

Unit 1 Hospitality and Catering Revision List

1.1 Hospitality and catering provision

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Commercial (residential)

Commercial (non-residential)

Non-commercial (residential)

Non-commercial (non-residential)

Food service

Residential service

Standards and ratings: Hotel and guest house standards (star ratings), restaurant standards, AA Rosette Award, Good Food Guide, Michelin stars.

1.1.2 Working in the hospitality and catering industry

Roles and responsibilities within the industry

Personal attributes

Qualifications

1.1.3 Working conditions in the hospitality and catering industry

Types of employment contracts and working hours

Remuneration and benefits in the industry

Supply and demand

1.1.4 Contributing factors to the success of hospitality and catering provision

Economy including basic costs incurred within the hospitality and catering industry: labour, materials, overheads. Profit and loss.

Environment

New technologies

Impact of the media

1.2 How hospitality and catering provisions operate

1.2.1 The operation of the front and back of house

Workflow

Equipment

Materials for cleaning, first aid kit and safety materials

Documentation and administration

1.2.2 Customer requirements in hospitality and catering

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Customer needs (catering, equipment, accommodation)

Customer rights and inclusion (disability)

Equality

1.2.3 Hospitality and catering provision to meet specific requirements

Customer requirements, expectations and demographics

1.3 Health and safety in hospitality and catering

1.3.1 Health and safety in hospitality and catering provision

Responsibilities for personal safety in the workplace of employers and of employees

Accident forms and risk assessments

1.3.2 Food Safety

HACCP

1.4 Food safety in hospitality and catering

1.4.1 Food related causes of ill health

Allergies, bacteria, chemicals and intolerances

Types of food poisoning bacteria

1.4.2 Symptoms and signs of food-induced ill health

Visible and non-visible symptoms

1.4.3 Preventative control measures of food-induced ill health

The control measures to prevent food-induced ill health – cross contamination, correct temperatures, physical contamination.

1.4.4 The Environmental Health Officer (EHO)

Understand the role and responsibilities of the EHO:

- collecting evidence including samples for testing, photographs, interviews
- enforcing environmental health laws follow up complaints
- follow up outbreaks of food poisoning
- inspecting business for food safety standards
- giving evidence in prosecutions
- maintaining evidence
- submitting reports