

Level 1 and 2 Hospitality and Catering Revision guide

Name _____

Exam 2022

Revision list

The structure of the hospitality and Catering industry

| | |
|---|--|
| Types of provider (hotel, restaurant, hospital, aeroplane etc.) | |
| Types of service (food, drink, accommodation etc...) | |
| Commercial and none commercial establishments | |
| Services provided by the different sectors within in the industry | |
| Suppliers | |
| Standards and ratings of hotels, restaurants etc... | |
| Different types of accommodation | |
| Job roles within the hospitality industry (management, kitchen, front of house, housekeeping, administration) | |

Job requirements within the industry

| | |
|---|--|
| Supply and demand (availability of trained staff, seasonality and location) | |
| Jobs for specific needs | |
| Rates of pay within the industry including holiday entitlement, rewards and bonus payments. | |
| Staff training and its importance | |
| Qualifications and experiences needed to work in the industry | |
| Good and bad customer service | |
| Different types of working contract | |
| Different working hours | |
| The role of an environmental health officer | |

The factors that affect the success of the Hospitality and Catering Industry

| | |
|---|--|
| Costs | |
| Profit | |
| Economy | |
| Environmental | |
| Technology | |
| Emerging and innovative cooking techniques | |
| Customer demographics, lifestyle and expectations | |
| Customer service and service provision generally | |
| Competition | |
| Trends | |
| Political factors | |
| Media | |

The operation of an industrial kitchen and front of house

| | |
|-----------------------------------|--|
| Layout and why they are important | |
| Work flow | |
| Equipment and materials used | |
| Stock control | |
| Documentation and administration | |
| Dress code | |
| Safety and security | |

How do the Hospitality and Catering industry meet customer requirements?

There are three types of customer within the industry: - Leisure guests, business and local residents. For each one you need to know the following: -

| | |
|---|--|
| Customer needs and how they differ | |
| Customer expectations and how they differ | |
| Customer trends and how they differ | |
| Equality | |
| Customer rights | |

Health and safety in the Hospitality and Catering industry

Within the industry there are **employees** who and the people who work there and the **employer** who is the person/company worked for, you need to know the responsibilities for both in relation to the following legislation: -

| | |
|--|--|
| Health and safety at Work Act | |
| RIDDOR- Reporting of injuries, Diseases and Dangerous Occurrences Regulations | |
| COSHH- Control of substances Hazardous to Health Regulations | |
| Manual Handling Operations Regulations | |
| PPER- Personal Protective Equipment at Work regulations | |
| Identify risks to personal safety and health in the industry | |
| Identify risks to security in the industry | |
| Levels of risk (low, medium and high) in relation to employers, employees, suppliers and customers | |
| Control measures put into place for the safety of employees and customers – safety signs | |
| Food safety Act 1990 | |
| Food Labelling Regulations | |

Food Related illness

You need to know each of the causes of food related illness in detail: -

| | |
|--|--|
| Bacteria. For example Listeria and Staphylococcus Aureus | |
| Microbes | |
| Chemicals (from cleaning materials) | |
| Metals (Off machinery etc.) | |
| Poisonous plants | |
| Allergies (Peanut and Shellfish) | |
| Intolerances (Lactose, Gluten) | |

The types of food poisoning and the symptoms

| | |
|---|--|
| Campylobacter | |
| Salmonella | |
| E-Coli | |
| Clostridium perfringens | |
| Listeria | |
| Bacillus cereus | |
| Staphylococcus aureus | |
| Symptoms- visual, signs, non visible, length of time until symptoms appear, duration and symptoms | |

The structure of the Hospitality and Catering industry

Types of provider-

In the Hospitality industry a provider is someone that provides you with a service. There are several different providers within the industry. These are: -

- A hotel
- A restaurant
- A fast food chain
- An airline/ travel services
- A hospital
- A nightclub or a pub
- Holiday centres
- Visitor attractions

A service is the service provided by that provider. See below: -

| | | | |
|----------|-------------------------|---|---------|
| Provider | Hotel | Accommodation, food, entertainment, drink | Service |
| | Restaurant | Food, drink | |
| | Fast food chain | Food, drink | |
| | Airline/Travel services | Entertainment, food, drink, travel | |
| | Hospital | Care, food, drink, treatment, accommodation | |
| | Nightclub/pub | Drink, music | |
| | Holiday Centre | Entertainment, food, drink, accommodation | |
| | Visitor attraction | Entertainment, food, drink | |

There are different types of establishments within the industry. These can be **commercial sector** or a **non-commercial sector**. You need to consider whether hospitality is the main purpose of the industry, is it the reason for the industry being there? For example, a restaurant is there for food and drink as its main purpose so this makes it a commercial sector.

None commercial sectors (these may also be known as service sectors or catering service sectors) are there because a lot of people visit, work or study there. For example- the main purpose of a school is to provide education to students, they do however serve food from an outside catering company but this is not their sole purpose.

A few examples of shown below;

| Commercial | None commercial |
|------------|------------------|
| Restaurant | Schools/Colleges |
| Hotel | Hospitals |
| Pub | Prisons |

Services provided by the Hospitality and Catering Industry

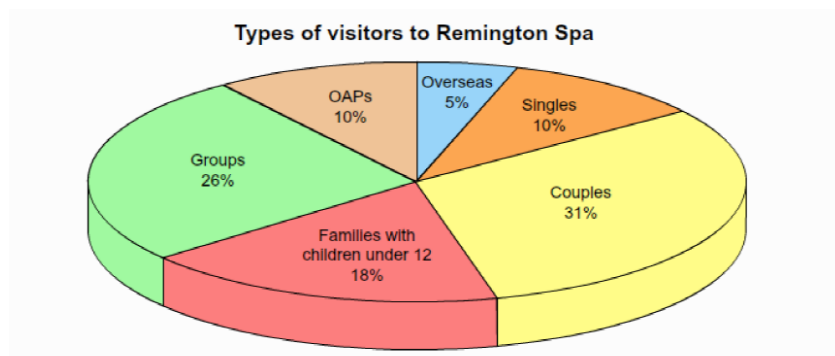
There are various different services and products provided to the public by different sectors. The industry is very diverse and a lot of products are offered. Products could range from a coffee to a high skill cocktail etc... The table shows the different commercial sectors and the services they provided.

| <u>Hotels</u> Hotels are star rated. They are rated from 1* to 5*. The higher the star the better the quality /service. They can be independently or chain ran. E.g. Hilton | <u>Restaurants</u> | <u>Pubs and bars</u> |
|---|---|--|
| <u>Motel or lodge</u> – usually near motorways, major roads or airports. They provide basic low cost accommodation and are semi-serviced which means they don't provide food but a restaurant will be available nearby. | <u>Take away</u> Fish and chip shops Sandwich shops Chinese takeaway These provide a very quick service for take away and can be delivered to your home. | <u>Sports bars</u> – Bars with large screen TV to show live sports. These sometimes serve food. |
| <u>Guesthouse or B & B</u> – these contain a few rooms and are low cost. These are serviced and usually only provide breakfast | <u>Fast food-outlets</u> - these also provide a very quick service and usually in a specialised kitchen. For example, KFC, Dominos, McDonald's. | <u>Cocktail bars</u> - these usually have sophisticated décor and a cocktail menu. There is often a dress code. |
| <u>Hostels</u> - used for a large number of people. Most accommodation is bunk beds with four – six people in a room. Facilities are usually shared. This is low cost and ideal for school trips etc... | <u>Popular catering</u> - includes cafes and shops including those found in retail stores. For example, Costa and Starbucks | <u>Wine bars</u> – these offer a wider range of drinks than traditional pubs, such as teas and coffees. This type of bar attracts a wider customer due to its ambience. |
| <u>Social accommodation</u> - similar to a hostel, usually where students stay when there are at university. Some are self-catering and some provide meals. An elderly home can also come under this category. | <u>Mainstream catering</u> – Ethnic and themed usually medium to high prices with a good level of service. For example, Zizzis or TGI Friday. | <u>Family friendly pubs</u> – these usually have an outdoor or in door play area for children. Pub food is served at these venues and is important in order to make profit. |
| <u>Holiday centre</u> - these are a mixture of serviced and self-serviced accommodation. They range from low cost such as a caravan or to high cost luxury cabins etc. They often have entertainment and facilities such as swimming pools or tennis courts etc. | <u>Fine dining</u> – high levels of skilled service both in the kitchen and front of high. Usually very high price and requires booking. | <u>Night clubs</u> - these offer late night drinks and entertainment and can often have licences until 6am. |
| <u>Self-Catering</u> - this is un-serviced accommodation where no catering is provided. | | |
| <u>Functions and conferences</u> - Some hotels have function rooms which can be used for meetings, weddings and parties etc... buffet food or a sit down meal is usually provided. | | |

Customer needs and how they differ

There are three different type of customer within in industry: leisure guests, business guests and local residents.

For your exam you need to be able to analyse a chart and suggest how an area can be improved in terms of Hospitality industries. For example- the chart below shows the common types of visitors to Remington Spa, you would need to look at this and suggest what attractions the visitors would favour.



| Leisure | Business | Local residents |
|---|--|--|
| Leisure travel is travel in which the primary motivation is to take a vacation from everyday life. Leisure travel is often characterized by staying in nice hotels or resorts, relaxing on beaches or in a room, or going on guided tours and experiencing local tourist attractions. | Business travellers are a market that can be available to hotels all year-round. The purpose of their trip is usually very defined and specific, as is the time they will spend while staying at their destination. | Local residents expect to find key amenities such as; local pubs, fast food outlets- chip shops, cafes depending on the size of the area. Small villages usually have a pub and takeaway nearby. |

| How needs and expectations differ |
|---|
| Not all customers are the same. Needs and expectations differ depending on a number of different factors. As an example, when looking for a holiday a family would have different needs and expectations to couple looking for a romantic holiday. The needs would also differ depending on the location and star of hotel. If you book a 5* hotel you expect a 5* service whereas you wouldn't expect the same level of service from a 2* hotel. |

Job Roles within the Hospitality and Catering industry

| Job role | Description | Code of dress |
|----------|-------------|---------------|
|----------|-------------|---------------|

| | | |
|-------------------------------------|--|--|
| Environmental health officer | An environmental health officer has the power to turn up unannounced to any Hospitality or Catering establishment to check that all food hygiene and safety rules are being followed. They have the power to close down a business on the spot if they have reason to do so. For example, if mouse droppings are found in a hotel kitchen or if they see unsafe food preparation practises. They also check records to show fridge temperatures are being monitored, deliveries are being checked and policies are being followed by staff. | Usually smart but will wear PPE once entering the kitchen |
| The different types of chef | The kitchen staff are usually in a hierarchy; the head chef is at the top. His key duties are too ensuring the kitchen runs smoothly, create menus, staff rotas, ensure staff are working efficiently and prepare food. The second chef in line is known as the sous chef, again this chef will ensure the kitchen is running smoothly, this job role also involves making sure food safety is followed and that orders are complete. A large kitchen would have section chefs which focus on different products. Examples include- pastry chef, larder chef, saucier, and a poissonnier (fish). In a kitchen there are usually trainee chefs who prepare vegetables and salads etc. | Chef whites Beard snood Catering shoes- no open toes Chef's hat Hair net |
| Kitchen Porter | A kitchen porter cleans and prepares the kitchen for service. This job includes key duties such as; cleaning floors and work tops, cleaning pots and plates, putting away orders, closing and opening the kitchen. This job role may also involve a small amount of food preparation such as; chopping vegetables. | As above |
| Management | This job will depend on the size of the business. Some businesses have one manager where as others have up to ten managers. For example, in a large hotel you may have a manager in charge of; the kitchen, the restaurant, housekeeping etc... There would also be a general manager of the hotel. Managers oversee the day to day operations that take place. They are responsible for; ensuring all staff are fully trained, staff wages, ensuring staff are doing their jobs correctly, dealing with customer complaints. This job role may vary from day to day, depending on the demands of the business. | Smart dress code- this usually differs from staff. |
| Front of house | Front of house staff are staff that interact with the customers. This job role includes; food service staff, bar staff, reception, managers. Some large hotels and fine dining restaurants have host staff who meet and greet customers. The front of house staff must have knowledge on their specific area of work. For example, if they are working as a waitress in the restaurant they must have knowledge of the products offered. | Smart uniform Formal- short tie Most staff within the same venue wear the same uniform |
| Administration staff | Admin staff can include receptionists. Admin staff apart from receptionists have less interaction with the customer. They often complete the following tasks; take bookings, invoice companies for payment, sort the orders and ensure payments are made, staff wages, staff holidays, deal with customer complaints, check staff training records. Good organisational skills are important for this role. | Smart- as above |
| Maintenance staff | Maintenance staff deal with any maintenance required in the building. For example- checking electrical products are PAT tested and safe to use, changing lights, painting, decorating. | Work overalls and strong footwear |
| Housekeeping/ cleaner | This job includes attending to rooms on a daily basis – cleaning, changing the bedding and towels, cleaning toilets and baths rooms etc. In a restaurant the job would be slightly different and include job roles such as; cleaning the floors, hoovering, dusting etc. | Light clothing |

Different types of working contract in the industry

| Type of contract | Explanation |
|------------------|---|
| Full time | Works on average between 38 and 45 hours a week. This could be set hours or pro rata depending on what is required. |
| Part time | Works up to between 16 and 20 hours per week. Again, depending on the business this could be pro rata or set hours. |
| Casual staff | Works up to 8 hours a week- this could be one day a week. Usually popular with students. |
| Seasonal staff | Works when needed in season. For example, more work is available at Christmas time due to Christmas parties or for summer when festivals are more frequent. |

The Hospitality and Catering Industry offer different types of contracts. Different types of contracts may be suitable for different people. The type of contract may depend on; what a person would prefer, home situation, the amount of money earned, other commitments, age or preference. Below are some examples to explain why different types of contract may suit different people.

| | | |
|---|---|--|
| <p>Katie is a 36-year-old single mum.</p> <p>She can only work part time due to child care costs</p> | <p>Brian is a 45-year-old man who lives with his wife. Their two children are grown up which means Brian can work full time</p> | <p>Robert is studying at university and only come home in holidays therefore seasonal staff suits him</p> |
| <p>Sarah is studying for her A levels. She attends college 9-4 Monday- Friday. Therefore, a casual staff contract suits her</p> | <p>Mary is 55 and is getting ready to retire. Her financial situation is good so she can afford to work part time</p> | <p>Linsey and Craig have two school aged children. Linsey works part time whilst her children are at school and Craig works full time to earn more money for the family.</p> |

Most sectors the Hospitality industry offer ALL of these types of contract. Though the amount of staff they have on each contract will differ

| | |
|-------------------------|--|
| Restaurants | The type of contract offered by restaurants will depend on how many hours a day the restaurant is open for. If a restaurant opens all day and evening they would require more full time staff to complete shifts. If the restaurant only opens in the evening or similar to a café, just during the day, one or the other they may only require more part time staff. Restaurants also offer a number of casual contracts for the weekend. |
| Hotels | Hotels are open 24 hours so they will require staff for this period. Within a hotel there are full time contracts for management. The hours may differ from week to week. There are also part time staff to work in the day or evening only. Seasonal staff are popular within hotels as they often offer Christmas parties etc. therefore would require more staff for this period. |
| Pubs and Bars | Similar to restaurants |
| Outside Caterers | Outside caterers mainly offer casual or seasonal contracts due to the uncertainty of work. |

Qualifications and skills needed to work in the industry

Skills and qualifications needed to work in the industry will depend on a number of different factors: - the job role, the venue, hours of work, the number of customers, the star of the hotel, the number of managers.

All front of house workers need to be:

- Knowledgeable and enthusiastic about the drink and food they will serve
 - Skilled in how to serve this food and drink
- Well-presented and with good customer skills (good personal skills)

People who pursue a career in front of house jobs can also gain qualifications on day release, full time college, and university courses or through in house training. For example, An NVQ in Catering studies can be completed whilst at work.

All kitchen staff need to be:

- Knowledgeable about the dishes served.
 - Skilled on how to prepare food
- Have food hygiene and safety knowledge
 - Organised
- Have the ability to work efficiently under pressure

The qualifications required will depend on the role given in the kitchen. A head chef, for example is likely to have spent many years working in a kitchen and have formal training qualifications such as NVQ levels 1 to 4. This may have been completed in house or on day release over a number of years.

There is no formal training needed to be a kitchen porter. This job often works for minimum wage.

All staff working in the kitchen would need to hold a level 1 or level 2 food hygiene certificate this involves one-day training with an assessment at the end.

Managers need to have:

- Management and communication skills- they need to be able to communicate with staff
 - Organisational skills
- Enthusiastic – managers and supervisors train staff
- Knowledgeable about the business and factors that could influence the success of the business

A manager of a business will have worked in the industry for a number of years. They will have experience of working in all areas of a hotel or restaurant. Managers in some cases will have completed a number of in house or day release courses depending on the size of the business they are managing. Some managers will hold a degree in Hospitality, Catering or business management.

Some jobs may require specific training needs for example; silver service, mixologist (cocktail maker) and a sommelier (wine waiter).

Rates of Pay in the Hospitality and Catering Industry

The rate of pay will also depend on: the location and size of the business, and the level of training. But you can use this as a guide.

| Kitchen Porter | Trainee Chef (Commis) | Sous Chef | Head Chef | Front of House | Manager | Waiter/waitress |
|-----------------------|------------------------------|------------------|------------------|--------------------------|------------------------------------|------------------------|
| Minimum wage | £12,000-£18,000 | £15,000-£28,000 | £26,000-£40,000 | Start at minimum-£25,000 | £25,000-£70,000 (depending on job) | Minimum up to £18,000 |

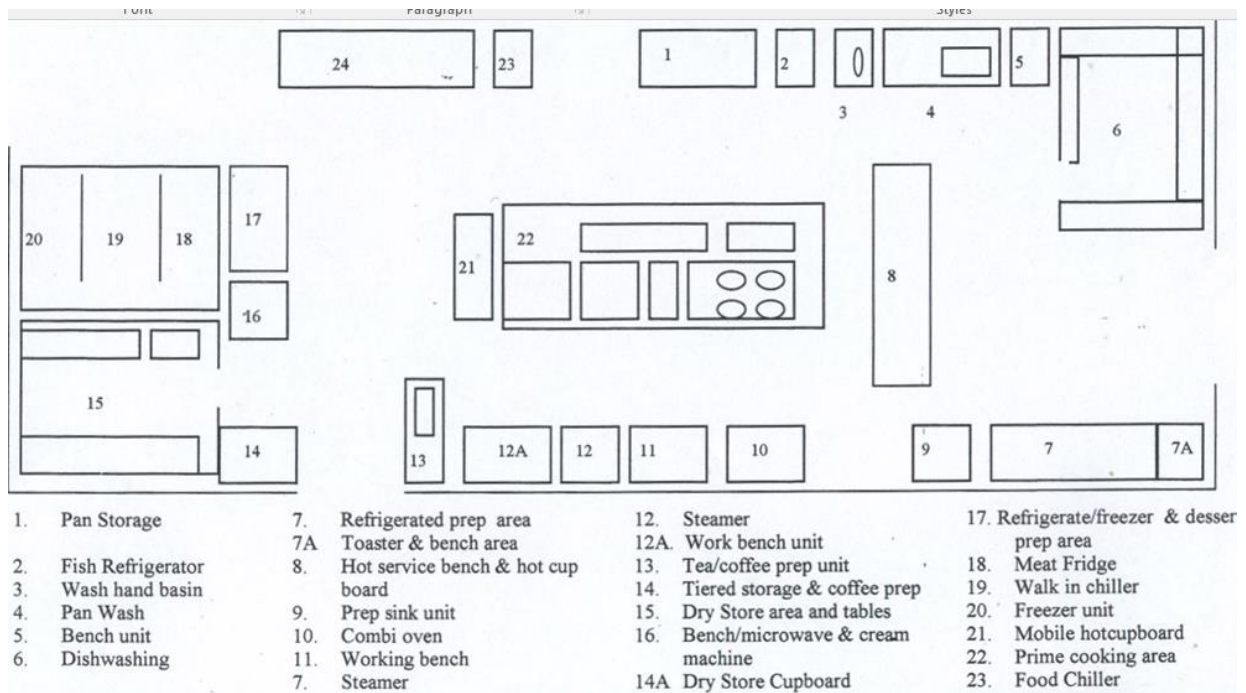
Within the industry rewards and bonus payments are also given. Bonus payments are usually made annually after the business had reflected on their finances for the year. Managers in successful hotels can earn bonus payments that are more than their actual salary. It is then up to the manager to award staff that have worked hard and punctual with their bonus payments.

Rewards are often used as an incentive to work hard and upsell products. For example, in a restaurant there may be a reward for the employee that sells the most desserts in a month. Front of house staff also have the opportunity to earn tips which are given from customers as a result of good customer service.

Holiday entitlement

Full time workers are legally allowed 5.6 weeks paid holiday per year (28 days). To work out how much holiday entitlement, you are allowed you need can multiply the number of days you work by 5.6. For example, if you only work part time, 3 days a week. $3 \times 5.6 = 16.8$ days.

Kitchen Layout and its importance



The layout of an industrial kitchen is really important to ensure service runs as smoothly as possible taking into consideration factors such as; food hygiene, busy periods, food safety, congestion. The picture above shows the different equipment used in an industrial kitchen and their location. You will notice the following: -

- All the food preparation areas are in the same place.
- Storage areas are together and at the back of the kitchen.
- Fridges and freezers are together.
- Dishwashing areas are separate from other areas.

It is really important that staff working in these areas are organised and aware of their key duties. Hotel and restaurant kitchens can get very hectic during service. The organisation and layout of the kitchen assists in keeping staff calm. Each chef or member of kitchen would stay within their area.

Equipment used in an industrial kitchen

Convection oven

- Cooks food quicker than in conventional ovens and uses less fuel
- These are very expensive but do come in different sizes (think about Greggs)
- You can also buy a combi oven which will also has the option to steam food also.



Griddle and Double Grill

- Griddles cook one side at a time. The food is touching the heat source.
- Single grill- cooks food one side at a time.
- Double grills cook both sides at the same time – but with heat loss.
- Some double grills are double griddles such as this panini grill.



Deep fat fryer

- Cooks food very quickly
- Oil retains flavours such as fish
- Very high in fat as the food absorbs the fat but this retains the flavours.
- Safety issues of hot fat
- Difficult to clean



Bratt pan

- Cooks large quantities of food at a time
- Is used for frying, poaching, stewing, boiling and braising - it is versatile
- Food and liquid is easily poured into smaller containers ready for service
- Its wide shallow pan cooks large quantities evenly



Bain Marie

- A large shallow container of hot water that containers sit in
- It keeps food hot at the correct temperature during service without burning it or drying it out

Think about what is in your dining hall



Robo Coupe - Food processor

- Slices, grates, shreds, chips and chops up to 150kg of fruit, vegetables or cheese an hour
- Ensures consistency
- Can come in different sizes.



Industrial Mixers

- Have different attachments:

A whisk for eggs and cream

A paddle to make cakes and biscuits

A dough hook to make bread

They come in different sizes – often standing on the floor



Blast chiller

- With the use of a strong fan – (it is noisy) – it reduces the temperature of food to below 5°C very quickly
- Food can be prepared beforehand so fewer chefs are needed at one time
- Very expensive



Dishwashers

- Most of the equipment used is washed in an electric dishwasher
- This is more hygienic than hand washing as a higher temperature can be used 83°C
- An in and out dishwasher can be used or a conveyor dishwasher for very large quantities



Equipment maintenance and care

It is important when using a piece of equipment that you know how to work it, and that you are trained on how to use it.

Regular servicing of machinery must take place to encourage the smooth running of an industrial kitchen. If machinery has not been maintained it could either be unsafe or inefficient and as a result of this, it could breakdown. This occurring in the middle of a peak serving time would be a disaster for the business.

Equipment must also be cleaned periodically to prevent cross contamination. Glass needs special care due to its fragile state. Ovens should be cleaned with oven cleaner but these products should be used with care.

Washing cycles should be checked and recorded along with the temperature of fridges and freezers.

Stock control

Stock control is important for a business to make a profit.

The system of **FIFO (First in first out)** should be followed so that wastage is kept to a minimum.

To help with the ordering of the correct amount and to control costs, a computerised food and drink management system is often used. The system will automate stock control, ordering, and purchasing. This kind of system can also be linked to other systems such as point of sale touch screen terminals.

Legislation

Legislation is the process of making or enacting laws.

The following legislation has to be followed by the Hospitality and Catering industry;

1. **Health and Safety at work Act**
2. **RIDDOR** – Reporting of injuries, diseases, and dangerous occurrences regulations
3. **COSHHH**- Control of substances hazardous to health regulations
4. **Manual handling operations regulations**
5. **PPER**- Personal protective equipment and work regulations
6. **Food safety act 1990**
7. **Food labelling regulations**

Due diligence- this means to provide evidence to support the acts of legislation. You may check the temperature of a delivery and record it incase anything is wrong with the order in terms of food safety.

| Legislation | A brief explanation | | | | |
|---|--|-----------|-----------|---|---|
| Health and safety at work act | <p>The aim of this act is to:</p> <ul style="list-style-type: none"> • Secure the health, safety and welfare of persons at work. • Protect other people from health and safety risks caused by work activities. • Control the storage and use of explosives and dangerous substances. • BOTH employees and employers have responsibilities. <table border="1" data-bbox="376 371 1382 954"> <thead> <tr> <th data-bbox="376 371 879 409">Employers</th><th data-bbox="879 371 1382 409">Employees</th></tr> </thead> <tbody> <tr> <td data-bbox="376 409 879 954"> <ul style="list-style-type: none"> • Ensure health safety and welfare of employees • Provide and maintain safe equipment and systems of work • Make arrangements to the safe use and handling of substances • Provide information, instruction, training and supervision • Provide a safe place of work and safe entrance and exit • Provide a safe working environment with a toilet </td><td data-bbox="879 409 1382 954"> <ul style="list-style-type: none"> • Take reasonable care for their own health and safety and for others who may be effected by them • Cooperate with their employer and follow safety instructions • Not to tamper with anything provided in the interests of health and safety </td></tr> </tbody> </table> | Employers | Employees | <ul style="list-style-type: none"> • Ensure health safety and welfare of employees • Provide and maintain safe equipment and systems of work • Make arrangements to the safe use and handling of substances • Provide information, instruction, training and supervision • Provide a safe place of work and safe entrance and exit • Provide a safe working environment with a toilet | <ul style="list-style-type: none"> • Take reasonable care for their own health and safety and for others who may be effected by them • Cooperate with their employer and follow safety instructions • Not to tamper with anything provided in the interests of health and safety |
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| RIDDOR | <p>Reporting of injuries diseases and dangerous occurrences regulations- there are many different types of major injuries, work related diseases and dangerous occurrences that by law must be reported. Employers must report: -</p> <ul style="list-style-type: none"> • Work related deaths • Major injuries • Any accident which results in an employee being off work • Work related diseases • Dangerous occurrences- the collapse of a building | | | | |
| COSHH | <p>Stands for Control of substances hazardous to health. The effect of some substances that are used in the industry can be as little as irritated eyes to lung disease or sometimes even death. It is important that employees that have to use these substances such as, oven cleaner and fluid used to clean beer lines are protected as much as possible, this may include wearing goggles, gloves etc...</p> <p>Under this act employers are responsible for: -</p> <ul style="list-style-type: none"> • Assessing the risks to health from hazardous substances used in work place activities. • Deciding on what precautions are needed, for example masks and goggles. • Preventing or controlling exposure to dangerous substances. • Ensuring that employees are properly informed, trained and supervised when using these substances. • Ensuring that locked storage areas are available for these substances. • Ensuring all substances are clearly labelled with clear instructions on use. | | | | |
| Manual handling operations regulations | <p>Manual handling is about ensuring that employees do not harm themselves by lifting and carrying heavy objects. Each department in a hotel may have different risks associated with lifting and carrying. For example; Kitchen area- carrying heavy saucepans, restaurant- lifting and moving tables and chairs, bar- moving heavy casks and kegs, housekeeping- changing and making beds. Employees must be trained on the correct handling of all items.</p> | | | | |
| PPER | <p>Personal protective equipment at work regulations- in some areas of a hotel for example, employers are responsible for providing workers with suitable clothing.</p> | | | | |

| | |
|-----------------------------------|---|
| | PPE must be provided by the employer and must be worn by staff to protect them from risks to their health and safety. Examples may include- goggles for eyes, gloves, long sleeved jackets, steel toecap boots etc... |
| Food safety act 1990 | The food safety act ensures that all food prepared, stored and served is safe to eat. The act primarily prevents illness from the eating of food, and prevents food that is sold being misleading. |
| Food labelling regulations | Food labelling regulations ensure that all food purchased has the following information on: - manufacturer's name and contact details name of the product description of the product weight (some foods are exempt, for example bread) ingredients (listed in descending order of weight) cooking/heating instructions storage instructions shelf life place of origin allergy information Nutritional information is not a legal requirement unless a special claim is made. For example- low in fat, the label must show that the product is low in fat. |

Control measures that are put into place to ensure the work place is a safe environment

Prohibition or danger signs- they tell you, you MUST NOT do something.



Mandatory signs- They tell you, you MUST do something



Warning- These signs warn you of a hazard or a danger



Safety- These are used to mark the presence of safe exit routes or locations of safety equipment



Fire- These are for fire equipment. They are used to mark and indicate the location of the fire equipment



Food poisoning, allergies and intolerances

Food hygiene

We follow hygiene rules every day. For example, storing foods in the correctly places, washing hands etc...

If all hygiene rules are followed we can make sure that the equipment, ourselves and food is free from bacterial contamination which can cause food poisoning.

Unsafe food practises lead to contamination- including cross contamination of food which causes food to be unsafe to eat. Causing illness in people who consume the food, also known as food poisoning. Food Poisoning in rare cases can cause death, especially to the high risk groups: -

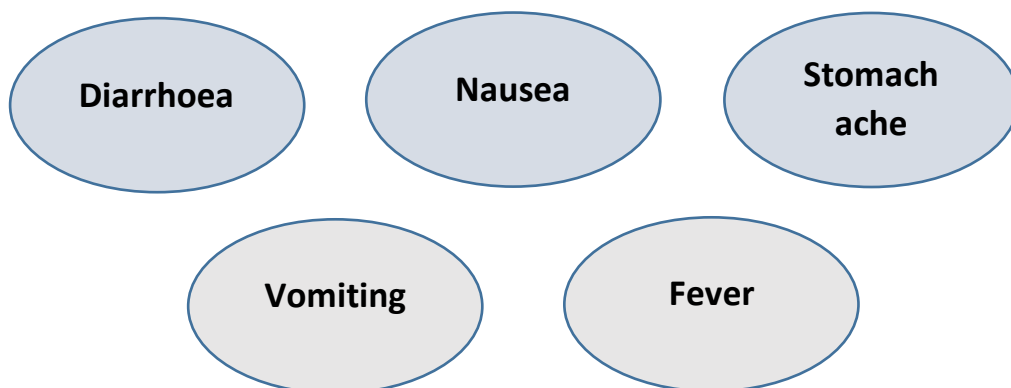
- They very young
- The elderly
- People who are already ill

Food poisoning is a reaction you may get when you eat contaminated food. Bacteria are the most common cause of food poisoning; they are living microorganisms so small that you can only see them under a microscope. Most causes of food poisoning are because food eaten has contained a large number of pathogenic bacteria. Other causes of food poisoning include: -

- Viruses – micro-organisms that live on and in people and animals
- Moulds –micro-organisms that cause food spoilage over time
- Poisonous plants- berries and toadstools
- Chemicals and materials – cleaning materials used in a kitchen

Food poisoning can occur when food is: handled by people with dirty hands, cross contamination, under cooked food, food that is not reheated correctly- above 75 degrees, not stored properly, prepared on dirty surfaces using dirty equipment and if food is not thawed out correctly.

Symptoms of food poisoning



These symptoms usually last for two or three days


High risk foods- A high risk food is usually high in protein and moisture. Examples include; meat, fish, poultry, eggs, cooked rice, gravies, shellfish.

Different types of food poisoning bacteria

There are different types of bacteria that can lead to food poisoning. The table below shows; their name, the source, symptoms and the onset time.


| Bacteria | Source | Typical symptoms | Average onset time |
|-------------------------|--|--|-----------------------|
| Salmonella | raw poultry, eggs, raw meat, milk, animals – including pets, insects, sewage | stomach ache, diarrhoea, vomiting and a fever | 12–36 hours |
| Clostridium perfringens | animal and human excreta, soil, dust, insects, raw meat | stomach ache and diarrhoea no vomiting | 12–18 hours |
| Staphylococcus aureus | human body – especially nose, mouth, skin and cuts and boils also raw milk | stomach ache or cramp, vomiting and a low temperature | 1– 6 hours |
| E.coli | human and animal gut, sewage, water, raw meat | stomach ache, fever, diarrhoea, vomiting, kidney damage or failure | 12–24 hours or longer |
| Listeria | soft cheeses and pâtés | flu-like symptoms (causes miscarriages) | weeks or months |
| Campylobacter | Meat and poultry, milk and animals | bloody diarrhoea, fever, abdominal pain and nausea | 48–60 hours |
| Clostridium Botulinum | tinned meats – if not properly sealed leftover stews and casseroles – if not heated correctly | difficulty in breathing, paralysis, blurred vision | 18–36 hours |
| Bacillus cereus | cereals, especially rice – not normally considered a high-risk food | can just be sickness and vomiting or diarrhoea also | 1–16 hours |

What conditions do these bacteria need to grow?



Warmth


The best temperature for bacteria to multiply at is 37°C – body temperature. Most bacteria multiply between 5°C and 63°C – the temperatures between these two are in the DANGER ZONE. At temperatures colder than 5°C, bacteria grow very slowly or stop growing. At temperatures higher than 63°C, bacteria die. Food needs to be cooked to 75°C even in its centre – for at least 15 seconds, to make sure that bacteria has been killed. Some types of bacteria even survive this temperature because of spores. They need to be cooked above 83°C.



Food


Like all living things, bacteria need nutrients to grow. Some foods, called high-risk foods, are more likely to cause food poisoning than others because bacteria are more likely to grow on them. These high-risk foods need to be recognised and handled with special care to prevent food poisoning. Common high-risk foods are ready-to-eat foods which:

- will not be cooked or re-heated before serving
- easily support bacterial growth in the right conditions of warmth, food, moisture, time.



Moisture

Pathogenic bacteria cannot multiply on dry foods. They need moisture to stay alive. Dried foods such as custard powder and gravy powder do not allow bacteria to grow on them. As soon as liquid is added, they become ideal for growth. They become high-risk foods.



Time

Bacteria grow by a method called binary fission. It means that they divide and multiply. 1 becomes 2, becomes 4, becomes 8, etc. In ideal conditions – 37°C, bacteria multiply every 10 to 20 minutes. **This means that in five hours 1 bacterium becomes 65, 536 bacteria.** In one and a half hours a bacteria multiplies to 32. So leaving food out to cool for just this time is important. Any longer is dangerous. High-risk food can be left in the danger zone for only 90 minutes.

Food allergies and intolerances

Aside food related illness a person can have a food allergy or an intolerance. These are different from food poisoning as they are not caused by ill-treated food.

A food allergy

A food allergy is when the body's immune system reacts unusually to a specific food. Allergic reactions are often mild but some can be very serious. The symptoms of a food allergy can affect different areas of the body at the same time. Common symptoms include; an itchy sensation inside the mouth, throat or ears and swelling of the face and throat.

Examples of food allergies include: Peanut and shell fish

A Food intolerance

A food intolerance is a detrimental reaction to food, drink or compounds found in food. A common example is a lactose intolerance. People who suffer from this don't have enough of the enzyme that breaks down lactose in their bodies which leads to pain and discomfort. Intolerances are not as severe as allergies but can be annoying.

Examples of food intolerances include: lactose intolerance and gluten intolerance

A Food allergy can stop on its own accord when a mild reaction occurred or in more serious reaction adrenaline injection is required via an epipen.

If a person suffers with a food intolerance adapting the diet is crucial to avoid consuming the food containing the substances causing the reaction.

The factors that influence the success of the Hospitality and Catering Industry

| | |
|---|--|
| Costs | Industries buy stock from food and drink to the furniture in the establishment. The price of this can vary depending on the time of year and seasonality. For example, summer fruits and berries can't grow in the UK during winter months as the climate is too cold therefore, these are more expensive because they need to be imported from abroad. Restaurants usually offer seasonal menus to cater for this. |
| Profit | This is an important factor that results in the growth of a business. Various factors called 'overheads' need to be considered when working this out. For example, staff wages, staff training, and cost of ingredients, portion sizes, equipment maintenance, staff uniform, business promotion and many more. |
| Economy | If the country is in a comfortable financial position the cost of produce is more readily available due to financial influx. The more disposable income available the more expense you will use. Britain is gradually coming out of a recession which resulted in a lot of people refraining from spending which had a massive effect on the Hospitality and Catering industry. Brexit could result in the cost of living increasing which again could have an effect on the industry. |
| Environmental | Carbon footprint is linked into this factor. Carbon footprint is the amount of energy spent producing, delivering and maintaining the industry. This includes factors such as; food deliveries, air miles, electricity costs, fossil fuels, food waste and packaging. A way of reducing this would be to buy locally sourced produce. |
| Technology | Today goods are more readily available because of the internet. Supplies can now be ordered online 24 hours a day from various parts of the country. The internet has also opened more competition through trip advisor and social media. The introduction of new cooking equipment such as microwaves, slow cookers, vacuum packaging. |
| Emerging and innovative cooking techniques | New techniques are being introduced which makes catering on a large scale a lot easier. The introduction of microwave meals which are used busy establishments such as Weatherspoon's. The use of a Bain Marie which enable large amounts of food to be kept hot for a long period, especially in buffet restaurants. New equipment is available to the food industry- CAD/CAM. Convection ovens are designed to cook many produce at once. |

| | |
|---|--|
| Customer demographics and lifestyle and expectations | The location of a business is an important factor when catering for the needs and wants of consumers. The area will depend on the style of business and the products on offer. For example, will a fine dining make a good profit in a poor area? Similarly, consumer's expectations will influence the location and style of business. |
| Customer service | This is important to keep customers coming back and the tills rolling. If a customer has a bad experience they are more likely to pass it on to their friends which could prevent them visiting your establishment. |
| Competition and Trends | <p>Within an area there are a number of Hospitality industries each competing for business. This will influence how successful a business is. For example, if a hotel has been in a town for over 50 years and is looking worn and in need of a refurb and then a brand new hotel is built ½ mile down the road. Customers are more likely to choose the newer hotel.</p> <p>Similarly trends influence spending power. In the early 2010 it was a trend for people to stay at home due to the recession therefore a lot of business closed down. Trends depending on what is popular at the time.</p> |
| Political factors | <p>7% of the UK work force is employed in the hospitality sector. This accounts for 2.5% of the UK's total income (2006). Employment and unemployment rates will effect availability (and cost) of employees as well as minimum wage.</p> <p>All businesses have to pay tax on their income as well as VAT paid by the customer, changes to this tax will influence profit within the hospitality sector, which they have to choose to absorb or pass onto their customers.</p> |
| Media | The media is one of the biggest influences on the hospitality industry. TV adverts, social media etc. Trip advisor has become increasingly popular and can influence whether customers visit a place or not. Social media can be used to advertise but also leave poor reviews, which again could influence whether customers choose to visit or not. |

For revision purposes- use these pages to find key words and write their definition

| Key word | Description/definition |
|----------|------------------------|
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Practise exam questions

1. The hospitality and catering industry is made up of commercial and non-commercial establishments.
Drag and drop each provider into the correct box.

[4]



Types of Establishments

(i) Commercial

(ii) Non-commercial

2. Hospitality and catering providers offer a range of services.

(a) Describe the services provided by an airline.

[4]

(b) Describe the services provided by a fine dining restaurant.

[4]

3. Specialist equipment is used in commercial kitchens.

Identify each piece of equipment by matching the picture to the description. Drag and drop the images into the correct description box.

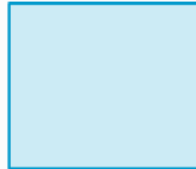
[3]



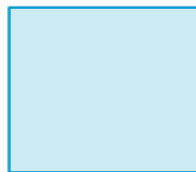
(i) used for cooking foods in oil or fat



(ii) used for steaming, braising, stewing but can't be used for frying



(iii) used for defrosting, reheating, steaming in small portions, faster cooking especially used for convenience foods.



4. There are different types of contracts of employment within the hospitality and catering industry.

Kate is a trained chef. She has two children, who need to be dropped off and collected from primary school each day.

The school day starts at 9am and finishes at 3.25pm. Kate cannot work on weekends, as she doesn't have anyone else to help to look after her children.

(a) State the type of contract that would best suit Kate's needs.

[1]

(b) Describe how this contract meets Kate's needs.

[4]

(c) Kate has got a job as a chef. Describe the dress code required.

[4]

5. In 2008-2009 the UK was hit by a recession and sales in the hospitality industry decreased.

Explain why sales within the hospitality sector could drop during a recession.

[6]

6. Describe **two** ways in which stock control is managed in a popular restaurant.

[4]

1.

2.

7. The James family want to stay in a hotel in London. Mr James is a wheelchair user, and he has two children, one aged 6 years and the other 18 months. This is the family's first visit to the city and they want to make the most of the attractions on offer.

The Kenyon Hotel



Air
conditioning



24 hour
room service



Concierge



Disabled



(a) Explain how the accessibility in this hotel will meet the needs of the James family.

[6]

(b) Explain how the free Wi-Fi service in this hotel will meet the needs of the James family.

[4]

(b) Tick the box next to each statement to show if it is **True** or **False**.

[3]

(i) Salmonella is caused by eating rare steak ☐ True ☐ False

(ii) Bacillus cereus can be found in fried rice ☐ True ☐ False

(iii) Tuna is a high-risk food ☐ True ☐ False

(c) An allergic response to peanuts usually occurs within minutes after exposure.

Describe the **signs** and **symptoms** that are displayed by someone with a peanut allergy.

[6]

(b) The new accommodation provision requires a visit from a local Environmental Officer, prior to opening.

(i) Describe the role of an Environmental Health Officer.

[2]

(ii) Name and describe **two** responsibilities of the Environmental Health Officer.

[4]

