

AO1

Understand the environment in which hospitality and catering providers operate

LEVEL 1 / 2 AWARD IN

HOSPITALITY AND CATERING Unit 1

Name

Group

**AC1.1 structure of the hospitality and catering industry**



Residential

………………………………………………………………………………………………………………………………

Non-profit

……………………………………………………………………………………………………………………………….

Non-Residential

………………………………………………………………………………………………………………………………

|  |  |
| --- | --- |
| Key Word: | Meaning within the Catering Industry: look these up online |
| Establishment |  |
| Hospitality |  |
| Service |  |
| Consortium |  |
| Chain |  |
| Corporate |  |
| In-house |  |
| Residential |  |
| Non-residential |  |
| Commercial |  |
| Non-commercial  |  |
| Management  |  |
| Outlets |  |
| Operatives |  |

|  |  |  |
| --- | --- | --- |
| **Types of establishment** | Fork and knifeBed | **Features** |
| Hotels |  |  |
| Motels and holiday parks |  |  |
| Bed & breakfasts, guesthouses |  |  |
| Restaurants  |  |  |
| Cafes  |  |  |
| Fast Food |  |  |
| Takeaways |  |  |
| Public Houses and Bars |  |  |
| Hospitals |  |  |
| Prisons |  |  |
| Military |  |  |
| Care home meals |  |  |

Comparing different Catering establishments

Use the following words provided to complete a **comparison** between a 4\* Hotel and a Guesthouse or B&B.

Put each statement into the correct column.

*Holds more people. Usually family run. Only does a breakfast meal.*

*Small (just a few rooms). Has more facilities e.g. gym and pool.*

 *Often part of a chain.*

*Lots of staff work there. Has a bar and restaurant. Has very few facilities.*

*Might do an evening meal. Meals can be taken in rooms.*

**Then use your own words to compare a 4\* restaurant with McDonalds**



|  |  |
| --- | --- |
|  4\* Hotel | Guesthouse or B & B |
|  |  |

|  |  |
| --- | --- |
| 4\* Restaurant | McDonald’s |
|  |  |

Where are you now?

AC1.1.2 Styles of service

Personal service

Counter service

Table service

Travel service

Transported meal service

Tray service

Vending service

Meal delivery

Plate service

Family service

Silver service

Gueridon service

Cafeteria

Self service

Fast food

Take away

Buffet

Carvery

|  |  |
| --- | --- |
| Style of service | **Description**  |
| Cafeteria / self service |  |
| Fast food / take away |  |
| Buffet / carvery |  |
| Plate service |  |
| Family service |  |
| Silver service |  |
| Gueridon service |  |
| Travel service and transported meal service  |  |
| Tray service |  |
| Vending service |  |
| Meal delivery Where are you now? |  |



AC1.1.3 Food at non-catering venues

MENU

MENU



MENU

MENU



Suppliers to hospitality and catering

|  |  |  |
| --- | --- | --- |
| Type of supplier | Advantages | Disadvantages |
| Specialist markets |  |  |
| Local suppliers |  |  |
| Large wholesalers |  |  |





1. The Royal Hotel has decided to offer a buffet service for its New Years Eve Party.

*(a)* State two advantages of a buffet service to: [4]

the hotel:

(i)

(ii)

the customer:

(i)

(ii)

*(b)* Describe the role of the wait staff during a buffet service. [4]

**Transported Meal Systems**

|  |
| --- |
|  The most well-known type of transported meals is airline food – also known as ‘in-flight’ catering.Research this type of catering and explain how the airline food system works. |
|  |

|  |  |
| --- | --- |
| Advantages of in-flight meals: | Disadvantages of in-flight meals: |
|  1.
2.
 | 1.

 1.
2.

  |

AC1.2 Job roles in the Hospitality and Catering industry



The kitchen brigade

Kitchen assistant

Commis chef

Kitchen porter

**Profile – Head chef**

Responsibilities

Skills

Qualifications

Salary

Career progression

**Profile – Sous chef**

Responsibilities

Skills

Qualifications

Salary

Career progression

**Profile – Commis chef**

Responsibilities

Skills

Qualifications

Salary

Career progression

**Profile – Kitchen Assistant**

Responsibilities

Skills

Qualifications

Salary

Career progression

Front of house

**Describe the job roles of the staff above**

Restaurant manager…………………………………………………………………….

…………………………………………………………………………………………….

………………………….…………………………………………………………………

Head waiter/ess…..…………………………………………………………………….

…………………………………………………………………………………………….

…………………….………………………………………………………………………

Wine waiter………..…………………………………………………………………….

…………………………………………………………………………………………….

……….……………………………………………………………………………………

Waiting staff………..…………………………………………………………………….

…………………………………………………………………………………………….

………………………….…………………………………………………………………

|  |  |  |
| --- | --- | --- |
| **Station**  | **Title (French)** | **Menu items prepared** |
| Pastry chef |  |  |
| Larder chef |  |  |
| Vegetable chef |  |  |
| Sauce chef |  |  |
| Fish chef |  |  |
| Soup chef |  |  |

AC 1.1 What are the working conditions in the Hospitality and Catering industry ?

When are the busy times for the Hospitality and catering industry?

**Times of day Days of week Times of year**

…………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………



Contracts of employment

Part-time

Full-time

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Temporary

Casual

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………

Full-time and Part-time employees must have;

|  |  |
| --- | --- |
|  |  |
| Image result for vacation icon |  |
| Image result for payslip icon |  |
|  |  |
| Image result for sick pay icon |  |
| Image result for maternity icon |  |

Legislation protecting workers

1…………………………………………………………………………….2…………………………………………………………………………….3…………………………………………………………………………….4…………………………………………………………………………….5…………………………………………………………………………….6…………………………………………………………………………….



3. *The Royal Hotel needs to recruit staff for its busy holiday season, discuss the type of contract that would suit the following interviewees. What are the advantages to the Royal Hotel and the employees*

(*a) A College student who studies 5 days a week but gets weekends and holidays off college.*

 *Suitable contract ………………………………………………………………………………………………*

 *Advantages for the student ….……………………………………………………………………………….................... ………………………………………………………………………………………………………..………………..………………………………………………………………………….………………………………………………………………………..........................
Advantages for the hotel ………..………………………………………………………………………………......... ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………......................................*

*(b) A mother of a 12-year-old who is at school nearby in term time.*

 *Suitable contract ………………………………………………………………………………………………*

 *Advantages for the mother ….……………………………………………………………………………….................... ………………………………………………………………………………………………………..………………..………………………………………………………………………….………………………………………………………………………..........................
Advantages for the hotel ………..………………………………………………………………………………......... ……………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………………......................................*

*(c) Where might an establishment find casual staff to work at short notice?*

*…………………………………………………………………………………………………………………………..….........................................................................................*

*(d) How much would a 17 year old earn if they worked 8 hours over the weekend?*

*……………………………………………………………………………………………………………………………......................................................................................…..*

*(e) What other remuneration could they receive ?*

*………………………………………………………………………………………………………………….....................................................................................………………*



[10]

Sea View Guesthouse

**Head Chef required**

* You will be responsible for a busy kitchen and 4 kitchen staff.
* The Sea View Guesthouse Restaurant is open Tuesdays to Saturdays for both lunch and evening meals.
* We offer an à la carte menu that needs updating.
* Salary negotiable.

*Explain 4 qualities that are essential for a head chef*

*What sort of salary could a head chef expect?*

AC1.4 Factors affecting success of Hospitality and Catering providers.

What are the reasons that Hospitality businesses could fail?

1

2

3

4

5

6

7

8

9

10



Where are you now?

|  |  |
| --- | --- |
|  | Factors affecting success of Hospitality and Catering providers  |
| Costs |  |
| Economy  |  |
| Environment  |  |
| Technology  |  |
| Cooking techniques  |  |
| Competition  |  |
| Customer service |  |
| Trends |  |
| Political factors |  |
| Media  |  |

|  |
| --- |
| SWOT analysis |
| Category |  |
| Sector |  |
| USP |  |
| STP |
| Segment |  |
| Target Group |  |
| Positioning |  |
| SWOT Analysis |
| Strengths  |  |
| Weaknesses |  |
| Opportunities |  |
| Threats |  |
| Competition |
|  |  |

*A hotel/restaurant did not make a profit last year and wants to work out what changes they need to make so that they can make a profit this year. Suggest different ways the hotel/restaurant can improve their profit. (6 marks)*

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NB – you can choose the type of hotel or restaurant.