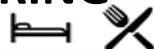


# 1. HOSPITALITY & CATERING

(food, drink and accommodation) 

## RESIDENTIAL (Food, drink and bed)

- Hotel/motel
- B and B/Guesthouse
- (Youth) hostel
- Airbnb
- Campsite
- Caravan park
- Hospital
- Boarding school
- Care home
- Prison



## NON-RESIDENTIAL (food and drink only)

- Pub
- Restaurant
- Pop-up
- Bistro
- Café
- Tea shop
- Fast food/takeaway
- Food stall/truck
- School canteen
- Soup kitchen
- Meals on wheels



## COMMERCIAL (Aims to make a profit)

- Hotel
- Airbnb, B and B
- (Youth) hostel
- Campsite
- Caravan park
- Bar/pub
- Restaurant/Bistro
- Pop-up
- Café
- Tea shop
- Food van
- Takeaway
- Train/plane/cruise ship

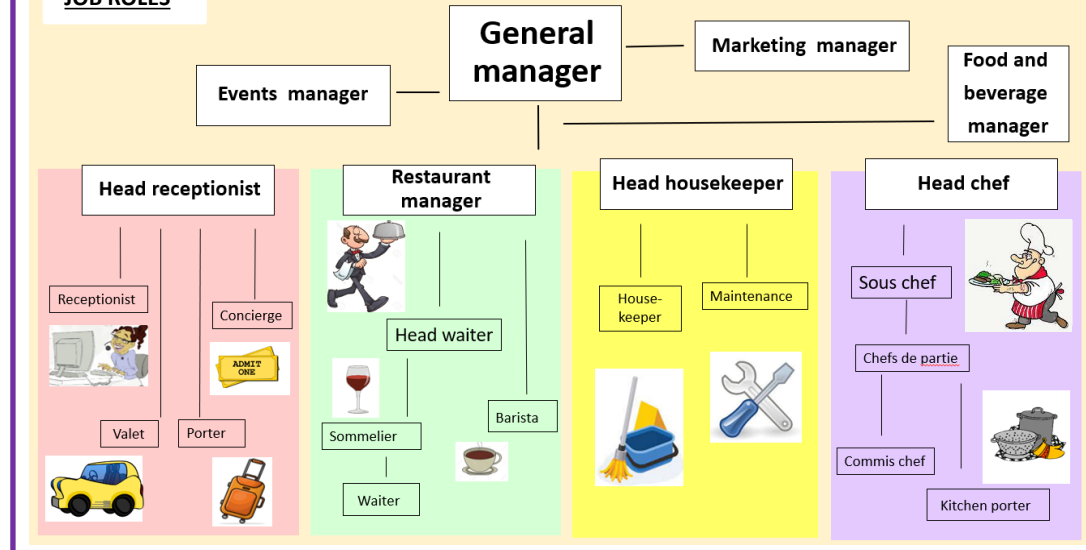


## NON-COMMERCIAL (Non-profit making)

- Subsidised work canteen
- Hospital
- Care home
- School
- Prison
- Army
- Soup kitchen
- Meals on wheels



## JOB ROLES



## TYPES OF FOOD SERVICE

- **Cafeteria/canteen**- counter service like school
- **Buffet**-customers take food or are served from a table
- **Takeaway/fast food**- waste packaging (☹)
- **Plate service**- waiter takes order and brings food on a plate
- **Silver service**-waiter serves food at table. Used at **banquets**
- **Gueridon (trolley)**- chef cooks at table
- **Banquet**- everyone served at the same time (weddings)
- **Transport catering**-on train, cruise ship or plane
- **Vending machine** – (24 hour ☺)
- **(24 hr) Room service**- breakfast in bed!

### IS IT?

- High turnover (fast)
- Impressive
- Good portion control
- Wasteful

### DOES IT NEED?

- Skilled staff
- Low skilled staff
- No catering staff

## STANDARDS AND RATINGS

### WHY?

- Increase in **business**
- Generate **publicity**
- Customers know what to **expect**

The AA- hotels (stars) and food (rosettes)

Michelin- food and ambience

Good Food Guide- food

Food hygiene ratings- food hygiene



AA 5 star hotel ★★★★★

- Open all year
- Excellent customer service
- Multilingual receptionists
- Facilities such as spa or pool
- Restaurant open all week
- 80% of rooms have bath/shower

Michelin stars

🌸 A very good restaurant in it's category

🌸🌸 Excellent cooking, worth a detour

🌸🌸🌸 Exceptional cuisine, worth a special journey

## HOTEL ROOMS

- **Single**
- **Double**
- **King**- large bed
- **Suite**- living space
- **Family**- 4-6 people
- **En suite**-bathroom
- **Shared facilities**- share bathroom

## KITCHEN DRESS CODE

- Change into at work (daily)
- Supplied by employer
- Hat/hair tied back
- Baggy trousers
- Jacket covers arms (avoids burns)
- Apron
- Non-slip shoes
- Clean hands



## 2. JOB REQUIREMENTS & WORKING CONDITIONS

### CONTRACTS

**Full time-** Working 35+ hours a week  
Entitled to **sick**, holiday pay and maternity pay

**Part time-** Working less than 35 hours a week.  
Entitled to sick, holiday pay and maternity pay

**Temporary/casual/seasonal work-** Working at busy times such as holidays or to cover for staff absence.  
Entitled to sick, holiday pay and maternity pay

**Zero hours contract-** No **minimum** hours.  
Work when needed or when you want to  
Not entitled to sick pay, holiday pay or maternity pay



### SUPPLY AND DEMAND

The more demand there is for staff the higher wages should be

Expensive areas have to offer higher wages/accommodation

When **Brexit** happened wages rose



During the **pandemic** restaurants closed and needed no staff

Weekends may be busier and businesses might want more **part-time** staff

Weddings, Christmas and summer may need **temporary** staff



## FRONT OF HOUSE DRESS CODE

- Change at work (daily)
- Washed & ironed
- Uniform or suit
- Smart shoes
- Tie back hair. Neat and tidy. Trim beard
- No perfume for food staff
- Minimal makeup

Why?

- Recognisable
- Good impression
- Feel part of a team



### ENTITLEMENTS

- Not have to work more than **48 hours** a week
- Written **contract** and **payslip**
- **20 minutes break** every 6 hours of work
- **Minimum wage**
- **28 days** paid holiday per year if full time
- **Sick** pay if not zero hours
- **Maternity/paternity pay** if not zero hours



### BENEFITS

- Tips and bonuses
- Accommodation
- Uniform
- Pension
- Free meals



### PERSONAL ATTRIBUTES

- Organised
- Punctual
- Hard-working
- Hygienic
- Honest
- Calm under pressure
- Friendly
- Good communicator
- Team player
- Good people skills
- Willing to learn and develop
- Flexible



### KEY WORDS

**Casual-** employed for a fixed amount of time during busy times

**Contract-** legal agreement setting out your responsibilities

**Payslip-** wages showing deductions

**Salary-** fixed payment usually for a year

**Wage-** hourly rate

**Permanent-** employed all year round

### QUALIFICATIONS

Key stage 4

- **Level 1/2 vocational award** in Hospitality and Catering (what you are studying)
- Maths and English GCSE for receptionist

Post 16

- Diploma in Hospitality and Catering
- **Apprenticeship** where you attend college one day a week

University

**Degree** in catering/hospitality/ hotel management



**Experience** from a part time or summer job

# 3. FACTORS AFFECTING SUCCESS



- COSTS
- PROFIT
- ECONOMY
- COMPETITION
- ENVIRONMENT
- MEDIA
- TECHNOLOGY

## COSTS

- **Material costs**- food, cleaning products etc.
- **Labour costs**- salaries for staff
- **Overhead costs**- rent, energy, vat etc.



## PROFIT

- **Gross profit** -money left over when ingredients have been paid for.
- **Net profit**- money left when everything else (rent, wages, energy etc.) has also been taken out.



## CALCULATING PROFIT

**Cost per portion x 100  
Divided by 40**

## **Save costs** and therefor make profit -

- Don't over-order stock
- Cut waste- FIFO etc.
- Get the best price from suppliers
- Save energy
- Portion control
- Keep wages down
- Negotiate cheaper rent



## KEEPING UP WITH THE COMPETITION

- Monitor TripAdvisor etc.
- Visit competitor's businesses.
- Evaluate your own business
- Offer what the customer wants
- Advertise
- Good customer service



## THE ECONOMY

- **VAT** -20% paid to the government
- **Value of the £/the exchange rate**
- Strength of the **economy**



## TECHNOLOGY

- Booking rooms and tables
- Contactless payment
- EPOS- stock taking. Less mistakes
- Delivery apps- Deliveroo, Just Eat
- Key card entry



## MEDIA

- **Internet media**- Instagram etc.
- **Print media**- magazines, billboards
- **Broadcast media**- TV, radio
- Reaches new customers
- Social media is free
- Can get negative reviews



## CUSTOMER SERVICE

- Makes customers come back
- They give good reviews
- Should be polite and welcoming



## BEING ENVIRONMENTAL

Buy **local and seasonal**  
Support **sustainable** methods of farming



### **Reduce**

- Plastic packaging
- Food waste
- Energy and water use

### **Reuse**

- Food leftovers
- Plastic containers

### **Recycle**

- Food
- Glass
- Tin cans
- Paper and card
- Plastic



## Environment-key words

- **Food miles** -the distance food is transported from the farm
- **Sustainable diet**- has minimal environmental impact. Plant based/MCS fish/organic
- **Locally sourced**- from nearby farms, saves on food miles
- **Food provenance**- knowing where food comes from



# KITCHEN

## LAYOUT

- HYGIENIC
- SAFE
- EFFICIENT

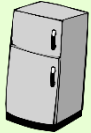


## 4 STAGES OF WORKFLOW

1

### Delivery

Room for parking  
Near to stores



### Storage

Fridges, freezers and dry store  
Near to delivery

2



### Food preparation

Raw and cooked foods separate.  
Hot and cold areas separate  
Allergens separate  
Hand and food sink separate



### Cooking

Enough space to avoid accidents  
Right equipment for the menu

3



### Holding

Near the food serving area  
Above 63°C or below 5°C



### Serving

Near the kitchen area.  
Space for plating up

4



### Washing Up

Separate areas for dirty and clean stuff



### Waste

Away from food prep  
Lids on bins to stop pests  
Recycling bins

## HEAD CHEF

- Rotas
- Training
- Menu planning
- Oversees food preparation
- Dealing with suppliers
- Polishing dishes
- Health & safety
- Cleaning and food safety

## SOUS CHEF

- Covers the head chef's day off



## FOOD AND BEVERAGE MANAGER

- Food and drink suppliers
- Budgeting
- Creating menus



## HOUSEKEEPER

- Cleans
- Changes beds
- Restocks towels, soap, coffee etc.



## KITCHEN DOCUMENTATION

- Stock control and Invoices
- Customer bookings
- HACCP
- Accident forms
- Fridge/freezer temperatures
- Cleaning checklist
- Pat tests and fire safety checks
- Staff rotas

# 4. BACK OF HOUSE

(Kitchen and housekeeping)

## KITCHEN EQUIPMENT

- Utensil- whisk, spoon, ladle
- Large- oven, fridge, dishwasher
- Small- liquidiser, hand blender
- Cleaning and first aid



Glass washer



Glass chiller



Push-through dishwasher



Hot plate



Steamer



Water urn



Bain marie



Floor standing mixer



Walk-in fridge/freezer

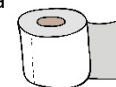
### Choose based on...

- Is it easy to clean?
- Is it hard wearing?
- Can it handle large volumes?
- Can it do more than one job?

## EQUIPMENT & MATERIALS

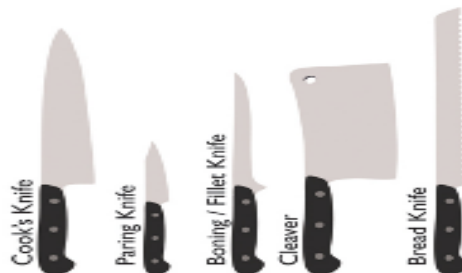
### Housekeeping

- Sheets
- Toilet paper
- Cleaning products
- Shampoo and soa
- Towels
- Hoover



### Kitchen

- Washing-up liquid
- Dishcloths
- Cleaning chemicals
- Foil & cling film
- First aid kit



## GENERAL LAYOUT (reception, bar, lounge)



- Easy to clean
- Good lighting
- Nicely decorated.
- Comfortable temperature
- **Disabled access**
- **Fire exits**
- No trip hazards

## RESTAURANT LAYOUT

- Enough **space** for waiters and customers to move around
- **Various sized tables**, to seat different sized parties
- **Good access to and from kitchen** to avoid cold food and accidents when carrying food
- Good **lighting** for atmosphere and to let staff work efficiently
- Space for **storage** (e.g. cutlery)
- Staff **changing and hand washing** facilities

## RESTAURANT WORKFLOW

1. **Greet, seat and give menu**
2. **Get drinks and take food order**
3. **Food order to kitchen**
4. **Serve food**
5. **Check customer**
6. **Clear**
7. **Desserts/coffee**
8. **Bill & payment**
9. **Relay table**

# 5. FRONT OF HOUSE

## (reception, bar, lounge, restaurant)

### GENERAL/ HOTEL MANAGER

- Answers to the owner.
- Develops the business
- Maintains the hotel's reputation



### RESTAURANT MANAGER

- Meets and greets
- Writes the staff rotas
- Deals with complaints

### EVENTS MANAGER

- **Weddings** or business **conferences**
- Talks to head chef, restaurant manager and also head housekeeper
- Arranges food, music, IT, decorations etc.



### DRESS CODE

- Change at work (daily)
- Washed & ironed
- Uniform or suit
- Smart shoes
- Tie back hair. Neat and tidy. Trim beard
- Minimal makeup



#### Advantages

- Don't have to wear own clothes
- Feel part of a team
- Health and safety
- Look neat and tidy
- Recognisable by customers
- Creates good impression
- Avoids allergies/cross contamination

### SOMMELIER

- Orders wine
- Matches wine to food
- Advises and serves customers



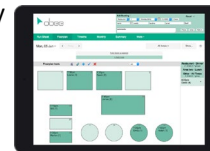
### BARISTA

- Makes coffee



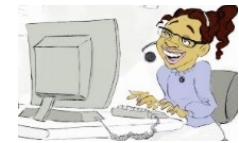
### CUSTOMER BOOKING SYSTEMS

- Manages table bookings
- Manages room bookings
- Keeps customer details
- Records special dietary needs
- Tells the kitchen on how much food they need to prepare
- Tells you how many staff you need



### RECEPTIONIST

- Takes bookings
- Checks guests in
- Talks to housekeeping so that they can get rooms ready
- Must be polite, welcoming and a good communicator
- Advantage to speak a foreign language



### CONCIERGE

- Books tickets to theatres and restaurant tables
- Books taxis



### PORTER

- Carries bags



### VALET

- Parks cars



### EQUIPMENT AND MATERIALS

#### Reception

- Card reader
- Computers
- Telephone
- Pen and paper
- Leaflets for attractions

#### Restaurant

- Cutlery
- Crockery
- Glassware
- Napkins
- Bottle openers
- Coffee machine

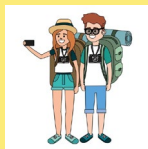


# 6. CUSTOMER REQUIREMENTS

## CUSTOMERS

### Leisure (holidaying, tourism, sports and dining)

- Facilities such as pool, gym, spa
- Local maps
- Tourist information
- Sight-seeing information



### Business (meetings, conferences, staff training)

- Taxi from airport
- Express check-in
- IT and wifi
- Meeting rooms



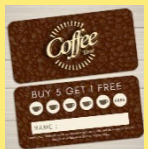
### Locals (eating out, leisure facilities)

- Restaurant
- Pool, spa, golf course
- Facilities/meals for children
- Loyalty schemes
- Usually not rooms



### Everyone wants:

- Value for money
- Reliability
- Good customer service



## CUSTOMER EXPECTATIONS

### KEEPING UP WITH THE COMPETITION

Who are your competitors?  
Are you good value for money?  
Are you:



### Environmental and ethical?

- Local produce (less air miles)
- Seasonal food
- Organic

### Keeping up with technology?

- Advertising on social media
- Using online check-in
- Digital menus



### Keeping up with food trends?

- Fermented foods
- Local and seasonal
- Food intolerances and special diets



## CUSTOMER DEMOGRAPHICS

(Information about your customers-age, location, income, access needs, time)

Different customers will have different **wants** and **needs**

- Children-play area, highchairs, kid's menu, cots
- Elderly- time to order, traditional dishes
- Locals- who are they? What do they want?
- Income- are your customers rich or poor? Fine dining or meal deals?
- Disabled people- ramps, rails on baths, brail signs
- People in a hurry want quick service

## GOOD CUSTOMER SERVICE

### What:

- Put the customer's needs first
- Make them feel special
- Make sure they are safe and comfortable



### How:

- Train staff
- High standards of customer service
- Customer feedback- feedback forms, TripAdvisor, customer comments book, verbal comments, observation,

### Poor customer service

- Stops customers returning
- Makes them go to competitors
- **Loose ratings/awards**
- **Bad reviews** on TripAdvisor



## DEALING WITH COMPLAINTS

### Do

- **Listen** - note down the facts
- **Empathise** -show you care
- **Apologise** - sincerely!
- **React** - fix the problem
- **Note down**- keep a record

### Don't

- Say it's not your **fault**
- **Interrupt**
- **Blame** others
- **Argue**

## EQUALITY ACT

Customers have the right not to be **discriminated** against because of:

- Race
- Religion
- Sex
- Being gay
- Being disabled
- Age



- Businesses must provide adequate facilities and not let their customers be harassed

## CONSUMER PROTECTION ACT

- **Compensation** against a faulty product that causes injury or death
- **Safety information** must be displayed such as...



## CONSUMER RIGHTS ACT

Cannot mislead **customers** e.g. calling chicken organic when it is not



## DATA PROTECTION

- Businesses must keep your data safe and not use it for marketing or share it without your permission



Data Protection Act 1998

# 7. HEALTH AND SAFETY



## HASAWA Health and Safety at Work Act:

## RIDDOR Reporting of Injuries, Diseases and Dangerous Occurrences Reg.s



- Serious injuries
- Work related disease
- Gas leaks

## MHOR Manual Handling Operations Reg.s



- Keep back straight
- Bend knees
- Feet apart
- Get help
- Use a trolley

## PPER Personal Protective Equipment Regulations



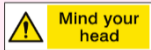
- Gloves
- Goggles
- Face masks

## COSHH Control of Substance Hazardous to Health

- Chemicals
- Dust
- Gases



### EMPLOYERS MUST:



- Train employees
- Provide PPE
- Provide safety equipment
- Do a risk assessment
- Test and maintain equipment
- Put up signs and label

### EMPLOYEES MUST:

- Follow training
- Wear PPE
- Use safety equipment
- Work safely
- Follow H&S rules
- Report any accidents

### RISK ASSESSMENTS

- **How high** is the level of hazard (1-5)?
- Multiplied by **how likely** is it to happen (1-5)?
- **Who** is at risk?
- What can be done to **minimise** it?

Likelihood	Severity/Consequence		
	Slightly harmful (1)	Harmful (2)	Extremely harmful (3)
Highly unlikely (1)	Low risk (Score 3)	Substantial risk (Score 6)	Moderate risk (Score 3)
Unlikely (2)	Substantial risk (Score 2)	Moderate risk (Score 4)	Substantial risk (Score 6)
Likely (3)	Moderate risk (Score 3)	Substantial risk (Score 6)	Very high risk (Score 9)

RISK	CONTROL
Cuts	<ul style="list-style-type: none"> <li>• Carry blade down</li> <li>• Use the right knife for the job</li> <li>• Safe cutting techniques</li> </ul>
Fire	<ul style="list-style-type: none"> <li>• Staff training</li> <li>• No smoking signs</li> <li>• Fire extinguishers</li> </ul> <ul style="list-style-type: none"> <li>• Keep grills/ovens grease free</li> <li>• No cloths by ovens</li> <li>• Store flammable stuff safely</li> </ul>
Burns	<p><u>Deep fat fryer safety rules</u></p> <ul style="list-style-type: none"> <li>• Use a basket</li> <li>• Do not overfill</li> </ul> <p><u>Oven safety rules</u></p> <ul style="list-style-type: none"> <li>• Wear an apron</li> <li>• Use an oven glove</li> </ul> <p><u>Open flames safety rules</u></p> <ul style="list-style-type: none"> <li>• Keep cloths away</li> <li>• Keep clothes away</li> </ul> <p><u>Steam and hot water burns</u></p> <ul style="list-style-type: none"> <li>• Use oven glove</li> <li>• Lift lid carefully</li> </ul>
Slips, trips and falls	<ul style="list-style-type: none"> <li>• Keep floors clutter free</li> <li>• Clear up spills</li> </ul> <ul style="list-style-type: none"> <li>• Wet floor signs</li> <li>• Use a step ladder</li> </ul>
Electrocution	<ul style="list-style-type: none"> <li>• Replace damaged equipment</li> <li>• Get PAT testing</li> </ul> <ul style="list-style-type: none"> <li>• Do not have wet hands</li> <li>• Unplug before cleaning</li> </ul>
Chemical hazards	<ul style="list-style-type: none"> <li>• Labels and signs</li> <li>• Store safely</li> </ul>
Stress & fatigue	<ul style="list-style-type: none"> <li>• Monitor employees</li> </ul> <ul style="list-style-type: none"> <li>• Rest breaks</li> </ul>
Bullying & harassment	<ul style="list-style-type: none"> <li>• Open culture for reporting</li> <li>• Bullying and harassment policies</li> </ul> <ul style="list-style-type: none"> <li>• Security guards</li> </ul>
Assault	<ul style="list-style-type: none"> <li>• Training on diffusing anger</li> </ul>

## Keeping customers safe

Food poisoning	<ul style="list-style-type: none"> <li>• HACCP, avoid cross contamination, check use-by dates</li> </ul>
Allergic reactions	<ul style="list-style-type: none"> <li>• Labelling on menus</li> <li>• Avoiding cross contamination</li> </ul>
Burns	<ul style="list-style-type: none"> <li>• Well fitting lids</li> </ul>
Fire	<ul style="list-style-type: none"> <li>• Emergency exit signs</li> <li>• Not serving boiling hot food</li> </ul>
Slips, trips and falls	<ul style="list-style-type: none"> <li>• Wet floor signs</li> <li>• No trailing wires</li> </ul>
Assault	<ul style="list-style-type: none"> <li>• Training on diffusing anger</li> <li>• Security guards and cameras</li> </ul>

# 8. FOOD RELATED ILL HEALTH

## CHEMICAL

- Bleach- store safely
- Cleaners-label
- Pesticide- wash fruit and veg.



## PHYSICAL

Anything solid that shouldn't be in the food e.g:

- Sticks, screws



## ALLERGY

Immune reaction causes rashes, swollen lips and throat, and death from anaphylactic shock

- Eggs
- Fish & shellfish
- Dairy
- Gluten
- Nuts & peanuts
- Soya
- Mustard
- Fruit & vegetables
- MSG
- Aspartame



## Anaphylactic shock

- Call 999
- Treat with EpiPen



## Avoid contamination

- Labels
- Hand washing
- Colour coded equipment

## INTOLLERANCE

Problems with digestion causes stomach-ache, sore joints etc.

- Coeliac- gluten
- Lactose- dairy



## BACTERIA

-keep food out of the danger zone (5-63 c)

NAME	FROM	SYMPTOMS
Bacillus cereus	Rice	Nausea Vomiting
Campylobacter		Stomach pain Diarrhoea
Clostridium perfringens		Diarrhoea Vomiting Fever
E-Coli	Raw beef	Bloody diarrhoea <b>Sometimes death</b>
Listeria		Flu-like symptoms <b>Miscarriage</b>
Salmonella		Vomiting, fever <b>Sometimes death</b>
Staphylococcus aureus		Severe vomiting Diarrhoea

## SYMPTOMS

### Non-visible

- Nausea
- Stomach ache
- Constipation
- Painful joints



### Visible

- Vomiting
- Diarrhoea
- Weight loss
- Chills
- Face swelling



## THE ENVIRONMENTAL HEALTH OFFICER

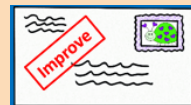
### Responsibilities

- Enforces the Food Safety Act
- Inspects businesses and gives ratings
- Gives feedback to businesses
- Follows up outbreaks of food poisoning
- Takes photos and samples
- Gives evidence in court
- Can close down a business



### Actions they can take

- Enter any premises without warning
- Hygiene improvement notice
- Emergency prohibition notice
- Seize food
- Take to court



## KEEPING FOOD SAFE

- Clean hands, clothes and nails
- Don't work if sick
- Clean as you go
- Separate raw and cooked food
- Chill to below 5°C
- Cook to over 75°C
- Hot hold above 63°C
- Freeze to below -18°C
- Dispose of waste
- Use pest control
- Use HACCP



## FOOD LABELLING REG.S

- Use-by /best-before date
- Ingredients list
- Allergen information
- Nutritional information
- Manufacturer
- Storing and cooking instructions
- Country of origin

## BACTERIA: NEEDS AND CONTROLS

Warmth- usually 37°C	Chill to less than 5°C
Water	Dried food Add sugar or salt
Food- mostly animal sources	Cook meat well
Time	Use by use -by-date Cook & chill quickly

## HACCP

Food safety plan showing due diligence-

Hazard  
Analysis  
Critical  
Control  
Points



### How?

1. Create a flow chart showing each stage in the preparation
2. Identify hazards (physical, chemical, biological)
3. Say what can be done do control or prevent hazard

Red- high calorie/fat/sat /sugar  
Amber- medium. calorie/fat/sat /sugar  
Green- low in calories/fat/salt/sugar

% recommended intake and serving size

Each serving (150g) contains					
Energy	Fat	Saturated	Sugars	Salt	
1046kJ 250kcal	3.0g	1.3g	34g	0.9g	
	LOW	LOW	HIGH	MED	
13%	4%	7%	38%	15%	

of an adult's reference intake  
Typical values (as sold) per 100g: 697kJ/ 167kcal