

HODDER
EDUCATION

MY REVISION NOTES
WJEC Level 1/2 Vocational Award
HOSPITALITY AND CATERING

WJEC

Level 1/2 Vocational Award

HOSPITALITY AND CATERING

SECOND EDITION

Teaching from September 2022

- + Plan and organise your revision
- + Reinforce skills and understanding
- + Practise exam-style questions



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Countdown to my exams

6–8 weeks to go

- + Start by looking at the specification – make sure you know exactly what material you need to revise and the style of the examination or assessment. Use the revision planner on pages 2–5 to familiarise yourself with the topics.
- + Organise your notes, making sure you have covered everything on the specification. The revision planner will help you to group your notes into topics.
- + Work out a realistic revision plan that will allow you time for relaxation. Set aside days and times for all the subjects that you need to study, and stick to your timetable.
- + Set yourself sensible targets. Break your revision down into focused sessions of around 40 minutes, divided by breaks. These Revision Notes organise the basic facts into short, memorable sections to make revising easier.

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2–6 weeks to go

- + Read through the relevant sections of this book and refer to the tips, checklists, typical mistakes and key terms. Tick off the topics as you feel confident about them. Highlight those topics you find difficult and look at them again in detail.
- + Test your understanding of each topic by working through the ‘Now test yourself’ questions in the book. Look up the answers at the back of the book.
- + Make a note of any problem areas as you revise, and ask your teacher to go over these in class.
- + Look at past papers. They are one of the best ways to revise and practise your exam skills. Write or prepare planned answers to the exam practice questions provided in this book. Check your answers in the back of the book.
- + Track your progress using the revision planner and give yourself a reward when you have achieved your target.

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One week to go

- + Try to fit in at least one more timed practice of an entire past paper and seek feedback from your teacher, comparing your work closely with the mark scheme.
- + Check the revision planner to make sure you haven't missed out any topics. Brush up on any areas of difficulty by talking them over with a friend or getting help from your teacher.
- + Attend any revision classes put on by your teacher. Remember, your teacher is an expert at preparing people for examinations or assessments.

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The day before the examination

- + Flick through these Revision Notes for useful reminders, for example the tips, checklists, typical mistakes and key terms.
- + Check the time and place of your examination.
- + Make sure you have everything you need — extra pens and pencils, tissues, a watch, bottled water, snacks.
- + Allow some time to relax and have an early night to ensure you are fresh and alert for the examinations.

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My exams

Unit 1 paper

Date:

Time:

Location:

Exam breakdown

The exam structure

Unit 1 is assessed through an examination that it is possible to sit in January and May/June each year.

The examination is set by WJEC and marked externally. The paper will take 1 hour 20 minutes, and can be completed on paper or on screen. It is worth 80 marks and consists of 40 per cent of the qualification.

The paper will assess content from each topic in the unit.

The topics are:

- + Hospitality and catering provision
- + How hospitality and catering providers operate
- + Health and safety in hospitality and catering
- + Food safety in hospitality and catering.

Assessment

The paper is made up of short-answer and extended-answer questions, based on stimulus material and applied contexts. Each question will address one or more assessment objectives.

The assessment objectives are:

- + 17 per cent of the paper will assess AO1 Demonstrate knowledge and understanding from across the specification.
- + 14 per cent of the paper will assess AO2 Apply skills (including practical skills), knowledge and understanding in a variety of contexts and in planning and carrying out investigations and tasks.
- + 9 per cent of the paper will assess AO3 Analyse and evaluate information, making reasoned judgements and presenting conclusions.

The grades available are:

- + Level 1 Pass
- + Level 1 Merit
- + Level 1 Distinction
- + Level 1 Distinction*
- + Level 2 Pass
- + Level 2 Merit
- + Level 2 Distinction
- + Level 2 Distinction*

Techniques for revision

It is never too early to start revising. Our memories are strengthened every time we revise. The more you revise, the more you can go over things again, which will make you more likely to remember them. The more times you revise a topic, the better you will perform in the exam.

Think about using the following techniques for successful revision.

- + Keep your folder/exercise book organised.
- + Refer to the specification to make sure you have understood each topic.
- + Keep a record of subject-specific terminology.
- + Create a realistic revision timetable.
- + Summarise information to make memorising facts easier.
- + Use mind maps, doodles, colour and pictures – research has found that pictures are recalled 1.5 times more accurately than written words.
- + Say it out loud – spoken words can be easier to remember than written.
- + Create some flash cards.

Approaching the paper

- + Read the instructions on the first page; these are your instructions for answering the questions.
- + Read each question twice to make sure you understand what to do.
- + Check how many marks are available for each question. This will tell you how much detail to give in your answers, for example if there are six marks you may need to give six answers, or you may need to give three answers and a reason or explanation for each one.
- + When you go through the questions for the first time, just answer those you find easy. If a question seems tricky and you are not sure what to do, leave it and go on to the next question. The second time you go through the questions, answer the ones you are fairly confident about. On your third attempt, have a go at answering the trickier questions. Finally, attempt the questions you find very difficult. You should not leave any questions unanswered. A blank space never gets a mark, but sometimes a good guess does!
- + Have a positive attitude – do not allow self-doubt to affect your preparation or success.

Command words

Read the command words carefully. The command words are the words and phrases used in the written exam and the assignment brief that tell you how you should answer the question.

Command words	Example questions
Assess	Give your informed judgement on something; put a value on it; judge the worth of something. Example: Assess the factors that may contribute to the risk of food poisoning when handling raw chicken.
Compare	Point out the differences and similarities between the given items. Example: Compare a one-star hotel with a five-star hotel.
Complete	Finish a task by adding to given information. Example: Complete the HACCP document.
Consider	Think about something in order to understand it or make a decision. Example: Consider which types of large kitchen equipment are important in a commercial kitchen.
Contrast	Point out the differences between two or more given items. Example: Contrast a blast chiller and a refrigerator.
Describe	Write out the main features; write a picture in words. Example: Describe the main features of a five-star hotel.
Discuss	Write from more than one viewpoint, supporting and casting doubt; it is not always necessary to come to a conclusion. Example: Discuss how leftover food may be safely used in meal preparation.
Draw conclusions from	Explain what you learned. Example: Draw conclusions from the food safety documentation.
Evaluate	Judge the worth of something; sum up the good and bad parts, and decide how improvements may be made. Example: Evaluate the staff allocation in your local fast-food restaurant.
Explain	Set out the facts and the reasons for them, make them known in detail and make them plain and clear. Example: Explain why raw and cooked meat should be kept apart.
Give	Produce an answer from recall. Example: Give two examples of the job role and responsibilities of a waiter.

Command words	Example questions
Identify	Describe what someone or something is. Example: Identify two types of food service.
Justify	Give adequate grounds for decisions or conclusions; prove to be right; give a good reason. Example: Justify why you have chosen this menu for young children.
Name	Produce an answer from recall. Example: Name four small pieces of equipment that are used within catering kitchens.
Outline	Write out the main points or a general plan, but omit minor details. Example: Outline the main factors that affect the choice of accommodation for families.
Place	Add specific information to a stimulus. Example: Place the three hospitality and catering providers into the table below.
Recommend	Suggest or put forward an answer that is suitable for the question. Example: Recommend three things a supplier could do differently to prevent refusal of their delivery.
Select	Carefully choose as being the best or most suitable. Example: Select one type of hospitality and catering provision to meet the needs of young children.
State	Give only the bare facts, clearly and fully. Example: State the types of visitor most likely to visit a youth hostel.
Suggest	Make a recommendation or suggestion. Example: Suggest three different hospitality and catering training courses suitable for school leavers.

1.1 Hospitality and catering provision

1.1.1 Hospitality and catering providers

The **hospitality** and **catering** industry provides people with accommodation, food and **beverages** outside of the home. There are two different types of hospitality and catering provider: commercial and non-commercial.

Commercial establishments are businesses that provide food and drink services and operate to make a profit. There are two types of commercial establishment: **residential** and **non-residential**.

Non-commercial establishments are businesses that provide food and drink services but do not operate to make a profit. There are also two types of non-commercial establishment: residential and non-residential.

Key terms

Hospitality providing accommodation, food and drinks in a variety of places outside the home

Catering providing food and drink services to customers

Beverage a drink other than water

Commercial establishment a business that provides food and drinks in order to make a profit

Residential a business that provides accommodation as well as catering and hospitality

Non-residential a business that provides catering and hospitality services but not accommodation

Non-commercial establishment a business that does not operate in order to make a profit

Commercial residential establishments

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Figure 1.1 A campsite is an example of a commercial residential establishment

Table 1.1 Commercial residential establishments

Type of establishment	Main features
B&Bs (bed and breakfasts)	Offer overnight accommodation and breakfast.
Guest houses	Like small, privately owned hotels, offer breakfast and often have communal areas and a bar.
Airbnb	Online marketplace via which a host (owner) rents out rooms or an entire property.
Campsites and caravan parks	Sites where people can bring their own tents or caravans, with facilities such as electricity hook-ups usually on offer.
Holiday parks, lodges , pods and cabins	Leisure and hospitality facilities for families, with a range of leisure activities on offer and a range of places to eat.
Hotels	Provide overnight accommodation in rooms with en-suite bathrooms, as well as offering food and drink options.
Motels	Roadside hotels, alongside motorways and A roads, designed primarily for motorists.
Hostels	Provide rooms for those on a budget, with shared bathrooms and communal kitchens and lounges.
Cruise ships	Offer a wide variety of eating options, with large banquet-style restaurants or smaller speciality restaurants.

Key terms

Lodges modern holiday homes that are often built to residential standards

Pods usually simple wooden or canvas huts with basic amenities such as beds, tables and chairs; often used in **glamping**

Cabins holiday homes made from wood

Communal shared, for example a communal kitchen

Glamping camping that offers more luxurious facilities than traditional camping

Commercial non-residential establishments

REVISED

**Figure 1.2** A train is an example of a commercial non-residential establishment**Key term**

Afternoon tea usually consists of a pot of tea with a selection of small sandwiches, pastries and cakes

Table 1.2 Commercial non-residential establishments

Establishment	Main features
Airlines	Passengers can choose food and drink options, depending on the airline. With some, food and drink are included in the price of the air ticket; with others, you pay for what you order.
Long-distance trains	Food and drink are served from a trolley brought down the aisle. On some trains there is a separate buffet car or dining carriage.
Tea rooms	Serve tea, afternoon tea and light refreshments.

Establishment	Main features
Cafés	Serve light meals and refreshments.
Coffee shops	Provide a variety of coffees, other beverages and snacks.
Fast-food outlets	Food is made to order quickly and can be taken away to be eaten elsewhere.
Stadia, concert halls, tourist attractions	A range of providers present, such as coffee shops, burger bars, pubs serving food, and bakery products.
Mobile food vans and street-food trucks	Sell food and drink at a public place such as a market or festival.
Pop-up restaurants	Restaurants that operate for a short period of time.
Public houses and bars	Premises that have a licence to serve alcohol. They also provide non-alcoholic drinks and often food.
Restaurants and bistros	Food is served to customers by waiting staff, either by plate or waiting service (see below). Bistros tend to be smaller and more relaxed than restaurants (for example, waiting staff may not have a uniform, setting is informal).
Takeaways	Food is ordered over the phone, online or in person. Customers can then collect the food and take it away, or arrange for it to be delivered to them.
Vending machines	Drinks and snacks are stored in a machine, from which items can be selected and purchased by the customer.

Non-commercial residential establishments

REVISED



Figure 1.3 A boarding school an example of a non-commercial residential establishment

Table 1.3 Non-commercial residential establishments

Establishment	Main features
Armed forces	Catering for the armed forces (in the UK, the Army, Royal Navy and Royal Air Force) is very specialised. The armed forces recruit and train chefs, who have to arrange and order the necessary supplies and prepare meals.
Boarding schools	Schools where the students live in, with all meals provided for them.
Colleges and university residences	Can provide catered accommodation where all meals are provided. There is also provision for students who don't live in.
Hospitals, hospice and care homes	Catering teams provide food for patients or residents.
Prisons	Food is prepared by contract caterers or by the prison service.

Non-commercial non-residential establishments

REVISED



Key term

Subsidised available at a price lower than the actual cost, with the difference made up by the employer

Figure 1.4 A work canteen is an example of a non-commercial non-residential establishment

Table 1.4 Non-commercial non-residential establishments

Establishment	Main features
Canteens in working establishments	Food and drink are provided for the workforce in a dining-room-style setting. Often the food and drink are subsidised .
Charity-run food providers	Food bank centres run by organisations such as the Trussell Trust, where donated food is redistributed to those in need.
Meals on wheels	A food delivery service to individuals in their own homes. To be eligible for this you must be: + over 55 years old, or + aged between 18 and 54 and have at least one of dementia, a learning disability or a physical disability.
Schools, colleges and universities	Colleges and universities have the option of self-catered accommodation, and there will be a range of outlets from which food and drinks can be purchased. Secondary schools usually offer a range of food and other refreshments, starting before school hours and then throughout the school day, to cater flexibly for all students' needs. Primary schools usually have an external caterer who will come in with hot meals at lunchtime. Alternatively, packed lunches can be brought in by students.

Exam tip

Make sure you know the difference between commercial, non-commercial, residential and non-residential establishments.

Food service

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There are many ways that food can be served, including at a table, at a counter or directly to a person.

Types of table service

- + Banquet: a formal sit-down meal.
- + Family-style: dishes are placed on the table and customers help themselves.
- + Gu  ridon: served from a side table or trolley, and sometimes cooked at the customer's table.
- + Plate service: the meal is plated up in the kitchen and brought to the table by waiting staff.
- + Silver service: served by waiting staff using a spoon and fork to serve food from a serving dish.

Types of counter service

- + Buffet: a selection of dishes laid out on a table or counter for customers to help themselves. There are different styles of buffets:
 - + sit-down buffet – the customer selects the food they want and then sits down to eat the meal
 - + stand-up or fork buffet – the customer selects food and then eats it while standing; the food should be easy to eat either without cutlery or with just a fork
 - + finger buffet – the customer selects food and then sits down to eat it; the food is designed to be eaten without cutlery and is often small bites, such as sandwiches and canapés.
- + Cafeteria: customers walk past food counters, selecting what they want; they then pay, collect cutlery and sit down to eat.
- + Fast food: food ordered to eat in or take away, for example burgers, chips.



Figure 1.5 A buffet is a type of counter service

Types of personal service

- + Home delivery: a large number of catering establishments offer home delivery within a certain radius. There are two ways of doing this: a customer can contact the establishment direct and order food to be delivered, or order through a company such as Just Eat or Deliveroo, which will deliver to the door. These companies are usually accessed online or via an app.
- + Takeaway restaurants: will take an order via telephone, internet or in person. Examples include Chinese, Indian and Italian takeaways. Customers can go to the takeaway in person to order and then take the food away to eat it.
- + Tray or trolley: food and drink served to people on a tray or trolley. Trays are used on airlines, in hospitals or for room service at a hotel. Sometimes food is served from a trolley, for example on trains, aeroplanes and in offices.
- + Vending machine: has a glass front and drinks and snacks are stored inside. People select and pay for what they want then take it away with them to consume.

When booking an overnight stay, it is necessary to decide which residential services are wanted or needed (see Figure 1.6).

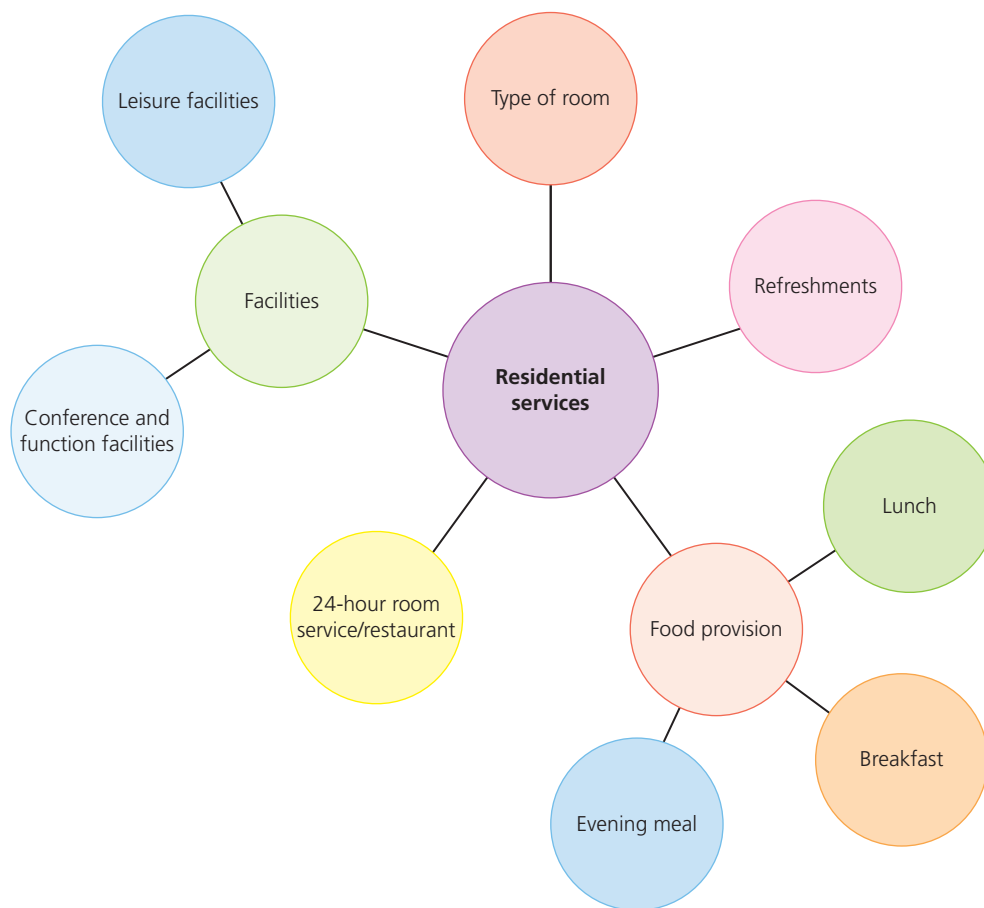


Figure 1.6 Residential services

Rooms

One of the first considerations is the type of room required. There are several different types of room to choose from:

- + single – a room for one person
- + double – a room for two people; may have one or more beds
- + king – a room with a king-sized bed; may be occupied by one or more people
- + suite – where there is a living room area as well as a bedroom area
- + family room – the room is larger than a standard room and can usually accommodate four to six people; it has either extra twin beds or a bed settee
- + en-suite bath/shower room – the room has its own private bathroom consisting of toilet, wash basin, and either a bath, shower over bath or shower
- + shared facilities – a private room to sleep in but bathroom facilities shared with other people staying at the accommodation.

Refreshments

The refreshments served at residential accommodation will depend on the type of accommodation being provided.

Breakfast

Several different breakfast options are possible. For example:

- + light breakfast
- + continental breakfast
- + full English.

Lunch

Some accommodation will provide lunch that can be eaten in the dining area. Most will provide food that can be purchased at lunchtime. This can be in the form of hot and cold snacks, hot and cold drinks, and sandwiches.

Evening meal

Some types of residential accommodation offer a range of menu items. These can vary from a three-course meal in their own restaurant to a more informal meal in a bar area.

24-hour room service/restaurant

This allows guests to choose items of food and drink and have them delivered to their room at any time of the day or night. Some residential accommodation will have a bar area where, when the restaurant is closed, light meals can be ordered until late in the evening.

Facilities

Conference and function facilities

Some establishments offer facilities such as **conferences**, formal dinners, meetings, training events and shows.

Leisure facilities

It is common for high-end accommodation such as hotels to offer a range of leisure facilities, such as a spa, gym and/or swimming pool.

Key term

Conference an event where people meet to discuss a particular topic or come together for some training

Hotel and guest house standards (star ratings)

REVISED

Hotels and guest houses are often given a star rating. These star ratings help customers to know what services and facilities they can expect at a hotel or guest house. The quality of the services provided is rated on a scale from one to five stars.

Table 1.5 lists details of the requirements for different star ratings.

Table 1.5 Star ratings

Star rating	Requirements to meet this standard
★	At least five bedrooms with en-suite facilities Open seven days a week Guests have access at all times Reception area Restaurant serving breakfast seven days a week and evening meals five days a week Licensed bar
★ ★	The requirements for one star, plus higher standards of cleanliness, maintenance and hospitality
★ ★ ★	Access without a key from 7 a.m. to 11 p.m. and with key after 11 p.m. Dinner served six evenings a week, with snacks on the seventh Room service for drinks and snacks during the day and evening En-suite facilities Internal telephone system Wi-Fi in public areas

Star rating	Requirements to meet this standard
★ ★ ★ ★	24-hour room service Restaurant open for breakfast and dinner seven days a week Wi-Fi in room 24-hour access and on-duty staff En-suite facilities Enhanced facilities, for example afternoon tea Higher staffing levels
★ ★ ★ ★ ★	Open all year round Proactive service and customer care Multilingual receptionists Other facilities, such as a spa or business centre (a room in a hotel with facilities such as computers, desks, Wi-Fi and printers; this allows guests to work while they are staying at the hotel) Enhanced services, for example concierge, valet parking Restaurant open every day for all meals En-suite facilities; 80 per cent of rooms have a bath and shower

Restaurant standards

REVISED

The three main restaurant rating systems used in the UK are:

- 1 Michelin stars
- 2 AA Rosette Awards
- 3 The Good Food Guide reviews.

Michelin stars are a rating system used to grade restaurants on their quality:

- + one star is a very good restaurant
- + two stars is excellent cooking
- + three stars is exceptional cuisine.

AA Rosette Awards score restaurants from one to five:

- + one rosette – food is prepared with care, understanding and skill, using good-quality ingredients
- + two rosettes – excellent restaurants
- + three rosettes – outstanding restaurants
- + four rosettes – demonstrate superb technical skills and consistency
- + five rosettes – the cooking at these restaurants compares with the best in the world.

The Good Food Guide is an annual guide to the best restaurants in the UK. It gives restaurants a score from 1 (capable cooking but some inconsistencies) to 10 (perfection).

Exam tip

When revising the topic of residential services think also about the type of customer. What different residential services would different types of customer want?

Check your understanding

- 1 What does the term beverage mean?
- 2 Name three facilities a hotel can offer.
- 3 Describe what is meant by family-style service.
- 4 List five points you would need to consider when booking an overnight stay.
- 5 Explain how restaurants are rated in the UK.

Typical mistake

Make sure you read the question carefully. Which type of establishment is mentioned in the question? Which type of service?

Now test yourself

Create four mind maps on the different types of hospitality and catering providers:

- + commercial residential
- + commercial non-residential
- + non-commercial residential
- + non-commercial non-residential.

TESTED

1.1.2 Working in the hospitality and catering industry

There is a range of employment opportunities within the hospitality and catering industry. Different types of employment, and their roles and responsibilities, are described below.

Front of house

REVISED

Front of house is where the employees have direct face-to-face contact with customers.

Key term

Front of house the part of the hospitality and catering business where employees have direct face-to-face contact with customers



Figure 1.7 A receptionist checking people in

Table 1.6 Front-of-house roles and responsibilities

Role	Responsibility
Front-of-house manager	Training of the front-of-house staff, and ensuring they complete their duties to a high standard.
Head waiter/maître d'hôtel	Manages the food service section, oversees the waiting staff and organises duty rotas.
Waiting staff	Prepare tables, give out menus, take orders, serve food, clear tables and take payment from customers.
Concierge	Assists hotel guests by making reservations, booking taxis, and booking tickets for local attractions and events.
Receptionist	Meets customers and directs them to the correct person or place. Checks customers in and manages booking systems, for example for a restaurant.
Valet	Meets and greets guests when they arrive, and parks and collects their vehicles.

Housekeeping

REVISED

Housekeeping covers the cleaning, maintenance and running of an establishment.

Table 1.7 Housekeeping roles and responsibilities

Role	Responsibility
Chambermaid	Also called room attendants, clean and prepare rooms for guests, changing towels and bedding.
Cleaner	Carries out necessary cleaning tasks such as dusting, vacuuming, mopping floors and wiping surfaces.
Maintenance staff	Complete any repairs that can be done in-house and book outside professionals, such as gas engineers or lift repair technicians, to carry out more specialist jobs.
Caretaker	Maintains the building and its grounds. Will also work alongside contractors such as electricians, gas engineers and plumbers.

Kitchen brigade

REVISED

The **kitchen brigade** is a team of people who work in the kitchen. Each member of the brigade will have a clear role.

Table 1.8 Kitchen brigade roles and responsibilities

Role	Responsibility
Executive chef	In charge of the kitchen. This job involves menu planning, food production, ordering food from suppliers, costing dishes, managing stock, kitchen hygiene, planning staff rotas, and recruiting and training staff.
Sous-chef	Directly in charge of food production and often also in charge of the day-to-day running of the kitchen.
Chef de partie or section chef	Has responsibility for a particular section of the menu or area of the kitchen. Most large establishments could have chefs de partie in the following areas: <ul style="list-style-type: none">+ sauce chefs+ pastry chefs+ fish chefs+ roast chefs+ vegetable chefs+ soup chefs+ larder chefs – these chefs prepare cold starters and salads+ relief chefs – chefs who can be called on if another chef is unable to come to work.
Commis chef or assistant chef	Carries out tasks such as checking stock and collecting and measuring ingredients. May be part of an apprenticeship scheme or studying at college.
Pastry chef	Makes breads, pastries, cakes, confectionery, batters, desserts and other baked goods.
Kitchen assistant	Supports a chef de partie by cleaning, washing up, sorting ingredients and helping with the preparation of food.
Apprentice	Works alongside a member of the kitchen brigade, who will train them 'on the job', helping them to gain knowledge and experience of the role.
Kitchen porter/plongeur	Washes up and may also do basic vegetable preparation.



Key term

Kitchen brigade the team of people who work in the kitchen, with each one having a clear role

Figure 1.8 Chefs working as part of a kitchen brigade

Management

REVISED

Management are the people who plan, organise, allocate duties and supervise staff to ensure the smooth running of an establishment.

Table 1.9 Management roles and responsibilities

Role	Responsibility
Food and beverage manager	Responsible for managing the food and beverage team. Oversees reservations, monitors and pays bills, and ensures staff are well trained at carrying out their duties.
Head housekeeper	Allocates jobs to room attendants and ensures that rooms are cleaned correctly. Communicates with reception to know which rooms need cleaning and inform them once the rooms are ready for the guests.
Marketing manager	Promotes the business by managing a website, emails, social media and any advertising to ensure the business is successful, new customers are attracted and existing customers return.

Personal attributes

REVISED

A **personal attribute** is a quality or characteristic that a person has. Specific attributes that employers will be looking for are shown in Figure 1.9.

Key term

Personal attribute a quality or characteristic that a person has

**Figure 1.9** Personal attributes

Qualifications and experience

REVISED

- ✚ Your qualifications and the experience you have gained when working in the industry will have an impact on the salary you could earn.
- ✚ Executive chefs will have worked their way up through the kitchen brigade.
- ✚ The same applies to front-of-house staff; a room attendant would gain experience to become a housekeeper.

Apprenticeships

Apprenticeships and colleges usually require five good GCSE passes, although the entry requirements may be lower for some Level 1 courses. Many jobs within the catering industry can be accessed via an apprenticeship. Apprenticeships combine practical training in a job with study at college.

Key term

Apprenticeship a combination of on-the-job training and classroom learning

An apprentice will:

- + earn wages, including holiday pay
- + work with experienced staff
- + have a mentor for support
- + learn new skills needed for the job
- + study for a related qualification (possibly on day release).

Table 1.10 Different levels of apprenticeship

Name	Equivalent educational level	Level
Intermediate	Five GCSEs at grades 9 to 4	2
Advanced	Two A level passes	3
Higher	Foundation degree and above	4, 5, 6 and 7
Degree	Bachelor's or master's degree	6 and 7

Source: www.gov.uk/become-apprentice

Experience in the role/sector

- + There are different times of the year when there is an increased demand for staff in the hospitality and catering industry, for instance bank holidays, half term and school holidays.
- + Working during these busy times is a valuable way of developing your skills for those who wish to work in the hospitality and catering industry.
- + There are part-time jobs available in the hospitality and catering industry, particularly at weekends, lunchtimes and evenings.

Relevant school, college and/or university qualifications

Many different training opportunities are available to those wanting to pursue a career in hospitality and catering.

Table 1.11 School, college and university qualifications

Level	Type of training
Key stage 4 school courses	Level 1/2 Vocational Award in Hospitality and Catering
Post-16 to 19	Colleges offer many courses for those leaving school after Year 11, for example: <ul style="list-style-type: none"> + Certificate in Hospitality and Catering Level 1 + Certificate in Introduction to Culinary Skills Level 1 + Diploma in Introduction to Professional Cookery Level 1 + Diploma in Hospitality and Catering Level 2 + Diploma in Professional Cookery Level 2
Universities	Universities offer degree, HND and HNC courses in subjects such as: <ul style="list-style-type: none"> + catering + hospitality + culinary arts + hotel management + food and beverage service

Exam tip

If a question asks you about the personal attributes for a job role, you should make sure that the attributes match the job role. For instance, a receptionist would need to be a good communicator, calm and friendly.

Typical mistake

You may be asked to write about the work involved in a particular role. A common mistake is to write very generally. You will gain more marks if you are specific about what is involved in each role.

Check your understanding

- 1 Name two members of staff who would work in housekeeping.
- 2 Name five different chef de partie roles.
- 3 Explain the role of a commis chef.
- 4 Describe the benefits of becoming an apprentice in the hospitality and catering industry.
- 5 Explain why it is important to be hard-working in the hospitality and catering industry.

Now test yourself

TESTED

Make some revision cards, one for each of the different roles in the hospitality and catering industry. On the back of each card write the personal attributes needed to be successful in that role.

1.1.3 Working conditions in the hospitality and catering industry

Employment contracts and working hours

REVISED

A **contract** is a formal document that explains:

- + the duties and responsibilities of a role
- + rules and procedures
- + working days and hours
- + pay
- + holiday entitlement
- + sickness pay
- + notice period
- + pension arrangements.

There are different types of contract, as described below.

- + Casual: covering for a sick colleague; working at times where there is more demand; entitled to sickness pay and holiday pay based on hours worked.
- + Full-time (permanent or temporary): working days and hours are specified; entitled to sickness pay and holiday pay; those employed on a full-time temporary basis will have a contract for a fixed time.
- + Part-time (permanent or temporary): same as full-time (permanent or temporary) but any pay is calculated **pro rata**.
- + Seasonal: temporary work that usually occurs during a business's busiest time, for example holiday season.
- + Zero-hours contract: a contract where no minimum hours are given and which can be terminated at any time with no notice; the worker does not have to accept the work offered, and is entitled to the National Minimum Wage (if aged under 23) or National Living Wage (aged 23 and over) and holiday pay.

Key terms

Contract a formal document designed to protect both employee and employer

Pro rata proportional/ proportionally; how much you are paid depends on how many hours you work

Split shift a shift that is split into two parts, for example lunchtime and evening

Working hours

The Working Time Regulations state that you cannot work longer than 48 hours a week, calculated as an average over 17 weeks. If you are under 18, you can't work more than 8 hours a day or more than 40 hours a week. Many people in the hospitality and catering industry have to work long and unsociable hours, including late nights and weekends. Chefs may also have to do **split shifts**, where they work lunchtimes and evenings.

- + **Remuneration** is the money you are paid for working.
- + A **salary** is the payment made by an employer to an employee. The details of the salary will be set out in the employee's employment contract. The salary will usually be a fixed amount for a certain period of time, for example they may receive a weekly, monthly or annual salary.
- + A **wage** is money paid by an employer to an employee in exchange for work done. It is paid on an hourly rate that is multiplied by the number of hours worked.
- + The level of pay received will depend on the employee's age, experience, the role and the responsibilities of the job.
- + The National Minimum Wage is the minimum pay per hour to which workers above school-leaving age are entitled. Staff aged 23 and above should get the National Living Wage, which is higher than the National Minimum Wage. Apprentices are entitled to an apprentice rate if they are under 19, or aged 19 and over in the first year of their apprenticeship.
- + Most workers are legally entitled to 28 days of paid holiday a year. An employer can include bank holidays in this allowance.
- + Part-time workers are entitled to a reduced amount of paid holiday depending on the number of days/hours worked.

Key terms

Remuneration the money someone is paid for working

Salary a fixed payment from an employer to an employee per set period, for example monthly or annually

Wage money paid by an employer to an employee in exchange for work done; usually an hourly rate

Other forms of remuneration

Workers in the sector can benefit from other types of remuneration on top of their salaries. This can include tips, service charges, subsidised food and accommodation, and bonuses (see Figure 1.10).

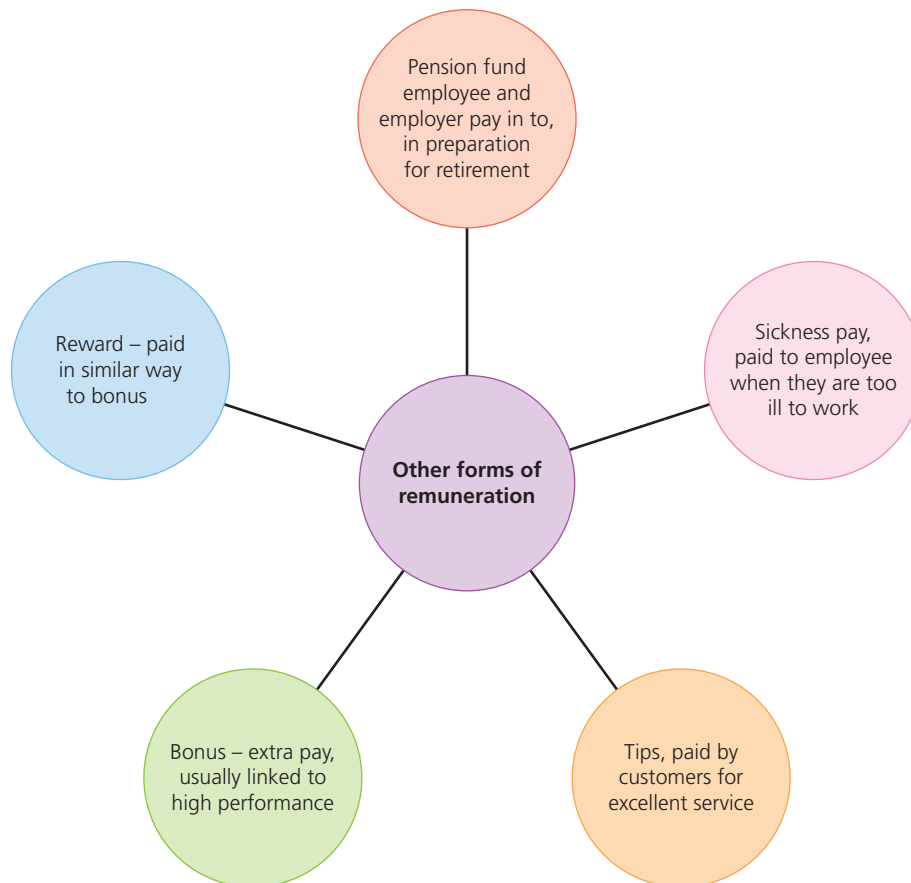


Figure 1.10 Other forms of remuneration

The fluctuating needs of the industry

REVISED

The hospitality industry is the third largest employer in the UK, contributing 3.2 million jobs through **direct employment** in the industry and a further 2.8 million jobs indirectly. Direct employment refers to jobs that are created by the hospitality and catering industry, whereas **indirect employment** is jobs that are created to supply and support it, such as a butcher supplying meat to a restaurant.

Staffing levels and the skills/job roles required do change with demand; supply is affected by the availability of trained staff with the right skills.

Factors that affect demand are whether it is a weekday or the weekend, time of year, economic conditions and situations such as the impact of the Covid-19 pandemic.

There is greater demand for staff at seasonal times, such as summer and bank holidays, when large events take place (such as festivals), especially in tourist destinations. The UK's departure from the European Union (EU) may have had an impact on the availability of staff.

Exam tip

Make sure you know the difference between the different types of contracts – the advantages and disadvantages of each, which contract would suit different types of people like students, someone with young children.

Check your understanding

- 1 Explain why a contract is important to an employee?
- 2 Explain what is meant by a seasonal contract.
- 3 What is the definition of a salary?
- 4 What does the term split shift mean?
- 5 What is sickness pay?

Key terms

Direct employment jobs created by the hospitality and catering industry

Indirect employment jobs created to supply and support the hospitality and catering industry, such as a butcher supplying meat to a restaurant

Exam tip

There are a lot of key terms in this section, for example salary and wage. Make sure you learn each definition carefully.

Now test yourself

Make some revision cards for all the key terms in this section. Read these several times and then ask someone to test you once you think you know them.

TESTED

1.1.4 Contributing factors to the success of hospitality and catering provision

Basic costs

REVISED

There are three different types of costs that have an impact on the success of a hospitality and catering business:

- 1 labour costs, which are the salaries and wages for all staff connected to the business
- 2 material costs, which are the costs of things such as ingredients and consumables, for example flour, apples, butter, napkins and cleaning materials
- 3 overheads, which are costs such as rent, energy, water, telephone, internet, Wi-Fi, insurance, furniture and furnishings.

Costs can also be split into:

- + **variable costs** – costs that can change depending on the amount of business the establishment does, such as the cost of food and drink
- + **fixed costs** – costs that are always the same, such as rent, insurance and energy (these may increase or decrease at some point in time, however, depending on the business).

Key terms

Variable costs costs that change (vary) depending on the amount of business an establishment does, for example amount of stock purchased

Fixed costs costs that are constant (for example, rent and energy bills) as opposed to other, fluctuating business expenses

Calculating gross profit and net profit

REVISED

- + **Gross profit** is the money that is left over when food costs have been deducted from sales income.
- + **Net profit** is the money left over when all costs (material, labour and overheads) have been deducted from sales income.

Example

A restaurant business took £200,000 in food and drink sales over a year. Its total food costs were £55,000, labour costs were £53,500 and overheads were £39,100.

Gross profit would be:

$$£200,000 - £55,000 = £145,000$$

Net profit would be:

$$£200,000 - (£55,000 + £53,500 + £39,100) = £200,000 - £147,600 = £52,400$$

Key terms

Gross profit the amount of money remaining when the cost of goods sold (food and drink in this case) has been deducted

Net profit the money remaining when all costs (material, labour and overheads) have been deducted from sales income

How the economy can impact business

REVISED

Strength of the economy

When the economy is strong, customers have more money to spend on leisure activities and eating out; when the economy is weak, customers may not have as much disposable income to spend.

Value added tax (VAT)

VAT is a tax that has to be added on to a sale, raising money for the government from consumer spending. The standard rate of VAT as of September 2022 is 20 per cent. Some foods are exempt from VAT, but it must be added to services. VAT needs to be budgeted for as it could amount to a large bill that will eat into profit.

Key term

VAT a tax added to goods and services; the standard rate is currently 20 per cent

The value of the pound and the exchange rate

If the rate of exchange represents good value for consumers in other countries, they may choose to travel to the UK and spend money in the hospitality and catering sector. UK customers may stay in the UK if the exchange rate is poor. The value of the pound can also have an impact on things such as the cost of food.

Environmental needs and impacts within the industry

REVISED

- + Being an environmentally friendly business, by promoting sustainability and using as few natural resources as possible, appeals to customers, and more customers should mean more profit.
- + Keeping environmental costs to a minimum can also reduce overall costs, which also increases profit.
- + Customers are interested in food provenance (where food comes from) and in establishments' food waste policies.

Key term

Sustain to avoid the decrease of natural resources by reducing, recycling and reusing

Table 1.12 Environmental impacts within the hospitality and catering industry

Environmental factor	Environmental impact
Seasonality	Buying foods when they are in season is a more cost-effective approach as they are in plentiful supply. Buying locally supports local farmers and also reduces food miles. Customers like to know that restaurants are using ingredients that are in season.

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Check your understanding

1. List four customer requirements or needs.
2. Give one reason why it is important for a business to provide excellent service.
3. Identify three current trends.
4. Define the term competition.
5. State two facilities a young traveller might require when choosing a hotel.

Exam checklist

In this topic you learned about:

- 1.2.1 The operation of the front and back of the house**
 - Workflow of the front of house
 - Equipment and materials
 - Documentation and administration requirements in a catering kitchen
 - Typical dress code requirements
- 1.2.2 Customer requirements in hospitality and catering**
 - Customer needs
 - Customer rights and inclusion
 - Equality
- 1.2.3 Hospitality and catering provision to meet specific requirements**
 - Customer requirements/needs
 - Customer expectations
 - Customer demographics

Exam-style questions

1. A range of small equipment is used in the hospitality and catering industry.
 - a) Identify the pieces of small equipment shown in the table below. (2 marks)
 - b) Explain what each is used for. (2 marks)

Image	Name of equipment	What is it used for?

2. Frank and Karen are tourists who are travelling around Scotland for leisure. Explain what they may need in terms of accommodation, equipment and catering. (5 marks)
3. Describe what an invoice is and the information that should be included on it. (4 marks)
4. List three items of clothing that waiting staff would wear as part of their dress code. (3 marks)
5. Explain how the Consumer Rights Act 2015 protects consumers when buying products. (2 marks)

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