

AC5 Be able to propose
a hospitality and
catering provision to
meet specific
requirements

Level 1 /2 Hospitality and catering

L05 Be able to propose a hospitality and catering provision to meet specific requirements

- ▶ We have covered all of the specification in the previous Los.
- ▶ Some of the questions in your exam paper may have scenarios for you to read through. You may then be asked to propose an idea and justify your decision in relation to specific needs.
- ▶ These questions could link to any of the previous LO and AC we have looked at.
- ▶ It is important that your answer relates to the scenario given.
- ▶ We will look at some examples of possible scenarios and model answers.
- ▶ There are some example scenario questions at the end for you to try.

Learner Assignment Brief

Birstall Pit is a small village two miles from the nearest town and shops. The village has one main road, with large strips of terraced housing on either side. A major road runs alongside the village which links the nearest towns and other villages.

Recently, many houses have been sold to young families who have chosen to move to the village.

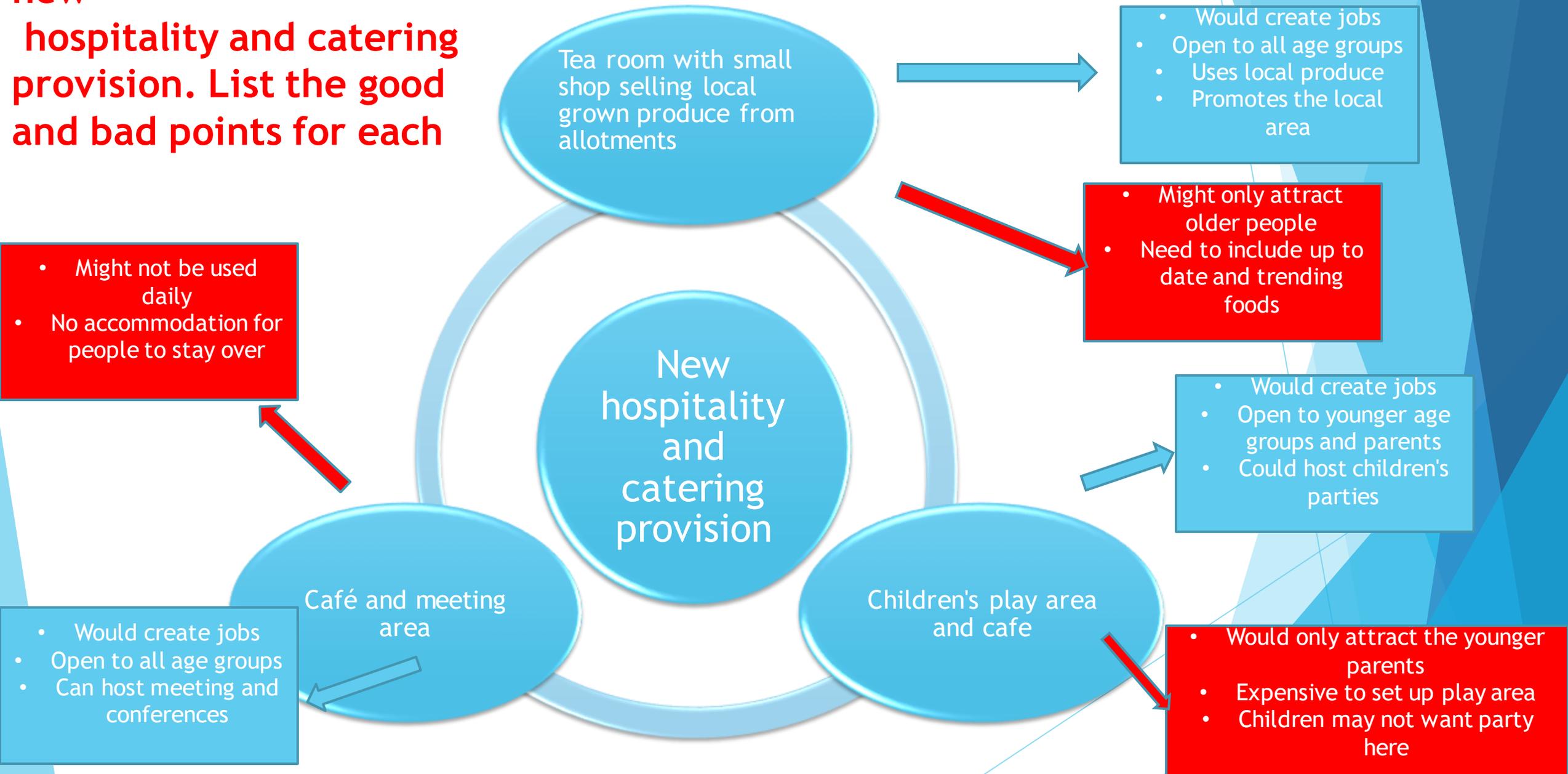
A new primary school has been opened, and the old school turned into a nursery, which accepts local children, but is also well subscribed with children from neighbouring towns.

A group of residents from the village have met with the local council to present ideas of how the village can be further developed. These include:

- ▶ Creating a tourist attraction of the old pit and /or the canal to attract visitors
- ▶ Developing the old pit head offices for start-up businesses with an emphasis on new craft enterprises
- ▶ Converting the land to allotments with priority to those in the village but also available to people from other local villages and the nearby town
- ▶ Developing new “meeting places” to promote the existing community spirit, and cater for the changing clientele that now live or pass through the village

You see this as an opportunity to open new hospitality and catering provisions in the village.

Suggest 3 proposals for new hospitality and catering provision. List the good and bad points for each



From your three ideas select one and give reasons why you think it is the best.

For my proposed ideas I feel that the tea room would be ideal, it would suit a range of clientele from the very young to the older generation. Afternoon tea is making a huge comeback and is becoming very popular again. You can serve a traditional afternoon tea of sandwiches and cakes or a modern version with mini burgers, cheesecakes and even soup.

I think this would be ideal as the young mums can call in and meet in a morning before picking the toddlers up from the nursery that has just opened.

The older generation in the area often like to go out for afternoon tea and we could serve various portions sizes to suit their needs. When the new tourist attractions are open people will want to come and eat so we can push the afternoon tea option as a special while also serving light lunches. We could even host special evening meals.



Discuss the job opportunities your proposed establishment would offer in the kitchen.

The proposed new tea room will offer several job opportunities for local people. Whilst I see myself as the owner I would envisage that I would require the following staff.

Head chef – responsible for the day to day running of the kitchen, the person I would employ would have experience in running a successful kitchen, have excellent cooking skills and be a team player as well as a team leader. They will have knowledge of menu planning and costing to ensure maximum profit.

I would also need a pastry chef if we were to offer specialist cakes as part of the afternoon tea. They will be experienced in making home made cakes and not using bought in products, this would be an important selling point for the establishment.

I would also require a second chef who will be able to produce tasty, up to date light lunches, again someone with experience in the industry.

We would also employ someone as a commis chef who would assist and help where needed, this could be someone on day release from the local college who would like to train in the industry.

There would also be possible job opportunities for the younger generation helping with the washing up and general kitchen duties.

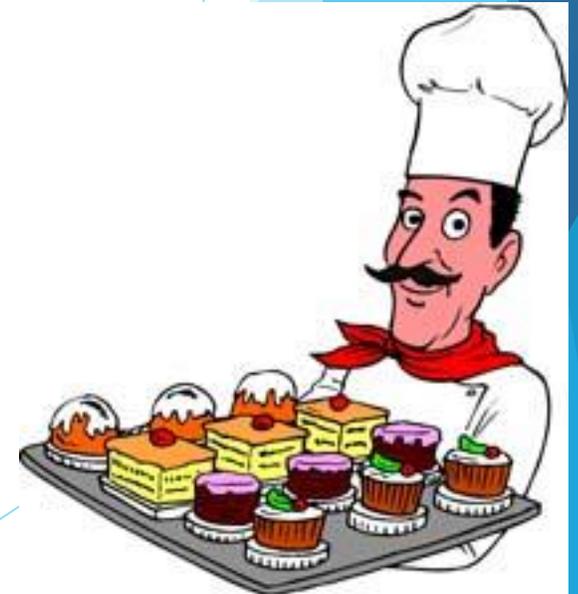
Discuss the job opportunities your proposed establishment would offer front of house.

Front of house we would require a restaurant manager who would oversee the running of the tea rooms. They too would need experience and be able to communicate with both the public and the kitchen staff. We would also need wait staff to serve the customers as well as clear the tables and ensure the smooth running of the tea rooms.

We would also envisage having someone to take care of all the administration tasks such as accounts, tracking suppliers and orders, advertising and promotion of the website for the business.

If we decided to sell local produce and crafts we would also require someone to run the shop side of things. At least two staff who have some experience of stock taking and accounts.

We could also exhibit paintings by local artists and charge a small fee for any that are sold whilst on display in the tea rooms.



Describe factors that may affect the success of the proposed establishment.

There are a range of factors that may affect the success of the business. I will look at each of these in turn and try to offer a solution.

Costs and profit. We will aim to keep costs to us at a minimum, this can be done by buying in bulk, buying local ingredients to keep transport costs down, limiting the menu so we don't have too much food waste and making foods that can be frozen and used at a later date. We can also buy seasonal produce and adapt the menu accordingly to keep costs down. However we must also aim to make a profit. We aim to make at least 40% to cover the costs of overheads such as gas, electric and repairs to machinery, we also need to cover staff wages so I would envisage a profit margin of 60% if possible. We would also have to pay VAT and rent for the building as well as any loans we may take out. By keeping our costs down and looking at average prices in other cafes we should be able to compare our prices and ensure we make a profit.

The economy will also affect our success. We need to ensure there is not much competition around us and after completing my research I have noted that we will be the only tea room in the area so I hope this will attract more customers, especially once the other attractions open. We will be opening in a developing area so this should help the local economy, we will also be supporting local businesses by using them for things such as building work and repairs as well as buying local produce.

Describe how new technology may affect the success of the proposed establishment.

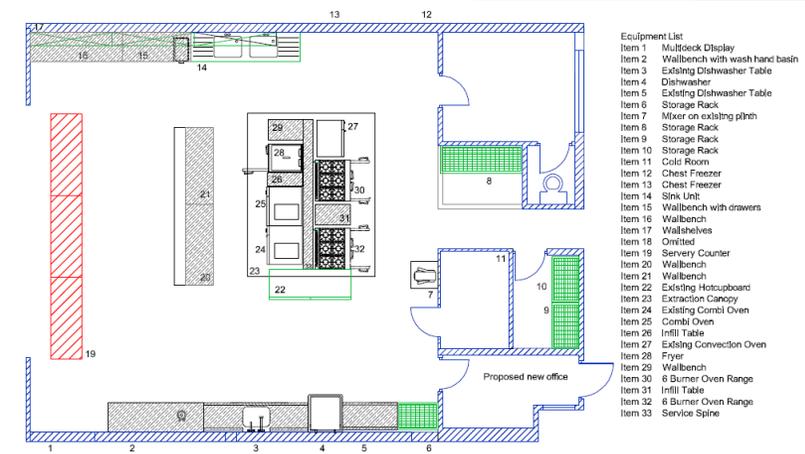
New technology and innovative cooking techniques' will be used as much as possible. We aim to keep up with new and innovative trends in cooking. Gastro cooking is very popular at the moment however, it does not lend itself to afternoon tea. It is something we may look into in more detail when we see what our clientele are. Traditionally all foods were cooked from scratch when ordered, however nowadays many foods come Pre prepared, such as pastry and pastry cases. This reduces the time required to prepare The dishes and also the skills of the chef. If we use modern technology we can reduce the cost of wages and time spent in preparation.

However it is important to ensure we provide the customer with what they want. We need to produce dishes that suit their lifestyle and expectations. For example the older generation will probably want more traditional foods, such as scones and Victoria sandwich cake, with small Sandwiches. The younger generation may go more for wraps and healthier options should also be available.

Customer service is important if we are to maintain our customers. Staff will be well trained in customer care and we will offer customer feedback forms to ensure we are doing all we can. If our customers are not happy they will not return, so we must ensure they are happy at all times with the service we provide. Happy customers = good reviews = more customers = more profit.

Describe the layout of the kitchen and the role of the EHO prior to opening.

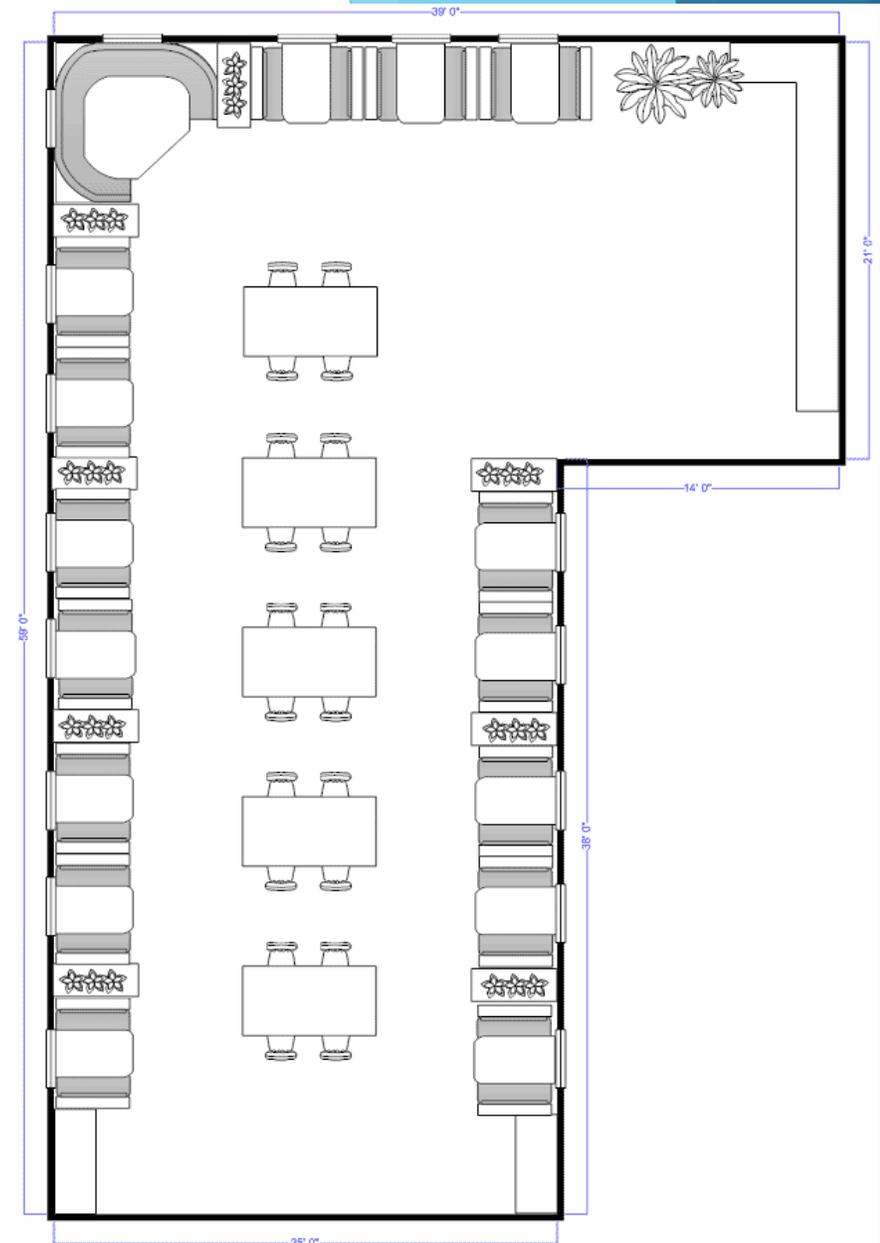
It is important that the layout of the kitchen will ensure that food is produced safely. The kitchen layout should ensure that raw foods do not come in contact with cooked foods. There should be a safe food storage area with separate fridges for raw and cooked foods. The kitchen should be light and easy to clean. This should be close to the delivery area so we can store food quickly and safely. The stainless steel units should be able to be pulled out to ensure we can do a deep clean weekly. There should be separate sinks for washing up and preparing food. We will need several food preparation areas so ensure we can avoid cross contamination. Before we open the tea room we will be visited by the environmental health officer who will check everything is ready and safe to open. They will also offer advice on any issues we may have. The image on the right shows a perfect layout for our kitchen. It includes safe storage, handwashing facilities and a central island for cooking.



Describe how the front of house will operate

The front of house area should be clearly set out and ensure that both staff and customers can walk between tables safely. The example on the right is ideal, there are fixed booths down each side with a range of table in the middle. These can be moved to make larger tables for bigger parties if customers should we need them. The top right hand corner would be ideal to display local produce for customers to purchase. A till can be placed at one end.

As in the kitchen where the staff will wear chef whites, the front of house staff will also wear a corporate uniform. This will enable customers to identify who the staff are should there be any issues, but also to praise staff for good customer service. Staff will all wear badged to display their name. Tables will be numbered so that each member of staff has a station where they work, this will ensure the fast service we require. Orders will be taken on tablets that will go straight into the kitchen where the chef can pick them up electronically. This will reduce the need for paper and give us a secure way to check any orders that have gone through, this is known as EPOS, electronic point of sale.



Discuss the legislation that is required when opening a new establishment.

As the employer it would be my responsibility to ensure the safety of both my staff and customers. This will be completed by ensuring all staff are aware of current up to date legislation including HASAWA, RIDDOR, COSHH, Manual handling and PPER.

I will now explain each of these in detail to show my understanding.

HASAWA Health and Safety at Work Act.

A copy of this will be on display in the kitchen and in the main office. It is my responsibility to ensure the staff are safe at all times. This includes training them to use any equipment in the kitchen and restaurant areas. I must ensure that all staff in the kitchen have a food safety qualification that is up to date and that it is renewed every three years. It is also the staffs responsibility to ensure the area they work in is safe and that they report any issues that may put others at risk.

RIDDOR Reporting of Injuries, Diseases and Dangerous Occurrence Regulations. RIDDOR only requires you to report accidents if they happen 'out of or in connection with work'. The fact that there is an accident at work premises does not, in itself, mean that the accident is work-related – the work activity itself must contribute to the accident. An accident is 'work-related' if any of the following played a significant role:

- the way the work was carried out
- any machinery, plant, substances or equipment used for the work or
- the condition of the site or premises where the accident happened.

Discuss the legislation that is required when opening a new establishment. (cont.)

COSHH Control of Substances Hazardous to Health regulations.

COSHH is the law that requires employers to control substances that are hazardous to health. You can prevent or reduce workers exposure to hazardous substances by:

finding out what the health hazards are;

deciding how to prevent harm to health ([risk assessment](#));

providing control measures to reduce harm to health;

making sure they are used ;

keeping all control measures in good working order;

providing information, instruction and training for employees and others;

providing monitoring and health surveillance in appropriate cases;

planning for emergencies.

Most businesses use substances, or products that are mixtures of substances. Some processes create substances. These could cause harm to employees, contractors and other people.

Sometimes substances are easily recognised as harmful. Common substances such as paint, bleach or dust from natural materials may also be harmful.

Describe the term manual handling.

Manual Handling.

Manual handling relates to the moving of items either by lifting, lowering, carrying, pushing or pulling. The weight of the item is an important factor, but many other factors can create a risk of injury, for example the number of times you have to pick up or carry an item, the distance you are carrying it, where you are picking it up from or putting it down (picking it up from the floor, putting it on a shelf above shoulder level) and any twisting, bending stretching or other awkward posture you may adopt while doing a task.

Manual handling injuries are part of a wider group of musculoskeletal disorders (MSDs). The term 'musculoskeletal disorders' covers any injury, damage or disorder of the joints or other tissues in the upper/lower limbs or the back. Statistics from the Labour Force Survey (LFS) indicate that MSD cases, including those caused by manual handling, account for more than a third of all work-related illnesses reported each year.

What does PPER stand for?

PPER - Personal Protective Equipment 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 and hard hats, gloves, eye protection, high-visibility clothing, safety footwear and safety harnesses. Hearing protection and respiratory protective equipment provided for most work

Scenario

- ▶ Your school has decided to build a new food hall for serving meals at break and lunch.
- ▶ The food hall should be bright and appealing to both students and staff.
- ▶ The meals produced will be full dinners, snacks, jacket potatoes, pasta pots and drinks.
- ▶ Staff will be trained in the use of new machinery prior to opening.
- ▶ **Complete the following questions in detail.**
- ▶ **Remember to link them to the brief given.**



Questions.

- ▶ **Discuss the job opportunities your proposed establishment would offer.**
- ▶ **Describe factors that may affect the success of the new food hall.**
- ▶ **Describe the layout and décor of the new food hall.**
- ▶ **Discuss the role of the EHO prior to opening.**
- ▶ **Discuss the legislation that is required when opening a new establishment.**
- ▶ **Describe the term manual handling.**
- ▶ **What does PPER stand for?**

GOOD LUCK
You got this!!

