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|  | AC2.1 Key words | | |
| 1 | FIFO | 2 | Stock must be rotated on a first in first out (FIFO) basis |
| 3 | Carvery | 4 | Meat carved and plated at buffet style counter. Customers help themselves to vegetables and accompaniments. |
| 5 | Inventory | 6 | A complete list of items such as property, goods in stock, or the contents of a building |
| 7 | Unctuous | 8 | Much more of a texture than a flavour. It’s that feeling of having your entire mouth coated with butter, oil, or sometimes a flavour |
| 9 | Documentation | 10 | Material that provides official information or evidence or that serves as a record. |
| 11 | Cross contamination | 12 | When bacteria unintentionally spreads from one place to another |
| 13 | Front of house | 14 | The employees of a restaurant, hotel, etc. who deal directly with customers |
| 15 | Michelin Star | 16 | Michelin stars are a rating system used by the red Michelin Guide to grade restaurants on their quality. |
| 17 | Market research/Census | 18 | Consists of gathering data about people or companies – a market – and then analysing it to better understand what that group of people needs. |
| 19 | bureaucracy | 20 | Excessively complicated administrative procedures |
| 21 | Ethically conscious | 22 | Acting in ways consistent with what society and individuals typically think are good values. |

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| 23 | **AC 2.1**  **Kitchen work flow** | 24 | Logical process using different areas so that the clean stages in food production do not come in to contact with dirty areas. Avoiding cross contamination |
| 25 | **Delivery** | 26 | Vehicle access space to check goods before entering kitchen |
| 27 | **Storage** | 28 | Close to delivery area, but not in food prep area. |
| 29 | **Food preparation** | 30 | Between storage & cooking areas. Separate high risk food area.  (Needs sink for hand washing) |
| 31 | **Cooking** | 32 | Consider skills of staff & style of service. |
| 33 | **Holding** (Hot food 63°C. Chill -5°C) | 34 | Near food service area |
| 35 | **Food service area** | 36 | Area for plating up |
| 37 | **Washing up** | 38 | Sink/Dishwasher. Dirty items separate from cleaned items. |
| 39 | **Waste disposal** (Pest prevention) | 40 | Separate from food prep area |

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| **KS4 AC2.1 –2.3 How Hospitality & Catering provision operate** |

41 Workflow

Cleaning

Serving

Holding

Preparation

Storing



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| 42 | **AC 2.1** |  | **Stock Control Checks** |
| 43 | **Packaging** | 44 | Reject goods if packaging is damaged exposing product to risk of contamination |
| 45 | **Use by/ best before dates** | 46 | Reject if Use by or best before date has expired. Stored food must not be used if dates have expired. |
| 47 | **High risk foods** | 48 | High risk foods removed from original packaging or prepared on the premises, then stored for later use should be labelled with appropriate new use by date |
| 49 | **Dried food** | 50 | Dried food should be stored in large waterproof containers and should not be topped up with new stock, until empty & clean |
| 51 | **Allergens** | 52 | Keep food that can cause allergic reactions separate from other foods. It is vital not to lose the product description and traceability following unpacking. |

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|  | **AC 2.1** | | **Hygienic kitchen design** |
| 53 | **Work surfaces** | 54 | Strong, hard wearing, easy clean. Stainless steel on wheels to move and clean floor |
| 55 | **Floor** | 56 | Hard wearing, easy clean, non-absorbent & non slip. Coving with walls easier to clean, no crevasses. |
| 57 | **Walls** | 58 | Smooth, tiled or lined with stainless steel as splashback. |
| 59 | **Ventilation** | 60 | Removes heat, steam & condensation. Helps reduce bacterial growth in moist conditions. |
| 61 | **Sinks** | 62 | Stainless with hot and cold water |
| 63 | **Waste disposal** | 64 | Waste disposal water-based system or waste bin with lid, foot operated. |

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| 86 | **AC2.1** |  | **Hotel Staff structure** |
| 87 | **Hotel Manager** | 88 | Oversees staffing, budget and running of all aspects of the hotel |
| 89 | **Front of House** | 90 | Receptionist, Porter/Concierge to assist guests with stay |
| 91 | **Housekeeping** | 92 | Housekeeper, Room attendants |
| 93 | **Restaurant** | 94 | Manager, Supervisors, Wait staff, Wine waiter (sommelier) |
| 95 | **Bar** | 96 | Head bar person, Bar staff |
| 97 | **Kitchen** | 98 | Head chef, Sous chef, Chef de partie |

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| 65 | **AC2.1** |  | **Kitchen Brigade** |
| 66 | **Head Chef** | 67 | Person in charge of the kitchen and menu |
| 68 | **Sous Chef** | 69 | Second in command in charge of staff and food production |
| 70 | **Sauce Chef** | 71 | Le Saucier –prepares sauces, stews & hot hors d’oeuvres (3rd in charge) |
| 72 | **Larder Chef** | 73 | Le garde manger – responsible for cold foods, salads, appetisers, |
| 74 | **Pastry Chef** | 75 | Le Patissier – responsible for baked goods & desserts |
| 76 | **Vegetable Chef** | 77 | L’entremetier- prepares hot appetisers, soups, vegetables, pasta, side dishes |
| 78 | **Other Station Chefs** | 79 | **Poisonnier-** fish **Legumier-** vegetables **potager-**soups **Boulanger-b**aker **Boucher-**Butcher **Glacier-**chilled desserts **Grillardin-**Grill chef |
| 80 | **Commis Chef** | 81 | Chef in training, helps in all areas of kitchen to gain experience. |
| 82 | **Kitchen Assistant** | 83 | Wash up, fetch & carry, prep vegetables. Train to be Commis chef |
| 84 | **Kitchen Porter** | 85 | Washing dishes, cleaning kitchen, fetch & carry. |

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| **AC 2.3 Customer service** | | 158 | Make customer want to return |
| 159 | Deal with problems | 160 | Be respectful & polite |
| 161 | Helpful & attentive | 162 | sincere |
| 163 | Knowledgeable | 164 | Smart& professional |
| 165 | Friendly | 166 | Patient |

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| **AC2.2 Documentation**  **& Administration** | | 138 | legible accurate signed & dated  Records kept to prove due diligence |
| 139 | **Temperature charts** | 140 | Fridge, freezers, display POS twice a day |
| 141 | **Time sheets** | 142 | Log of staff working hours |
| 143 | **Accident report forms** | 144 | Incident, date, time, location persons involved. |
| 145 | **Food safety information** | 146 | Food related incidents & cleaning rotas |
| 147 | **Equipment fault reports** | 148 | Issue and action |
| 149 | **Stock usage reports** | 150 | Order books, stock control sheets, invoices, delivery notes |

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|  | **AC2.3 Trends** |
| 167 | Customers influenced by TV, Magazines, Health, Travel, Technology, Ratings & reviews |

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| 151 | **Types of customer** | **AC 2.3** | |
| 152 | **Leisure** | 153 | Meal with friends , family day out, tourists |
| 154 | **Local residents** | 155 | Live local, regular customers |
| 156 | **Business corporate** | 157 | Business lunch, courses, conference facilities. |

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|  | **AC2.1** | **Restaurant Staff** | |
| 99 | **Restaurant Manager** | 100 | (Maitre d’Hote) In overall charge. Staff rotas. Bookings, relays information to Head chef |
| 101 | **Head Waiter(ess)** | 102 | 2nd in charge. Greets & seats guests, Deals with complaints |
| 103 | **Wine waiter** | 104 | (Sommelier) Serves wine & helps customers select wine to match food. |
| 105 | **Wait staff** | 106 | Set & clear tables, serve customers. |

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| 107 | **AC 2.2** | | **Types of service** | |  | |
| 108 | **TABLE**  **Plate** | 109 | | Pre plated meals from the kitchen. | 110 | Café or luxury. Good portion control. | |
| 111 | **Family** | 112 | | Dishes put on table self -service. E.g. Tapas, Indian & Chinese meals | 113 | Sociable, easy & quick to serve. Need big tables. | |
| 114 | **Silver** | 115 | | Served by staff using fork & spoon | 116 | More personal, can be slow. Staff costs high. | |
| 117 | **Guerdion** | 118 | | Cooked & served from trolley in front of customer. | 119 | Very skilled, specialist service. Time consuming, high staff & menu costs | |
| 120 | **COUNTER**  **Cafeteria**  (free flow) | 121 | | Single long display counter | 122 | Subject to Queuing. Fast, high turnover. Less staff /low skill required. | |
| 123 | **Buffet** | 124 | | Single long display. Self or staff service. Carvery meat carved and plated | 125 | Informal, fast & simple. Poor portion control. Crockery needs clearing. | |
| 126 | **Fast food** | 127 | | Takeaway with eat-in areas where customers collect food from counter. | 128 | Quick, simple. High turnover of food. Limited choice. Disposable packaging | |
| 129 | **PERSONAL**  **Tray or Trolley** | 130 | | Pre-assembled meal | 131 | Used on airlines, hospitals. | |
| 132 | **Vending** | 133 | | From a machine | 134 | Available 24/7 Needs replenishing & maintaining | |
| 135 | **Home Delivery** | 136 | | Delivered to house | 137 | Ethnic cuisine. Also, Meals on wheels for elderly | |