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| **69** |  |  | **Hotel Star rating** |
| **70** | **1\*/2\* Hotel** | **=** | Very basic, often in city centres where accommodation is in high demand or on the outer skirts of popular holiday resorts. Rooms have a bed, wash facilities and somewhere to hang clothes. Limited staff, no concierge/porter service. Won’t have fridge/minibar. Designated eating area. Limited menu, some may serve evening meals. Not very expensive. |
| **71** | **3\* Hotel** | **=** | Clean and basic, Bed. Possibly small fridge and TV, not likely to have modern technology or facilities. Often near airports or city centres for commuters. Popular brands: Travelodge, Premier Inn, Ibis. One restaurant, for breakfast and evening meals/snacks. Menu will be limited. Limited staff on reception, uniform basic e.g. polo shirt and skirt/trousers with company logo. Self-checkout facility/key drop off (less personal but cost effective). |
| **72** | **4\*/5\* Hotel** | **=** | Well decorated, spa facilities such as pool, spa, steam/sauna rooms, massage treatments, concierge service, 24hr room service, complimentary mini bar, well maintained public areas, gardens, multiple choices of onsite restaurants/bars, porter service (carrying luggage), well-staffed reception desk, modern facilities and technology in rooms e.g. docking stations, TVs, Jacuzzi bath. Staff uniform quite formal, shirt and trousers/skirt or a suit. |

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| 60 | **Contract Caterers** | **=** | Prepare, cook & deliver food to function venue. Experts in all aspects of food legislation. Provides staff and equipment if required. Expensive. Stranger danger |

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|  | **Establishments** |  |  |
| **37** | Hotel | **=** | The style of food and level of service will depend on standard of hotel |
| **38** | B&B, Guesthouse | **=** | Maybe themed. Breakfast, Half board or full board. Family run |
| **39** | Motel, Holiday Park | **=** | Lower standard than hotels, food is often buffet style. Corporate (Butlins) or independently run |
| **40** | Restaurant | **=** | Different types e.g. Italian, Gourmet, fine dining. Styles of service vary depending on cost and type of food being served. |
| **41** | Cafe | **=** | Varies from ‘greasy spoon’. Tea rooms or coffee shop. Serving snacks and full meals. |
| **42** | Fast food | **=** | KFC, McDonalds or independent. Limited menu, low cost, eat in or take away. Disposable packaging |
| **43** | Take away | **=** | Food cooked to order. Take away/ Delivered or some may be attached to restaurant to eat in |
| **44** | Public houses | **=** | Corporate (Weatherspoon) or independent. May serve ‘basket’ meals, sandwiches or table service meals |
| **45** | Bars | **=** | More cosmopolitan, maybe themed. Table service or eat at the bar. |
| **46** | Hospital | **=** | Budget controlled by NHS. Food for different patients’ needs: soft meals, vegan, religion, low fat or sugar. |
| **47** | School Meals | **=** | Strict guidelines on what can be served to U16. Oily fish 1 x week, chips max 2x week. |
| **48** | Meals on Wheels | **=** | Meals provided by volunteers to people unable to cater for themselves. |
| **49** | Care Homes | **=** | Needs of clients catered for, soft food, vegan, religion, low fat etc. Some residents need help with feeding |
| **50** | Armed Services | **=** | Mass catering, camps on active service. Canteens at bases. High energy, nutritionally balanced. |
| **51** | Prisons | **=** | Tight budget. Food prepared by inmates |

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|  | **Other services** |  | **hotel may offer** |
| **52** | **Meals** | **=** | breakfast, lunch, dinner, snacks |
| **53** | **Specialist menus** | **=** | for weddings or special occasions |
| **54** | **Meeting rooms** | **=** | for business people to hold corporate events |
| **55** | **Leisure facilities** | **=** | Pools, spas, beauty treatments, play areas, gyms, tennis/football courts |
| **56** | **Childcare facilities** | **=** | such as kids clubs, crèche/nanny services |
| **57** | **Entertainment** | **=** | especially in hotel resorts for tourists |
| **58** | **Laundry service** | **=** | often used by business guests for suits |
| **59** | **Room Service** | **=** | meals/drinks brought to the room cooked to order, tea & coffee in the room |

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| **27** | **AC1.1 Types of Establishments** |  | **Examples** |
| **28** | **Commercial**  For profit/make money | **29** | Guest houses, hotels, B&Bs, hostels, and holiday parks.  Restaurants, Bars, Cafés, Fast Food Restaurants, Deli/Sandwich Shops, Airports, Trains, Coaches and Ships/Ferry |
| **30** | **Non-Commercial**  Not for profit | **31** | catering in business and industry, education, healthcare and the armed forces. These can be both **residential** and **non-residential.** |
| **32** | **Residential**  **Y**ou can sleep there | **33** | includes guest houses, hotels, B&Bs, hostels, and holiday parks |
| **34** | **Non-Residential**  No accommodation there | **35** | Restaurants, Bars, Cafés, Fast Food Restaurants, Deli/Sandwich Shops, Airports, Trains, Coaches and Ships/Ferry |

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|  | **Key words** | |  | **AC 1.1 Structure of the hospitality and catering Industry** |
| **1** | | **Hospitality** | **=** | friendly and generous treatment of guests and strangers. |
| **2** | | **Customer** (Guest/Client) | **=** | the person/people who book/receive the service, e.g. hotel guests |
| **3** | | **Crustacean** | **=** | any of a large group of mostly water animals (as crabs, lobsters, and shrimps) with a body made of segments, a tough outer shell, two pairs of antennae, and limbs that are jointed |
| **4** | | **Business** | **=** | the buying and selling of goods/services to make money, e.g. airports make money from flight ticket sales/meals. |
| **5** | | **Accommodation** | **=** | a room, group of rooms, or building in which someone may live or stay. |
| **6** | | **Catering** | **=** | offering facilities to people, especially the provision of food and drink |
| **7** | | **Hostel** | **=** | establishment which provides inexpensive food and lodging for specific groups of people, e.g.: students, workers, or travelers. |
| 8 | | Occupancy | **=** | A percentage rate used by places of accommodations that indicate the amount of rooms sold per night. |
| **9** | | Amenity | **=** | Any item or service included in a hotel room at the standard cost. Amenities may include coffee makers, hair dryers, etc |
| **10** | | **Corporate** | **=** | a large company or group |
| **11** | | **Networking** | **=** | to meet and share ideas with people |
| **12** | | **Event Management** | **=** | organising of large events such asfestivals, conferences, ceremonies, weddings, formal parties, concerts, or conventions |
| **13** | | **Incidental Charge** | **=** | Items and services billed to a room after their use, such as movies, phone calls, etc. |

**KS4 Understand the environment in which hospitality and catering providers operate Knowledge Organiser**

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| **85** | **Types of Service** |  |  |
| **86** | **Counter** | **=** | Cafeteria, Self-service, Fast food, Take away, Buffet, Carvery |
| **88** | **Table** | **=** | Gueridon, Plate, Family & Silver service |
| **90** | **Personal** | **=** | Travel, Tray & Vending service |

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|  |  |  | **Standards of service** |
| **77** | **Michelin guides** | **=** | Anonymous inspectors visit unannounced. Have a meal & write a review. Award stars for excellence |
| **78** | **AA guide** | **=** | Inspectors visit. Have a meal & write a review. Award rosettes for restaurants.  Stars for hotels |
| **79** | **Good food guide** | **=** | The public who have visited the establishment fill in a review. Then compiled into a guide. Awards points for excellence |
| **80** | **Online/ written reviews** | **=** | Anyone can post reviews. This gives an average score. There are guidelines to prevent false reviews. |

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|  | **AC1.2** |  | **Restaurant Staff** |
| **114** | Restaurant Manager (Maitre d’Hote) | **=** | In overall charge. Staff rotas. Takes bookings, relays information to Head chef |
| **115** | Head Waiter(ess) | **=** | 2nd in charge. Greets & seats guests, Deals with complaints |
| **116** | Wine waiter (Sommelier) | **=** | Serves wine & helps customers select wine to match food. |
| **117** | Wait staff | **=** | Set & clear tables, serve customers. |

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| **92** | **AC1.2** |  | **Kitchen Brigade** |
| **93** | Head Chef | **=** | Person in charge of the kitchen and menu |
| **94** | Sous Chef | **=** | Second in command in charge of staff and food production |
| **95** | Sauce Chef | **=** | Le Saucier –prepares sauces, stews & hot hors d’oeuvres (3rd in charge) |
| **96** | Larder Chef | **=** | Le garde manger – responsible for cold foods, salads, appetisers, |
| **97** | Pastry Chef | **=** | Le Patissier – responsible for baked goods & desserts |
| **98** | Vegetable Chef | **=** | L’entremetier- prepares hot appetisers, soups, vegetables, pasta, side dishes |
| **99** | Other Station Chefs | **=** | **Poisonnier-** fish **Legumier-** vegetables **potager-**soups **Boulanger-b**aker **Boucher-**Butcher **Glacier-**chilled desserts **Friturier-**fry chef **Grillardin-**Grill chef |
| **100** | Commis Chef | **=** | Chef in training, helps in all areas of kitchen to gain experience. |
| **101** | Kitchen Assistant | **=** | Wash up, fetch & carry, prep vegetables. Train to be Commis chef |
| **102** | Kitchen Porter | **=** | Washing dishes, cleaning kitchen, fetch & carry. |

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|  | **AC1.2** |  | **Hotel Staff structure** |
| **123** | Hotel Manager | **=** | Oversees staffing, budget and running of all aspects of the hotel |
| **124** | Front of House | **=** | Receptionist, Porter/Concierge to assist guests with stay |
| **125** | Housekeeping | **=** | Housekeeper, Room attendants |
| **126** | Restaurant | **=** | Manager, Supervisors, Wait staff, Wine waiter (sommelier) |
| **127** | Bar | **=** | Head bar person, Bar staff |
| **128** | Kitchen | **=** | Head chef, Sous chef, Chef de partie |



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| **154** | **AC1.4** | **Costs for an establishment** | | |  |
| **155** | Food costs | | **=** | Ingredients, pre made foods, bar food and drinks, food and drinks for staff | |
| **156** | Materials costs | | **=** | Soap, loo roll, menus, order pack, cleaning materials, flowers | |
| **157** | Personnel costs/wages | | **=** | Chefs, kitchen assistants, bar staff, wait staff, managers, casual staff | |
| **158** | Overhead costs | | **=** | Heating, furniture, maintenance of equipment, curtains, carpet. | |

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| **176** | **AC1.4 Benefits of portion control** |
| **177** | Keeps food costs down |
| **178** | Reduces waste /leftovers |
| **179** | Keeps losses in food production and serving to a minimum |
| **180** | Offers a consistent portion size to all customers |
| **181** | Ensures a consistent profit |

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|  | **AC1.4 Factors affecting success** |
| **164** | Costs |
| **165** | Economy |
| **166** | Environment |
| **167** | Technology |
| **168** | Cooking techniques |
| **169** | Competition |
| **170** | Customer Service |
| **171** | Trends |
| **172** | Political factors |
| **173** | Media |
| **174** | Name |
| **175** | Location |

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|  | **145** | **AC1.3** |  | **Employment contracts** |
|  | **146** | **Full time (36hrs+)**  **Permanent** | **=** | Work a set amount of hours over week and weekends. Entitled to sick, holiday & maternity pay |
|  | **147** | **Part time**  **(4 - 16hrs)**  **Permanent** | **=** | Work at busiest times of the week/weekend. Entitled to sick, holiday & maternity pay (in proportion to hours worked) |
|  | **148** | **Temporary** | **=** | Employed for specific time e.g. Easter/Christmas. Not entitled to sick, holiday or maternity pay if worked for <2 yrs. |
|  | **149** | **Casual** | **=** | May work for agency to work at specific functions or cover staff absence.  Not entitled to sick, holiday or maternity pay if work for <2 yrs. |

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| **135** | **Personal attributes of H&C staff** |
| **136** | Patience |
| **137** | Team player |
| **138** | Self-motivation |
| **139** | Initiative |
| **140** | Honesty |
| **141** | Personal presentation & hygiene |
| **142** | Polite, Pleasant manner |
| **143** | Calm, controlled |
| **144** | Organised |