

Name

Group

# LEVEL 1 / 2 AWARD IN HOSPITALITY AND CATERING unit 1

AO2

Understand how hospitality and catering provisions operate

<b>LO2</b> <b>Understand how hospitality and catering provision operates</b>	<b>AC2.1</b> Describe the operation of the kitchen	<b>Operation</b> <ul style="list-style-type: none"> <li>• layout</li> <li>• work flow</li> <li>• operational activities</li> <li>• equipment and materials</li> <li>• stock control</li> <li>• documentation and administration</li> <li>• staff allocations</li> <li>• dress code</li> <li>• safety and security</li> </ul>
	<b>AC2.2</b> Describe the operation of front of house	
	<b>AC2.3</b> Explain how hospitality and catering provision meets customer requirements	<b>Customer</b> <ul style="list-style-type: none"> <li>• leisure</li> <li>• business/corporate</li> <li>• <u>local residents</u></li> </ul> <b>Requirements</b> <ul style="list-style-type: none"> <li>• <u>customer needs, expectations</u></li> <li>• customer trends</li> <li>• customer rights, equality</li> </ul>

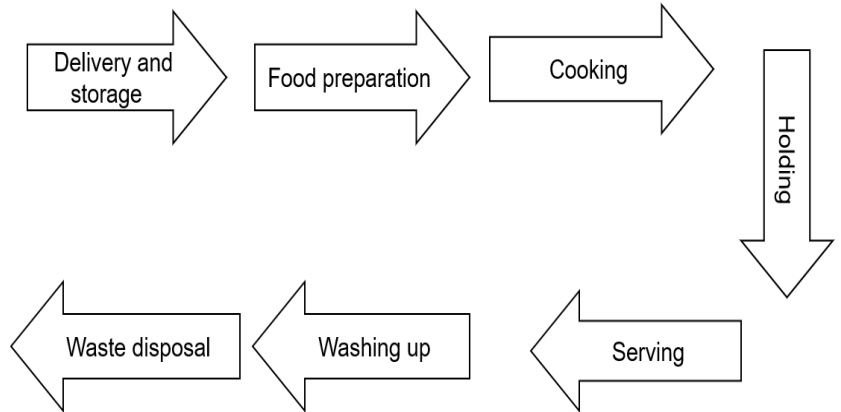
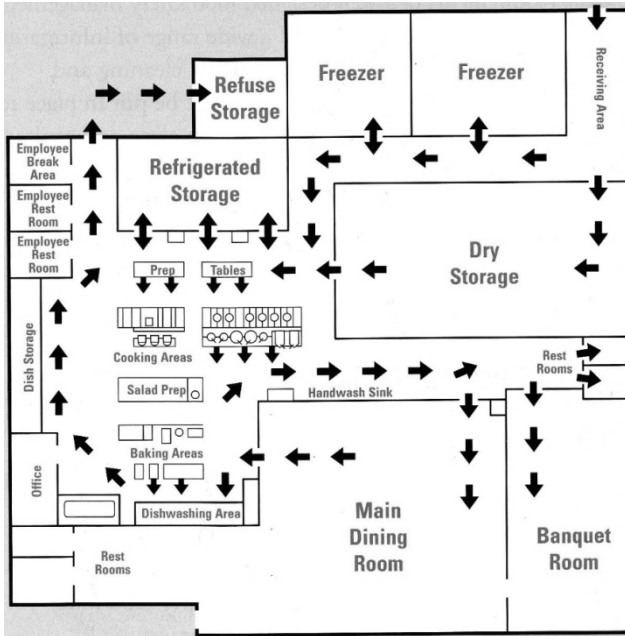
# AC2.1 Describe the operation of the kitchen

What are the reasons for using a kitchen workflow system?

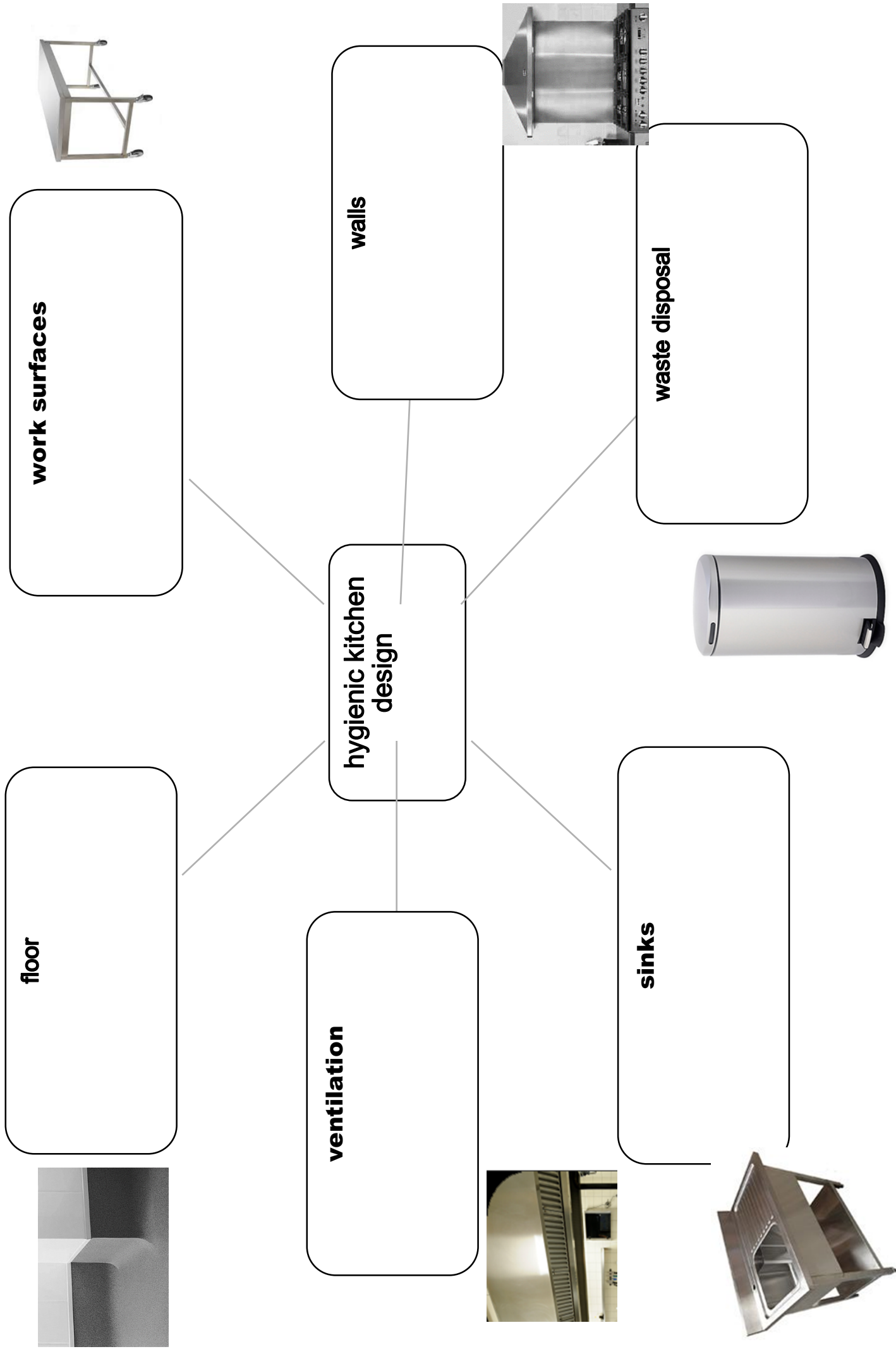
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Delivery	
Storage	
Food preparation	
Cooking	
Holding	
Serving	
Washing up	
Waste disposal	



# Stock control

Perishable foods

Staple foods

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What is the purpose of stock rotation?

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What is the main rule of stock rotation? .....

General rules for stock control.

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# Documentation and administration

<b>Kitchen documentation</b>	
Temperature charts	
Time sheets	
Accident report forms	
Food safety information	
Equipment fault reports	
Stock use reports	

Why is it important to complete documentation in the kitchen?

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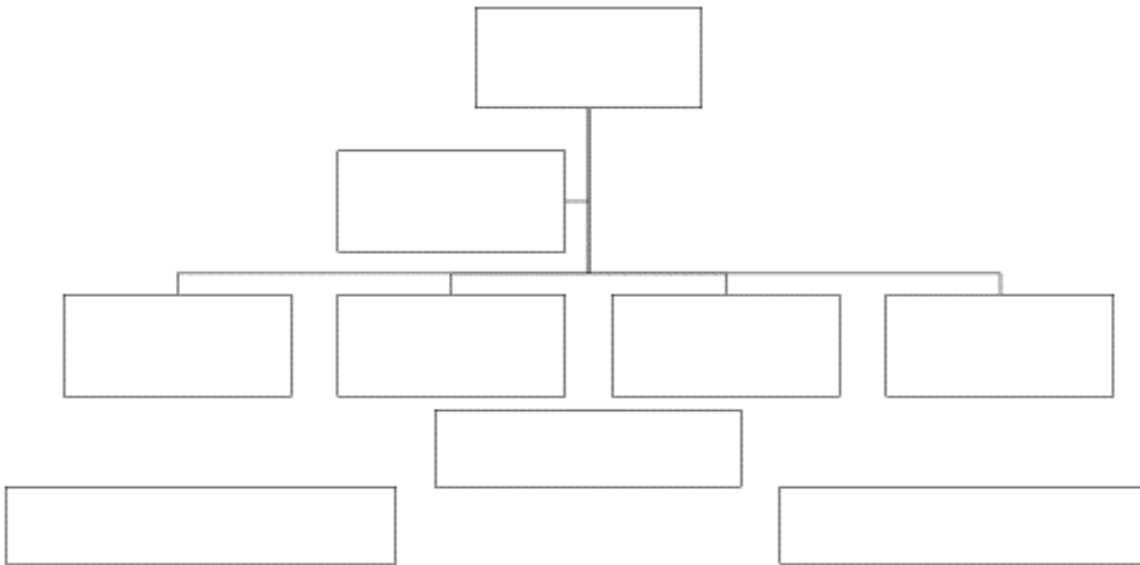
Which types of documentation must be stored securely?

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In order to be legal, kitchen documents must be

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# The kitchen brigade



1. Executive Chef (Chef de Cuisine)	
2. Second Chef (Sous Chef)	
3. Pastry Chef (le patissier)	
4. Larder Chef (le garde manger)	
5. Sauce Chef (le saucier)	
6. Vegetable Chef (l' entremetier)	
7. Assistant Chef (commis chef)	
8. Kitchen porter	

# Kitchen dress code



Chefs uniform
What must employers provide?

# Kitchen equipment



Rules for using knives
1
2
3
4

	Domestic	Catering
Finish	Decorative	Plain
Materials	Plastic	Metal
Size	Small	Large
storage	Stored in cupboards	Kept out to use

Large equipment in the kitchen needs to have the following qualities.

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- .....
- .....
- .....
- .....

General safety precautions

- 1.....
- 2.....
- 3.....
- 4.....
- 5.....
- 6.....
- 7.....



Equipment	Name	Safe use
	Ovens / hobs	
	Grills / salamanders	
	Mixers	
	Fryers	
	Sous vide	
	Bain marie	
	Hot plates	

## Specialist equipment



## AC2.3 Describe the operation of Front of house

What does the style of food service depend on?

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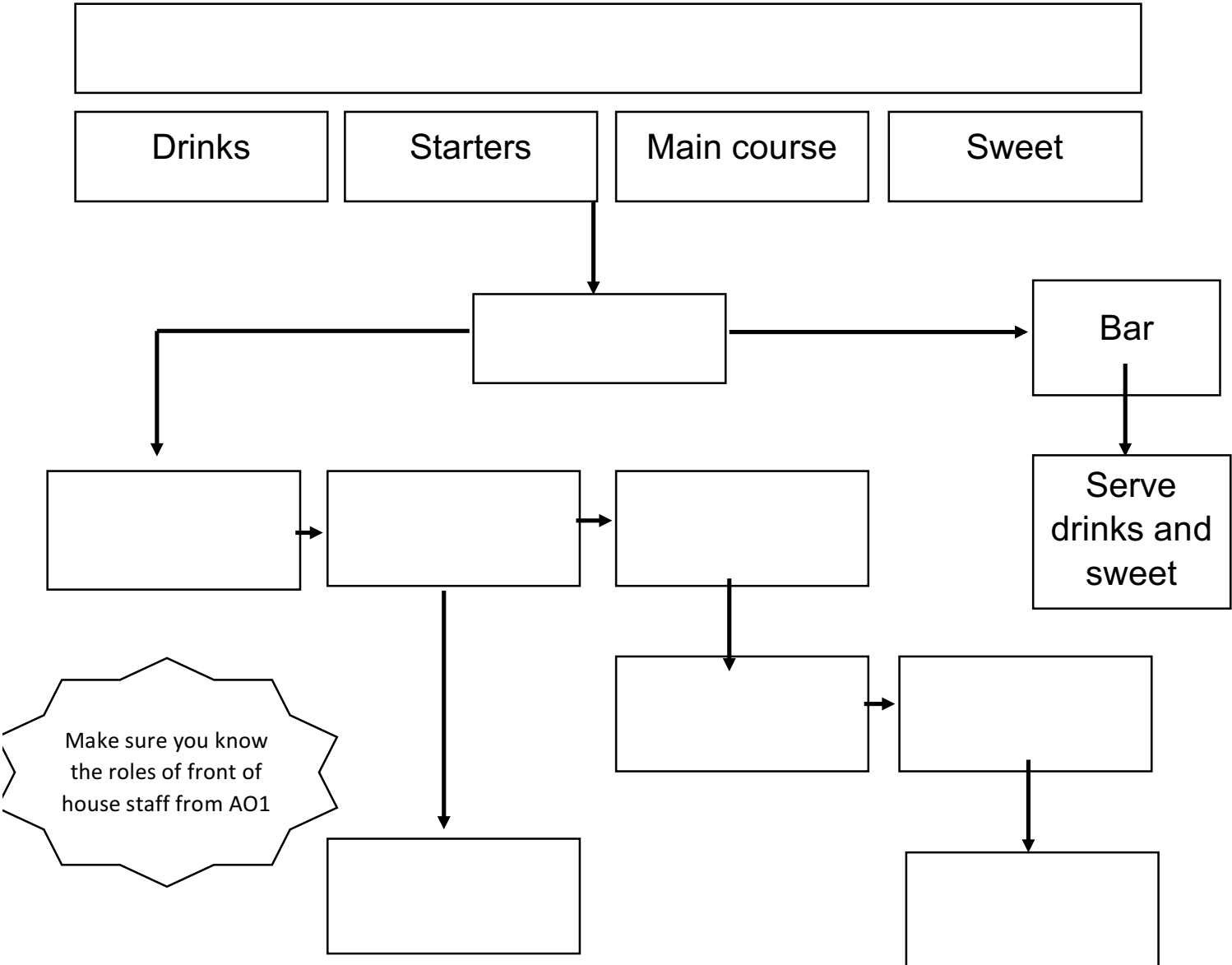
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<b>TABLE SERVICE</b>		
Plate		<p>From café's to luxury restaurants</p> <p>Good portion control methods</p> <p>Consistent presentation of food</p> <p>Relies more on skilled kitchen staff than the skill of serving staff</p> <p>Time consuming for the kitchen</p>
Family		<p>Sociable</p> <p>Less portion control</p> <p>Easy and quick to serve</p> <p>Suits families with young children</p> <p>Needs big tables to fit all of the dishes on</p>
Silver		<p>A more personal customer experience</p> <p>Can be slow service</p> <p>Portion control may fluctuate</p> <p>Staff costs are high as it needs more serving staff</p>
Gueridon		<p>Very specialist, skilled service</p> <p>Individual attention</p> <p>Very high staff and menu costs</p> <p>Time consuming</p>
<b>COUNTER SERVICE</b>		
Cafeteria Free flow		<p>Queuing is often required</p> <p>It can be fast so can produce a high turnover</p> <p>A simple, basic experience for customers</p> <p>There can be impulse buying from displays</p> <p>Low skill of serving staff</p>
Buffet		<p>Creates a more informal function than plated or silver service meals</p> <p>It can be fast and simple</p> <p>Poor portion control</p> <p>Needs efficient clearing away of crockery</p>
Fast food		<p>A quick and simple method of service</p> <p>Can be a very high turnover of food</p> <p>Often a limited choice of menu</p> <p>Use of disposable packaging and utensils because of the type of food and service</p>

PERSONAL SERVICE		
Tray or Trolley		Available where needed Trays are used in airlines, hospitals and hotel rooms (room service) Trolleys are used in offices, airlines and trains
Vending		24 hour service if required Drinks, snacks and meals can be offered including hot meals
Home Delivery		Usually Ethnic such as Indian and Chinese. Also 'Meals on Wheels'

**Workflow between the front of house and kitchen**



# Front of house equipment

Item	Name / use	Item	Name / use
			
			
			
			
			
			

Look up and find out

What does EPOS stand for.....

How is EPOS used by front of house staff?

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What could be the advantage of using electronic booking and reservations systems?

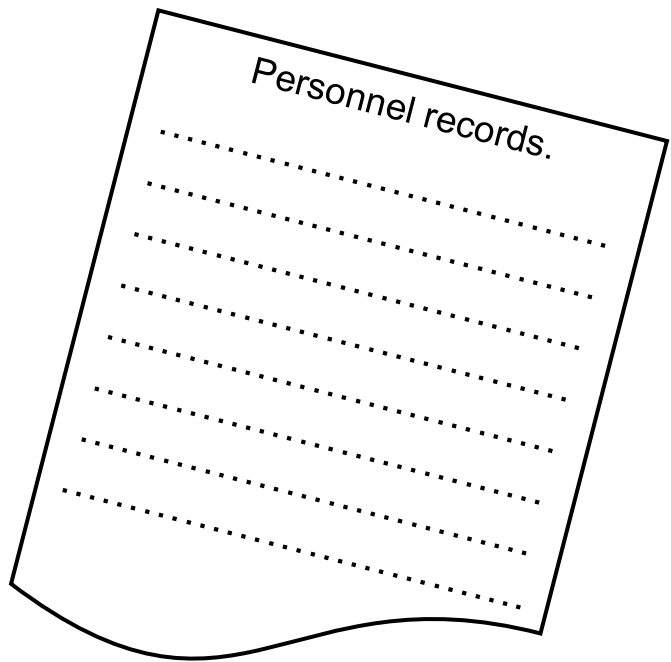
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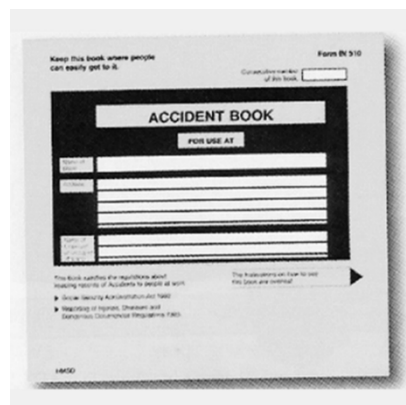
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## Other record keeping

Front of house stock control items	



84 Hrs - Bartenders							
Betsy Caslon 20 Hrs		5 pm - 10 pm	5 pm - 10 pm	5 pm - 10 pm	Vacation All Day	Vacation All Day	
Gary Bonsworth 12 Hrs			2 pm - 8 pm	2 pm - 8 pm			
Jonathan Meyer 24 Hrs	8 pm - 12 am	8 pm - 12 am	8 pm - 12 am	8 pm - 12 am	8 pm - 12 am	8 pm - 12 am	
Martin Carter 8 Hrs	2 pm - 8 pm	2 pm - 8 pm					2 pm - 8 pm
Manual Costa 16 Hrs + PTO	5 pm - 10 pm				5 pm - 10 pm	5 pm - 10 pm	5 pm - 10 pm
Add Team Member							
32 Hrs - Cooks							
Allie Belliew 20 Hrs		12 pm - 4 pm	12 pm - 4 pm	12 pm - 4 pm	12 pm - 4 pm	12 pm - 4 pm	
Emily Watson 12 Hrs		4 pm - 8 pm	4 pm - 8 pm	4 pm - 8 pm	4 pm - 8 pm	4 pm - 8 pm	
Add Team Member							



Who is responsible for staff allocation?

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What does staff allocation involve?

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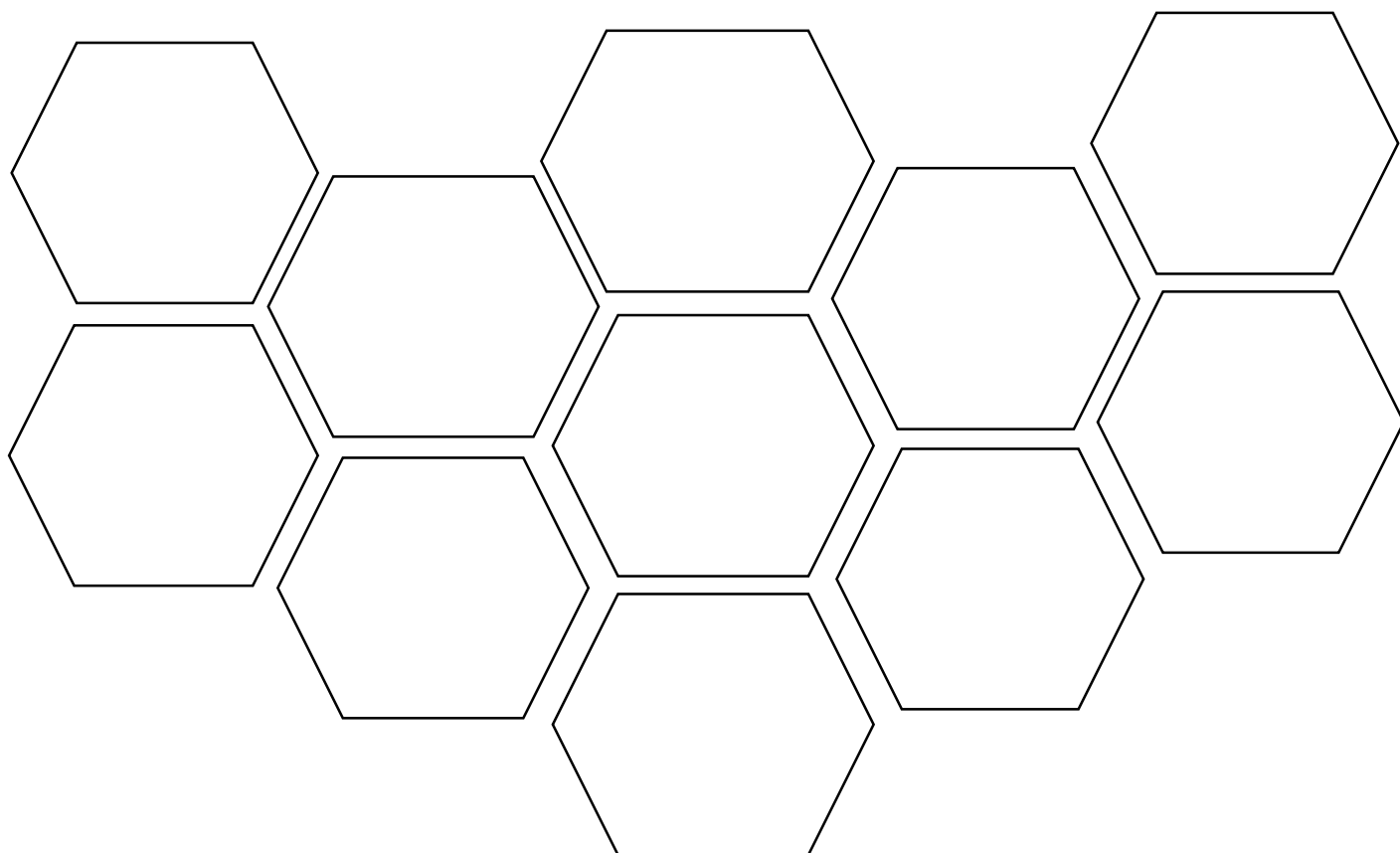
Why is a staff uniform important ?

BUSINESS PROFESSIONAL	BUSINESS CASUAL	BUSINESS PROFESSIONAL	BUSINESS CASUAL
<p>Labels: LIGHT BUTTON-UP SHIRT, PRESSED SUIT, APPROPRIATE LENGTH SKIRT, POLISHED, CLOSED-TOE SHOES</p>	<p>Labels: NATURAL LOOKING MAKEUP, PORTFOLIO, NO BULKY JEWELRY, NICE BLOUSE</p>	<p>Labels: PRESSED SUIT, PORTFOLIO, POLISHED SHOES</p>	<p>Labels: FRESH HAIRCUT, CLEAN SHAVEN, APPROPRIATE TIE, BUTTON-UP SHIRT, MATCHING BELT AND SHOES, PRESSED SLACKS</p>

**What to wear?**

This guide demonstrates acceptable Business Professional and Business Casual attire for your upcoming career events.  
NOTE: For interviews, always choose Business Professional attire.

## Safety and security in hospitality and catering



List the measures that establishments should carry out to ensure the health and safety of customers.

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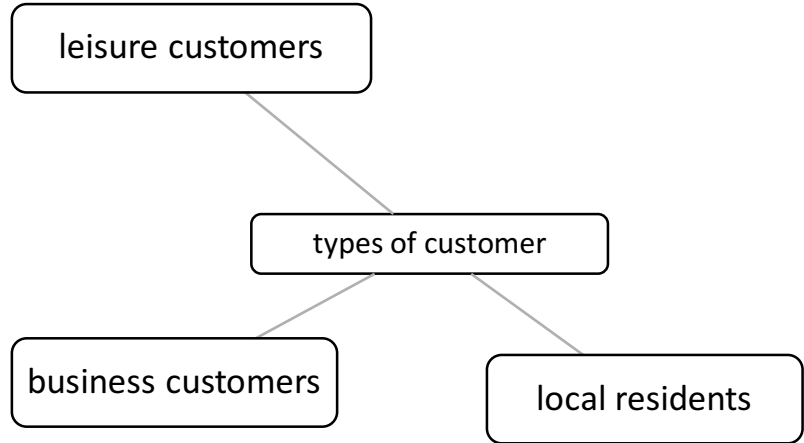
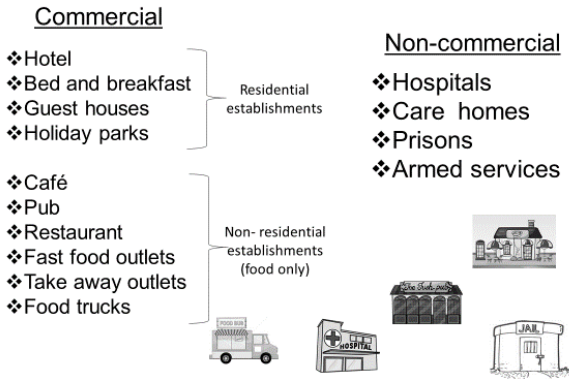
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## AC2.3 Explain how Hospitality and catering meets customer requirements.



### Types of establishments-recap



Type of customer	Who they are- description	What are their needs ?
<b>Leisure</b>		
<b>Local residents</b>		
<b>Business / corporate</b>		



# Customer rights



Consumer Rights Act  
2015



Food Safety Act  
1990

Customers have the right to:

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Disability  
Discrimination  
Act



Equality Act 2010

Customers must be treated equally with regard to:

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- A restaurant hasn't kept my booking, can I claim compensation?

Do I have to pay a service charge if the service is poor?

- I got food poisoning while eating out, can I get my money back?

I had poor quality food at a restaurant, should I have paid?

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
 Baby sitting	 Disabled accessibility	 Free Wi-Fi
 Storage of belongings after check out	 Cots available	 Free Parking

(a) Explain how the free wifi service in this hotel will meet the needs of the James family (4)

(b) Explain how the accessibility in this hotel will meet the needs of the James family (8)