

AC2.1

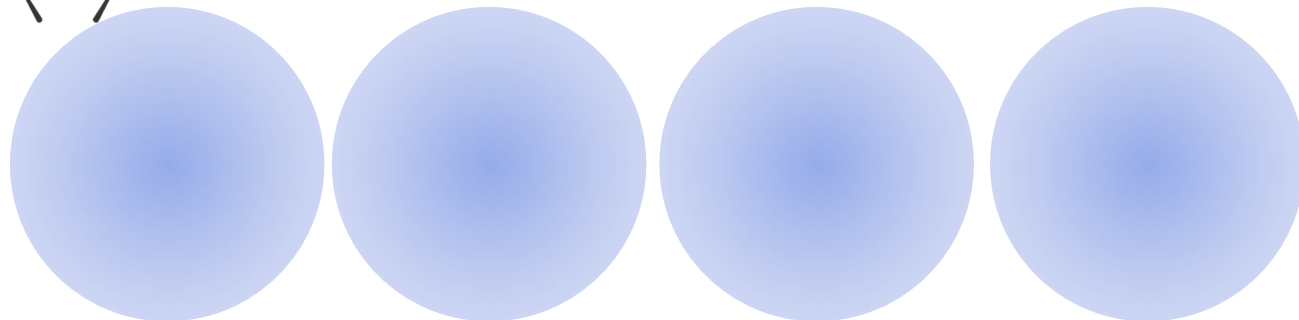
Describe the operation of the kitchen.

What does the term 'workflow' mean? Why is it important in the kitchen bridge?

REVISION QUESTION MAT



4 operational activities in the kitchen



TASK

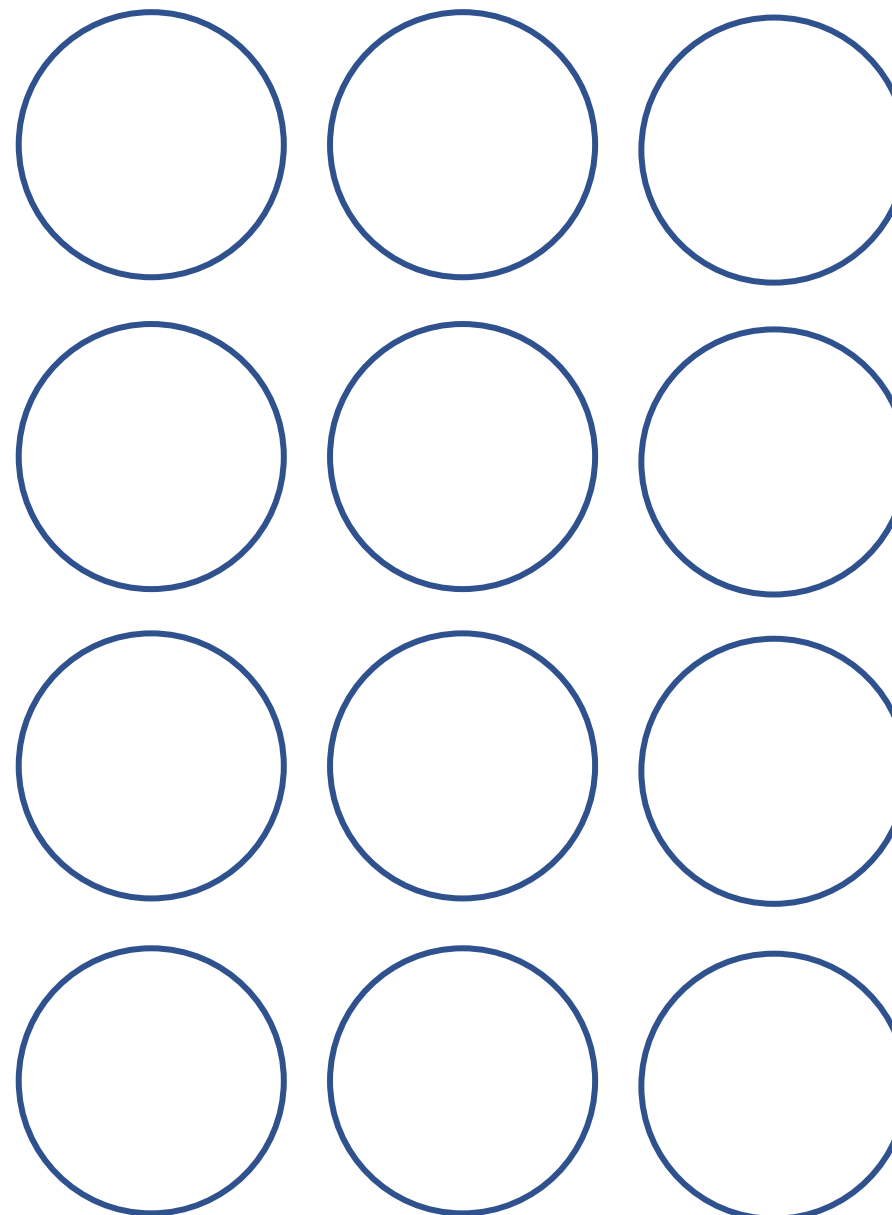
5 areas that these operation activities take place in the kitchen (fill in diagram below to explain each work area)

Storage Area	Preparing and cooking	Serving area	Dirty Area	Staff Facilities
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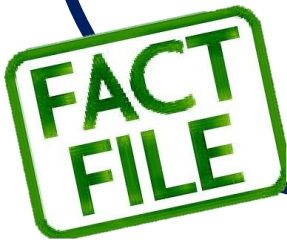
Operational areas

START

Complete the empty plan below to show what the workflow for coffee shop that serves afternoon teas (cakes/hot drinks/Sandwiches) KITCHEN ONLY



FINISH



AC2.1
Describe the operation of the kitchen.

Who would you employ in your kitchen and why?

REVISION QUESTION MAT

Task – draw a layout of a kitchen and explain how each of the following should be taken into consideration when planning a kitchen layout.



Delivery

Storage

Cooking

Food preparation

Holding

Serving

Washing up

Waste disposal

Factors determining commercial kitchen design

Other

Why is a good kitchen layout important? How can it effect the success of a business.

Hygiene

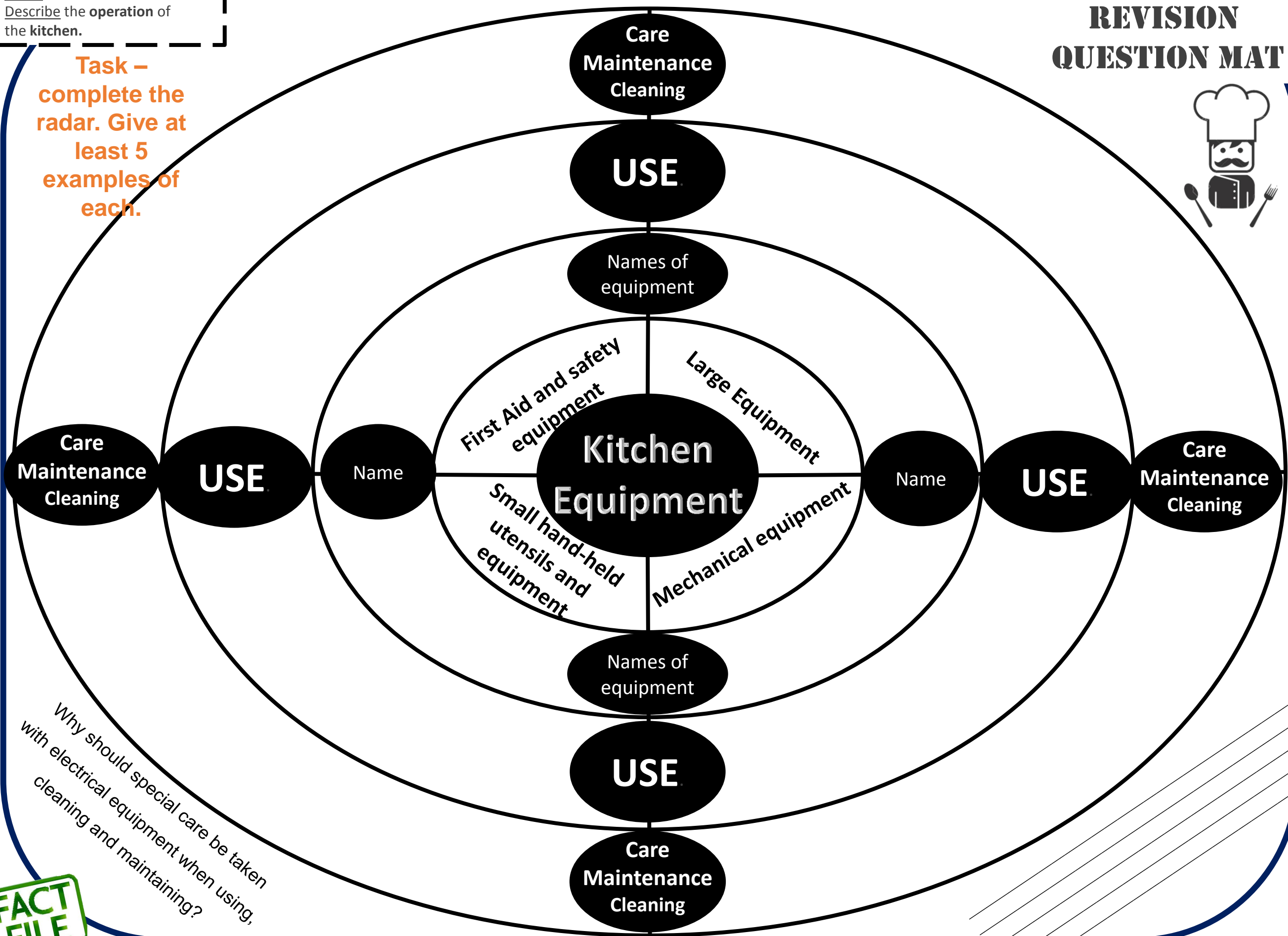


AC2.1
Describe the operation of the kitchen.

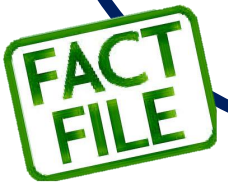
REVISION QUESTION MAT



Task – complete the radar. Give at least 5 examples of each.



Why should special care be taken with electrical equipment when using, cleaning and maintaining?



AC2.1

Describe the operation of the kitchen.

Hygiene

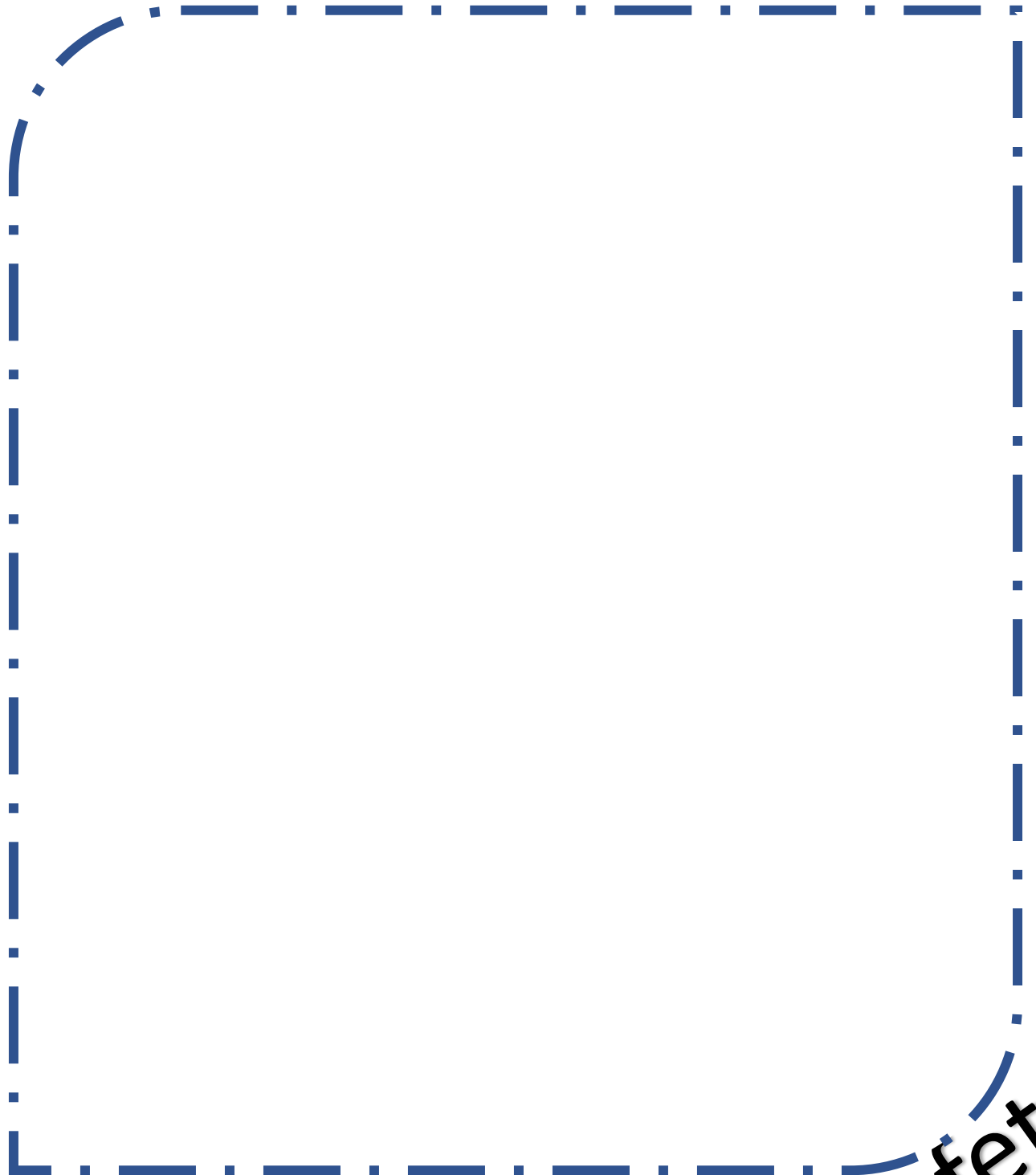
Why do chefs wear a uniform?

Rules

PLEASE FOLLOW!

REVISION QUESTION MAT

You have become a head chef of a new restaurant. Create a poster to explain to your staff the rules and standards on how to wear their kitchen uniform. Make sure you link to how this could effect business.



Identify different garments on the chef and explain the importance of each one.



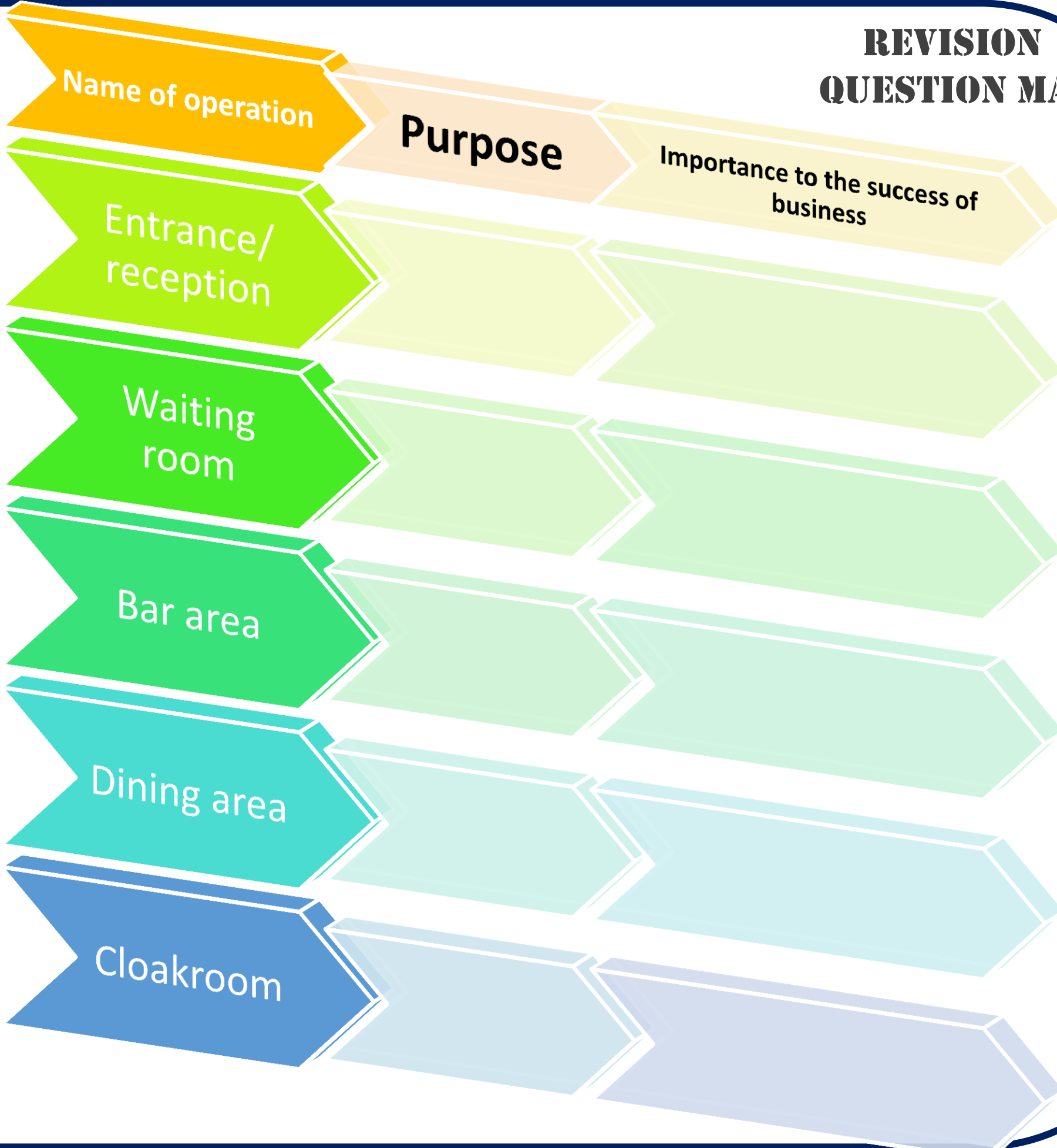
FACT FILE

Safety

AC2.1

Describe the operation of front of house.

REVISION QUESTION MAT



What are the reasons for using a front of house workflow system?

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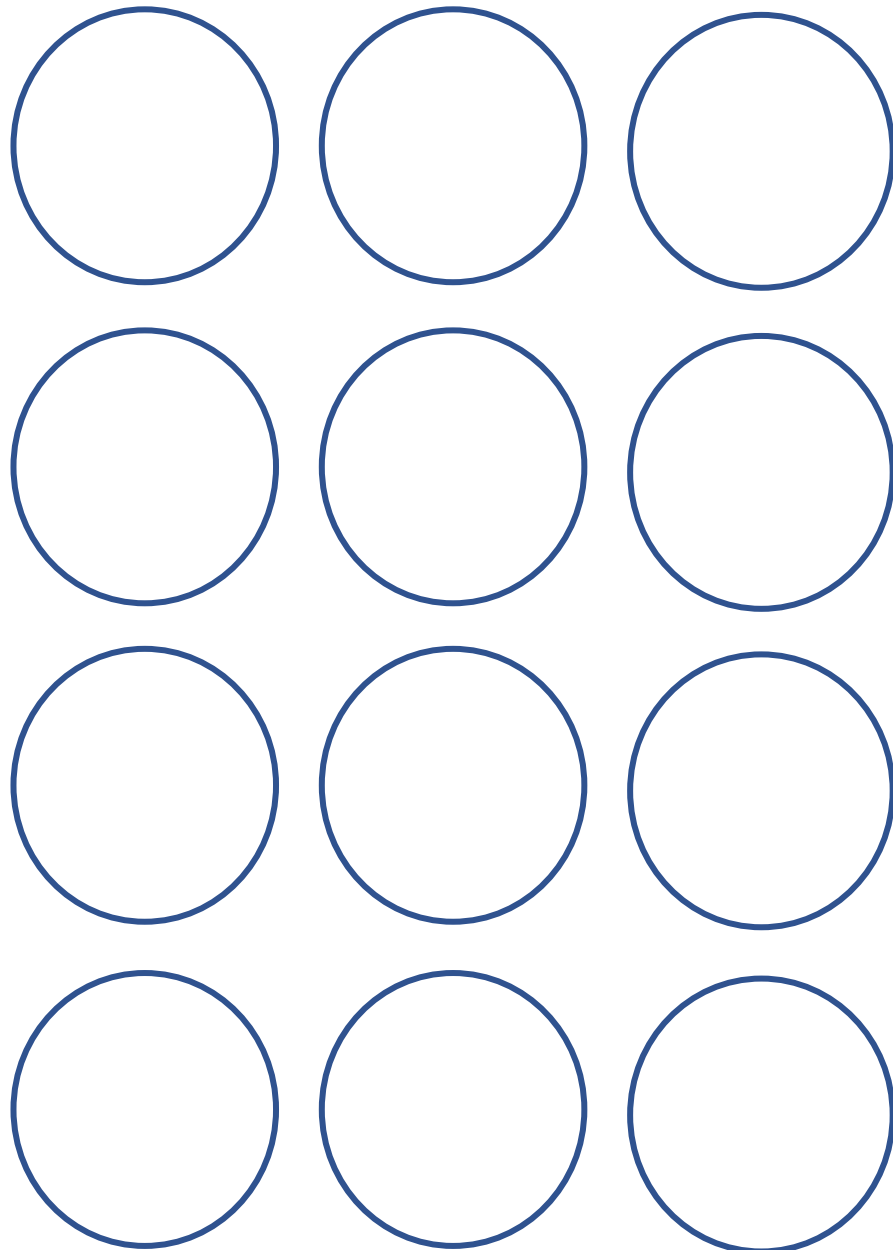
FACT FILE



AC2.1
Describe the operation of front of house.

Complete the empty plan below to show what the workflow for coffee shop that serves afternoon teas (cakes/hot drinks/Sandwiches)
FRONT OF HOUSE ONLY

START



FINISH

Why is a staff uniform important ?

REVISION QUESTION MAT

Explain how the following headings relating to uniform.

Branding

Safety (staff)



Safety (customer)

Customer service

Hygiene

Reputation

FACT FILE



AC2.1

Describe the operation of front of house.

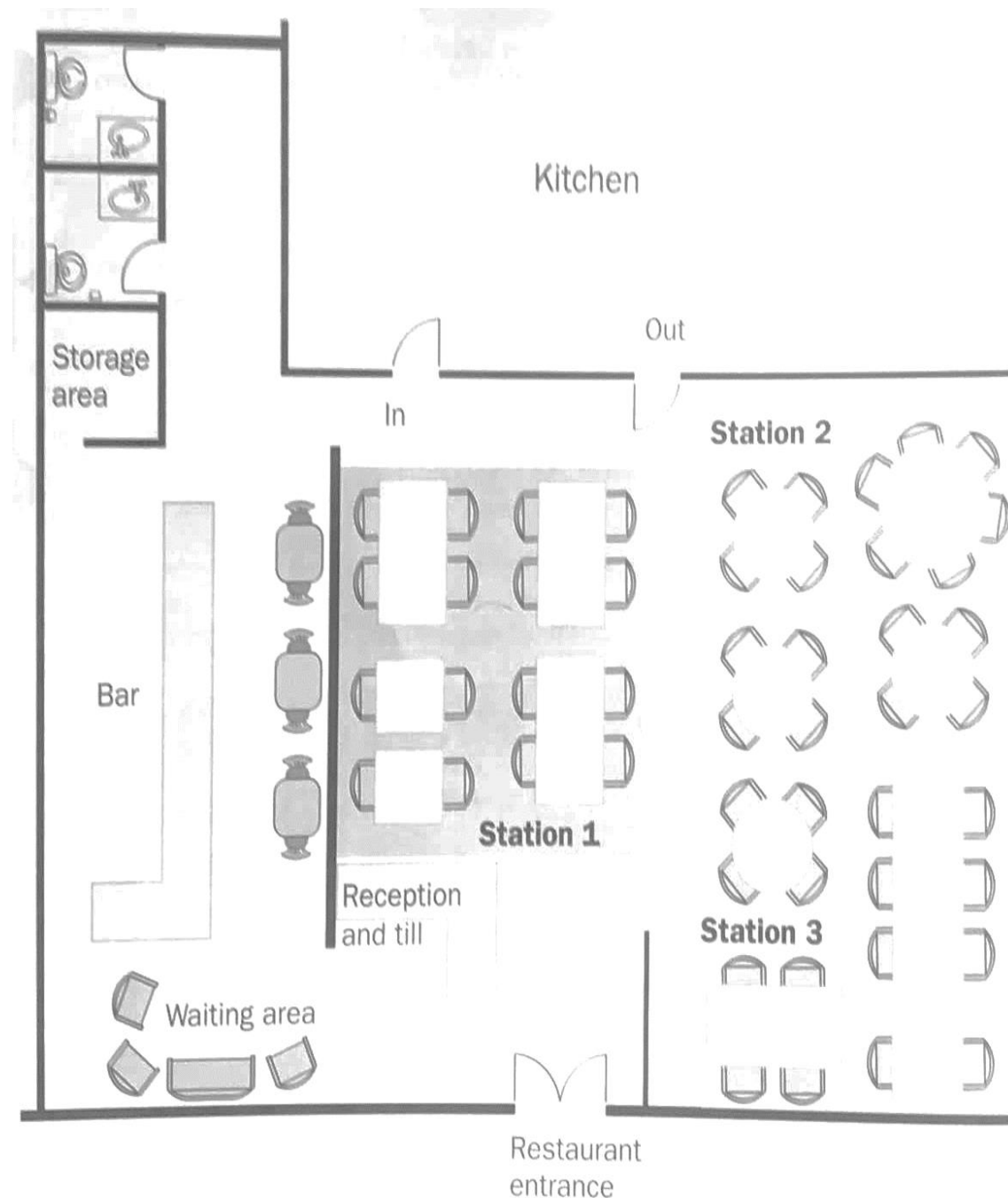
Would you change the layout for a fast food restaurant?

Explain how the layout of a restaurant can enhance the customer experience?

Factors determining restaurant layout

REVISION QUESTION MAT

Task – Explain and annotate how the restaurant has been planned. Give advantages and disadvantages. Give recommendations to improve the layout



AC2.1
Describe the operation of front of house.

REVISION QUESTION MAT

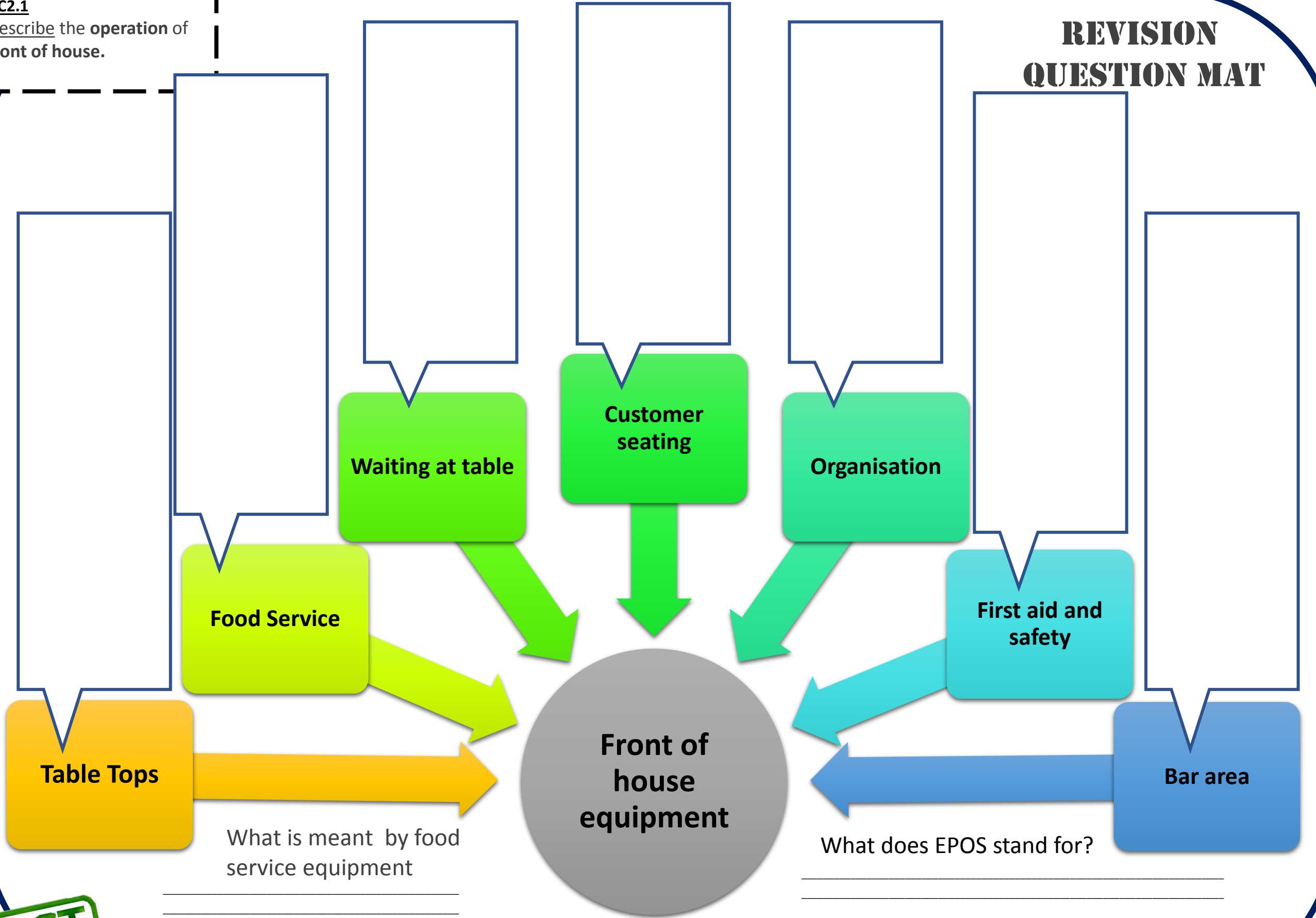


Table Tops

Food Service

Waiting at table

Customer seating

Organisation

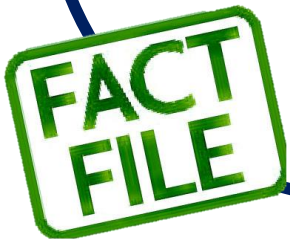
First aid and safety

Bar area

Front of house equipment

What is meant by food service equipment

What does EPOS stand for?



AC2.1

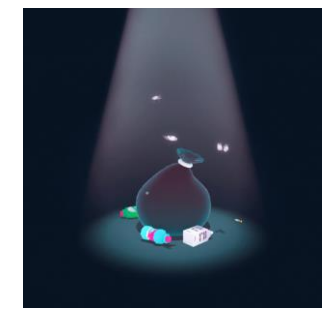
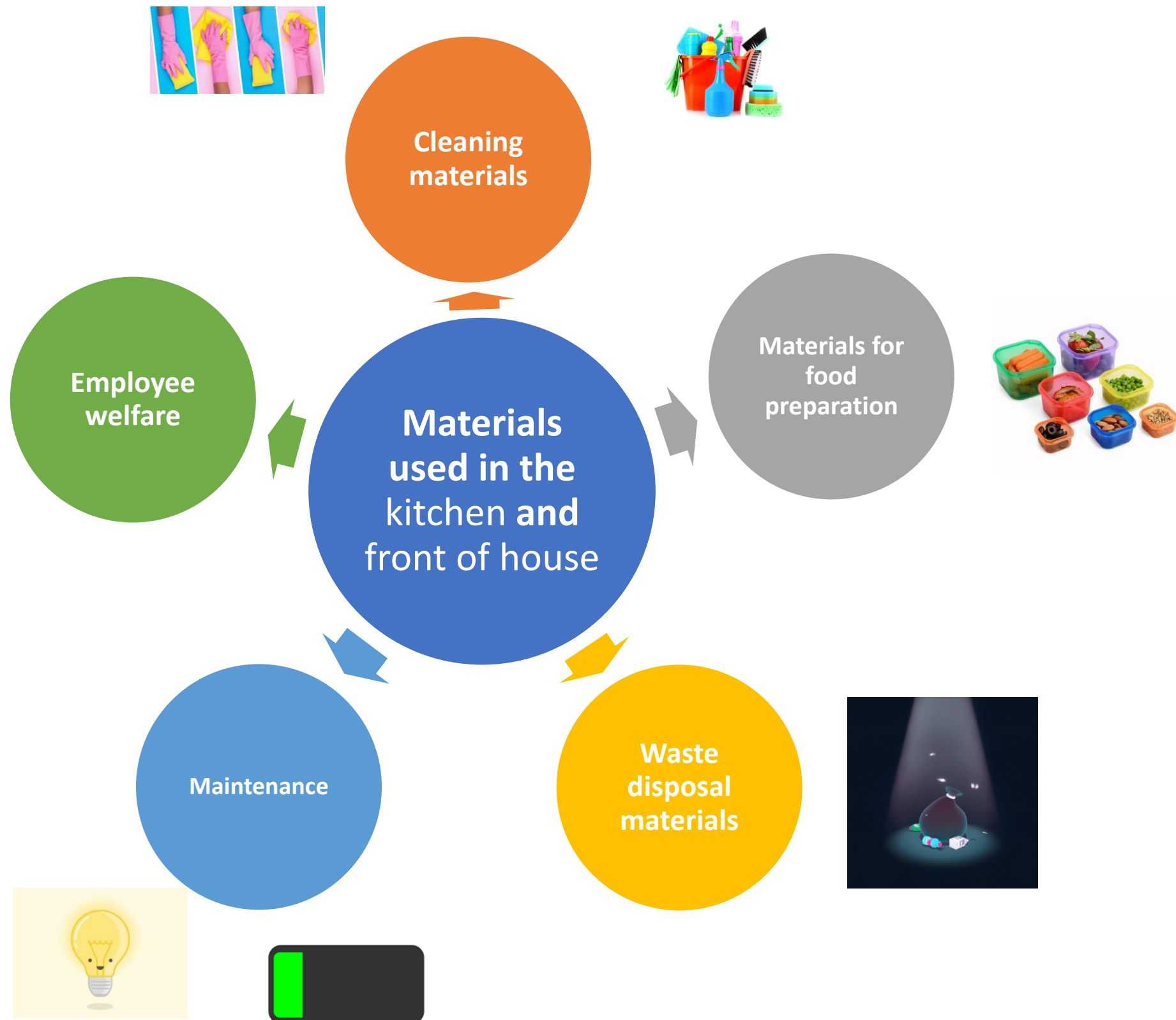
Describe the **operation** of the kitchen.

AC2.2 Describe the operation of front of house.

Besides equipment (and ingredients), kitchens and front of house need a continuous supply of materials so that they can operate effectively.

Complete the mind map listing all the different types of material needed.

REVISION QUESTION MAT



FACT FILE

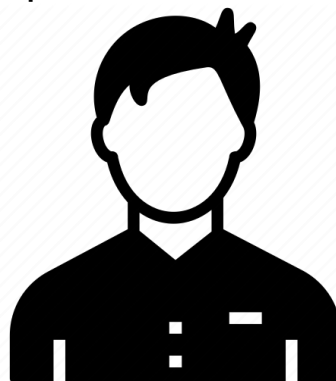


AC2.1
Describe the operation of the kitchen.

What does FIFO stand for?



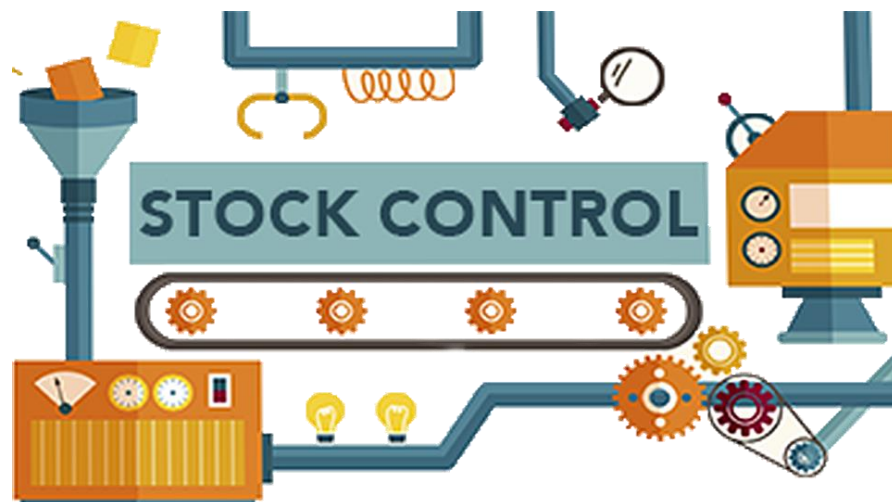
Explain to a new apprentice chef why FIFO is important?



REVISION QUESTION MAT



What is the role of a stock controller?



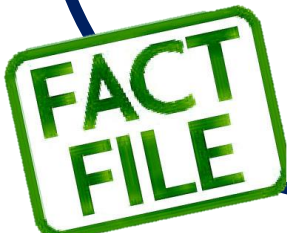
Explain how an EPOS system helps control stock?



How does poor stock control effect business?

Does stock control only relate to food?

TRUE or **FALSE**



AC2.1

Describe the operation of the kitchen.

AC2.2 Describe the operation of front of house.

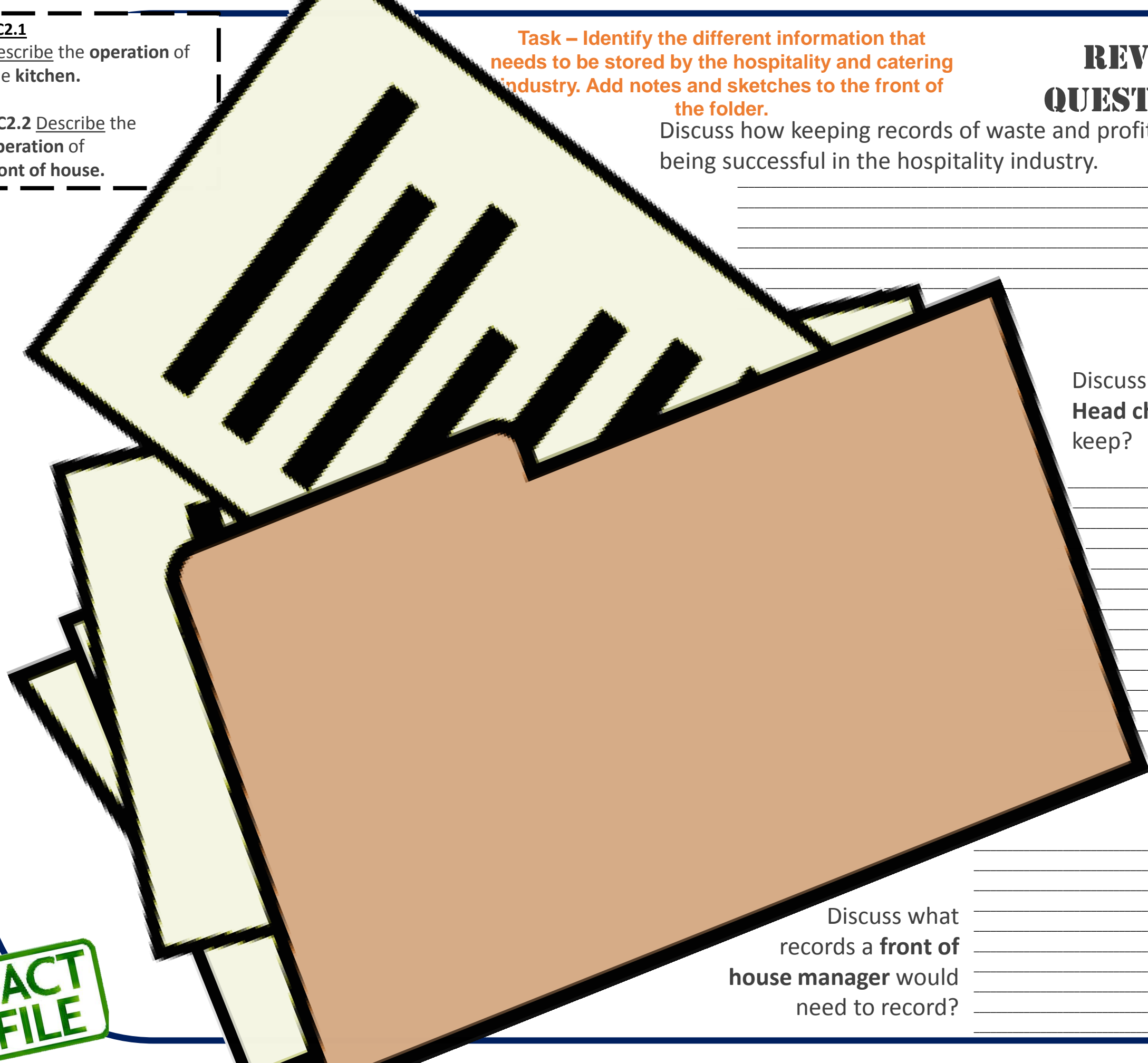
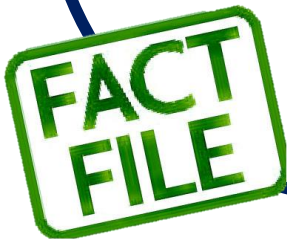
Task – Identify the different information that needs to be stored by the hospitality and catering industry. Add notes and sketches to the front of the folder.

REVISION QUESTION MAT

Discuss how keeping records of waste and profit is essential to being successful in the hospitality industry.

Discuss what records a **Head chef** would need to keep?

Discuss what records a **front of house manager** would need to record?



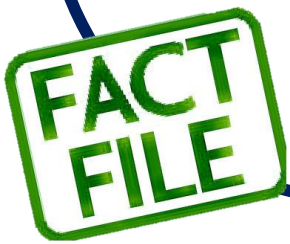
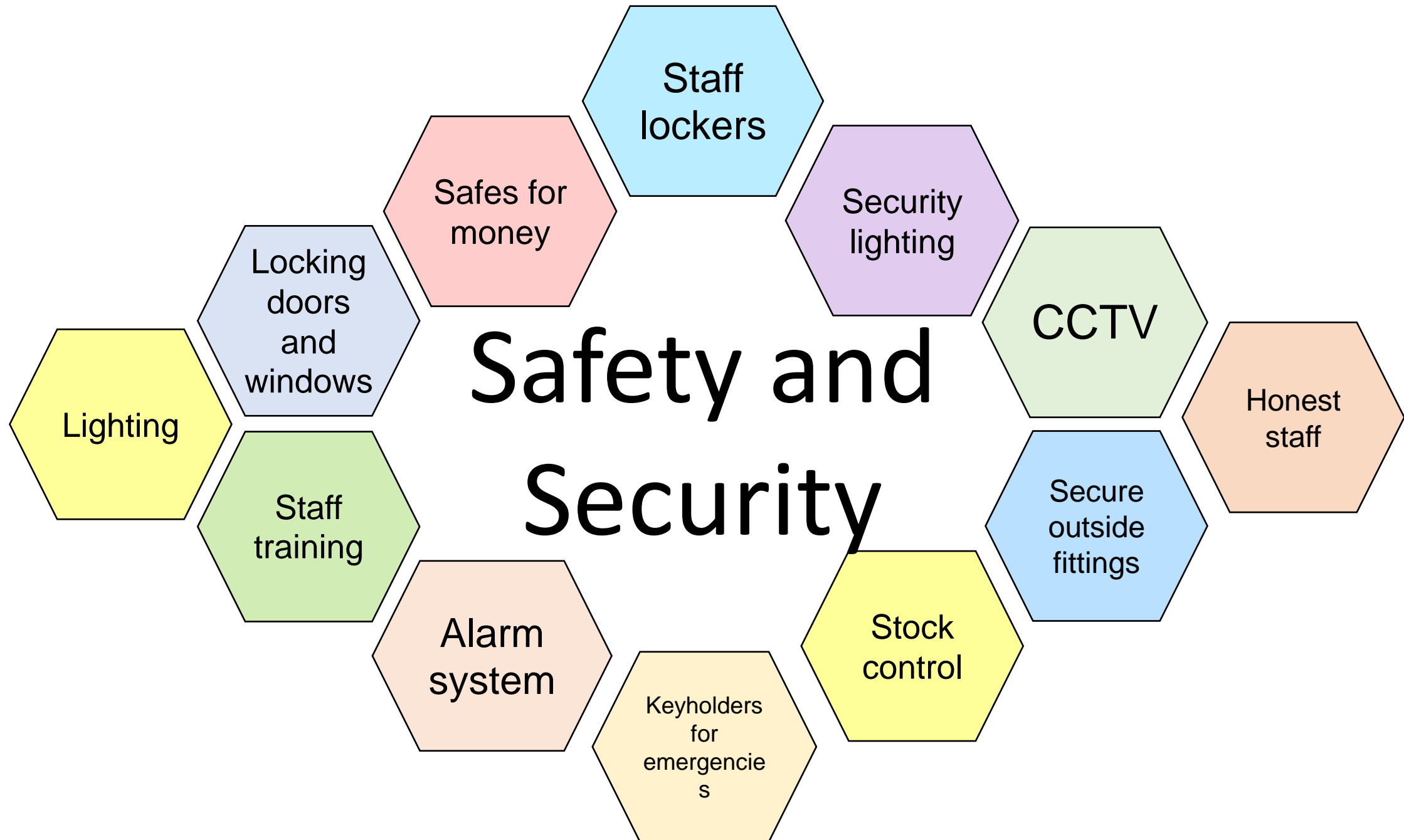
AC2.1

Describe the operation of the kitchen.

AC2.2 Describe the operation of front of house.

Task - Explain how the following factors can help customers and staff feel safe in the hospitality and catering industry
Write customer points in RED
Write staff points in Blue.

REVISION QUESTION MAT



AC2.3

Explain how hospitality and catering provision meet customer requirements.

Meeting customer requirements

Add the customer requirements and expectation for the following customers.



REVISION QUESTION MAT



**LOCAL
CUSTOMER**

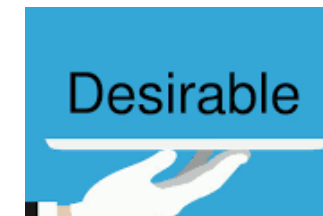
What is meant by customer service?

What is meant by customer requirements and expectations?

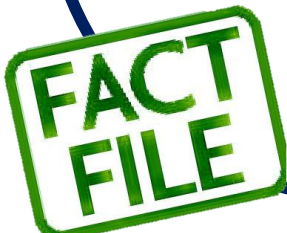


**BUSINESS
CUSTOMER**

There are **three** levels of customer requirements and expectations. Give examples



**LEISURE
CUSTOMER**



AC2.3

Explain how hospitality and catering provision meet customer requirements.

Mind map the customer requirements below:

**Student Backpackers
Travel Europe**



Identify service symbols



**REVISION
QUESTION MAT**

What is meant by customer rights?

Handwritten lines for notes.

Can you think of any other service symbols

Large dashed-line box for drawing or writing additional service symbols.

What is meant by equality?

Handwritten lines for notes.

Wedding

