

Level 1/2 Hospitality and Catering: Unit 1: 1.2.2 Customer requirements in hospitality and catering



Customer needs

Customers can be divided into three groups:

- Business customers
- Leisure customers
- Local residents

Customer needs may include catering, equipment and/or accommodation.

Customer needs: Local residents

Local residents may use the facilities hospitality and catering provisions offer without using overnight accommodation. Examples include restaurants, bars, spas, and golf courses.

Hospitality and catering businesses will want to ensure that noise and parking issues are addressed if the provision is in a residential area.

Customer needs: Customer rights and inclusion

By law, hospitality and catering provision must provide for customer rights, inclusion and disabilities. No business can discriminate against a person because of:

- Age
- Disability
- Sexual orientation
- Ethnicity
- Gender
- Race and culture
- Pregnancy and maternity

Customer needs: Business customers

These customers use hospitality and catering provisions for work purposes. Examples include conferences, meetings, and training.

Catering:

- tea, coffee and food facilities for meetings
- early breakfast
- 24-hour room service.

Conference facilities:

- whiteboards, projectors, screens, flip charts, pens and notepaper, free Wi-Fi
- parking.

Accommodation:

- a quiet floor to work
- express check-in and check-out
- iron and ironing board or trouser press
- access to leisure facilities
- discount/loyalty points.

Customer needs: Leisure customers

These customers use hospitality and catering provisions for holidays, sight-seeing, travelling or when attending sporting and theatrical events.

The needs of leisure customers vary depending on their reason for travel. Some customers will want basic accommodation with value for money and some customers will look for a luxury experience.

Catering:

- drinks facilities in room
- snack/mini bar
- breakfast: included or at extra cost
- room service
- restaurant
- bar
- special dietary needs and children's menu options.

Accommodation:

- different room sizes
- disability access
- en-suite facilities
- free Wi-Fi
- concierge service
- cots
- extra pillows and bedding
- toiletries.

Level 1/2 Hospitality and Catering: Unit 1-1.3.1 - Health and safety in hospitality and catering provisions



Control of Substances Hazardous to Health Regulations (COSHH) 2002

What employers need to do by law	What paid employees need to do
Control substances that are dangerous to health.	Attend all training sessions regarding COSHH.
Provide correct storage for those substances and appropriate training for staff.	Follow instructions carefully when using the substances.
Some examples of substances that are dangerous to health include cleaning products, gases, powders & dust, fumes, vapours of cleaning products and biological agents.	Know the different types of symbols used to know different types of substances and how they can harm users and others when used incorrectly.

Health and Safety at Work Act 1974 (HASAWA)

What employers need to do by law	What paid employees need to do
Protect the health, wellbeing and safety of employees, customers and others.	Take reasonable care of their own health and safety and the health and safety of others.
Review and assess the risks that could cause injuries.	Follow instructions from the employer and inform them of any faulty equipment.
Provide training for workers to deal with the risks.	Attend health and safety training sessions.
Inform staff of the risks in the workplace.	Not to misuse equipment.

Personal Protective Equipment at Work Regulations (PPER) 1992

What employers need to do by law	What paid employees need to do
Provide PPE e.g. masks, hats, glasses and protective clothes.	Attend training and wear PPE such as chef's jacket, protective footwear and gloves when using cleaning chemicals.
Provide signs to remind employees to wear PPE.	
Provide quality PPE and ensure that it is stored correctly.	

Report of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

What employers need to do by law	What paid employees need to do
Inform the Health and Safety Executive (HSE) of any accidents, dangerous events, injuries or diseases that happen in the workplace.	Report any concerns of health and safety matters to the employer immediately. If nothing is resolved, then inform the HSE.
Keep a record of any injuries, dangerous events or diseases that happen in the workplace.	Record any injury in the accident report book.

Manual Handling Operations Regulations 1992

What employers need to do by law	What paid employees need to do
Provide training for staff.	Ask for help if needed.
Assess and review any lifting and carrying activities that cannot be avoided.	Squat with feet either side of the item. Keep back straight as you start to lift. Keep the item close to your body whilst walking. Make sure you can see where you're going.
Store heavy equipment on the floor or on low shelves.	
Provide lifting and carrying equipment where possible.	

Risks to health and security including the level of risk (low, medium, high) in relation to employers, employees, suppliers and customers

Review and assess level of risks in the workplace e.g. slips, trips, falls, burns etc by completing a risk assessment to avoid from happening.

Level 1/2 Hospitality and Catering: Unit 1: 1.2.3 Hospitality and catering provision to meet specific requirements



Successful hospitality and catering provisions change to meet their customers' needs and expectations. Customer needs can change depending on their lifestyle, dietary requirements and income. Customers have an expectation that a hospitality and catering provision will keep up with current trends. An example is mobile apps which can be used for everything from booking a room to ordering and paying for food.

Customer requirements/needs

Understanding customer needs and requirements helps hospitality and catering provisions to attract more customers and make more profit.

Lifestyle: Successful hospitality and catering provisions analyse the needs of their customers based on their lifestyles, budgets, eating patterns, and interests such as sports and hobbies.

Nutritional needs: Successful hospitality and catering provisions will offer a range of dishes to suit the nutritional needs of their customers. Many menus will include nutritional information available to help their customers make informed choices.

Dietary needs: Most menus will offer a range of dishes to suit special dietary needs such as coeliac disease. Most menus will include vegetarian and vegan options as well as children's menus.

Time available: Some customers will want fast food, and some will prefer a leisurely meal.

Customer expectations

Customers will visit a range of hospitality and catering provisions, from fast food to fine dining, with expectations of an enjoyable experience.

Service: Customers will expect polite efficient service regardless of the type of provision they are visiting.

Value for money: Customers will expect meals that are nutritious, filling and sold at the right price for the type of provision they are visiting.

Trends: Customers will expect hospitality and catering provisions to keep up with trends such as mobile ordering apps.

Awareness of competition from other providers: Customers will expect hospitality and catering provisions to adapt their menus to attract new customers.

Media influence/interest: Customers will expect hospitality and catering provisions to match reviews.

Environmental concerns: Customers will expect eco-friendly hospitality and catering provisions.

Seasonality: Customers will expect dishes made with seasonal, local ingredients.

Customer demographics

Successful hospitality and catering provisions conduct marketing research by asking questions to find out the requirements, needs and expectations of potential customers. The information is used by the provision to create a USP (unique selling point).

Age: Do potential customers want fast food or a luxury experience? Do they need child-friendly facilities?

Location: Is your provision located in a residential area? On a high street? In a business area?

Accessibility: Is there parking? Is it accessible to people with mobility issues?

Money available: Do potential customers have a large amount of disposable income? Are they on a tight budget?

Access to establishments/provisions: Are they competing with similar provisions? Is there limited competition in the area?

Level 1/2 Hospitality and Catering – Unit 1-1.3.1:

Safety documents in hospitality and catering

Different documentation is required to be completed for potential health and safety risks and hazards to be avoided within the hospitality and catering industry. Accident forms and risk assessments are explained below, stating their importance and how to complete each document.

Accident forms

If an accident happens, it is vital that an accident form is completed correctly to develop control measures for potential risks and to avoid them from happening again. It should be reviewed and used to manage any health and safety risk. It is law to complete an accident form for accidents in the workplace. Below is an example of an accident form and how it should be completed.

Accident form	
Name of person in accident:	Date:
Description of accident & injury:	Description should include as many details as possible about what happened and how, e.g. slipped/fallen on oil spillage and broken arm as a result.
What was the hazard?	Named hazards could be spillage/liquid on floor or broken handrail, etc.
How could this accident have been prevented?	Suggested prevention could include: <ul style="list-style-type: none">• correct storage• ensuring all staff had health and safety training• relevant health and safety posters visible in the workplace• correct usage of wet floor signs and clear spillages immediately.
Further action:	Points could include: <ul style="list-style-type: none">• investigating the accident further• completing/updating risk assessment• reviewing storage of products• first aid that has been given to be logged• correct PPE to be worn, e.g. anti-slip footwear.
Signed:	

Risk assessment

A risk assessment should be completed and reviewed frequently for the document to be kept up to date. New risks should have control measures to reduce the risk of happening or not happen at all. Within the document hazards need to be identified, likelihood of the risk happening is stated and the control measure of how to avoid or reduce the risk is noted. Below are definitions of the main key words and an example of a risk assessment document.

Hazard: An object or something that can physically harm someone or cause harm to someone's health.

Level of risk: The likelihood of the hazard happening and being harmed or causing injury. Level of risks named could be low, medium or high.

Control measure: Steps or action taken to avoid or reduce the hazard from happening and causing injury.

Risk assessment			
Assessment carried out by:		Date of assessment:	Date of next review:
What are the hazards?	Level of risk	Control measure	Who needs to carry out action?
Examples could include, slips, trips, falls, burns from oven, electric shocks, etc.	Low / medium / high If it is a low risk, then the hazard is less likely to cause injury or harm compared to a high risk.	Examples could include providing training and PPE for employees, having appropriate safety posters and signs, e.g. wet floor signs.	Named employer and/or employees to reduce the hazard from happening.

Remember: Employers are responsible for the health and safety training needs of all staff.



Hazard Analysis and Critical Control Points (HACCP)

Every food business lawfully needs to ensure the health and safety of customers whilst visiting their establishment. To ensure this, they need to take reasonable measures to avoid risks to health. HACCP is a food safety management system which is used in businesses to ensure dangers and risks are noted and how to avoid them.

All food businesses are required to:

- assess and review food safety risks
- identify critical control points to reduce or remove the risk from happening
- ensure that procedures are followed by all members of staff
- keep records as evidence to show that the procedures in place are working.

Food Hazards

A food hazard is something that makes food unfit or unsafe to eat that could cause harm or illness to the consumer. There are three main types of food safety hazards:

- **Chemical** – from substances or chemical contamination e.g. cleaning products.
- **Physical** – objects in food e.g. metal or plastic.
- **Microbiological** – harmful bacteria e.g. bacterial food poisoning such as Salmonella.

HACCP table

Here is an example of a HACCP table – it states some risks to food safety and some control points.

Hazard	Analysis	Critical Control Point
Receipt of food	Food items damaged when delivered / perishable food items are at room temperature / frozen food that is thawed on delivery.	Check that the temperature of high-risk foods are between 0°C and 5°C and frozen are between -18°C and -22°C. Refuse any items that are not up to standard.
Food storage (dried/chilled/frozen)	Food poisoning / cross contamination / named food hazards / stored incorrectly or incorrect temperature / out of date foods.	Keep high-risk foods on correct shelf in fridge. Stock rotation – FIFO. Log temperatures regularly.
Food preparation	Growth of food poisoning in food preparation area / cross contamination of ready to eat and high-risk foods / using out of date food.	Use colour coded chopping boards. Wash hands to prevent cross-contamination. Check dates of food regularly. Mark dates on containers.
Cooking foods	Contamination of physical / microbiological and chemical such as hair, bleach, blood etc. High risk foods may not be cooked properly.	Good personal hygiene and wearing no jewellery. Use a food probe to check core temperature is 75°C. Surface area & equipment cleaned properly.
Serving food	Hot foods not being held at correct temperature / foods being held too long and risk of food poisoning. Physical / cross-contamination from servers.	Keep food hot at 63°C for no more than 2 hours. Make sure staff serve with colour coded tongs or different spoons to handle food. Cold food served at 5°C or below. Food covered when needed.

Level 1/2 Hospitality and Catering: Unit 1:

Food related causes of ill health (AC4.1)



Food related causes of ill health

Ill health could be caused by any of the following:

- **bacteria**
- **allergies**
- **intolerances**
- **chemicals** such as:
 - detergent and bleach
 - pesticides and fertilisers.

Intolerances

Some people feel unwell when they eat certain foods. Common foods that cause intolerance include:

- milk (lactose)
- cereals (gluten)
- artificial sweeteners (Aspartame)
- flavour enhancers (MSG).

Food poisoning bacteria

The main causes of food poisoning bacteria are:

- **Bacillus cereus**: found in reheated rice and other starchy foods.
- **Campylobacter**: found in raw and undercooked poultry and meat and unpasteurised milk.
- **Clostridium perfringens**: found in human and animal intestines and raw poultry and meat.
- **E-coli**: found in raw meat, especially mince.
- **Listeria**: found in polluted water and unwashed fruit and vegetables.
- **Salmonella**: found in raw meat, poultry and eggs.
- **Staphylococcus aureus**: found in human nose and mouth.

Food and the law

Food can cause ill-health if it is stored, prepared and/or cooked incorrectly or if a person unknowingly eats a food that they are allergic or intolerant to. All hospitality and catering provision need to follow laws that ensure food is safe to eat. They are:

- **Food Labelling Regulations (2006)**: A label must show all ingredients including allergens, how to store and prepare the food, where it came from, the weight of the food and a use-by or best-before date.
- **Food Safety (General Food Hygiene Regulations) 1995**: This law makes sure that anyone who handles food - from field to plate – does so in a safe and hygienic way. The **HACCP** system is used throughout the hospitality and catering sector.
- **Food Safety Act 1990**: This law makes sure that the food people it is safe to eat, contains ingredients fit for human consumption and is labelled truthfully.

Food allergies

An allergy is a reaction to something found in food. In the case of a severe allergy, the reaction can lead to death.

Common allergens include:

Cereals	Eggs	Seeds
Soya	Fish and shellfish	Strawberries
Peanuts	Wheat	Milk and dairy
Celery	Tree nuts	Mustard

Level 1/2 Hospitality and Catering – Unit 1-1.4.1:

Hospitality and catering and the law

There are several food legislations and laws that you need to be aware of, which are food labelling laws, food safety legislation and food hygiene.

Food labelling laws

By law, the following must be shown on food packaging and labels:

- name of the food
- list of ingredients
- allergen information noted clearly and in bold on the packaging or label
 - ◊ The 14 possible allergens include: celery, cereals containing gluten (e.g. wheat, oats and barley), crustaceans (e.g. lobster, prawns and crab), eggs, fish, lupin, milk, molluscs (e.g. oysters and mussels), mustard, peanuts, sesame, soybeans, tree nuts (e.g. almonds, hazelnuts, walnuts, Brazil nuts, cashews, pecans, pistachios and macadamia nuts) and sulphur dioxide and sulphites (information from www.food.gov.uk).
- storage instructions
- name and address of manufacturer
- nutrition information
- cooking instructions
- weight of ingredients
- use by dates and/or best before dates.

The label must not be misleading and must be clear and easy to understand.



Food safety legislation

Under the Food Safety Act 1990, any businesses that prepare, cook and sell food must meet the following criteria:

- make sure the food is safe to eat
- the food packaging or label must not be misleading in any way, e.g. if the packaging states the product is suitable for vegetarians it must not contain any meat
- the food product is what the consumer expects it to be.

Food hygiene

The Food Hygiene Regulations 2006 ensures that food at any time of production, apart from primary production (e.g. catching fish, milking animals, etc.), is handled and sold in a hygienic way.

These regulations also aim to do the following:

1. identify potential food safety hazards
2. enables to identify where exactly in the process that things could go wrong – these are called **critical control points**
3. put controls in place to prevent food safety risks from happening
4. ensure that the control measures that exists are always followed and are reviewed frequently.





Symptoms and signs of food-induced ill-health:

An “upset tummy” is a familiar symptom for someone who thinks they might have food poisoning; this is known as a non-visible symptom. There are many other signs and symptoms that could show that a person might be suffering from ill-health due to the food they have eaten. Some of the symptoms can be seen (visible symptoms) such as a rash. It is important to be able to recognise visible and non-visible symptoms to help someone suffering from food-induced ill-health.

Visible symptoms

Visible symptoms of food poisoning, chemical poisoning, allergic reaction and food intolerance include:

- **Diarrhoea:** a common symptom of most types of food poisoning bacteria and can also be a symptom of lactose intolerance.
- **Vomiting:** a common symptom of most types of food poisoning bacteria, but may could also be caused by taking in chemicals accidentally added to food.
- **Pale or sweating/chills:** a high temperature is a common symptom of E-coli and Salmonella.
- **Bloating:** a symptom of lactose intolerance.
- **Weight loss:** a symptom of gluten intolerance (coeliac disease).

Allergic/anaphylactic reaction

- **Visible symptoms:** red skin, a raised rash, vomiting, swelling of lips and eyes and difficulty breathing.
- **Non-visible symptoms:** swelling of tongue and throat, nausea (feeling sick) and abdominal pain.
- **Anaphylaxis:** a severe reaction to eating an allergen that can lead to death. An injection of adrenaline (for example, an EpiPen) is the treatment for an anaphylactic reaction.

Non-visible symptoms

Non-visible symptoms of food poisoning, chemical poisoning, allergic reaction and food intolerance include:

- **Nausea (feeling sick):** the most common symptom for all types of food-induced ill-health.
- **Stomach-ache/cramps:** abdominal pain is common symptom of lactose intolerance as well as a sign of an allergic reaction. Cramps may happen at the same time as diarrhoea.
- **Wind/flatulence:** a common symptom of lactose intolerance.
- **Constipation:** a symptom of Listeria food poisoning.
- **Painful joints:** a symptom of E-coli food poisoning.
- **Headache:** a symptom linked to Campylobacter, E-coli and Listeria.
- **Weakness:** non-stop vomiting, and diarrhoea can leave a person feeling weak. Gluten intolerance (coeliac disease) can leave a person feeling tired because their bodies can't absorb the correct amount of nutrients.



Preventing cross-contamination

Food poisoning bacteria can easily be transferred to high-risk foods. This is called cross-contamination. It can be controlled by:

- washing hands before and after handling raw meat and other high-risk foods.
- using colour-coded chopping boards and knives when preparing high-risk foods.
- washing hands after going to the toilet, sneezing, or blowing your nose and handling rubbish.

Preventing physical contamination

Physical contamination is when something which is not designed for eating ends up in your food. Physical contaminants include hair, seeds, pips, bone, plastic packaging, plasters, broken glass, flies and other insects, tin foil and baking paper, soil, and fingernails.

Physical contamination can be controlled by:

- food workers following personal hygiene rules
- keeping food preparation and serving areas clean
- checking deliveries for broken packaging
- thoroughly washing fruits and vegetables before preparation
- using tongs or gloves for handling food.

Temperature control

Delivery	Storage	Preparation	Service
<p>The temperature of high-risk foods must be checked before a delivery is accepted. The food should be refused if the temperatures are above the safe range.</p> <p>Refrigerated foods = 0-5°C Frozen foods = -22°C to -18°C</p>	<p>High-risk foods must be covered and stored at the correct temperature. Temperatures must be checked daily.</p> <p>Refrigerator = 0-5°C Freezer = -22°C to -18°C</p> <p>Unwashed fruit and vegetables must be stored away from other foods.</p>	<p>High risk-foods need to be carefully prepared to avoid cross-contamination. A food probe can be used to make sure that high-risk foods have reached a safe core (inside) temperature, which needs to be held for a minimum of two minutes.</p> <p>Core temperature = 70°C</p>	<p>Food needs to be kept at the correct temperature during serving to make sure it is safe to eat. Hot food needs to stay hot and cold food needs to stay chilled.</p> <p>Hot holding = 63°C minimum Cold holding = 0-5°C</p>

Level 1/2 Hospitality and Catering:

Unit 1-1.4.4: The Environmental Health Officer



Role of the Environmental Health Officer (EHO)

The role of the Environmental Health Officer (EHO) is to protect the health and safety of the public. They are appointed by local authorities throughout the UK. In the hospitality and catering industry, they are responsible for enforcing the laws linked to food safety. They inspect all businesses where food is prepared and served to members of the public, advise on safer ways of working and can act as enforcers if food safety laws are broken.

EHO inspections

The EHO can carry out an inspection of any hospitality and catering premise at any time during business hours – they do not need to make an appointment. During an inspection, the EHO will check to make sure that:

- the premises are clean
- equipment is safe to use
- pest control measures are in place
- waste is disposed properly
- all food handlers have had food hygiene and safety training
- all food is stored and cooked correctly
- all food has best-before and use-by dates
- there is a HACCP plan to control food hazards and risks.

The EHO is allowed to:

- take photographs of the premises
- take food samples for analysis
- check all record books, including fridge and freezer temperatures, cleaning schedules and staff training
- offer advice on improving food hygiene and safety in the business.

EHO and the law

If the EHO discovers problems with the food safety and hygiene in the premise, they are allowed by law to:

- remove any food that may be hazardous so it can't be sold
- tell the owners to improve hygiene and safety within a set time and then come back and re-inspect
- close the premises if there is a risk to health of the public
- give evidence in a court of law if the owners are prosecuted for breaking food hygiene and safety laws.

Complaints by the public

The EHO will immediately investigate any complaints of suspected food poisoning linked to a particular premise.

Hygiene ratings

When an inspection has been carried out, the EHO will give the business a food hygiene rating. The ratings are published on the Food Standards Agency website as well as on stickers displayed at the business. A rating of 5, or very good, represents the highest standard of food hygiene.

Level 1/2 Hospitality and Catering:

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