Year 11 Hospitality & Catering – LO1 – Understand the environment in which hospitality and catering providers operate

The structure of the H&C industry

Commercial	Non-Commercial	Residential
• Fast food • Pubs • Restaurant	• Prisons • Hospitals • Armed Services	• Hotels • B&B's • Holiday parks

Styles of Service

Counter Service	Table Service	Personal Service
• Cafeteria • Fast Food • Take away	• Family • Silver • Gueridon • Plate	• Travel • Tray • Vending

Contract Catering

Contract caterers provide food and drink at hired events such as weddings or birthday parties. The advantages of hiring contract caterers are:

- ✓ Organise the menu and the food
- ✓ Serve and feed guests
- ✓ Clear up everything

Standards and Ratings

Michelin Star	AA Rosettes
Good Food Guide	Online Review Sites

Supplier to the H&C industry

1. Specialist markets
2. Local suppliers
3. Independent suppliers
4. Large wholesalers
5. Equipment suppliers

Contracts of Employment

1. Full Time
2. Part Time
3. Temporary
4. Casual/Seasonal

Reasons for Unsuccessful Businesses

1. Poor location
2. Name is too long to remember
3. Lack of business knowledge
4. Lack of profit
5. Too many hours leading to poor quality of life
6. A saturated market – too many of the same
7. Lack of differentiation – the product is not different enough

Costing Recipes

Selling Price Per Portion = Cost of one portion X 100 /40

Staff Structure in a Hotel

Hotel Manager

Bar Staff
1. Head bar staff
2. Barmen/maids

Restaurant
1. Restaurant Manager
2. Head Waiter
3. Wait Staff
4. Wine staff

Housekeeping
1. Housekeep
2. Chambermaid

Kitchen Staff
1. Head Chef
2. Sous Chef
3. Chef de Partie
4. Commis Chef
5. Apprentice
6. Kitchen Porter

Front of House
1. Receptionist
2. Concierge
3. Porter

Reasons for Successful Businesses

1. Technology – using apps, EPOS systems and Wi-Fi available
2. Costs – making healthy profits
3. Environment – showing ways to reduce, reuse and recycle
4. Media – using celebrities, supporting charities, good community reputation
5. Competition – having a variety of offers to attract customers
6. Trends – ensuring the business is up to date with the latest options – such as new flavours
7. Customer service – demonstrating good customer satisfaction, encouraging customers to return.

Portion Control

Why?
- ✓ To offer consistent portions to customers to avoid complaints
- ✓ To reduce food waste
- ✓ To make a profit

How?
- ❖ Scoops for ice cream and mash
- ❖ Ladles for soups, gravies and sauces
- ❖ Fruit decoration for cakes

Keyword	Definition
Establishment	A place that serves food and drink
Commercial	To make a profit
Residential	Provides accommodation
EPOS	Electronic Point of Sale
Silver Service	Use a knife and fork to serve
Gueridon Service	Chef finishes the cooking or carving at the customer's table
Chef de Partie	Specialist chefs such as vegetable chef
Concierge	To assist customers with bookings

Year 11 Hospitality & Catering – LO2 – Understand how hospitality and catering provisions operate

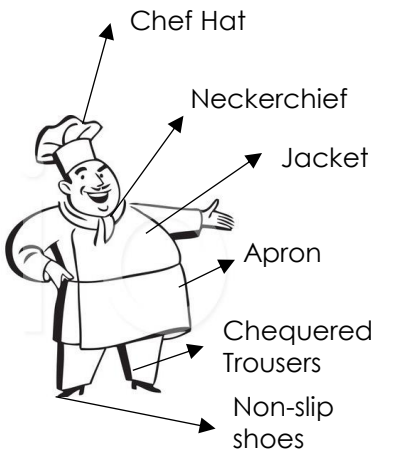
Kitchen Workflow

1. Delivery
2. Storage
3. Food preparation
4. Cooking
5. Holding
6. Food service
7. Wash up
8. Waste disposal

Types of Documentation

- ❑ Temperature charts (fridge, freezer)
- ❑ Time sheets (staff working hours)
- ❑ Accident report form (to log first aid/accidents)
- ❑ Equipment fault reports

Kitchen Dress Code (PPE)



Small Equipment



Large Equipment

All large scale equipment such as a floor standing mixer, walk in fridge/ freezer and a large oven must be:

- Turned off before cleaning
- Use correct cleaning materials
- Any attachments should be stored correctly
- If equipment is not working correctly it must be reported
- Ensure there is no food left on the equipment as it will contaminate future use



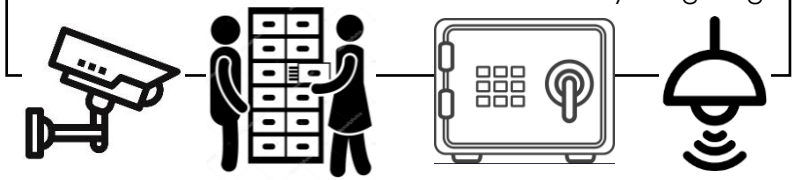
Types of Customer

Leisure	Local Residents	Business/ Corporate
Customers who visit the establishments in their leisure time e.g. a meal with friends, a family day out, tourists.	Customers who live in the local area who visit the establishment often e.g. regular Sunday lunch	E.g. business lunches. Use business facilities in establishment for meetings or presentations, courses and conferences

Safety and Security

All businesses should carry out a regular health and safety risk assessment. This involves looking at your business and identifying potential hazards that may affect staff or members of the public. Your risk assessment should tell you whether you are doing enough to mitigate these risks. Ways to achieve this is through:

CCTV | Staff Lockers | Safes for Money | Lighting



Customer Rights

- ❖ The right to be protected (against hazardous goods)
- ❖ The right to be informed (quality, quantity, allergies)
- ❖ The right to have their complaints be heard
- ❖ The right to seek compensation
- ❖ The right to receive satisfactory goods that match their product description

Good Customer Service

- ✓ Respectful and polite
- ✓ Helpful and attentive
- ✓ Smart and professional
- ✓ Friendly
- ✓ Patient
- ✓ Deals with customer problems effectively
- ✓ Knowledgeable
- ✓ Makes the customer feel welcome, to want to return.



Keyword	Definition
Perishable Foods	Foods with a short shelf life such as meat, fish and dairy
Staple Foods	Foods with a longer shelf life such as canned products
Stock Control	Using the First In First Out (FIFO) rule to rotate food stock
Consumer Rights Act 2015	A legal **right** to reject goods that are of unsatisfactory quality, unfit for purpose or not as described
Food Safety Act 1990	Businesses do not include, remove or treat **food** in any way that would be damaging to the health of people.
Equality Act 2010	All must be treated equally regard to age, gender, race...
Disability Discrimination Act 2010	Unlawful to discriminate against mental and physical disabilities

Year 11 Hospitality & Catering – LO3 – Understand how hospitality and catering provision meets health and safety requirements

HASAWA

- ❑ All employers must take care of their own health and safety and not endanger others.
- ❑ The HSE exists to protect peoples health and safety by ensuring risks are properly controlled.
- ❑ HASWA also protects employees from risks to their health and safety arising out of the activities of people at work.
- ❑ The law applies to everyone at work and anyone can be prosecuted if they do not act safely.

RIDDOR

- ❑ The law requires employers and other people in control of work premises (known as the 'responsible person') to report to the Health and Safety Executive (HSE) and keep records of the following:
- ✓ Work related fatalities
- ✓ Work related accidents causing certain serious injuries
- ✓ Certain work related diagnosed occupational diseases such as severe cramp of the hand due to work related issues

COSHH

- ❑ These Regulations require employers to control exposure to hazardous substances to prevent ill health.
- ❑ Substances covered by COSHH:
- ✓ Chemicals including cleaning chemicals
- ✓ Micro-organisms
- ✓ Dusts
- ✓ Medicines, pesticides, gases
- ❑ COSHH Symbols:

Toxic



Oxidising



Gas under pressure



Reproductive Toxic



PPE



- ❑ The Food Safety (General Food Hygiene) Regulations 1995 require every person working in a food handling area to wear suitable, clean, and (where appropriate) protective clothing.

MHR



- ❑ Any transporting or supporting of a load by hand or bodily force
- ❑ Lifting, putting down, pushing, pulling, carrying or moving

Risk Assessment

- ❑ Five steps to assessing risks:
1. Identify the hazard.
2. Decide who might be harmed and how.
3. Evaluate the risk.
4. Record the findings and implement them.
5. Review the assessment and update if necessary



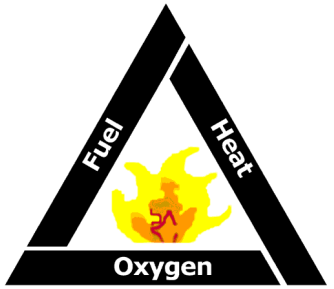
Risk/Hazard	Location	Who is at risk? (Employer, Employee, Supplier, Customer).	Level of risk.
Incorrect storage of food.	Kitchen	Customer	High
Faulty Wiring	Bedroom	Employee, Customer.	High

Main Injury Types

Burns	Cuts
Strains	Slips, trips, falls



Fire Safety





Keyword	Definition
HASAWA	Health and Safety at Work Act
HSE	Health and Safety Executive
RIDDOR	Reporting of Injuries, Diseases and Dangerous Occurrences Regulations
COSHH	Control of Substances Hazardous to Health
PPE	Personal Protective Equipment
MHR	Manual Handling Regulations
Provision	An establishment that provides food and drink

Year 11 Hospitality & Catering – LO4 – Know how food can cause ill health

What does bacteria need to multiply?

- Moisture
- Warmth
- Food
- Time



Sources of food poisoning bacteria

- People
- Raw food
- Rodents
- Packaging



Symptoms of food poisoning bacteria

- Nausea
- Stomach ache
- Diarrhoea
- Vomiting

Non food poisoning illness

- Chemicals



- Metals



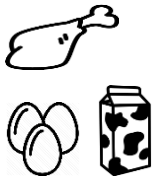


- Poisonous plants

High Risk Foods

- Foods that are more likely to give food poisoning.
- Bacteria grow quickly in them because they are **moist** and high in **protein**.
- Examples include:

i. Meat
ii. Fish
iii. Eggs
iv. Dairy products



Low Risk Foods

- Foods that are low in protein and unlikely to cause food poisoning.
- Examples include:

i. Dry foods (cereals, bread)
ii. Foods high in fat and sugar
iii. Acidic foods like fruit

Types of Food Poisoning

1. Salmonella – found in chicken and eggs.
2. E coli – found in raw meats and raw vegetables
3. Listeria – found in soft cheeses and meats
4. Staphylococcus aureus – found on the skin and in the nose and mouth of humans. It gets onto food when people touch it.
5. Bacillus cereus – found in cooked rice.

HACCP

- By law, catering establishments have to do a risk assessment for food hygiene.
- This is to stop food being contaminated before it reaches the customer.

Step	Hazard	Hazard Prevention
Buying and receiving food	High risk food could be contaminated with bacteria	Buy from suppliers with a good reputation.

EHO

- EHOs check that catering establishments are obeying **laws** such as the **Food Safety Act**.
- They can inspect a catering establishment at **any time**.
- The EHOs check the hygiene of:

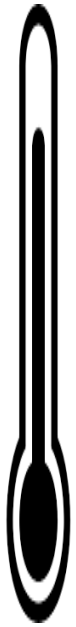
i. The **food premises** (the place where the food is)
ii. The **employees** (the people working with the food)
iii. The **working practices** (the ay that things are done around food)

- EHOs advise catering establishments to improve their hygiene.
- They have the power to close establishments, impose fines, or take legal action against catering establishments that break the law.
- They issue a food hygiene rating from 1 to 5



Key Temperatures

- Monitoring and controlling temperatures during cooking, serving and storage of food limits bacterial growth and helps prevent food poisoning.

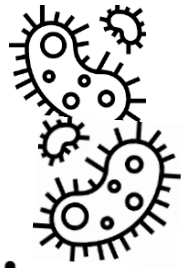


100°C – Bacteria is dead



75°C – Food must be cooked to or higher in the middle. Most bacteria is killed.

63°C – Food must be hot held to or higher than.



5°C to 63°C – Bacteria multiplies rapidly, this is the danger zone. Food should spend no more than 90 minutes in the danger zone.

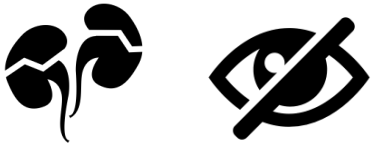
0°C to 5°C – Food is stored in a fridge, bacteria has slow growth



-18°C – Food is stored in a freezer, bacteria is dormant(too cold to multiply).

Keyword	Definition
EHO	Environmental Health Officer
Due Diligence	Establishments have done everything in their power to safeguard consumer health
HACCP	Hazard Analysis Critical Control Point
Hot Held/holding	When food is kept hot until it is served

Year 11 Hospitality & Catering – Unit 2 – Hospitality and Catering in Action

Functions of Nutrients	Nutritional Deficiencies (-)	Nutritional Excesses (+)
Carbohydrates provides the body with energy. There are two main types, complex and simple. Complex carbohydrates give long lasting energy. These are found in foods such as bread, pasta and cereals. Simple carbohydrates make blood sugar levels go up very quickly. This provides a short burst of energy. These are found in sugary; foods such as cakes, jams and sweets.	❖ Lack of energy/ tiredness ❖ Weight loss ❖ Severe weakness 	❖ Tooth decay (simple sugars) ❖ Raised blood sugar levels ❖ Weight gain 
Protein is needed for growth and to repair cells. Protein is made up of amino acids. Proteins that are high in essential amino acids are called high biological value (HBV) proteins. These are found in milk, cheese, fish, eggs, meat and soya beans. Proteins that are low in amino acids are called low biological value (LBV) proteins. These are found in nuts, cereals and pulses.	❖ Weak nails ❖ Hair loss ❖ Weakened immune system ❖ Poor growth (children) ❖ Food is nor digested properly 	❖ Weight gain ❖ Strain on kidneys and liver 
Fats are used by the body for energy. Fat also forms an insulating layer under your skin to keep us warm and protect our organs, such as our kidneys. There are two main types of fat, saturated and unsaturated. Foods such as meat, cheese and butter are high in saturated fats. Foods such as seeds, fish and vegetable oils are high in unsaturated fats. We should eat less saturated fats.	❖ Weight loss ❖ Bruising of the bones ❖ Lack of vitamin A, D, E and K 	❖ Weight gain ❖ Type 2 diabetes ❖ High blood pressure (adults) ❖ High cholesterol (adults) ❖ Heart disease (adults) ❖ Organ failure
Fibre helps food to move through our bowels and prevent constipation. Foods such as vegetables, wholemeal bread and beans are high in fibre.	❖ Constipation ❖ Bowel cancer 	❖ Children feel full and so miss out on other nutrients
Water is needed for lots of reasons, keeping our body at the right temperature, digesting food, lubricating our bones and keeping us hydrated. Water is found in drinks, fruits and vegetables.	❖ Dehydration ❖ Headaches ❖ Kidney stones 	❖ Water intoxication
Vitamin A good vision, especially when it is dark. **B group vitamins** releasing energy from carbohydrates. **Vitamin C** Fighting diseases and helping the body to absorb iron. **Vitamin D** along with calcium, it helps our body make strong bones and teeth.	**Vit A** infected mucus membranes. **Vit B1** beriberi. **Vit B2** sores. **Vit B3** pellagra, dementia, dermatitis. **Vit B9** megaloblastic anaemia. **Vit B12** pernicious anaemia. **Vit C** scurvy. **Vit D** rickets (children), osteomalacia (adults)	**Vit A** night blindness. **Vit D** kidney damage 
Iron to make red blood cells to carry oxygen around the body. **Calcium** Along with vitamin D, calcium helps make strong bones and teeth.	❖ **Iron** deficiency anaemia ❖ **Calcium** same as **Vit D**	**Iron** nausea, stomach pain.

Year 11 Hospitality & Catering – Unit 2 – Hospitality and Catering in Action

Cooking Methods
Boiling – A liquid is heated to 100°C to cook foods like pasta, rice and potatoes. A quick and simple method of cooking that does not require any fat. Boiling makes the texture of food soft, over boiling really soft. If boiling vegetables, B vitamins and vitamin C is lost during boiling. .
Steaming – Food is cooked from the steam of boiling water. Steaming food such as vegetables, fish and rice helps to preserve colour, texture and water soluble vitamins.
Baking – Food is cooked using the dry hot air of the oven. Foods that are baked such as cakes, pastries and biscuits cause the outer layers to turn brown and crisp.
Grilling – Dry heat is used to cook food at a very high temperature, it is fairly healthy because no fat is added, and fat drips out of the food as it cooks. Because the heat is so high the food cooks quickly and browns the outside.
Stir-fry – Food is cooked in a wok with very little oil. This is a healthy method as food cooks quickly due to very small pieces of meat and vegetables, leading to crunchy and colourful vegetables that have limited vitamin loss.
Roasting – Food is also cooked using dry heat in a hot oven. Fat is added to the outside of roasted food, causing the outside to go brown and crisp, while the inside stays moist.
Poaching – Food is cooked very gently in liquid that is below boiling point. Delicate foods such as meat, fish and eggs.

- ✓ Use seasonal ingredients
- ✓ Use ingredients from local farmers and markets
- ✓ Use ingredients from rooftop garden
- ✓ Use less plastic

- ✓ Cover pans
- ✓ Use the correct size hob and pan
- ✓ Cook different foods together
- ✓ Don't boil more water than you need
- ✓ Use water carefully – bowls to wash

- ✓ Order in bulk to reduce packaging
- ✓ use FIFO to rotate stock
- ✓ Prepare the correct amount of ingredients
- ✓ Use accurate portion control

Keyword	Definition
Biodegradable	Decomposes naturally in the ground
Food miles	The distance food has travelled from field to plate

Environmental Policy

An establishment requires an environmental policy because :

1. It is the law
2. Saves the establishment money
3. Builds a good reputation
4. It saves energy, water and reduces waste
5. Reduced the harm to the environment

- ✓ Fully load dishwashers
- ✓ Fully load washing machines
- ✓ Carry out maintenance checks
- ✓ Turn equipment off
- ✓ Use energy efficient equipment

- ✓ Recycle materials using recycling bins
- ✓ Use biodegradable packaging for taking away food
- ✓ Give foods to charities
- ✓ Weigh ingredients accurately

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- ✓ Reuse glass bottles and plastic containers
- ✓ Reuse leftover food for stock, compost or animal feed
- ✓ Use cardboard for wet floors

Keyword	Definition
Recycle	Product is broken down and made into something new
FIFO	First In First Out