



Standards and ratings: You will need to be able to know the importance of standards and ratings within the hospitality and catering industry, they are hotel and guest house standards, and restaurant standards.

Hotel and guest house standards

Hotels and guest houses standards are awarded and given star ratings. You should know what criteria is needed to be met for an establishment to receive each star rating.

Star rating 1 = Basic and acceptable accommodation and facilities. Simple rooms with no room service offered.

Star rating 2 = Average accommodation and facilities, a small establishment, and would not offer room service or have a restaurant.

Star rating 3 = Good accommodation and facilities. One restaurant in the establishment, room service available between certain hours, and Wi-Fi in selected areas are provided. The establishment could have a pool and gym.

Star rating 4 = Very good accommodation and facilities. Large hotel & reception area of a very good standard. Certain hours of room service, with a swimming pool and valet parking offered.

Star rating 5 = Excellent standard of accommodation, facilities, and cuisine. Offer valet parking, 24 hr room service, spa, swimming pool, gym, and concierge service.

Restaurant standards

Restaurant standards have three main possible awards or ratings that you should know. They are listed below:

AA Rosette award

Ratings between one and five rosettes could be awarded based on the following:

- different types and variety of foods offered
- quality of the ingredients used
- where the ingredients are sourced
- how the food is cooked, presented and tastes
- skill level and techniques used as well as the creativity of the chef.

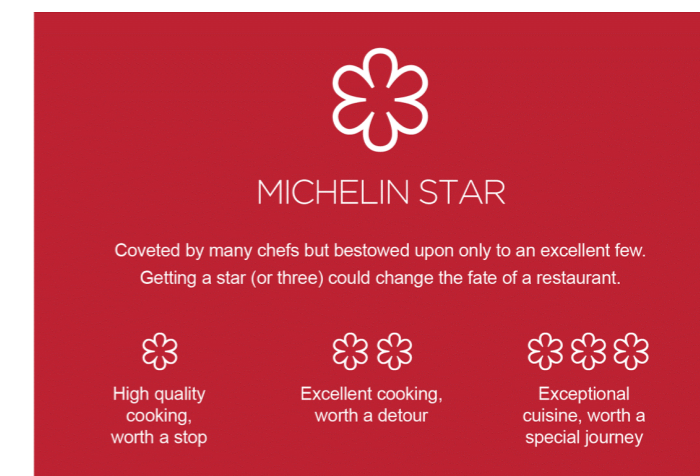


<https://www.stirkhouse.co.uk/about-us/awards/attachment/award-rosette>

Michelin star

A rating between one and three Michelin stars could be awarded based on the following:

- quality of ingredients used
- cooking and presentation techniques
- taste of the dishes
- standard of the cuisine
- value for money.



<https://guide.michelin.com/us/en/california/to-the-stars-and-beyond>

Good food guide

A rating between one and 10 could be awarded based on the following:

- cooking skills
- quality of ingredients
- techniques and cooking skills shown.



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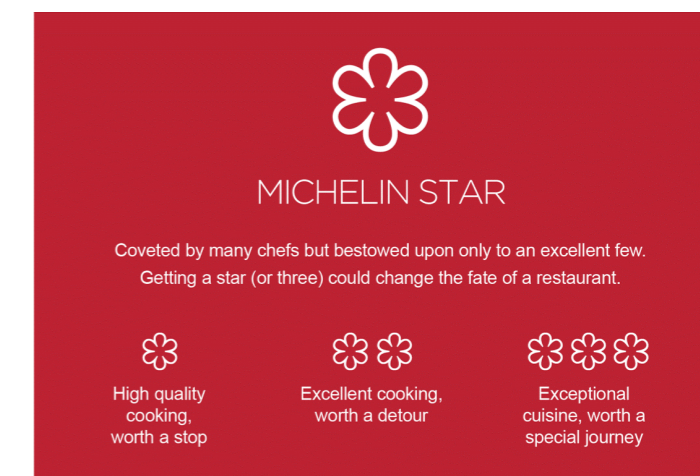


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Hospitality and catering providers

You must understand, be able to name, and explain the two different provisions in hospitality and catering.

Commercial: the business aims to **make profit** from the hospitality and catering provision that they provide.

Non-commercial: the service provider **doesn't aim** to make a profit from the service they provide.



Commercial (residential)

Commercial (residential): meaning the hospitality and catering provision aims to create a profit from the service they provide, but also offers accommodation.

For example:

- hotels, motels & hostels
- B&B, guest houses and Airbnb
- holiday parks, lodges, pods, and cabins
- campsites and caravan parks.

Non-commercial (residential)

Non-commercial (residential): the hospitality and catering provision offers accommodation but does not aim to make a profit from the service they provide.

For example:

- hospitals, hospices, and care homes
- armed forces
- prisons
- boarding schools, colleges, and university residences.

Commercial (non-residential)

Commercial (non-residential): catering establishments that aim to make a profit from their service, but no accommodation is provided.

For example:

- restaurants and bistros
- cafes, tea rooms and coffee shops
- takeaways
- fast food outlets
- public houses and bars
- airlines, cruise ships, long distance trains
- pop up restaurants
- food and drink provided by stadiums, concert halls and tourist attractions
- mobile food vans and street food trucks
- vending machines.

Non-commercial (non-residential)

Non-commercial (non-residential): catering establishments with no accommodation provided and don't aim to make a profit from their service.

For example:

- schools, colleges, and universities
- meals on wheels
- canteen in working establishments (subsidised)
- charity run food providers.





Types of service in commercial and non-commercial provision

You need to be able to understand and know the different types of service within commercial and non-commercial provision.

They are split into two main categories of food service and residential service.



Food service

The different types of food services in the catering sector are listed below. You should know the meaning of each one and be able to provide examples. For instance;

Table service

- Plate: the food is put on plates in the kitchen and served by waiting staff. Good portion control and food presentation consistent.
- Silver: a waiter will transfer food from a serving dish to the customer's plate using a silver spoon and fork at their table.
- Banquet: a range of foods suitable for large catered events such as weddings, parties, or award ceremonies.
- Family style: the food is placed on serving bowls on the customer's table for customers to share between them.
- Gueridon: is served from a trolley to the customer's table, the food is then cooked and/or finished and presented in front of the customer. Creates an atmosphere of sophistication and entertainment.

Counter service

- Cafeteria: all types of food and drink are shown on a long counter for customers to move along with a tray for them to choose what they want to eat.
- Fast food: the food and drink is displayed on a menu behind the counter, often with pictures. Quick, simple, and usually served with disposable packaging.
- Buffet: a range of foods served on a big serving table where customers walk up to collect their plate and help themselves to food and drink. The food can be hot or cold, and some items could be served by waiting staff.

Personal service

- Tray or trolley: the meals are served on trays from a trolley and customers sometimes order items in advance.
- Home delivery: the customer's order is made over the phone or online, and is then delivered by the business to their address.
- Takeaway: food that's cooked by the business onsite and then eaten elsewhere.

Residential service

Listed below are the different types of residential types of service in the hospitality and catering sector. You should know the different types of service offered in various hospitality provisions.

Rooms:

- single/ double/ king/ family
- suite (en-suite bath/ shower room, shared facilities).

Refreshments:

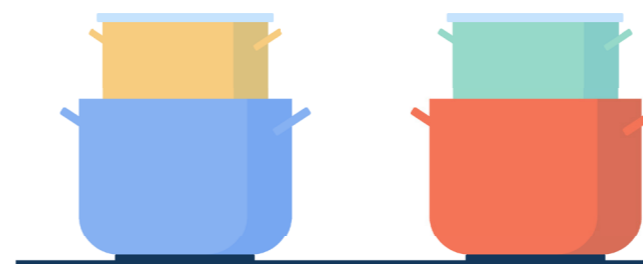
- breakfast/ lunch/ evening meal
- 24-hour room service/ restaurant available.

Leisure facilities:

- spa
- gym
- swimming pool.

Conference and function facilities:

- large rooms
- overhead projector and computer
- pens and paper provided
- refreshments available.



Level 1/2 Hospitality and Catering - Unit 1-1.1.2: Personal attributes, qualifications and experience

You need to be able to know and understand the different personal attributes, qualifications and experience that an employer would look for to fulfil different job roles in the hospitality and catering industry.

Personal attributes

The list below names the different personal attributes that employees could need to fulfil different jobs in the industry:

- Team player
- Organised
- Flexible
- Good communicator
- Friendly
- Calm under pressure
- Willingness to learn and develop
- Pleasant
- Hygienic
- Punctual
- Hardworking
- Reliable
- Approachable
- Good listener
- Leadership qualities
- Sense of humour
- Ability to be proactive
- Good attention to detail
- High standard of personal appearance.



Qualifications

Apprenticeships and experience in the role or sector are two ways to fulfil certain job roles. Named below are some of the qualifications that could be required to fulfil certain jobs within the hospitality and catering sector.

Hospitality sector

- Level 1 Certificate in Business and Administration (office administration).
- Level 2 Certificate in Front of House Reception (hospitality and catering).
- Level 2 Diploma in Reception Operation and Services (hospitality and catering).
- GCSE English / Maths / Hospitality and Catering / Business / IT.

Catering sector

- Diploma in Catering.
- NVQ Food preparation and cooking.
- Bachelor's degree/catering management.
- City & Guilds diplomas in professional cookery.
- BTEC HND in professional cookery.
- A foundation degree in culinary arts.
- Health and safety and food hygiene certificates/food hygiene.
- Level 1/2 hospitality and catering.
- GCSE Food and Nutrition.
- Level 3 Food Science and Nutrition.
- First aid.





Types of employment roles and responsibilities within the industry

There are four main areas within the industry that you should know the roles and responsibilities within. They are listed below:



Front of house

- Front of house manager: oversees all staff at the restaurant, provides training, hiring of staff, and ensures good customer service.
- Head waiter: oversees the waiting staff of the restaurant in high-end eating establishments.
- Waiting staff: greets customers, shows them their table, takes food and drink orders from customers, and serves them their order. Makes sure customers' needs are met, and that the food order is made correctly.
- Concierge: advises and helps customers with trips and tourist attractions. Books taxis for customers and parks customer cars.
- Receptionist: takes bookings, deals with questions and complaints from customers, checks-in customers, takes payment, and provides room keys.
- Maître d'hôte: oversees the service of food and drinks to customers. They greet customers, check bookings, reservations, and supervise waiting staff.

Kitchen brigade

- Executive chef: in charge of the whole kitchen, developing menus and overlooking the rest of the staff.
- Sous-Chef: the deputy in the kitchen and is in charge when the executive chef isn't available.
- Chef de partie: in charge of a specific area in the kitchen.
- Commis chef: learning different skills in all areas of the kitchen. Helps every chef in the kitchen.
- Pastry chef: prepares all desserts, pastry dishes and bakes.
- Kitchen assistant: helps with the peeling, chopping, washing, cutting of ingredients, and helps washing dishes and stored correctly.
- Apprentice: an individual in training in the kitchen and helps a chef prepare and cook dishes.
- Kitchen porter/ plongeur: washes the dishes and other cleaning duties.

Housekeeping

- Chambermaid: cleans guests' rooms when they leave, and restocks products that have been used, they also provide new bedding and towels.
- Cleaner: cleans hallways and the public areas of the establishment.
- Maintenance: repairs and maintains the establishment's machines and equipment, such as heating and air conditioning. These responsibilities could also include painting, flooring repair or electrical repair.
- Caretaker: carries out the day to day maintenance of the establishment.



Management

- Food and beverage: responsible for the provision of food and drink in the establishment which will include breakfast, lunch, dinner, and conferences.
- Housekeeping: ensuring laundering of bed linen & towels, ordering of cleaning products and overseeing housekeeping staff duties.
- Marketing: promotes events and offers to increase custom at the establishment, and is responsible for the revenue of the business.

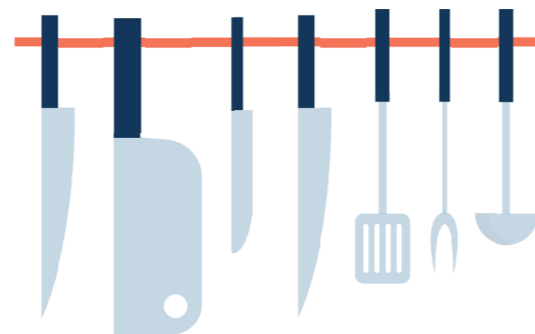




Types of employment contracts and working hours

You need to know the following types of employment contracts and working hours.

- **Casual:** this type of contract could be provided through an agency and used to cover employees that are absent from work due to illness. There is no sick pay or holiday entitlement with this type of employment.
- **Full time (permanent):** working hours including start and finishing times are fixed and stated in this type of contract. A contract of this nature allows the employee to have sick pay and holiday entitlement.
- **Part-time (permanent):** working hours mean that the employee works on certain days of the week. Work times are stated in the contract, including the starting and finishing times that are fixed in this type of contract. The employee has sick pay and holiday entitlement in this type of contract.
- **Seasonal:** this type of contract is used when a business needs more staff due to busy times throughout the year, such as the Christmas period. The contract will state for the employee to work for a specific time frame only. Also, the contract would not expect further or regular work after the contract is complete.
- **Zero hours contract:** this type of contract is chosen between the employer and the employee. This means that the employee can sign an agreement to be available for work when the employer needs staff. No number of days or hours is stated in the contract and the employer doesn't require to ask the employee to work, and neither does the employee have to accept the work offered. No sick pay or holiday entitlement is offered for this type of contract.



Pay and benefits in the industry

The following pay and benefits are what you should be aware of in the industry.

- **A salary:** this type of pay is a fixed amount of money paid by the employer monthly, but is often shown as an annual sum on the contract.
- **Holiday entitlement:** employees are entitled to 28 days paid a year. Part-time contracts are entitled less depending to their contract hours.
- **Pension:** on retirement age, an employee qualifies for a pension contribution by the employer and the government.
- **Sickness pay:** money paid to the employee with certain contracts when they are unable to go to work due to illness.
- **Rates of pay:** national minimum wage should lawfully be offered to all employees over 18 years of age. This rate is per hour and is reviewed each year by the government.
- **Tips:** money given to an employee as a 'thank you' reward for good service from the customer.
- **Bonus and rewards:** given from an employer to the employee as a way of rewarding all the hard work shown from the employee throughout the year, and helping make the business a success. Also known as remuneration.

Working hours

The working hours directive in the UK states that employees on average cannot work more than 48 hours which is worked out over a period of 17 weeks. Employees can choose not to follow this and work more hours if they want to.

People under the age of 18 cannot work more than eight hours a day and 40 hours a week.

Employees that work six hours or more a day must have a break of 20 minutes, and have the right to have at least one day off every week.

Level 1/2 Hospitality and Catering - Unit 1-1.1.4: Positive and negative uses of media

You need to be able to know and understand the different types of media, as well as the positive and negative impacts they can have on the hospitality and catering industry.

Different types of media

The list below names the different types of media that can be used to promote the hospitality and catering industry.

- **Printed media:** Different types of printed media can include:
 - ◇ magazines
 - ◇ newspapers
 - ◇ billboards
 - ◇ business cards
 - ◇ posters.
- **Broadcast:** Different types of broadcasting media include:
 - ◇ television
 - ◇ radio.
- **Internet:** Ways of promoting through the internet include:
 - ◇ social media, e.g. Facebook, Instagram, Twitter, etc.
 - ◇ Websites, e.g. TripAdvisor
 - ◇ ads on podcasts
 - ◇ blogs
 - ◇ email.
- **Competitive:** This could include being competitive with other establishments to attract and retain customers through competitions, deals, special offers and themed events.

Positive and negative uses of media

Named below are some of the positives and negative impacts the media can have on the hospitality and catering sector.

Positive impacts:

- Social media is free and isn't an extra cost for the business.
- Able to contact a larger and wider audience quickly.
- Attracts new customers.
- Builds business awareness.
- Customers can feel more of a personal connection with the business.
- Creates and builds customer loyalty.
- Media can target specific groups easily.

Negative impacts:

- Advertising in media is expensive, e.g. printed media and broadcasting.
- Having a bad or negative review/comment on social media can rapidly decrease the reputation of a business, e.g. through a comment retweet or share.
- Rapid spread of negative reviews, comments and/or feedback can be detrimental to the success of a business, leading the business potentially having to close.
- Having a bad reputation would decrease customer loyalty and less likely to attract new customers.





Customer needs

Customers can be divided into three groups:

- Business customers
- Leisure customers
- Local residents

Customer needs may include catering, equipment and/or accommodation.

Customer needs: Local residents

Local residents may use the facilities hospitality and catering provisions offer without using overnight accommodation. Examples include restaurants, bars, spas, and golf courses.

Hospitality and catering businesses will want to ensure that noise and parking issues are addressed if the provision is in a residential area.

Customer needs: Customer rights and inclusion

By law, hospitality and catering provision must provide for customer rights, inclusion and disabilities. No business can discriminate against a person because of:

- Age
- Disability
- Sexual orientation
- Ethnicity
- Gender
- Race and culture
- Pregnancy and maternity

Customer needs: Business customers

These customers use hospitality and catering provisions for work purposes. Examples include conferences, meetings, and training.

Catering:

- tea, coffee and food facilities for meetings
- early breakfast
- 24-hour room service.

Conference facilities:

- whiteboards, projectors, screens, flip charts, pens and notepaper, free Wi-Fi
- parking.

Accommodation:

- a quiet floor to work
- express check-in and check-out
- iron and ironing board or trouser press
- access to leisure facilities
- discount/loyalty points.

Customer needs: Leisure customers

These customers use hospitality and catering provisions for holidays, sight-seeing, travelling or when attending sporting and theatrical events.

The needs of leisure customers vary depending on their reason for travel. Some customers will want basic accommodation with value for money and some customers will look for a luxury experience.

Catering:

- drinks facilities in room
- snack/mini bar
- breakfast: included or at extra cost
- room service
- restaurant
- bar
- special dietary needs and children's menu options.

Accommodation:

- different room sizes
- disability access
- en-suite facilities
- free Wi-Fi
- concierge service
- cots
- extra pillows and bedding
- toiletries.



Successful hospitality and catering provisions change to meet their customers' needs and expectations. Customer needs can change depending on their lifestyle, dietary requirements and income. Customers have an expectation that a hospitality and catering provision will keep up with current trends. An example is mobile apps which can be used for everything from booking a room to ordering and paying for food.

Customer requirements/needs

Understanding customer needs and requirements helps hospitality and catering provisions to attract more customers and make more profit.

Lifestyle: Successful hospitality and catering provisions analyse the needs of their customers based on their lifestyles, budgets, eating patterns, and interests such as sports and hobbies.

Nutritional needs: Successful hospitality and catering provisions will offer a range of dishes to suit the nutritional needs of their customers. Many menus will include nutritional information available to help their customers make informed choices.

Dietary needs: Most menus will offer a range of dishes to suit special dietary needs such as coeliac disease. Most menus will include vegetarian and vegan options as well as children's menus.

Time available: Some customers will want fast food, and some will prefer a leisurely meal.

Customer expectations

Customers will visit a range of hospitality and catering provisions, from fast food to fine dining, with expectations of an enjoyable experience.

Service: Customers will expect polite efficient service regardless of the type of provision they are visiting.

Value for money: Customers will expect meals that are nutritious, filling and sold at the right price for the type of provision they are visiting.

Trends: Customers will expect hospitality and catering provisions to keep up with trends such as mobile ordering apps.

Awareness of competition from other providers: Customers will expect hospitality and catering provisions to adapt their menus to attract new customers.

Media influence/interest: Customers will expect hospitality and catering provisions to match reviews.

Environmental concerns: Customers will expect eco-friendly hospitality and catering provisions.

Seasonality: Customers will expect dishes made with seasonal, local ingredients.

Customer demographics

Successful hospitality and catering provisions conduct marketing research by asking questions to find out the requirements, needs and expectations of potential customers. The information is used by the provision to create a USP (unique selling point).

Age: Do potential customers want fast food or a luxury experience? Do they need child-friendly facilities?

Location: Is your provision located in a residential area? On a high street? In a business area?

Accessibility: Is there parking? Is it accessible to people with mobility issues?

Money available: Do potential customers have a large amount of disposable income? Are they on a tight budget?

Access to establishments/provisions: Are they competing with similar provisions? Is there limited competition in the area?

Level 1/2 Hospitality and Catering - Unit 1-1.3.1: Safety documents in hospitality and catering

Different documentation is required to be completed for potential health and safety risks and hazards to be avoided within the hospitality and catering industry. Accident forms and risk assessments are explained below, stating their importance and how to complete each document.

Accident forms

If an accident happens, it is vital that an accident form is completed correctly to develop control measures for potential risks and to avoid them from happening again. It should be reviewed and used to manage any health and safety risk. It is law to complete an accident form for accidents in the workplace. Below is an example of an accident form and how it should be completed.

Accident form	
Name of person in accident:	Date:
Description of accident & injury:	Description should include as many details as possible about what happened and how, e.g. slipped/fallen on oil spillage and broken arm as a result.
What was the hazard?	Named hazards could be spillage/liquid on floor or broken handrail, etc.
How could this accident have been prevented?	Suggested prevention could include: <ul style="list-style-type: none"> • correct storage • ensuring all staff had health and safety training • relevant health and safety posters visible in the workplace • correct usage of wet floor signs and clear spillages immediately.
Further action:	Points could include: <ul style="list-style-type: none"> • investigating the accident further • completing/updating risk assessment • reviewing storage of products • first aid that has been given to be logged • correct PPE to be worn, e.g. anti-slip footwear.
Signed:	

Risk assessment

A risk assessment should be completed and reviewed frequently for the document to be kept up to date. New risks should have control measures to reduce the risk of happening or not happen at all. Within the document hazards need to be identified, likelihood of the risk happening is stated and the control measure of how to avoid or reduce the risk is noted. Below are definitions of the main key words and an example of a risk assessment document.

Hazard: An object or something that can physically harm someone or cause harm to someone's health.

Level of risk: The likelihood of the hazard happening and being harmed or causing injury. Level of risks named could be low, medium or high.

Control measure: Steps or action taken to avoid or reduce the hazard from happening and causing injury.

Risk assessment			
Assessment carried out by:		Date of assessment:	Date of next review:
What are the hazards?	Level of risk	Control measure	Who needs to carry out action?
Examples could include, slips, trips, falls, burns from oven, electric shocks, etc.	Low / medium / high If it is a low risk, then the hazard is less likely to cause injury or harm compared to a high risk.	Examples could include providing training and PPE for employees, having appropriate safety posters and signs, e.g. wet floor signs.	Named employer and/or employees to reduce the hazard from happening.

Remember: Employers are responsible for the health and safety training needs of all staff.

Level 1/2 Hospitality and Catering: Unit 1-1.3.1 - Health and safety in hospitality and catering provisions



Control of Substances Hazardous to Health Regulations (COSHH) 2002

What employers need to do by law	What paid employees need to do
Control substances that are dangerous to health.	Attend all training sessions regarding COSHH.
Provide correct storage for those substances and appropriate training for staff.	Follow instructions carefully when using the substances.
Some examples of substances that are dangerous to health include cleaning products, gases, powders & dust, fumes, vapours of cleaning products and biological agents.	Know the different types of symbols used to know different types of substances and how they can harm users and others when used incorrectly.

Health and Safety at Work Act 1974 (HASAWA)

What employers need to do by law	What paid employees need to do
Protect the health, wellbeing and safety of employees, customers and others.	Take reasonable care of their own health and safety and the health and safety of others.
Review and assess the risks that could cause injuries.	Follow instructions from the employer and inform them of any faulty equipment.
Provide training for workers to deal with the risks.	Attend health and safety training sessions.
Inform staff of the risks in the workplace.	Not to misuse equipment.

Personal Protective Equipment at Work Regulations (PPER) 1992

What employers need to do by law	What paid employees need to do
Provide PPE e.g. masks, hats, glasses and protective clothes.	Attend training and wear PPE such as chef's jacket, protective footwear and gloves when using cleaning chemicals.
Provide signs to remind employees to wear PPE.	
Provide quality PPE and ensure that it is stored correctly.	

Report of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

What employers need to do by law	What paid employees need to do
Inform the Health and Safety Executive (HSE) of any accidents, dangerous events, injuries or diseases that happen in the workplace.	Report any concerns of health and safety matters to the employer immediately. If nothing is resolved, then inform the HSE.
Keep a record of any injuries, dangerous events or diseases that happen in the workplace.	Record any injury in the accident report book.

Manual Handling Operations Regulations 1992

What employers need to do by law	What paid employees need to do
Provide training for staff.	Ask for help if needed.
Assess and review any lifting and carrying activities that cannot be avoided.	Squat with feet either side of the item. Keep back straight as you start to lift. Keep the item close to your body whilst walking. Make sure you can see where you're going.
Store heavy equipment on the floor or on low shelves.	
Provide lifting and carrying equipment where possible.	

Risks to health and security including the level of risk (low, medium, high) in relation to employers, employees, suppliers and customers

Review and assess level of risks in the workplace e.g. slips, trips, falls, burns etc by completing a risk assessment to avoid from happening.



Hazard Analysis and Critical Control Points (HACCP)

Every food business lawfully needs to ensure the health and safety of customers whilst visiting their establishment. To ensure this, they need to take reasonable measures to avoid risks to health. HACCP is a food safety management system which is used in businesses to ensure dangers and risks are noted and how to avoid them.

All food businesses are required to:

- assess and review food safety risks
- identify critical control points to reduce or remove the risk from happening
- ensure that procedures are followed by all members of staff
- keep records as evidence to show that the procedures in place are working.

Food Hazards

A food hazard is something that makes food unfit or unsafe to eat that could cause harm or illness to the consumer. There are three main types of food safety hazards:

- **Chemical** – from substances or chemical contamination e.g. cleaning products.
- **Physical** – objects in food e.g. metal or plastic.
- **Microbiological** – harmful bacteria e.g. bacterial food poisoning such as Salmonella.

HACCP table

Here is an example of a HACCP table – it states some risks to food safety and some control points.

Hazard	Analysis	Critical Control Point
Receipt of food	Food items damaged when delivered / perishable food items are at room temperature / frozen food that is thawed on delivery.	Check that the temperature of high-risk foods are between 0°C and 5°C and frozen are between -18°C and -22°C. Refuse any items that are not up to standard.
Food storage (dried/chilled/frozen)	Food poisoning / cross contamination / named food hazards / stored incorrectly or incorrect temperature / out of date foods.	Keep high-risk foods on correct shelf in fridge. Stock rotation – FIFO. Log temperatures regularly.
Food preparation	Growth of food poisoning in food preparation area / cross contamination of ready to eat and high-risk foods / using out of date food.	Use colour coded chopping boards. Wash hands to prevent cross-contamination. Check dates of food regularly. Mark dates on containers.
Cooking foods	Contamination of physical / microbiological and chemical such as hair, bleach, blood etc. High risk foods may not be cooked properly.	Good personal hygiene and wearing no jewellery. Use a food probe to check core temperature is 75°C. Surface area & equipment cleaned properly.
Serving food	Hot foods not being held at correct temperature / foods being held too long and risk of food poisoning. Physical / cross-contamination from servers.	Keep food hot at 63°C for no more than 2 hours. Make sure staff serve with colour coded tongs or different spoons to handle food. Cold food served at 5°C or below. Food covered when needed.

There are several food legislations and laws that you need to be aware of, which are food labelling laws, food safety legislation and food hygiene.

Food labelling laws

By law, the following must be shown on food packaging and labels:

- name of the food
- list of ingredients
- allergen information noted clearly and in bold on the packaging or label
 - ◇ The 14 possible allergens include: celery, cereals containing gluten (e.g. wheat, oats and barley), crustaceans (e.g. lobster, prawns and crab), eggs, fish, lupin, milk, molluscs (e.g. oysters and mussels), mustard, peanuts, sesame, soybeans, tree nuts (e.g. almonds, hazelnuts, walnuts, Brazil nuts, cashews, pecans, pistachios and macadamia nuts) and sulphur dioxide and sulphites (information from www.food.gov.uk).
- storage instructions
- name and address of manufacturer
- nutrition information
- cooking instructions
- weight of ingredients
- use by dates and/or best before dates.

The label must not be misleading and must be clear and easy to understand.



Food safety legislation

Under the Food Safety Act 1990, any businesses that prepare, cook and sell food must meet the following criteria:

- make sure the food is safe to eat
- the food packaging or label must not be misleading in any way, e.g. if the packaging states the product is suitable for vegetarians it must not contain any meat
- the food product is what the consumer expects it to be.

Food hygiene

The Food Hygiene Regulations 2006 ensures that food at any time of production, apart from primary production (e.g. catching fish, milking animals, etc.), is handled and sold in a hygienic way.

These regulations also aim to do the following:

1. identify potential food safety hazards
2. enables to identify where exactly in the process that things could go wrong – these are called **critical control points**
3. put controls in place to prevent food safety risks from happening
4. ensure that the control measures that exists are always followed and are reviewed frequently.



Level 1/2 Hospitality and Catering: Unit 1: Contributing factors to the success of hospitality and catering provision (AC1.4)



Contributing factors

The hospitality and catering sector is very competitive, and many businesses fail in the first year of operation. There are many factors that must be managed carefully for hospitality and catering businesses to make a profit and continue to operate in the long term.

Basic costs

Labour: These costs include employee wages, National Insurance contributions and pension contributions.

Material: These costs include decoration, furnishings, kitchen and dining equipment, ingredients, printing and health and safety equipment.

Overheads: These costs include rent, rates, gas and electricity, insurance, licensing, training and maintenance.

Economy

The value of the pound (£) can affect the hospitality and catering sector. If the economy is good, people will be willing to spend more. If the economy is weak (recession), people may decide that eating out or going on holiday is a luxury and will spend less.

VAT (Value Added Tax) is added to the final cost of goods and services offered in the hospitality and catering sector. The money from VAT goes to the government to pay for services everyone uses for example the NHS.

Environmental impact

Running a hospitality or catering provision uses a lot of resources. Businesses are encouraged to **reduce**, **reuse**, and **recycle**. Energy efficient equipment such as low energy light bulbs can save a business money. Using local and seasonal ingredients reduces the amount of CO₂ released into the atmosphere during transport. All waste should be separated and recycled or composted when possible.

Profit

Gross Profit: The difference between how much a menu item costs to make and how much it sells for. Ingredient costs should not be more than 30% of the gross profit. If the ingredient cost for a chocolate brownie dessert is £1.50 and the menu price is £4.50, the gross profit is £3.00.

Gross Profit % = $(3.00 \div 4.50) \times 100 = 66.6\%$

Net Profit = What is left from the gross profit once all costs (as listed above) are covered.

New technology

New technologies have benefitted the sector in positive ways. These include:

- **cashless systems** such as contactless cards and mobile payment apps
- **digital systems** such as online booking/ordering and key cards
- **office software** such as stock ordering systems.

Media

The hospitality and catering sector is very competitive, so most businesses try to make good use of the media to advertise. Most businesses will have their own **website**, which customers can use to view menus and make bookings.

- **Print Media:** Ads in magazines and newspapers, flyers and money-off vouchers.
- **Broadcast media:** Television, radio and online ads.
- **Social media:** Customer feedback and reviews.

Consumers are increasingly using smartphones to book, order, pay and review.

Level 1/2 Hospitality and Catering: Unit 1:

The operation of the kitchen: Equipment (AC2.1)



Kitchen equipment

It is important that a business invests in good quality kitchen equipment to produce food safely. Even though good quality equipment is expensive, for example stainless steel pots and pans, in the long run they will pay for themselves as they should not need to be replaced often. Good quality electrical equipment will cost less to run, which will also save money and increase profits.

Large equipment

Storage:	walk-in fridge, freezer, blast chiller, glass chiller.
Preparation:	floor standing food mixer.
Cooking:	conventional oven, deep fat fryer, hot water urn, standing <i>bain-marie</i> , hot plate/griddle, steamer, grill/salamander.
Cleaning:	pass-through dishwasher, glass washer.

Mechanical equipment

Preparation:	weighing scales, electric whisk, food processor, blender, mincer, meat slicer, vegetable peeler, juicer, ice cream maker.
Cooking:	temperature probes.
Specialist equipment:	conveyor toaster, panini maker, coffee maker, pizza oven, <i>sous vide</i> , pasta maker.

Small equipment

Preparation:	mixing bowls, measuring jugs and spoons, whisks, spatulas, sieves, knives, chopping boards, zester, juicer, piping bags and tips, graters.
Cooking:	pots and pans, baking dishes, baking trays, tongs, colanders.
Serving:	plates, bowls, glassware.

Cleaning and safety materials and equipment

Cleaning:	detergents, cleaning chemicals, scouring pads, cloths, mops, dustpan and brush, buckets, recycling and waste bags and bins.
Preparation:	date labels for food storage, foil, baking paper.
Safety:	fire extinguisher/blanket, smoke/CO ₂ alarm, first aid box, oven gloves.

Level 1/2 Hospitality and Catering: Unit 1:

The operation of the kitchen (AC2.1)



Operational requirements

To run a successful hospitality and catering business, it is important that the back of house is well designed to allow safe working conditions for the kitchen staff. A good workflow also allows the safe movement of front of house staff between the kitchen and dining room so that customers enjoy efficient food service.

Kitchen workflow

Delivery area	Located at the kitchen entrance. Deliveries are checked against the order and temperatures of high-risk foods are recorded.
Storage area	Cool area: contains fridges and freezers for storing high-risk foods, as well as space for storing fresh fruit and vegetables. Dry area: for storing canned and dry goods.
Staffing area	A separate area where employees can change into work clothing. Staff toilets and hand washing facilities are provided. This area may also be used as a breaktime lounge.
Preparation area	A large kitchen will have separate areas for the preparation of meat and poultry, fish, fruits and vegetables and pastries and desserts.
Cooking area	A large kitchen will have separate cooking areas for hot wet foods such as soups, sauces and steamed vegetables and a dry cooking area for roasting, baking, grilling and frying.
Serving area	A large kitchen will have separate areas for plating and presenting hot and cold foods. Waiters will collect orders from “the pass” to deliver to customers in the restaurant.
Cleaning area	This area should be separate from the main kitchen. Dirty crockery and cutlery as well as pots and pans from the kitchen are cleaned and stored in this area.
Waste area	This area should be separate from the main kitchen. Food waste and recyclable and non-recyclable waste is sorted and then disposed in the correct bins, which should be located outside.

Back of house dress code

The traditional chef's uniform is designed to show authority in the kitchen. Known as “chef's whites”, they come in many colours. Key uniform items are: a long-sleeved, double-breasted jacket, long trousers, head covering, apron, and non-slip, toe-protected shoes. The clothing and shoes protect the wearer from injury while the head covering protects the food from hair and sweat.

Level 1/2 Hospitality and Catering: Unit 1:

The operation of front and back of house: Front of house (AC2.2)



Operational requirements

To run a successful hospitality and catering business, it is important that the front of house is welcoming to all customers. A logical layout and workflow will mean that the customers will be able to enjoy organised, efficient service.

In a catering establishment such as a café, the front of house is where the customers are served.

In a residential establishment such as a hotel, the front of house is where guests are received before checking in to their room.

Catering and residential establishments have common front of house areas, which help to ensure a smooth operation of the business.

Front of house dress code

The front of house dress creates a first impression. In some establishments a **uniform** may be worn. In other establishments, employees may be required to wear colours such as black and white. In addition:

- clothing must be clean and ironed
- if worn, jewellery, perfume and make-up must be minimal
- personal hygiene must be maintained
- name badges may be required.

Restaurant workflow

The workflow should be organised so that orders can be filled, and food can be passed from the kitchen as quickly as possible.

Reception: Guests are greeted and shown to their seats in the dining area.

Seating/dining area: In a large restaurant, this area is divided into **stations**. Each station is managed by a waitperson.

Counter service: Food is on display for customers to choose and pay at the end. Some restaurants also offer seated counter service.

Bar: An area for socialising or eating in a less formal space.

Equipment station: Small items such as cutlery and serviettes and food items such as condiments should be available to wait staff.

Toilets: Customer toilets should be clean and welcoming.

Safety Equipment: First aid boxes and fire extinguishers must be easily accessed.

Hotel workflow

The workflow of a hotel should be organised so that guests can be checked in as quickly as possible.

Reception: Guests are checked in and receive keys/key cards for their room.

Lobby/waiting area: This area should have comfortable seating for the guests. Drinks may be available in the lobby.

Stairs/Lifts: These provide access to rooms and other facilities.

Toilets: Customer toilets should be clean and welcoming.

Administration and documents

Businesses may employ an administrator who keeps track of:

- staff employment and training records
- stock orders, delivery records and invoices
- health and safety documents
- financial information
- customer feedback
- advertising.

Level 1/2 Hospitality and Catering: Unit 1:

Food related causes of ill health (AC4.1)



Food related causes of ill health

Ill health could be caused by any of the following:

- **bacteria**
- **allergies**
- **intolerances**
- **chemicals** such as:
 - detergent and bleach
 - pesticides and fertilisers.

Intolerances

Some people feel unwell when they eat certain foods. Common foods that cause intolerance include:

- milk (lactose)
- cereals (gluten)
- artificial sweeteners (Aspartame)
- flavour enhancers (MSG).

Food poisoning bacteria

The main causes of food poisoning bacteria are:

- **Bacillus cereus**: found in reheated rice and other starchy foods.
- **Campylobacter**: found in raw and undercooked poultry and meat and unpasteurised milk.
- **Clostridium perfringens**: found in human and animal intestines and raw poultry and meat.
- **E-coli**: found in raw meat, especially mince.
- **Listeria**: found in polluted water and unwashed fruit and vegetables.
- **Salmonella**: found in raw meat, poultry and eggs.
- **Staphylococcus aureus**: found in human nose and mouth.

Food and the law

Food can cause ill-health if it is stored, prepared and/or cooked incorrectly or if a person unknowingly eats a food that they are allergic or intolerant to. All hospitality and catering provision need to follow laws that ensure food is safe to eat. They are:

- **Food Labelling Regulations (2006)**: A label must show all ingredients including allergens, how to store and prepare the food, where it came from, the weight of the food and a use-by or best-before date.
- **Food Safety (General Food Hygiene Regulations) 1995**: This law makes sure that anyone who handles food - from field to plate – does so in a safe and hygienic way. The **HACCP** system is used throughout the hospitality and catering sector.
- **Food Safety Act 1990**: This law makes sure that the food people it is safe to eat, contains ingredients fit for human consumption and is labelled truthfully.

Food allergies

An allergy is a reaction to something found in food. In the case of a severe allergy, the reaction can lead to death.

Common allergens include:

Cereals	Eggs	Seeds
Soya	Fish and shellfish	Strawberries
Peanuts	Wheat	Milk and dairy
Celery	Tree nuts	Mustard



Symptoms and signs of food-induced ill-health:

An “upset tummy” is a familiar symptom for someone who thinks they might have food poisoning; this is known as a non-visible symptom. There are many other signs and symptoms that could show that a person might be suffering from ill-health due to the food they have eaten. Some of the symptoms can be seen (visible symptoms) such as a rash. It is important to be able to recognise visible and non-visible symptoms to help someone suffering from food-induced ill-health.

Visible symptoms

Visible symptoms of food poisoning, chemical poisoning, allergic reaction and food intolerance include:

- **Diarrhoea:** a common symptom of most types of food poisoning bacteria and can also be a symptom of lactose intolerance.
- **Vomiting:** a common symptom of most types of food poisoning bacteria, but may could also be caused by taking in chemicals accidentally added to food.
- **Pale or sweating/chills:** a high temperature is a common symptom of E-coli and Salmonella.
- **Bloating:** a symptom of lactose intolerance.
- **Weight loss:** a symptom of gluten intolerance (coeliac disease).

Allergic/anaphylactic reaction

- **Visible symptoms:** red skin, a raised rash, vomiting, swelling of lips and eyes and difficulty breathing.
- **Non-visible symptoms:** swelling of tongue and throat, nausea (feeling sick) and abdominal pain.
- **Anaphylaxis:** a severe reaction to eating an allergen that can lead to death. An injection of adrenaline (for example, an EpiPen) is the treatment for an anaphylactic reaction.

Non-visible symptoms

Non-visible symptoms of food poisoning, chemical poisoning, allergic reaction and food intolerance include:

- **Nausea (feeling sick):** the most common symptom for all types of food-induced ill-health.
- **Stomach-ache/cramps:** abdominal pain is common symptom of lactose intolerance as well as a sign of an allergic reaction. Cramps may happen at the same time as diarrhoea.
- **Wind/flatulence:** a common symptom of lactose intolerance.
- **Constipation:** a symptom of Listeria food poisoning.
- **Painful joints:** a symptom of E-coli food poisoning.
- **Headache:** a symptom linked to Campylobacter, E-coli and Listeria.
- **Weakness:** non-stop vomiting, and diarrhoea can leave a person feeling weak. Gluten intolerance (coeliac disease) can leave a person feeling tired because their bodies can't absorb the correct amount of nutrients.



Preventing cross-contamination

Food poisoning bacteria can easily be transferred to high-risk foods. This is called cross-contamination. It can be controlled by:

- washing hands before and after handling raw meat and other high-risk foods.
- using colour-coded chopping boards and knives when preparing high-risk foods.
- washing hands after going to the toilet, sneezing, or blowing your nose and handling rubbish.

Preventing physical contamination

Physical contamination is when something which is not designed for eating ends up in your food. Physical contaminants include hair, seeds, pips, bone, plastic packaging, plasters, broken glass, flies and other insects, tin foil and baking paper, soil, and fingernails.

Physical contamination can be controlled by:

- food workers following personal hygiene rules
- keeping food preparation and serving areas clean
- checking deliveries for broken packaging
- thoroughly washing fruits and vegetables before preparation
- using tongs or gloves for handling food.

Temperature control

Delivery	Storage	Preparation	Service
<p>The temperature of high-risk foods must be checked before a delivery is accepted. The food should be refused if the temperatures are above the safe range.</p> <p>Refrigerated foods = 0-5°C Frozen foods = -22°C to -18°C</p>	<p>High-risk foods must be covered and stored at the correct temperature. Temperatures must be checked daily.</p> <p>Refrigerator = 0-5°C Freezer = -22°C to -18°C</p> <p>Unwashed fruit and vegetables must be stored away from other foods.</p>	<p>High risk-foods need to be carefully prepared to avoid cross-contamination. A food probe can be used to make sure that high-risk foods have reached a safe core (inside) temperature, which needs to be held for a minimum of two minutes.</p> <p>Core temperature = 70°C</p>	<p>Food needs to be kept at the correct temperature during serving to make sure it is safe to eat. Hot food needs to stay hot and cold food needs to stay chilled.</p> <p>Hot holding = 63°C minimum Cold holding = 0-5°C</p>



Role of the Environmental Health Officer (EHO)

The role of the Environmental Health Officer (EHO) is to protect the health and safety of the public. They are appointed by local authorities throughout the UK. In the hospitality and catering industry, they are responsible for enforcing the laws linked to food safety. They inspect all businesses where food is prepared and served to members of the public, advise on safer ways of working and can act as enforcers if food safety laws are broken.

EHO inspections

The EHO can carry out an inspection of any hospitality and catering premise at any time during business hours – they do not need to make an appointment. During an inspection, the EHO will check to make sure that:

- the premises are clean
- equipment is safe to use
- pest control measures are in place
- waste is disposed properly
- all food handlers have had food hygiene and safety training
- all food is stored and cooked correctly
- all food has best-before and use-by dates
- there is a HACCP plan to control food hazards and risks.

The EHO is allowed to:

- take photographs of the premises
- take food samples for analysis
- check all record books, including fridge and freezer temperatures, cleaning schedules and staff training
- offer advice on improving food hygiene and safety in the business.

EHO and the law

If the EHO discovers problems with the food safety and hygiene in the premise, they are allowed by law to:

- remove any food that may be hazardous so it can't be sold
- tell the owners to improve hygiene and safety within a set time and then come back and re-inspect
- close the premises if there is a risk to health of the public
- give evidence in a court of law if the owners are prosecuted for breaking food hygiene and safety laws.

Complaints by the public

The EHO will immediately investigate any complaints of suspected food poisoning linked to a particular premise.

Hygiene ratings

When an inspection has been carried out, the EHO will give the business a food hygiene rating. The ratings are published on the Food Standards Agency website as well as on stickers displayed at the business. A rating of 5, or very good, represents the highest standard of food hygiene.

Level 1/2 Hospitality and Catering: Unit 2-2.1.1 - Nutrition at different life stages & special dietary needs



Nutrition at different life-stages

Adults:

- **Early** – Growth in regard to height of the body continues to develop until 21 years of age. Therefore, all micro-nutrients and macro-nutrients especially carbohydrates, protein, fats, vitamins, calcium and iron are needed for strength, to avoid diseases and to maintain being healthy.
- **Middle** – The metabolic rate starts to slow down at this stage, and it is very easy to gain weight if the energy intake is unbalanced and there isn't enough physical activity.
- **Elderly** – The body's systems start to slow down with age and a risk of blood pressure can increase as well as decrease in appetite, vision and long-term memory. Because of this, it is essential to keep the body strong and free from disease by continuing to eat a healthy, balanced diet.

Children:

- **Babies** – All nutrients are essential and important in babies, especially protein as growth and development of the body is very quick at this stage. Vitamins and minerals are also important. You should try to limit the amount of salt and free sugars in the diet.
- **Toddlers** – All nutrients remain very important in the diet at this stage as growth remains. A variety of foods are needed for toddlers to have all the micro-nutrients and macro-nutrients the body needs to develop.
- **Teenagers** – The body grows at a fast pace at different times at this stage as the body develops from a child to an adult, therefore all nutrients are essential within proportions. Girls start their menstruation which can sometimes lead to anaemia due to not having enough iron in the body.

Special Dietary needs

Different energy requirements based on:

- Lifestyles / Occupation / Age / Activity level
The amount of energy the body needs is determined with each of the above factors e.g. active lifestyle or physical activity level would need more energy compared to a person being sedentary.

Medical conditions:

- **Allergens** – Examples of food allergies include milk, eggs, nuts and seafood.
- **Lactose intolerance** – Unable to digest lactose which is mainly found in milk and dairy products.
- **Gluten intolerance** – Follows a gluten free diet and eats alternatives to food containing wheat, barley and rye.
- **Diabetes (Type 2)** – High level of glucose in the blood, therefore changes include reducing the amount of fat, salt and sugar in the diet.
- **Cardiovascular disorder** – Needing a balanced, healthy diet with low levels of salt, sugar and fat.
- **Iron deficiency** – Needing to eat more dark green leafy vegetables, fortified cereals and dried fruit.

Dietary requirements:

- **Religious beliefs** – Different religions have different dietary requirements.
- **Vegetarian** – Avoids eating meats and fish but does eat dairy products and protein alternatives such as quorn and tofu.
- **Vegan** – Avoids all animal foods and products but can eat all plant-based foods and protein alternatives such as tofu and tempeh.
- **Pescatarian** – Follows a vegetarian diet but does eat fish products and seafood.

Level 1/2 Hospitality and Catering: Unit 2-2.1.1 - Understanding the importance of nutrition



The importance of nutrition

Listed below are the macro-nutrients and micro-nutrients. You need to know their function in the body and know examples of food items for each. You need to know why they are needed in the diet and why there is a need for a balanced/varied diet.

Macro-nutrients

Carbohydrates - Carbohydrates are mainly used in the body for energy. There are two types of carbohydrates which are:

- **Starch** - Examples include bread, pasta, rice, potatoes and cereals.
- **Sugar** - Examples include sweets, cakes, biscuits & fizzy drinks.

Fat - This is needed to insulate the body, for energy, to protect bones and arteries from physical damage and provides fat soluble vitamins. There are two main types of fat which are:

- **Saturated fat** - Examples include butter, lard, meat and cheese.
- **Unsaturated fat** - Examples include avocados, plant oils such as sunflower oil, seeds and oily fish.

Protein - Protein is mainly used for growth and repair in the body and cell maintenance. There are two types of protein which are:

- **High biological value (HBV) protein** - Includes meat, fish, poultry, eggs, milk, cheese, yogurt, soya and quinoa.
- **Low biological value (LBV) protein** - Includes cereals, nuts, seeds and pulses.

Micro-nutrients

Vitamins

- **Fat soluble vitamin A** - Main functions include keeping the skin healthy, helps vision in weak light and helps children grow. Examples include leafy vegetables, eggs, oily fish and orange/yellow fruits.
- **Fat soluble vitamin D** - The main function of this micro-nutrient is to help the body absorb calcium during digestion. Examples include eggs, oily fish, fortified cereals and margarine.
- **Water soluble vitamin B group** - Helps absorb minerals in the body, release energy from nutrients and helps to create red blood cells. Examples include wholegrain foods, milk and eggs.
- **Water soluble vitamin C** - Helps absorb iron in the body during digestion, supports the immune system and helps support connective tissue in the body which bind cells in the body together. Examples include citrus fruits, kiwi fruit, cabbage, broccoli, potatoes and liver.

Minerals

- **Calcium** - Needed for strengthening teeth and bones. Examples include dairy products, soya and green leafy vegetables.
- **Iron** - To make haemoglobin in red blood cells to carry oxygen around the body. Examples include nuts, beans, red meat and green leafy vegetables.
- **Sodium** - Controls how much water is in the body and helps with the function of nerves and muscles. Examples include salt, processed foods and cured meats.
- **Potassium** - Helps the heart muscle to work correctly and regulates the balance of fluid in the body. Examples include bananas, broccoli, parsnips, beans, nuts and fish.
- **Magnesium** - Helps convert food into energy. Examples include wholemeal bread, nuts and spinach.
- **Dietary fibre (NSP)** - Helps digestion and prevents constipation. Examples include wholegrain foods (wholemeal pasta, bread and cereals), brown rice, lentils, beans and pulses.
- **Water** - Helps control temperature of the body, helps get rid of waste products from the body and prevents dehydration. Foods that contain water naturally include fruits and vegetables, milk and eggs.

Level 1/2 Hospitality and Catering: Unit 2-2.1.2 - How cooking methods can impact on nutritional value



Boiling

- Up to 50% of vitamin C is lost when boiling green vegetables in water.
- The vitamin B group is damaged and lost in heat.

Poaching

- The vitamin B group are damaged in heat and dissolve in water.

Roasting

- Roasting is a method of cooking in high temperatures and so this will destroy most of the group C vitamins and some of the group B vitamins.

Frying

- Using fat whilst frying increases the amount of vitamin A the body can absorb from some vegetables
- Cooking in fat will increase the calorie count of food e.g deep fat frying foods.

Stir-frying

- The small amount of fat used whilst stir-frying increases the amount of vitamin A the body can absorb from some vegetables.
- Some vitamin C and B are lost due to cooking in heat for a short amount of time.

Steaming

- Steaming is the best cooking method for keeping vitamin C in foods.
- Only up to 15% of vitamin C is lost as the foods do not come into contact with water.

Grilling

- Using this cooking method can result in losing up to 40% of group B vitamins.
- It is easy to overcook protein due to the high temperature used in grilling foods.

Baking

- Due to high temperatures in the oven, it is easy to overcook protein and damage the vitamin C and B group vitamins.



Sustainability

Many diners are interested in hospitality and catering provisions that provide sustainable dining.

The aim of the three Rs of sustainability is to conserve natural resources and prevent excess waste. By following the rules of reduce, reuse, and recycle, hospitality and catering provisions can save money at the same time as attracting more diners and bringing in more profit.

Sustainability also means buying local produce, using organic ingredients, buying meat and poultry from farm assured producers who guarantee better welfare for the animals, using Marine Stewardship Council sustainable fish and offering meat-free versions of favourite dishes.

Reduce

Food waste: If food and waste were its own country, it would be the third largest producer of greenhouse gas in the world! If it cannot be used to make new dishes or given away, then as much food waste as possible should be composted.

Energy use: Hospitality and catering provisions can save energy in many ways including using low-energy lighting, maintaining and upgrading equipment, putting lids on saucepans, batch baking and cooking.

Food miles: Using local suppliers means that the food does not have to travel as far from 'field to fork'.

Water usage: Use less in cooking by only just submerging vegetables or using a steamer. Use an energy and water efficient dishwasher.

Reuse

Food that is past its best, for example a brown banana, or scraps such as bones can be used to create new dishes which in turn will decrease food waste. www.lovefoodhatewaste.com has a vast range of recipe ideas for using surplus food.

- Bread: breadcrumbs, bread and butter pudding, bread sauce and croutons.
- Meat and poultry: bones can be used to make stocks.
- Fruit: banana muffins, apple crumble, fruit coulis, smoothies.
- Vegetables: bubble and squeak, vegetable stock, vegetable bakes, omelettes.
- Eggs: whites can be used to make meringue; yolks can be used to make mayonnaise.

Recycle

Many hospitality and catering provisions have separate bins for recyclable materials. Professional kitchens should also have areas to separate waste into recyclable, non-recyclable and compostable materials. All staff should be trained to know how to dispose waste correctly.

Coffee grounds can be composted. Compost can be used to grow fruit, vegetables and herbs for use in the kitchen.

Jars and plastic containers can be used for storage in the kitchen. Glass bottles can be used to hold flowers or candles as table decorations.

Too Good To Go, *Karma* and *Olio* are apps used by restaurants and supermarkets. Customers can buy discounted food which would otherwise go into landfill.

You need to be able to plan dishes for a menu as well as know, understand and include the following:

Commodity list with quantities

This means naming all the ingredients needed to make all dishes and how much of each one e.g. grams (g), ounces (oz), millilitres (ml), etc.

Contingencies

This means stating, in the plan, what you would do to deal with a problem if something were to go wrong.

Equipment list

Naming all pieces of equipment you would need to cook the dishes, which also includes specialist equipment such as pasta machines and ice cream makers as well as saucepans, chopping boards, knives, etc.

Health, safety and hygiene

Stating in the plan, points regarding the health, safety and hygiene. The use of temperature probes to ensure foods are cooked, correctly using colour coded chopping boards or washing hands after handling raw meat are a few examples.

Quality points

These include naming any quality points to consider in the preparation, cooking and serving stage of the plan. Examples could include checking foods are in use by/best before dates, dishes are cooked to minimum temperatures, ingredients stored in correct places and correct temperature, etc.

Sequencing or dovetailing

This means you fit together the different steps and activities in logical order when planning to cook more than one dish.

Timing

You need to state realistic timings of how long each step is likely to take throughout your plan to give accurate information of how long your dishes take to complete.

Mise en place

This is all the preparation you undertake before cooking. Examples of this include weighing out ingredients, collecting equipment and washing hands.

Cooking

Throughout your plan, you will need to state how you ensure food is cooked correctly, e.g. chicken is white in the middle, using a temperature probe, etc.

Cooling and hot holding

Cooling dishes correctly within 1.5hrs to 8 degrees and keeping hot dishes for service at 63 degrees should be mentioned in your plan for relevant dishes, as well as how you would ensure these temperatures are met, e.g. by using temperature probes.

Serving

Once you have finished cooking your dish or dishes, you need to state how you would present your dish/dishes, e.g. on plate, bowl, etc., as well as what decoration, garnishes and sauces you include before serving.

Storage

In your plan, you should state where different kinds of ingredients need to be stored, e.g. raw chicken in the fridge or frozen fruit in the freezer and at what temperatures these pieces of equipment need to be (fridge needs to be 0–5 degrees and freezer needs to be -18 degrees).



Creativity

It is said that 'we eat with our eyes'. Creativity in plating dishes enhances the diner's experience – diners want to be 'wowed' when their meal appears!

Serving dishes: Start with the plate – varied sizes, shapes and colours can add immediate impact to your dish. Dishes served in bowls or dessert glasses should be placed on a plate to aid serving.

Elements: Each dish will consist of several elements – the main protein, accompaniments, garnish and decoration.

Volume: Do not overcrowd the plate – leave some space so that the diner can see each element of the dish. The rule of thumb is that only two-thirds of the plate should be full.

Height: Food can be stacked to add height to the overall dish, but each element should be visible.

Colour: Accompaniments, garnishes and decoration can add colour to dishes where the main elements are similar in colour. An example is fish and chips: bright green peas and a slice of yellow lemon will enhance the overall appearance of the meal.

Functionality: The dish should be beautiful to look at, but easy for the diner to eat.

Temperature: Hot food should be served on hot plates. Cold food should be served on chilled plates.

Accompaniments

Accompaniments should be chosen to complement the main part of the dish. Examples include:

Carbohydrate accompaniments:

- Savoury: bread, dauphinoise potatoes, pilau rice.
- Sweet: shortbread, brandy snaps, macaron.

Fruit and vegetable accompaniments:

- Savoury: pea purée, roasted root vegetables, griddled asparagus.
- Sweet: berry compote, fruit kebabs, grilled peaches.

Sauces:

- Savoury: gravy, red wine jus, parsley sauce.
- Sweet: custard, salted caramel sauce, chocolate sauce.

Portion control

It is important that the customer is satisfied with their portion without the plate being overcrowded. Keeping portion control accurate allows hospitality and catering provisions to order adequate supplies of ingredients. Accurate portion control will also help prevent food waste.

Garnish

Garnishes are additions to a dish which both add to the overall taste and enhance the overall appearance.

Savoury: parmesan crisps, crispy onions, caviar, watercress, lemon wedges, fresh herbs, salsa, edible flowers.

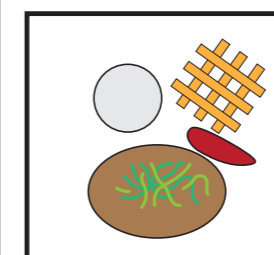
Sweet: chocolate dipped strawberries, tuile biscuits, chopped nuts, tempered chocolate work, spun sugar work, edible flowers.

Decoration

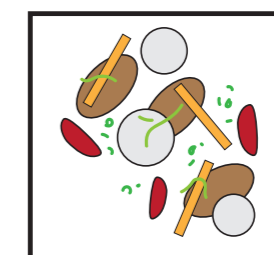
Decoration adds drama to the finished dish but it is not meant to be eaten or add to the overall flavour of the dish. Examples include:

- whole spices added to pilau rice
- gold leaf
- hollow eggshell as serving dish.

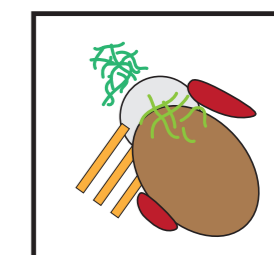
Plating styles



Classic



Freeform



Landscape



Food safety practices

During your practical session, you must demonstrate that you can work safely and hygienically. Your plan should show that you have thought about food safety and hygiene during all parts of your practical session. Your personal safety and hygiene practices will be observed during your practical session.

Personal safety and hygiene practices

Hands:

- Wash before, during and after preparing food especially after touching raw meat, dirty vegetables and fridge handles.
- Wash after going to the toilet.
- Wash after sneezing or blowing your nose.
- Wash after disposing of waste.

Clothing and hair:

- Clean apron and/or chef's whites.
- Non-slip closed-toe shoes.
- Tie hair back.
- Wear a bandana or hair net.

Cuts:

- Cover with a blue, waterproof plaster.

Equipment:

- Handle knives safely.
- Use oven gloves when carrying hot items.
- Keep electrical equipment away from water.
- Clean spills immediately.

Food safety and hygiene practices

Ingredients:

- Check use-by and best before dates.
- Check ingredients for freshness; no bruises on fruit, fish should not smell.
- Store correctly until needed.

Cleaning:

- Clean worktops before preparation.
- Clean workstation and equipment after preparing high-risk foods.
- Wash up throughout the session – do not leave it all until the end!

Temperatures:

- Keep high-risk foods in the fridge (0°C – 5°C) until needed.
- Use a temperature probe to check core temperature of high-risk foods.

Waste management:

- Keep waste separate from ingredients during preparation, cooking and serving.
- Recycle and compost waste if possible.

Management of accidents

- Ensure that you know the location of the First Aid box.
- Ensure that you know how to use a fire blanket or fire extinguisher.



Dish production

- Were you able to keep to your time plan?
- Did you have any problems during the practical? How did you resolve them?

Dish selection

- Did your dishes contain the right nutrients for your two groups?
- Were they expensive or cheap to produce?
- Did they contain seasonal or local produce?

Organoleptic

How did your dishes:

- Look (appearance)?
- Taste (flavour and texture)?
- Smell (aroma)?

Hygiene

- Did you follow all hygiene guidelines?
- Did you wear correct PPE?
- Did you wash up between jobs?

Reviewing of dishes

PEE: Point, Evidence, Explain

You need to write a self-reflection of how you performed during your practical session. There are 8 areas to consider when you write your review of your dishes.

Presentation

- Were the portions the right size for your two groups?
- How did you add colour to your dishes?
- Were your garnishes and decorations appropriate?

Health and safety

- Were you able to use equipment safely?
- Did you store ingredients correctly?

Waste

- Did you separate your waste into categories? (Food waste, recyclable materials, general waste.)
- Did you buy the right amount of ingredients?

Improvements

- If you made your dishes again, what would you do differently?
- If you had to do the task again, would you change your choice of dishes?
- Would you add additional accompaniments?



Decision making

- What were your strengths in completing the written tasks?
- What were your strengths in choosing dishes?
- How could you improve weak decisions?
- Were the dishes easy to make together?
- What were the disadvantages of the chosen dishes?
- Did your dishes meet the needs of the provision?
- Did your dishes meet the needs of your two groups (nutrition and cost)?

Planning

Was the practical session plan in a logical order?

- Discuss your strengths.
- Discuss your weaknesses.
- Suggest improvements.

Were you able to keep to the plan during the practical session?

- Discuss your strengths.
- Discuss your weaknesses.
- Suggest improvements.

Organisation

How did you organise your written tasks?

- Discuss your strengths.
- Discuss your weaknesses.
- Suggest improvements.

How did you organise your workstation during the practical session?

- Discuss your strengths.
- Discuss your weaknesses.
- Suggest improvements.

Time management

How did you manage your time when completing the written tasks?

- Discuss your strengths.
- Discuss your weaknesses.
- Suggest improvements.

How did you manage your time during the practical session?

- Discuss your strengths.
- Discuss your weaknesses.
- Suggest improvements.



Factors affecting menu planning

You need to be aware of the following factors when planning menus:

- **cost** (ingredients as well as business costs)
- **portion control** (value for money without waste)
- **balanced diets/current national advice**
- **time of day** (breakfast, lunch, and dinner menus as well as small plates and snacks)
- **clients/customers** (a menu with prices that will suit the people who visit your establishment).

Equipment available

You need to know and understand the type of equipment needed to produce a menu. The choice of dishes will be influenced by the equipment available to the chef.

This includes kitchen equipment such as:

- hobs, ovens, and microwaves
- fridge, freezer and/or blast chiller
- specialist equipment, for example a *sous vide* or pizza oven
- hand-held equipment, for example electric whisks or hand-blenders
- other electric equipment, for example food processors.

Skills of the chef

The skills of the chef must be suited to the type of provision and the menu offered.

A Michelin starred restaurant will require a chef who has complex skills in preparation, cooking and presentation of dishes.

A café will require a chef who has a range of medium and complex skills to produce a suitable menu.

A large restaurant will normally have a full kitchen brigade while a smaller establishment may only have a single chef with one or two assistants.

Time available

The type of provision will influence the amount of time a customer may be willing to wait for their dish to be prepared. Can the chef prepare, cook, and present more than one dish at the same time? Can some items be made in advance?

Time of year

The time of year can affect menu choices. Light and cold dishes such as salads are better suited to the summer months. Hearty dishes such as stews are more suited to the winter. Special dishes linked to holidays such as Christmas and Valentine's Day may also be included. The availability of **seasonal** produce can also affect menu choices as certain commodities, for example strawberries, are less expensive when in season.

Environmental issues

The chef will need to think about environmental issues when planning a menu. Can the chef **reduce** the amount of ingredients bought as well as reducing food waste? Can the chef **reuse** ingredients to create new dishes for example stale bread made into bread-and-butter pudding? Can the kitchen **recycle** waste wherever possible? Running the kitchen sustainably will save money.

Organoleptic properties

Organoleptic properties are the sensory features of a dish (**appearance, aroma, flavour, and texture**).

The chef will need to think about how the dish will look and taste. Is there a range of colours? Do the flavours go well together? Are there a variety of textures?



Skills and techniques

You need to be able to identify the different types of skills you need to produce your selected dishes. Some dishes will require the use of more complex skills. You will need to demonstrate a range of skills when producing your chosen dishes.

Preparation and cooking skills are categorised as follows: **basic**, **medium**, and **complex**.

Presentation

You should know and understand the importance of using the following appropriate presentation techniques during the production of dishes:

- creativity
- garnish and decoration
- portion control
- accompaniments.

Basic preparation skills and techniques

Blending, beating, chopping, grating, hydrating, juicing, marinading, mashing, melting, peeling, proving, sieving, tenderising, trimming, and zesting.

Medium preparation skills and techniques

Baton, *chiffonade*, creaming, dehydrating, deseeding, dicing, folding, kneading, measuring, mixing, puréeing, rub-in, rolling, skinning, slicing, spatchcocking, toasting (nuts/seeds) and weighing.

Complex preparation skills and techniques

Brunoise, crimping, de-boning, filleting, *julienne*, laminating (pastry), melting using *bain-marie*, mincing, piping, and segmenting, shaping, unmoulding and whisking (aeration).

Basic cooking skills and techniques

Basting, boiling, chilling, cooling, dehydrating, freezing, grilling, skimming, and toasting.

Medium cooking skills and techniques

Baking, blanching, braising, deglazing, frying, griddling, pickling, reduction, roasting, sautéing, steaming, stir-frying, and using a *sous vide* (water bath).

Complex cooking skills and techniques

Baking blind, caramelising, deep fat frying, emulsifying, poaching, and tempering.