

Year 11 Revision Hospitality and Catering

Commercial vs Non-Commercial

Commercial	Non-Commercial
Make a profit	Do not make a profit
Restaurants	Prisons
Fast food outlets	Army
Take away	Hospitals

Kitchen Brigade

1. Head chef/ Executive chef
2. Sous – Chef
3. Chef de partie
4. Commis chef
5. Apprentice
6. Dishwasher

Employee Contracts

There are three types of contracts:

1. Full-time contract = Work 35 hours or more in a week
2. Part-time contract = Less than 35 hours in a week
3. Seasonal Contract = Works during a certain time such as the Winter season, these are not allowed sick pay or holiday pay, they are contracted for a short while which means the employer can save money.



Head/Executive Chef

1. Hires and fires staff
2. Trains staff
3. Orders in ingredients
4. Checks the food is to the correct quality before it is served
5. Deals with customer complaints
6. Plans the menu
7. Needs a first aid qualification
8. Needs a level 2 in H&C
9. Needs a NVQ/Diploma/GCSE in Food



Influences of a successful establishment

Positive	Negative
Use social media to promote free meals/discounts/offers	People can write negative comments on social media
Use Trip Advisor to research places to eat	Newspaper articles can have bad reports about an establishment that can damage a business reputation
Use social media as a free platform to advertise an establishment	World-wide coverage can effect the number of tourists to a certain country = Covid-19
Use celebrities to promote an establishment	

Personal Safety

Personal safety means the risks that can happen to the individual person:

1. Cuts to the finger
2. Tripping over leads
3. Chemical burns
4. Slipping on wet floors
5. Falls
6. Electrocuted

Customer Complaints

1. Listen to the complaint
2. Apologise to the customer
3. Try to resolve the complaint
4. Speak to the chef about the complaint to serve a fresh dish
5. Speak with the manager
6. Offer a customer discount
7. Log the complaint



Preventing Accidents

1. Clear up any spillages
2. Use wet floor signs
3. Train staff
4. Store liquids away safely
5. Use posters to promote health and safety rules



Planning for Events

Equipment and Décor	Accommodation
DJ	Wi-fi
Seating plan	Disability access
Room décor such as flowers/balloons	Breakfast for guests
Lighting for disco	Car parking for guests
Centre pieces for tables	Cots for babies

Food Poisoning

Problem	Control
During storage food can be out of date	Check dates regularly and use the first in first out rule
Foods can be stored at the incorrect fridge temperature	Check the fridge temperature is between 0 to 5oC
During cooking food poisoning bacteria may remain in high risk foods	Use a food probe to check the core temperature of cooked food is 75oC and above
During service, hot held food may be at the incorrect temperature	Check food is held at 63oC and above to prevent bacteria growth

Dietary Needs



Vegetarian Symbol
= Can't have any foods with meat and fish in such as chicken curry and spaghetti bolognese



Lactose intolerant
= Can't have any foods with dairy in such as ice cream and cheesecake

Symptoms of a Reaction

Visible	Non-Visible
Diarrhoea	Headache
Vomiting	Feeling sick
Lip swelling	Swollen throat

Environmental Health Officer

What are the responsibilities of an EHO?

1. An EHO will visit an establishment without any notice, to check the place is following health and safety laws.
2. An EHO will take samples of food to check for bacterial growth
3. An EHO will provide advice and assistance to the employer
4. An EHO will investigate complaints made the public
5. An EHO will investigate accidents at work and complaints about poor standards of health and safety
6. An EHO will take establishments to court, prepare and give evidence in court

Food Hygiene Rules

Food hygiene rules are used to avoid growth of bacteria. Good hygiene rules in a kitchen include:

1. Use coloured chopping boards
2. Have different preparation areas for raw and cooked foods
3. Use a food probe to check the temperature of foods
4. Wash fruits and vegetables before use
5. Check dates on food being used.

Hospitality and Catering Establishments

1. Luxury hotel
2. Bed and Breakfast (B&B)
3. Café
4. Night club
5. Spa
6. Golf club
7. Fine dining restaurant
8. Wine bar
9. Public House (Pub)
10. Play centre with cafe

Notes