over

Remuneration



LO1: Understand the environment in which hospitality and catering providers operate



 <p>Profit</p>	<ul style="list-style-type: none"> Is there any money coming into the business? Can they pay the bills?
 <p>Customer satisfaction</p>	<ul style="list-style-type: none"> Are customers happy? How can you measure it? Are you getting returning customers
 <p>Employees</p>	<ul style="list-style-type: none"> Are they happy and productive? Are they trained well? How does the business measure performance?
 <p>Competition</p>	<ul style="list-style-type: none"> What are the other similar businesses like in your area? Are you as good as the competition?
 <p>Development</p>	<ul style="list-style-type: none"> Is the business keeping up with trends ? Are you keeping up to date with market research?

AC1.4 Explain factors affecting the success of hospitality and catering providers

Gross profit =
selling price – costs

Gross profit % =
GP ÷ selling price (x100)

Net profit =
Gross profit - overheads


Toad in the Hole

Ingredients cost = £1.50


Selling price = £7.95

GP = £7.95 - £1.50 = £6.45

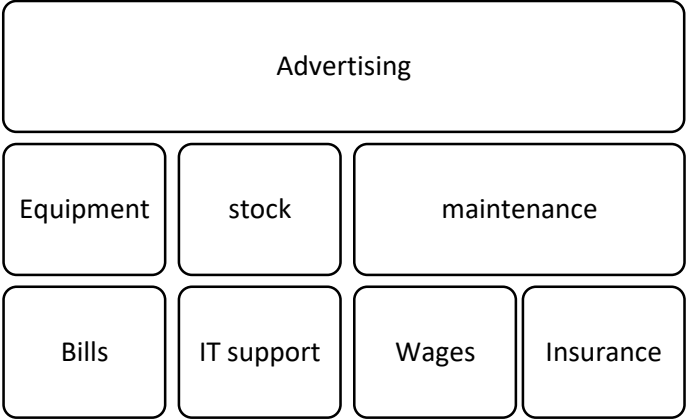
GP% = £6.45 ÷ £7.95 (x100) = 81.1%



Costs




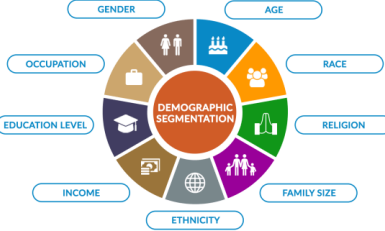






Business incur lots of costs. Here are a few.

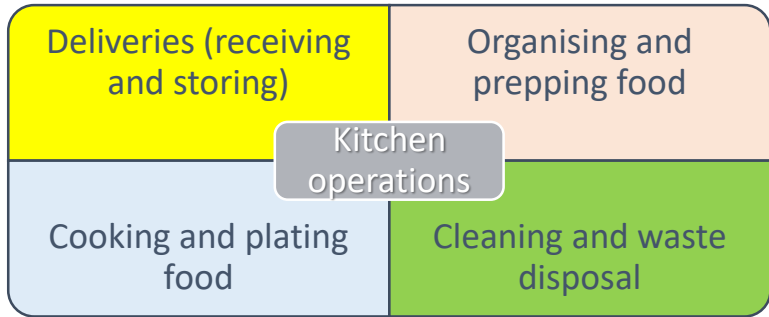


The amount of profit is affected by



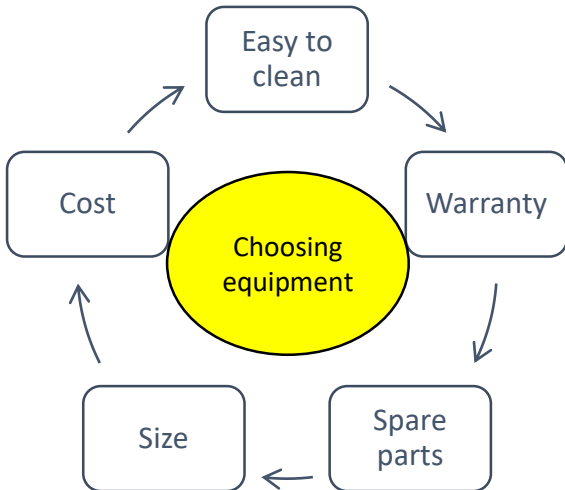
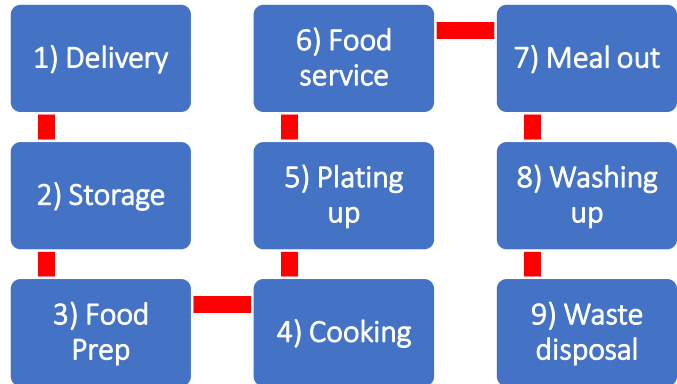
<div></div> <div><h3>Economy</h3><ul style="list-style-type: none">• The industry contributes a lot of tax (VAT)• Attracts millions of customers each year to the UK• Exchange rates can influence visitors• If an economy is in recession people have less to spend</div>	<div><h3>Environmental Factors</h3><ul style="list-style-type: none">• Contribute a lot of waste• Reduce• Re-use• Recycle• Sustainable sources of food</div> <div></div>	<div><h3>Technology</h3><ul style="list-style-type: none">• Social media• IT use• Kitchen technology (equipment, food service)• Food technology (ready made food)• Food pairing• Food production methods</div> <div></div>	<div><h3>Customer demographics</h3><ul style="list-style-type: none">• How people live their lives• How much income they have• Where they live• Hobbies and interest</div> <div></div>
<div><h3>Media</h3><ul style="list-style-type: none">• Social media• TV adverts• Online searches• Extremely competitive so can use media to stand out</div> <div></div>	<div><h3>Competition</h3><ul style="list-style-type: none">• Highly competitive industry<ul style="list-style-type: none">• Restaurants/pubs• Hotels• More advertising to stand out• Offer discounts</div> <div></div>	<div><h3>Political factors</h3><ul style="list-style-type: none">• Licensing law<ul style="list-style-type: none">• Alcohol• Trading hours• Minimum age• Employment laws<ul style="list-style-type: none">• Contracts• Working hours• Customer health and safety• Tax collection</div> <div></div>	<div><h3>Trends</h3><ul style="list-style-type: none">• Something that is in fashion and popular at a certain point in time• Free Wi-Fi• Food ordering apps• Diets</div> <div></div>

LO2 Understand how hospitality and catering provision operates



Deliveries (receiving and storing)
There should be a dry area and a cool dry area for storing food. Dry area will store canned and packaged goods. Cool dry area will have things that need to be chilled or frozen
Organising and prepping food
<ul style="list-style-type: none">Wet area: preparing fish, veg, meatHot dry area: grilling, roasting. Frying and bakingHot wet area: steaming, poaching, boiling
Cooking and plating food
Plating food is the last step before it gets to the waiters. This area needs to be well lit and clear
Cleaning and waste disposal
Waste food, rubbish and dishwashing. This away from food prep

Kitchen Workflow



AC2.1 describe the operation of the kitchen

Large Equipment

Ovens, walk in freezers, grills, steamers, deep fat fryers



Mechanical Equipment



Mincer, food processor, mixer, dough mixer, dishwasher

Small hand held utensils and Equipment

Bowls, jugs, whisks, spatulas, sieves, chopping boards



First aid and safety Equipment



First aid kit, emergency exit signs, smoke alarms, emergency lighting

LO2 Understand how hospitality and catering provision operates

Food safety equipment



Employee welfare



Kitchen materials



The traditional uniform for a chef has been worn for over 100 years. It typical includes

- A white hat – called a toque
- A necktie
- An optional name tag
- A long sleeved, double breasted, white cotton buttoned jacket
- A dish cloth
- A knee length cotton apron
- Patterned or plain cotton trousers
- Non sleep shoes, with toe protectors



Documents and administration for kitchen and front of house



AC2.1 describe the operation of the kitchen

stock controllers duties



- Chefs must change into it at work, not arrive in it
- They must not wear it on public transport
- Their jacket, apron and necktie should be changed once a day and hat and trousers as soon as they become dirty
- The uniform should be washed and ironed before wearing it again
- Jewellery must not be worn
- Heavy make up, false nails and nail polish can't be worn
- Strong perfume/aftershave not allowed

The uniform is designed to

- Protect the body
- To fit well
- Absorb perspiration (sweat)
- Be easy to wash and iron
- Portray a professional image

The hat is designed to

- Protect hair from oil and smoke
- Stop hair falling into food

The apron is designed to

- Protect the body from spills and burns

KNOW THE RULES !



Front of house operations

Entrance/reception

- Critical- first impression matter
- Must greet customers with a smile

Waiting area

- Customers don't like waiting so it will need to be comfortable.
- Drinks can be offered and menus given so they can make choices

Bar area

- Seating needs to be provided so customers can drink before they are seated at their table

Dining area

- Comfortable temperature
- Enough space
- Menus for different needs

Cloakrooms/toilets

- High standard of cleanliness
- Disabled access

Table top equipment



Food service equipment



Waiting at table equipment



Customer seating equipment



Organisation equipment



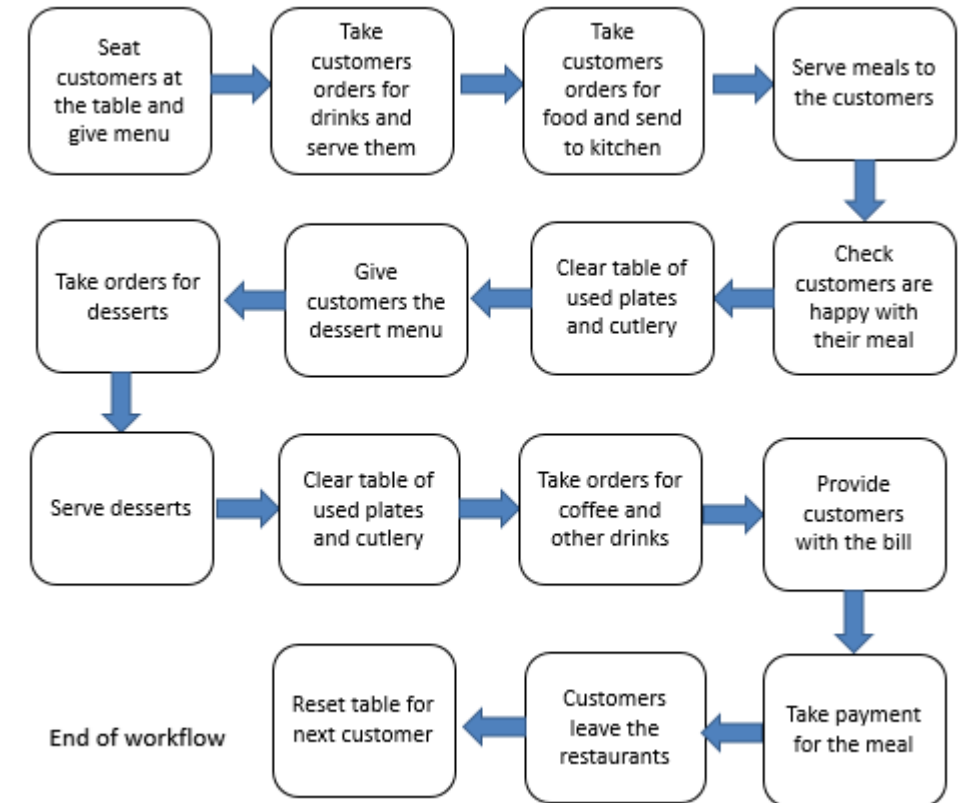
First aid and safety equipment



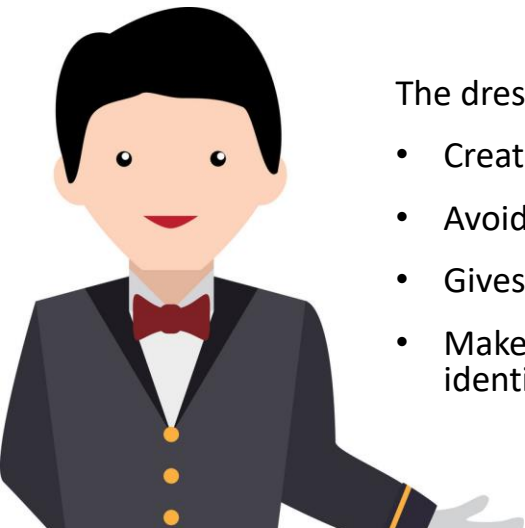
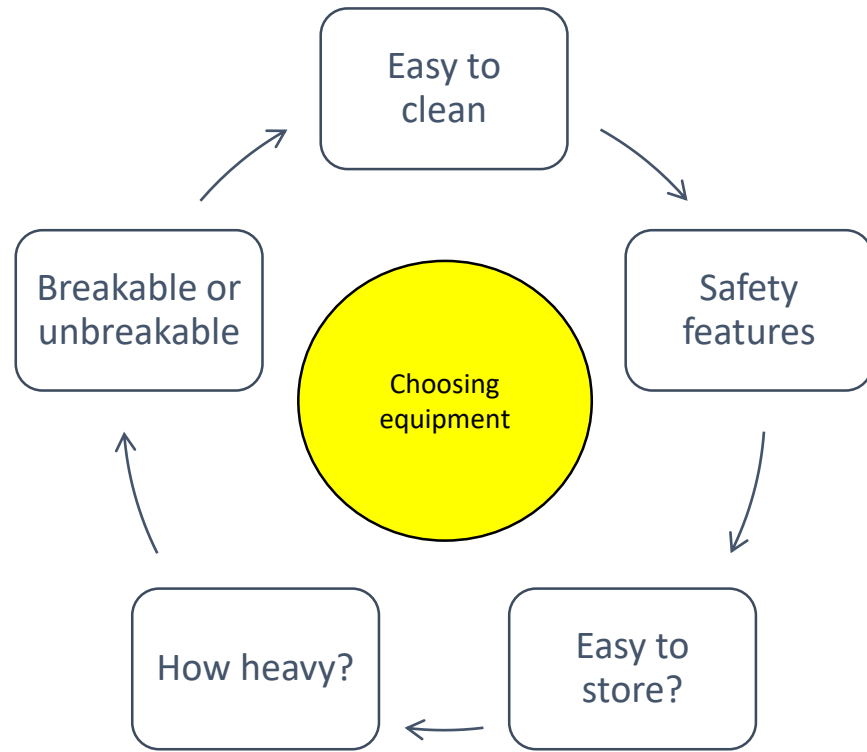
Bar area equipment



Front of house workflow



LO2 Understand how hospitality and catering provision operates



The dress code is important as it

- Creates a good first impression – smart and professional
- Avoids staff wearing their own clothes
- Gives employees a sense of pride
- Makes them stand out from the customers so they are easy to identify

AC2.2 operational activities of the front of house in a restaurant

Cleaning materials



Employee welfare



Food service materials



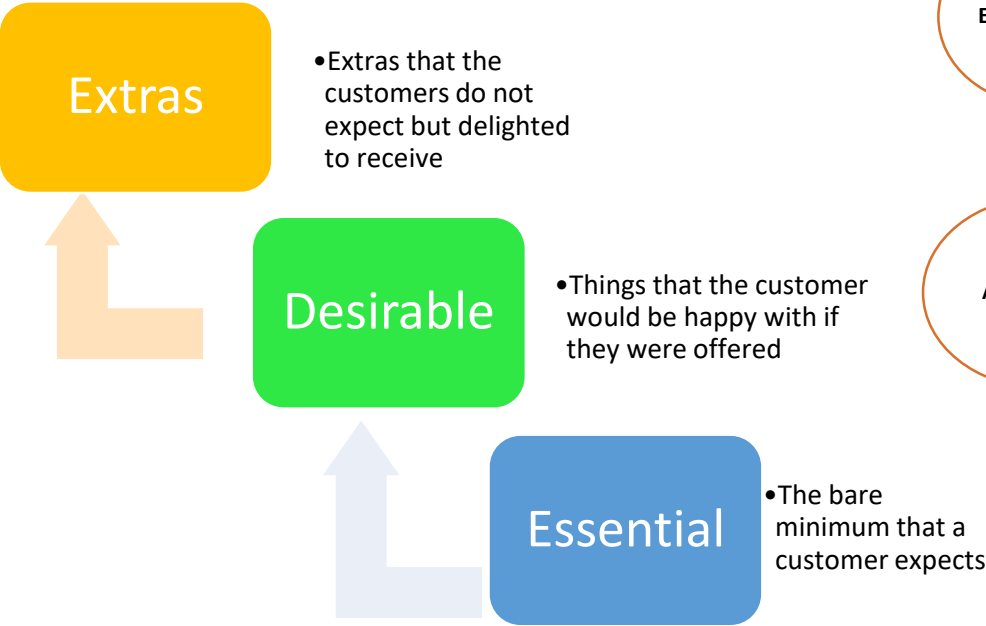
Waste disposal materials



- must change into it at work, not arrive in it
- The uniform should be washed and ironed before wearing it again
- Jewellery must not be worn
- Heavy make up, false nails and nail polish can't be worn
- Strong perfume/aftershave not allowed

LO2 Understand how hospitality and catering provision operates

AC2.3 customers needs, requirements and expectations



Benefits of good customer service

- Customer satisfaction and repeat business
- Increase in customer numbers
- Employee confidence
- Good reputation
- Good reviews

Extras	<ul style="list-style-type: none">Free bottle of champagneFree meal voucher
Desirable	<ul style="list-style-type: none">Bread roll to go with your mealRange of toiletries in your room
Essential	<ul style="list-style-type: none">Range of foodToilets

Dietary requirements



- Trends can be influenced by
- Online services
 - Messaging
 - Social media
 - Online comparison sites
 - Self service
 - Environmentally conscious

Trends



LO2 Understand how hospitality and catering provision operates

<u>Trade description act 1968</u> Makes it illegal to mislead the customers by describing or making false statements about what you offer	<u>Equality act 2010</u> Protects the rights of individuals . Promotes equal opportunities regardless of age, gender, race and sexual orientation
<u>The consumer protection act 1987</u> Stops the supply of unsafe products . Must have a health and safety message	<u>Consumers rights act 2015</u> Products bought must be <ul style="list-style-type: none">• Satisfactory quality• Work as it should (fit for purpose)• Match the description given



Local residents



Preventing noise levels	Prevent congestion by having ample parking	Employment
Have security and CCTV to make everyone feel safe	Offering discounts/good prices	Sponsor local events



<u>Corporate Business use the industry for</u>	
Conferences	Award ceremonies
Meetings	Staff training
Exhibitions	Team building events
Trade shows	Special events



<u>Needs met by</u>	
Food and drinks	Pop up cafes/restaurants
WIFI/internet	Parking
Accommodation	Entertainment



Employers and employees responsibilities

Employers must:



- ✓ Provide the employee with a detailed job description and a contract of employment
- ✓ Adhere to laws relating to employment of staff, including health and safety and food safety.

Employees must:



- ✓ Work in the way that has been agreed to in the contract and job description
- ✓ Follow all the organisation's policies and practices.

Control of Substances Hazardous to Health Regulations 2002 (COSHH)

What to report

- Deaths and injuries
- Occupational Diseases
- Carcinogens, mutagens and biological agents
- Specified Injuries to Workers
- Dangerous Occurrences
- Gas Incidents



Health and safety at work act (HASAWA)

The act aims to:

- secure the health, safety and welfare of persons at work
- protect other people from health and safety risks caused by work activities
- control the use and storage of explosive and dangerous substances



Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013. (RIDDOR)

What to report

- Deaths and injuries
- Occupational Diseases
- Carcinogens, mutagens and biological agents
- Specified Injuries to Workers
- Dangerous Occurrences
- Gas Incidents

Personal Protective Equipment (PPER)

Employers have duties concerning the provision and use of personal protective equipment (PPE) at work.
PPE is equipment that will protect the user against health or safety risks at work. It can include items such as safety helmets, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses

Manual Handling Operations Regulations (MHOR)

"...any transporting or supporting of a load (including the lifting, putting down, pushing, pulling, carrying or moving thereof) by hand or bodily force".

Ways of making customers safe

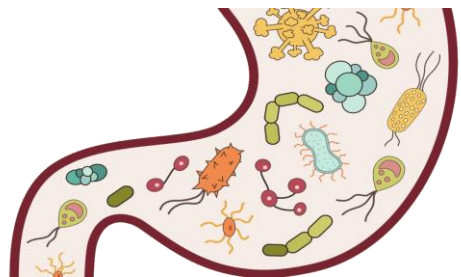


Potential hazards and risks	Control methods
Muscle strains and back problems from lifting/moving heavy items	<ul style="list-style-type: none">Manual handling trainingDon't lift more than you can
Long working hours leading to fatigue	<ul style="list-style-type: none">Contract of employment<ul style="list-style-type: none">BreaksHoliday pay
Stress leading to ill health	<ul style="list-style-type: none">Taking breaksHealth careHoliday pay
<p>Safety risks</p> <ul style="list-style-type: none">Slips, trips, fallsBurns and scalds	<ul style="list-style-type: none">First aid kitSigns
<p>Security risks</p> <ul style="list-style-type: none">Aggressive customers<ul style="list-style-type: none">Theft	<ul style="list-style-type: none">Panic buttonSecurity guardsSecurity cameras

Ways of making staff safe



LO4: food related causes of ill health



There are many different types of microbes. Microbes that are harmful to humans are called **pathogenic**.

Types of microbes

Bacteria

Yeast

Mould

Microbes can move easily from one place to another and be transferred to food. This is called cross contamination. Which of the following statements would lead to **cross contamination**



Non visible symptoms

- Headache
- Weakness
- Feeling cold
- Stomach ache
- Feeling sick
- Loss of appetite
- Aching muscles

Visible symptoms

- Diarrhoea
- High temp
- Dizziness
- Vomiting



Where can microorganisms be found?

PREVENT CROSS CONTAMINATION

USE CORRECT COLOUR CODED CHOPPING BOARDS & KNIVES

RAW MEAT

RAW FISH

COOKED MEATS

SALADS & FRUITS

VEGETABLES

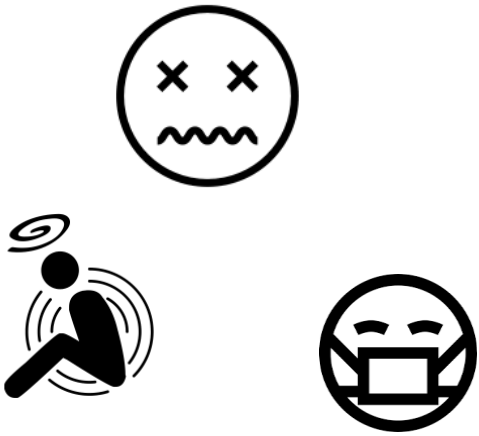
DAIRY PRODUCTS

Conditions for growth



LO4: food related causes of ill health

<u>Bacteria name</u>	<u>Where is it found (food)</u>	<u>Symptoms</u>
Campylobacter	Milk Raw meat Poultry	Stomach ache Vomiting
E.Coli	Milk Raw meat	Stomach ache Vomiting
Listeria	Diary Cheese/cream Pate	Flu
Salmonella	Egg Milk Chicken	Stomach ache Vomiting
Staphylococcus aureus	Humans Milk Soft cheese Cooked meats	Stomach ache Vomiting

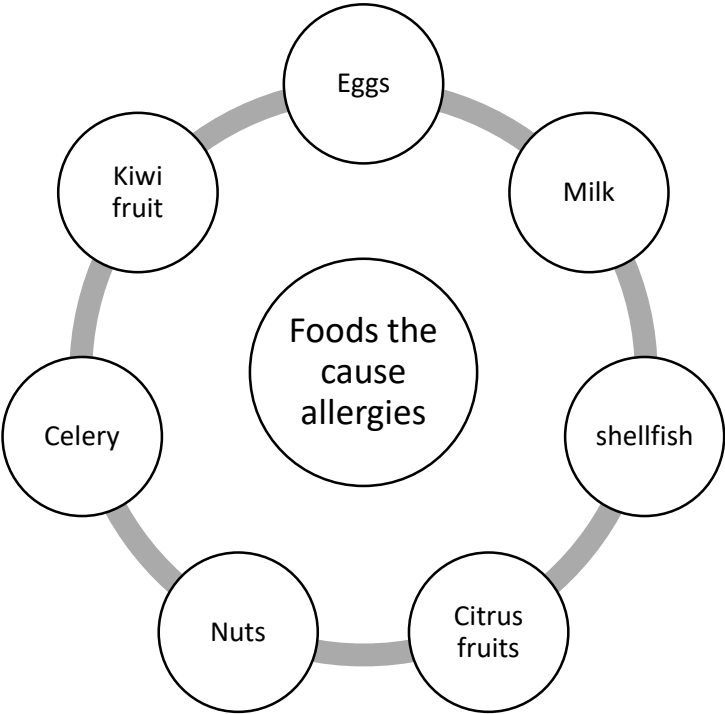


Other sources of food related ill health

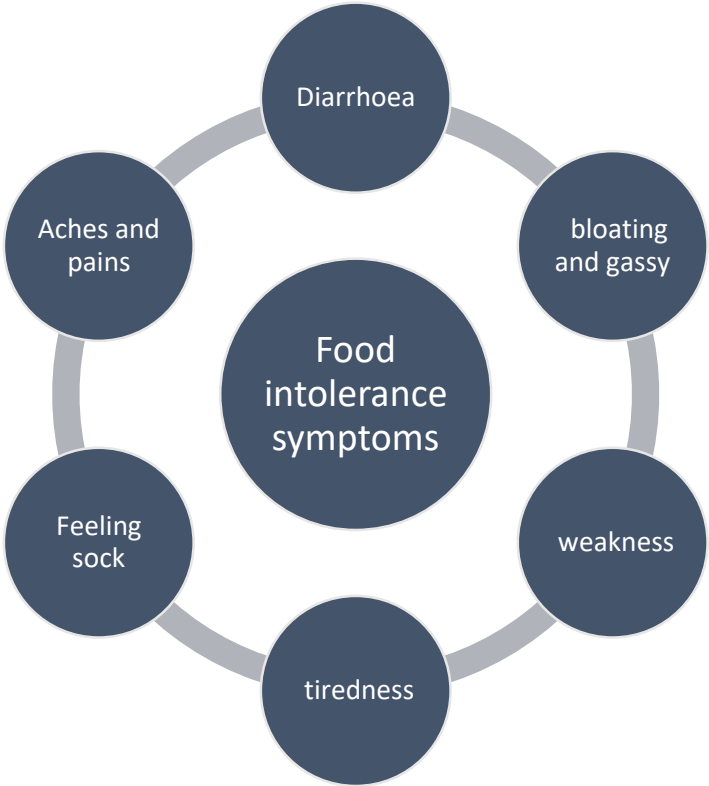
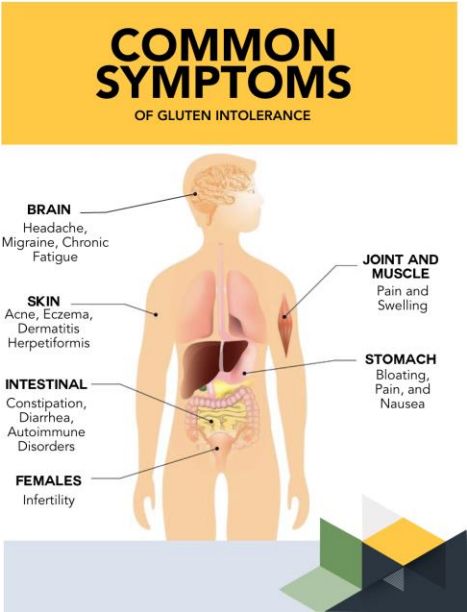
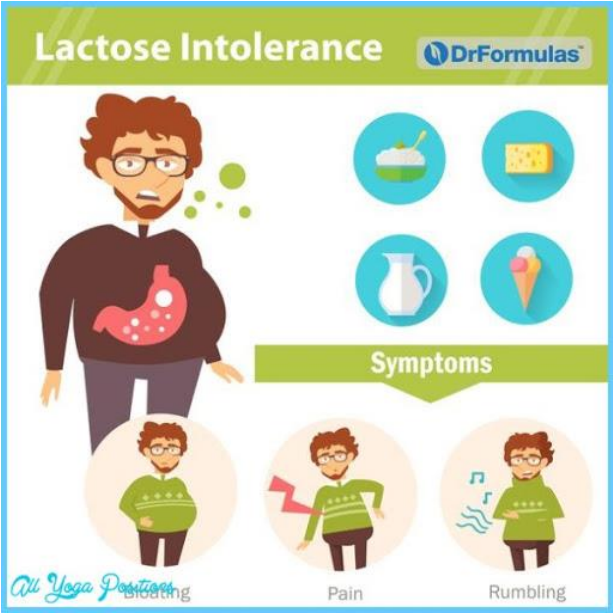


Red kidney beans	Raw red kidney beans contain a toxin called haemagglutinin . This can cause vomiting and diarrhoea.
Nuts and cereals	If they become damp they may develop a mould which produces aflatoxin . This can harm your liver
Rhubarb leaves	Contain oxalic acid which can cause illness, the stems are ok to eat
Poisonous wild mushrooms	Many are poisonous and cause organ failure
Poisonous berries	Many are poisonous and cause organ failure

LO4: food related causes of ill health



<u>Visible</u>	<u>Invisible</u>
<ul style="list-style-type: none">• red skin• Rash• Skin swells• Difficulty breathing• Lips and eye swell	<ul style="list-style-type: none">• Tongue swell• Stomach pain• Windpipe closes over



LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

5.1 Options for catering provision

Provision	Advantages	Disadvantages
Restaurants and Bistros	<ul style="list-style-type: none">• Waiter service• Can ask questions about the menu• Comfortable seating at a table	<ul style="list-style-type: none">• Often more expensive than other options• Waiting time can be longer than other options
Pop-up Restaurants	<ul style="list-style-type: none">• Often set up in a convenient location• Prices can be cheaper• Gives customers a chance to try new foods	<ul style="list-style-type: none">• The menu may be limited• Only in location for a limited time
Café	<ul style="list-style-type: none">• Faster service than a restaurant• Lower prices than a restaurant• Wide menu choices-something for everyone	<ul style="list-style-type: none">• Can be crowded• Seating may not be very comfortable, for example fixed seating.
Street food	<ul style="list-style-type: none">• Usually fast service• Cheap prices• Food is wrapped and ready to go• Can ask questions about ingredients etc.	<ul style="list-style-type: none">• Hygiene may not be as good as indoor venues, for example lack of pest control and temperature control.• There may be no seating available• Usually need cash to pay

LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

5.1 Options for catering provision

Provision	Advantages	Disadvantages
Mobile vans	<ul style="list-style-type: none">• Serve fresh, hot food• Very convenient if in your location	<ul style="list-style-type: none">• Only available at set days/ times• Limited menu choices• Engine fumes can be a problem if engine left running
Fast food	<ul style="list-style-type: none">• Fast service• Fast cooking, as food is often prepared/ cooked beforehand• Cheaper prices• Easy to eat	<ul style="list-style-type: none">• Often unhealthy choices• Not all packaging can be recycled so may be damaging to the environment
Take away and drive- through	<ul style="list-style-type: none">• Fast and convenient• Cheaper prices• No need to get out of the car at drive-throughs, so convenient for families with children and disabled customers	<ul style="list-style-type: none">• Menu choice is limited• Often unhealthy choices
Tearooms and coffee shops	<ul style="list-style-type: none">• Service is usually fast• Food is often freshly prepared• Good for snacks and lighter meals• Branded coffee shops offer a familiar setting and menu	<ul style="list-style-type: none">• Limited menu choice• Cn be crowded seating may not be comfortable, for example raised stools• Can be expensive

LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

5.1 Options for catering provision

Provision	Advantages	Disadvantages
Delicatessens and salad bars	Offer a wide range of salads and sandwiches Often sell hot food such as soups and jacket potatoes	Waiting times can be long at peak times as food is often made to order Seating may be limited or in a small space
Pubs and bars	Food often available all day Generous portion sizes Wide menu choices Prices are often cheaper than restaurants Comfortable atmosphere	Seating may not be comfortable, for example raised stools Waiting time can be longer than some other options, for example fast food and cafes
Private clubs and casinos	Friendly service Lots of staff available to help Offer various food and drink choices	Membership is often required for private clubs, which can be expensive Menu choices can be limited There may be a dress code, for example men may need to wear a shirt and tie

LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

5.1 Options for catering provision

Provision	Advantages	Disadvantages
Visitor attractions (for example theme parks)	<ul style="list-style-type: none">• Catering sited in convenient locations• Fast service• Choice of catering options to suit different guests• May offer meal deals or unlimited drinks	<ul style="list-style-type: none">• The food is often expensive• Can be long queues• Small portions• Some visitor attractions don't allow you to take your own food in, so they have a captive market
Sport and concert stadiums	<ul style="list-style-type: none">• Convenient• Fast service• Easy to eat foods	<ul style="list-style-type: none">• Long queues• Often expensive• Often no seating available• Limited menu
Vending machines	<ul style="list-style-type: none">• Very convenient• Open 24/7• Some take card payment	<ul style="list-style-type: none">• Choice of food/ drink very limited• Can be expensive• Machines may only take cash• Can be out of order or money lost with no one around to help

LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

5.2 Options for hospitality and catering provision

Provision	Advantages	Disadvantages
Youth and backpacker hostels	<ul style="list-style-type: none">• Cater for single people, couples, families and groups travelling on a limited budget• Basic but wholesome meals are provided• Self-catering facilities are usually available• Some rooms are private and have en suite bathrooms• Open to all ages	<ul style="list-style-type: none">• Mainly dormitory accommodation• May have to share bedroom/ bathroom with others• Food choice is very limited• Usually pay more if you are not a member
Holiday parks	<ul style="list-style-type: none">• Suitable for single people, families and groups• Offer a wide variety of activities for all ages• Activities are scheduled at different times of the day to allow forward planning and choice• Facilities for guests with limited mobility levels are usually very good• Kids clubs are available which allows families time apart to follow their own interests	<ul style="list-style-type: none">• Can be expensive• Quality of food and the food choices may be limited• Lack of privacy• Can be noisy environments
B&Bs and guest houses	<ul style="list-style-type: none">• Often small and family run• Friendly service• Good value for money• Guest houses may offer lunch and an evening meal	<ul style="list-style-type: none">• Less privacy than a hotel• May have to share bathroom facilities with other guests

LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

5.2 Options for hospitality and catering provision

Provision	Advantages	Disadvantages
Farmhouses	<ul style="list-style-type: none">• Often offer B&B and holiday cottages• Bedrooms meet national tourist board standards• Rooms are inspected to make sure that offer value and quality	<ul style="list-style-type: none">• Some farms can be noisy and/or smelly depending on the type of farm• Animals may wake up early, especially in summer, which can disturb guests
Budget hotels (for example Travelodge, premier Inn)	<ul style="list-style-type: none">• Cheaper than regular hotels• Convenient locations, for example near motorways and airports• Tea and coffee making facilities available• Shops, cafes, and restaurants close by• Many have Wi-Fi	<ul style="list-style-type: none">• Few staff on duty at any one time• Can be noisy if near a motorway or airport• Some restaurant are located next door to budget hotels, rather than part of the hotel
Luxury hotels	<ul style="list-style-type: none">• Offer room service• Have Wi-Fi• Often have sports facilities, such as a gym or swimming pool• May have office and IT services• Provide food 24/7• Have a choice of eating venues	<ul style="list-style-type: none">• Expensive• Dress code may be formal