

SAMPLE BOOKLET

WJEC Level 1/2 Vocational Award

HOSPITALITY & CATERING

**Bev Saunder
Yvonne Mackey**

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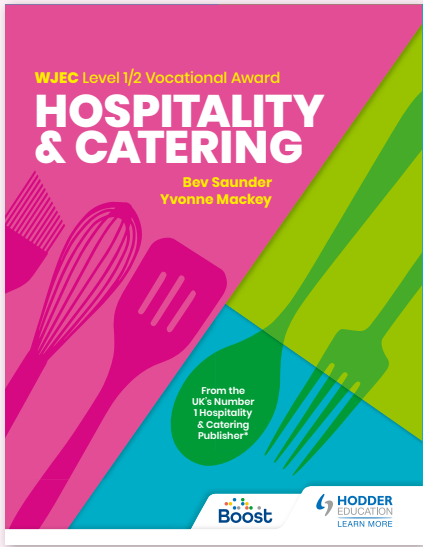
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Bev Saunder, Yvonne Mackey

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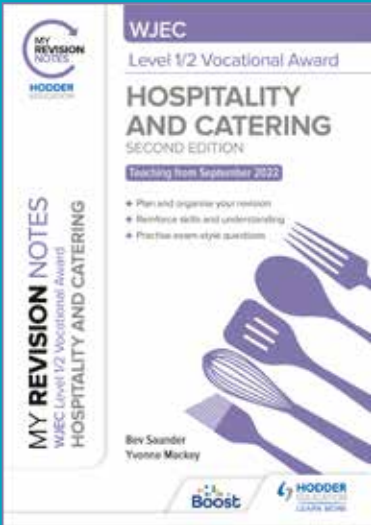
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Introduction

Approach

This book has been designed to help your students develop the knowledge, understanding and practical skills they'll need to complete the WJEC Level 1/2 Vocational Award in Hospitality and Catering (Technical Award).

The book provides complete coverage of the specification's topics and assessment objectives, including equal coverage of both Units 1 and 2. As well as preparing your students for the final exam and controlled assessment, the book will introduce them to the vibrant hospitality and catering industry: all elements of the book and its design support this, to engage and inspire students and encourage them to make immediate connections to their ambitions and career goals.

Your students will learn about a wide range of aspects of the hospitality and catering industry, including different types of hospitality and catering provision and how they operate, as well as the importance of health and safety and food safety. They will learn how to apply their knowledge and understanding of why nutrition is important and how to plan nutritious menus and the production of dishes. The book will support them to gain a range of different practical cooking skills to prepare, cook and present dishes. They will also learn how to review their own work effectively.

The book has been written to be accessible to the typical Level 1/Level 2 learner. This is based on the author team's extensive teaching knowledge and experience. It includes simple, clearly explained and purposeful learning features and clear and concise content. The chapters and section headings all follow the structure of the specification. 'Key terms' boxes appear in the margins of each page define important terms and phrases; and these are compiled in a glossary at the back of the book for easy reference. Accessibility has also been considered when finalising the book's page design, which includes numerous artworks and photos that provide a visual reference for the key concepts covered in the text.

Units 1 and 2

The WJEC Level 1/2 Vocational Award in Hospitality and Catering (Technical Award) includes two units:

- **Unit 1 The Hospitality and catering industry** assessed by a written exam, set and marked by WJEC. The exam will last 1 hour and 20 minutes and there will be 80 marks available; it is worth 40% of the total qualification. The exam will include a mixture of short-answer and extended response questions based around different hospitality and catering scenarios.
- **Unit 2 Hospitality and catering in action** is assessed by a controlled assessment lasting approximately 12 guided learning hours. This is based on a WJEC set assignment brief, which includes a scenario and several tasks for students to complete. There will be 120 marks available for the controlled assessment and it is worth 60% of the total qualification.

Both of these units are covered in equal depth in the book and all students must study both units.

Assessment

The book is designed to facilitate your formative and summative assessment using a range of assessment features:

- **Knowledge check:** Quick and formative knowledge-recall questions throughout the book to check student understanding.
- **Practice questions:** Summative practice questions in Unit 1 only. These questions will allow students to test their knowledge and understanding at the end of each chapter in preparation for the written exam.
- **Assignment practice:** Summative assessment for Unit 2. This will allow students to apply the skills and knowledge they have learned in the unit to support their preparation for the controlled assessment.

These assessment features are showcased in this sample chapter.

All assessment features will be accompanied by answers or a mark scheme. These will be available on the Hodder Education website, to give you the flexibility in how and when to use them with their students.

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How to use this book

This textbook is divided into two parts, each covering one unit of the WJEC Level 1/2 Vocational Award in Hospitality and Catering specification:

- Unit 1 The hospitality and catering industry
- Unit 2 Hospitality and catering in action.

Each of these units is divided into topic areas. All of the teaching content for each learning outcome is covered in the book.

Key features of the book

The book is organised by the units in the qualification, with each unit broken down into the topic areas covered by the specification. Each unit opener will help you to understand what is covered in the unit, listing the topic areas covered and what you will be assessed on, all fully matched to the requirements of the specification.

ABOUT THIS UNIT

An introduction to what you will be learning about in each topic.

TOPICS

The topics are clearly stated so you know exactly what is covered.

HOW WILL I BE ASSESSED?

Assessment methods are clearly listed and fully mapped to the specification.

What will I learn?

A summary of the knowledge and understanding that you will be covering.

Getting started

Short activities to introduce you to the topic.

Key terms

Important terms highlighted to aid understanding.

Case study

See how concepts can be applied to businesses and learn about real-life scenarios.

Activity

A short task to help you understand an idea or some assessment criteria. Activities include group and research tasks.

Knowledge check

Test your knowledge and understanding of each learning outcome.

Practice questions

These appear in Unit 1, which will be assessed by an exam, and will help you to prepare for it.

Assignment practice

This appears in Unit 2 and will help you to prepare for your assessment with model assignments, and tips and guidance on how to achieve pass, merit and distinction grades.

Unit 1 The hospitality and catering industry

ABOUT THIS UNIT

In this unit you will study the hospitality and catering industry. You will learn about:

- the different types of providers in the hospitality and catering industry, and how they operate
- the job roles that are available, what it is like to work in the industry, and the skills,

qualifications and experience needed for each of these jobs

- what makes a successful hospitality or catering business
- health and safety and food safety requirements in hospitality and catering.

TOPICS

The topics covered in this unit are:

- 1.1 Hospitality and catering provision
- 1.2 How hospitality and catering providers operate
- 1.3 Health and safety in hospitality and catering
- 1.4 Food safety in hospitality and catering

HOW WILL I BE ASSESSED?

You will be assessed by a written examination, which contributes towards 40 per cent of the qualification.

The exam lasts 1 hour 20 minutes and is worth 80 marks.

There will be a range of short- and extended-answer questions based around applied situations. Some questions will include stimulus material, such as a photo, table or graph, which you will need to respond to.

1.1 Hospitality and catering provision

What will I learn?

In this topic you will gain knowledge and understanding of the following areas:

- 1.1.1 Hospitality and catering providers
- 1.1.2 Working in the hospitality and catering industry
- 1.1.3 Working conditions in the hospitality and catering industry
- 1.1.4 Contributing factors to the success of hospitality and catering provision

Getting started

- 1 What do you think the term 'commercial non-residential' means?
- 2 What types of food and drink would be served by the following commercial non-residential providers?
 - Cruise ship
 - Café
 - Coffee shop
 - Fast-food outlet
 - Street-food truck
 - Public house
 - Takeaway
 - Vending machine

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:

- 1 commercial establishments, which are businesses that provide food and drink services and operate to make a profit
- 2 non-commercial providers, which do not need to make a profit.

We will look at each of these in turn.

There are two types of commercial establishment:

- 1 residential – businesses that provide accommodation as well as catering and hospitality
- 2 non-residential – businesses that provide catering and hospitality services, but not accommodation.



▲ A hotel lobby

1.1 Hospitality and catering provision

Commercial (residential)

B&Bs

A bed and breakfast (B&B for short) is an establishment that offers overnight accommodation and breakfast. B&Bs are often private family homes where rooms are made available to guests. The rooms either have en-suite bathrooms or use of a shared bathroom. Breakfast is usually served in a dining room or the owner's kitchen.

Guest houses

A guest house is generally a larger property, with more than five bedrooms. It is more like a small, privately owned hotel. Breakfast is served in the morning. Other meals, such as dinner, are often available. Larger guest houses have **communal** areas such as a lounge and dining room. Communal means an area shared by a number of people, for example a lounge or dining room would be communal as they are available for all guests to use. Some have a licensed bar.

Airbnb

Airbnb is an online marketplace that people can use to rent out all or part of their residential property. The owner – a 'host' – rents out a room or an entire property on a short-term basis to people who need accommodation – 'guests'. Simple breakfast ingredients are sometimes provided for guests to use, such as cereals, eggs, bread and croissants.

Airbnb is extremely popular as a way of making money as a host; and for guests the rooms or properties can prove very cost effective at extremely competitive prices.

Campsites and caravan parks

Many camping and caravan sites are designed so that people can bring their own tents or caravans and choose a pitch. There are many sites all over the UK, which are usually well equipped with a range of facilities including electricity hook-ups, toilets, showers and cafés. Some sites also have static caravans and tents that can be rented.

Holiday parks, lodges, pods and cabins

Holiday parks, such as Center Parcs, offer leisure and hospitality facilities aimed at families. Many have swimming pools, nature walks, spas, and outdoor sports and activities on offer. They have a range of different restaurants, takeaways, bars and coffee shops. These parks offer many indoor activities also so that people can holiday at them all year round.

Holiday parks offer different types of accommodation to suit different budgets, such as lodges, pods and cabins.

Lodges are modern holiday homes that are often built to residential standards. They are at the top end of the market, with facilities such as hot tubs, and are designed for those wanting home comforts.

Key term

Communal shared, for example a communal kitchen

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

Key term

Glamping camping that offers more luxurious facilities than traditional camping

Pods offer the cheaper option of a glamping experience. **Glamping** is a blend of the words ‘glamorous’ and ‘camping’, and is camping that offers more luxurious facilities than traditional camping. Pods provide shelter for year-round camping and are designed to keep people warm and dry, even in poor weather. Camping pods vary in terms of the facilities offered, with some having beds, electricity, a compact kitchen area and even a hot tub.



▲ Camping pods

Cabins are holiday homes made from wood. The wood used can be of different thicknesses, making some suitable for use only in the warmer months of the year. Cabins are often placed in woodland areas of holiday parks, but they can also be found as stand-alone holiday lets.



▲ A log cabin

Hotels

Hotels are establishments that provide overnight accommodation and food and drink options. The bedrooms usually have en-suite bathrooms. Hotels are graded according to the facilities they offer, such as:

- breakfast
- evening meals
- bar snacks
- lunch
- **room service**
- laundry
- spa, gym, swimming pool.

A fast-growing market is budget hotels, such as Travelodge. These simply offer accommodation, with an option to include breakfast, which is charged for separately.

Key term

Room service food ordered and delivered to your room in an establishment such as a hotel

Activity

Research the facilities, standards and cost per night of different styles of hotels in your local area. You could present your findings in a table like this:

Hotel	Cost per night	Meals offered with cost	Extra facilities available

Extension activity

Choose one hotel and write a review that would be suitable for a platform such as Tripadvisor.

Motels

Motels are roadside hotels designed primarily for motorists. They can be found alongside motorways and A roads. They tend to focus on business people who need an overnight stay, or people who are travelling long distances and wish to break up their journey. They are usually reasonably priced, consisting of an en-suite room with basic services such as TV, and tea- and coffee-making facilities. There is not always a restaurant on-site but there are often places nearby where food and beverages can be purchased.

Hostels

Hostels are designed for those who are looking for accommodation to suit a limited budget. They offer a range of rooms: from single, twin or family to low-cost dormitory-style rooms. The focus is on travellers sharing a social experience, so they have communal kitchens and lounges. There are also shared bathrooms, although some higher-priced bedrooms do have an en suite. Most will also have laundry facilities.

Commercial (non-residential)



▲ Many airlines serve food and drinks from trolleys

Airlines

Budget airlines do not always include food and drink as part of the cost of the ticket. Instead, passengers can choose and pay for food and beverages from a menu on the plane. A range of hot and cold drinks is usually offered, along with a selection of snacks, sandwiches, sweets and chocolates served from a trolley. In-flight hot meals, such as a cooked breakfast or dinner, are usually ordered and paid for when you book your ticket and then become part of the ticket price.

On long-haul flights with premium airlines, meals are usually included as part of the ticket price. Airline meals are generally prepared on the ground in catering facilities close to the airport. They are then transported on to the plane and stored in refrigerators for flight attendants to prepare and serve to passengers during the flight.

Cruise ships

Cruising is a popular leisure activity and, on luxury cruises in particular, the standard, quality and range of food offered is extremely important, with dining often being an important selling point. In general, cruise ships have a main dining room where you can sit down and order from a menu.

These are large, banquet-style restaurants where there is a dress code and you share a table with others. In addition, there is always a choice of speciality restaurants in smaller venues where you can have your own table. Very often these restaurants are themed, such as steakhouses, French bistros or Italian trattorias. Many cruise ships have some form of food available all day and night.

Long-distance trains

Long-distance trains sometimes have a dining carriage that you can go to for a sit-down meal, or a buffet car where you can order hot and cold drinks and a variety of hot and cold snacks, sandwiches, cakes and so on.

Trains may also have mobile food and drinks trolleys that are brought down the aisles throughout the journey, serving snacks and hot and cold drinks.

Tea rooms

A tea room is an establishment that serves tea and other light refreshments. It may be a room set aside in a hotel that serves afternoon tea. Afternoon tea is also popular in tea rooms, and is usually served between 2 and 4 p.m. An afternoon tea menu usually consists of a pot of tea with a selection of small sandwiches, pastries and cakes.

Cafés and coffee shops

A café is a small eating and drinking establishment very similar to a coffee shop. Cafés tend to offer a wider range of food than coffee shops however, in the form of light refreshments and light meals. They sometimes offer table service.

Coffee shops have been a rapidly growing market, made up of both well-known chains, such as Starbucks, Costa and Caffè Nero, and independent coffee shops. Coffee shops provide a variety of coffees, other beverages and snacks. They have seating areas for those wanting to eat and drink in, but also offer a takeaway service. They tend not to offer table service, requiring customers to order at a counter and take their food and/or drink on a tray to a table.



▲ A coffee shop

Fast-food outlets

Fast-food outlets offer food that is made to order quickly and can be taken away from the restaurant or stall to eat elsewhere, although seats and tables are often provided too. There is very little waiting time. One example of a fast-food outlet is McDonald's.



▲ A fast-food outlet

Food provided by stadia, concert halls and tourist attractions

Food is usually available at stadia, concert halls and tourist attractions. Depending on the type of venue, there may be a range of providers present, including coffee shops, burger bars, pubs serving food, and bakery products available to buy such as pies, pasties, sausage rolls, cakes and sandwiches. There may be options to sit down and eat, or to order and collect a drink or snack while on the move. Some tourist attractions, such as National Trust properties, have their own cafés, tea rooms and restaurants.

Mobile food vans and street-food trucks



▲ Street food

Street food is ready-to-eat food or drink sold in a street or public place, such as at a market or festival. It is often sold from a portable stall or mobile food van where the food is prepared in front of you and is designed to be eaten immediately. Some stalls have seating available.

Activity

- 1 Find out more about street food by searching YouTube for the clips entitled 'street food UK' by the Nationwide Caterers Association, and '5 of the best street food finds in London' by Great Big Story. Then visit the website www.streetfood.org.uk.
- 2 Write a report on your findings.

In your report use these subheadings:

- The range of companies offering street food
- The range of food sold, menu prices and whether they cater for special dietary needs
- Their unique selling points

Extension activity

If you were setting up your own street-food stall, what would you cook and serve, and why?

Pop-up restaurants

If a restaurant is in operation for a only short period of time then it is referred to as a pop-up restaurant. They often appear at venues such as festivals, or at a particular time of year, for example Christmas. Sometimes they take over a location on a short-term let, which enables them to test the market before committing fully to the restaurant business.

Public houses and bars

Public houses (pubs) are premises that have a licence to sell alcohol. There are very few pubs that only serve alcoholic and non-alcoholic drinks, with most serving food too. Some have diversified further and have introduced entertainment such as live music, quizzes and large TV screens showing major sporting events.

Bars are set up as selling points for alcoholic and non-alcoholic beverages, and can often be found at wedding venues and events such as festivals.

Restaurants and bistros

In a formal restaurant, food is usually served to customers by waiting staff. It can be served in one of two ways:

- 1 plate – the meal ordered is plated up and brought to the customer's table by a waiter
- 2 waiting service – the food is served to the customer at the table by staff.

There are many different restaurants in the UK. Often the food they serve is based on a particular country's cuisine – Bella Italia, for example, is an Italian restaurant chain.

A bistro is a small, informal restaurant with a casual setting. Prices are generally cheaper than in a formal restaurant. Bistros originated in France.



▲ A formal restaurant

Takeaways

Takeaway restaurants either take an order and then deliver the food to a customer's home, or the customer can go to the takeaway in person, order the food they want and take it away.

Vending machines

In automatic vending, drink and snack items are stored in a machine and can be selected by the customer. Vending machines are often sited in establishments where it may not always be possible to get access to food (for example colleges and hospitals). Some farm shops operate vending machines that are accessible at any time, selling produce such as fresh milk, cheese and eggs.



▲ A vending machine

Activity

Write a review of somewhere you have been to eat out.

Use these subheadings to help you:

- Type of service
- Quality of service
- Menu choices and prices
- Options for special dietary needs
- Quality of food eaten
- Presentation of food
- Layout of restaurant
- Value for money
- Portion size

Extension activity

Discuss the type of service. Would you recommend it? Why, or why not?

Non-commercial (residential)

Armed forces

The British armed forces are made up of the Army, Royal Navy and Royal Air Force. Catering for the armed forces is very specialised. The armed forces recruit and train chefs who have to deliver the necessary supplies and prepare meals in a variety of locations. These include **barracks** (the group of buildings where they live), the **mess** (an area where they eat and socialise) and **in the field** (away from base camp).

Boarding schools

Catering is important at boarding schools because all meals are provided for the students who live in. A boarding school will have a dining hall where **boarders** can socialise, as they usually eat together. Boarders are provided with breakfast, lunch and dinner, and care needs to be taken to provide them with high-quality, nutritious meals.

Colleges and university residences

Some colleges and universities offer the option of self-catering accommodation. Self-catering residences will have a communal kitchen that is shared by a number of students. Colleges and university residences usually have the option of catered accommodation also. This would usually be a package consisting of breakfast and lunch or dinner, offered every day during term time. Schools, colleges and universities also often have hospitality and catering provision for non-residents (see the section titled 'Schools, colleges and universities' in the information about non-commercial (non-residential) establishments, below).

Hospitals, hospices and care homes

In hospitals, hospices and care homes, food is an essential part of patient care. Food served should be of good quality so that it gives a patient or resident the nutrients they need, especially if they are recovering from illness or injury. In many hospitals a dietician works with the catering team and the individual patient to discuss the most beneficial meal plan and specific dietary requirements.

Prisons

Prison catering is either run by contract caterers or by the prison service. The food is prepared and served within the prison by caterers supported by prisoners. In addition, there are staff food service facilities for those who work in the prison.



▲ Food served in hospitals is an essential part of patient care

Key terms

Barracks where people in the armed forces live

Mess an area where people in the armed forces eat and socialise

In the field when members of the armed forces are away from their base camp

Boarders students who live in school during term time

Non-commercial (non-residential)

Canteens in working establishments (subsidised)

Canteens are where food and drink are provided for a workforce in a dining room-style setting. Workers buy their food and drink at a subsidised rate; this means that they purchase

it at a price lower than its actual cost and the difference is made up by the employer.

Many companies are cutting costs, which means that fewer workplaces now offer this service to their staff. In 2015, 47 per cent of workplaces had a canteen, down from 56 per cent in 2010, 66 per cent in 2000 and 82 per cent in 1995 (*source: www.lrdpublications.org.uk/publications.php?pub=WR&iss=1758&id=idp10120192*).

Charity-run food providers

The Trussell Trust manages a network of more than 1200 food bank centres. The public donate non-perishable, in-date food at places such as schools, churches and supermarket collection points, which is then sorted into food parcels to be given to people who need them.

Care professionals such as social workers can issue a food bank voucher to those in need. This can then be exchanged for a food bank parcel that consists of three days' worth of nutritionally balanced, non-perishable food from their local food bank.

Other food charities in the UK include FareShare and Feeding Britain, which also provide food to those who need it.



▲ A food bank

Activity

The Trussell Trust is responsible for food banks. Answer these questions on food banks:

- 1 How do food banks help food poverty?
- 2 Which people are helped by food banks?
- 3 How many people benefit from food banks?
- 4 How much food is donated?
- 5 What is a standard food bank shopping list?

Extension activity

Write a report on the role of the Trussell Trust.

Meals on wheels

'Get meals at home' (also known as 'meals on wheels') delivers meals to individuals in their homes, if they are eligible. To be eligible, a person must be over 55 years old, or aged between 18 and 54 and have dementia, a learning disability or a physical disability. The service is funded partly by government and partly by donations, with the meals delivered by volunteers. Depending on a person's circumstances, meals are either free or a nominal amount is charged. Meals are balanced, including a protein, a starchy food, vegetables, dessert, and milk or juice.

Schools, colleges and universities

On a university or college campus, there will be a range of outlets from which food and drinks can be purchased, such as restaurants, cafés and coffee shops.

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. There is usually a 'grab and go' facility, providing freshly prepared hot and cold food at break times and often before school. There is usually a seated dining hall offering hot and cold plated food at lunchtime. There is also always the alternative of students bringing in their own packed lunches and snacks.

Primary schools usually have an external caterer who will come in with hot meals at lunchtime; these are ordered and paid for in advance. Alternatively, packed lunches can be brought in by students.

Food service

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



▲ Plate service



▲ A café

Table 1.1 Types of table service

Type of table service	Description
Banquet	Banquets are formal sit-down meals, usually involving a large number of people, often for a special event such as a wedding.
Family-style	Dishes are put on the table with serving spoons and customers help themselves.
Gueridon (trolley or movable service)	Food is served from a side table or a trolley; sometimes the customer's food is cooked at the table, usually for dramatic effect, for example in the case of flambéed steaks and crêpes.
Plate service	The meal is plated up in the kitchen and brought to the customer's table by waiting staff.
Silver service	A waiter uses a spoon and fork held in one hand to transfer food from a serving dish to the customer's plate; full silver service is where all the food is served this way.

Table 1.2 Types of counter service

Type of counter service	Description
Buffet	A selection of dishes is laid out on a table or counter for the customers to help themselves. There are different styles of buffets: <ul style="list-style-type: none">■ sit-down buffet – the customer selects the food they want and then sits down to eat; the tables are usually set in the same way as in any restaurant where food is served to the customer■ 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	A menu is displayed and customers walk past food counters selecting the items they want; they pay for the food before they eat it, and can then collect cutlery and condiments before sitting down to eat.
Fast food	A takeaway service where it is possible to eat in or take away; there is usually a limited menu to allow the food to be cooked quickly; the food is ordered and collected from a counter.

Table 1.3 Types of personal service

Type of personal service	Description
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' services are usually accessed online or via an app.
Takeaway restaurants	The restaurant 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	This is where food and drink are served to people on a tray. Trays are used on aeroplanes, in hospitals or in room service at a hotel. Sometimes the food is served from a trolley. Trolleys are used on trains and 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.

Residential service

When booking an overnight stay, it is necessary to decide which of the following residential services is wanted or needed.

Rooms

There are different types of rooms 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.



▲ A hotel bedroom

Refreshments

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

Breakfast

Several different breakfast options are possible:

- light breakfast – either cereals, yoghurt and fruit, porridge or toast and a hot drink
- continental breakfast – rolls, brioche, pain au chocolat, pain au raisin or croissants, jams and coffee; sometimes cheese and cold meat, such as ham or salami, are served
- full English breakfast – can include eggs, bacon, sausages, baked beans, tomatoes, black pudding and mushrooms; it is also eaten with toast and tea.

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

Conference and function facilities

Functions can take many different forms, for example conferences, formal dinners, meetings, training events and shows. A **conference** is an event where people meet to discuss a particular topic, or come together for some training. At a conference or a function, food and drink is usually provided. The type of food and drink provided will depend on the market being catered for. It could take the form of beverages, pastries and biscuits served mid-morning, a hot or cold lunch, and beverages again in the afternoon.

Leisure facilities



▲ Leisure facilities at a hotel

1.1 Hospitality and catering provision

It is common for high-end accommodation such as hotels to offer a range of leisure facilities, for example a:

- spa – where guests can have beauty treatments and massages; there may also be amenities such as small relaxation pools, jacuzzis and saunas
- gym – where guests can use a variety of gym equipment such as running machines, rowing machines and weights, often under the supervision of trainers
- swimming pool – these vary in size and are used for both fitness and leisure.

Hotel and guest house standards (star ratings)

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 1.4 lists details of the requirements for different star ratings.

Table 1.4 Hotel 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
★★★★	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

Key term

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

Case study

Airbnb was founded by three Americans, who developed the business in 2008. They used their own house as a bed and breakfast to make some extra money to pay their rent when they realised that a big conference was coming to their area and all the hotels were fully booked. They initially used airbeds, hence its original name: AirBed & Breakfast. In 2009 they received some extra investment and changed the name of the business to Airbnb.

Airbnb is considered to be part of the 'sharing economy'. It acts as a go-between, putting people wanting to rent out rooms or houses in touch with those who are looking for accommodation.

As a guest, it offers you someone's home or a room in their home as a place to stay. It is a

great way to find a place if you are travelling, would like to explore a location, or want something different from a hotel or bed and breakfast.

As a host, it offers you the chance to rent out space in your home, or your entire home, and make some money.

Questions

- 1 Describe how Airbnb works.
- 2 Why do you think Airbnb is popular with travellers?
- 3 Summarise the advantages and disadvantages of using Airbnb.
- 4 If you were to include a welcome hamper in your Airbnb accommodation, what items of food and drink would you include?

Practice questions

- 1 State **two** reasons why vending machines may be popular in hospitals. (2 marks)
- 2 State **two** personal attributes you would look for when appointing waiting staff. (2 marks)
- 3 There is a range of employment opportunities in the hospitality and catering industry. Identify **one** job opportunity in each of the following areas. (2 marks)
 - a The hotel kitchen
 - b Buildings and grounds
- 4 Kim has her own small business selling sandwiches and hot and cold drinks for take away. Her customers are mainly office staff who work on a nearby business park. Kim wants to ensure her business is environmentally friendly. Describe **two** measures she could take that would help sustain the environment. (4 marks)
- 5 Many people use social media on a daily basis. Describe the positive impact on a business of using social media. (8 marks)

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