



LEVEL 1/2 AWARD
IN HOSPITALITY AND CATERING
2026-27



1.HOSPITALITY & CATERING

(food, drink and accommodation)

RESIDENTIAL

(Food, drink and bed)

- Hotel/motel
- B and B/Guesthouse
- (Youth) hostel
- Airbnb
- Campsite
- Caravan park
- Hospital
- Boarding school
- Care home
- Prison

NON-RESIDENTIAL

(food and drink only)

- Bar
- Restaurant
- Pop-up
- Bistro
- Café
- Tea shop
- Fast food/Takeaway
- Food stall/truck
- School canteen
- Soup kitchen
- Meals on wheels



COMMERCIAL

(Aims to make a profit)

- Hotel
- Airbnb, B and B
- (Youth) hostel
- Campsite
- Caravan park
- Bar/pub
- Restaurant/Bistro
- Pop-up
- Café
- Tea shop
- Food van
- Takeaway



• Train/plane/cruise ship

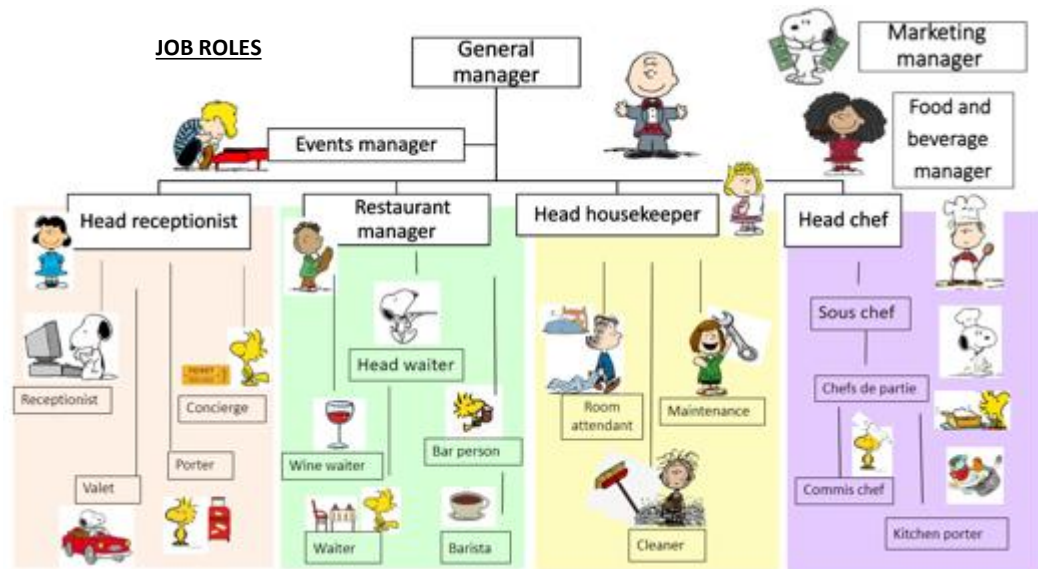
NON-COMMERCIAL

(Non-profit making)

- Subsidised work canteen
- Hospital
- Care home
- School
- Prison
- Army
- Soup kitchen
- Meals on wheels



JOB ROLES



TYPES OF FOOD SERVICE

- **Cafeteria/canteen**- counter service like school
- **Buffet**-customers take food or are served from a table
- **Takeaway/fast food**- waste packaging ☹️
- **Plate service**- waiter takes order and brings food on a plate
- **Silver service**-waiter serves food at table. Used at **banquets**
- **Gueridon (trolley)**- chef cooks at table
- **Banquet**- everyone served at the same time (weddings)
- **Transport catering** -on train, cruise ship or plane
- **Vending machine** – (24 hour 😊)
- **(24 hr) Room service**- breakfast in bed!

IS IT?

- High turnover (fast)
- Impressive
- Good portion control
- Wasteful

DOES IT NEED?

- Skilled staff
- Low skilled staff
- No catering staff

STANDARDS AND RATINGS

WHY?

- Increase in **business**
- Generate **publicity**
- Customers know what to **expect**

The AA- hotels (stars) and food (rosettes)

Michelin- food and ambience

Good Food Guide- food

Food hygiene ratings- food hygiene



AA 5 star hotel ★★★★★

- Open all year
- Excellent customer service
- Multilingual receptionists
- Facilities such as spa or pool
- Restaurant open all week
- 80% of rooms have bath/shower

Michelin stars

🌸 A very good restaurant in it's category

🌸🌸 Excellent cooking, worth a detour

🌸🌸🌸 Exceptional cuisine, worth a special journey

HOTEL ROOMS

- **Single**
- **Double**
- **King**- large bed
- **Suite**- living space
- **Family**- 4-6 people
- **En suite**-bathroom
- **Shared facilities**- share bathroom

Test yourself

Types of provider

- What does “non- commercial” mean
- What does “residential “ mean?
- What does “non-residential” mean?

Hotel Rooms

- What is the difference between a suite and en suite?

Types of service

- What service does the school use?
- Customers take food or are served from a table. What service?
- Waiter takes order and brings food on plates. What service?
- Food served on a train, cruise ship or plane. What service?
- Chef cooks at table. What service?
- What service is a banquet likely to use?

Ratings and standards

- Why are ratings important to a business? Give 2 reasons
- Name 1 organisation that rates hotels
- Name 2 organisations that rate restaurants
- Describe a 3 star Michelin restaurant
- Give 3 things that describe an AA 5 star hotel

Job roles

- Who books people in to a hotel?
- Who carries the bags?
- Who books taxis and trips?
- Who makes coffee?
- Who parks cars?
- What is a sous chef?
- What is a chef de partie
- What is a kitchen porter?
- What is a commis chef?
- Name a member of housekeeping

KITCHEN DRESS CODE

- Change into at work (daily)
- Supplied by employer
- Hat/hair tied back
- Baggy trousers
- Jacket covers arms (avoids burns)
- Apron
- Non-slip shoes
- Clean hands



FRONT OF HOUSE DRESS CODE

- Change at work (daily)
- Washed & ironed
- Uniform or suit
- Smart shoes
- Tie back hair. Neat and tidy. Trim beard
- No perfume for food staff
- Minimal makeup

Why?

- Recognisable
- Good impression
- Feel part of a team

KEY WORDS

Contract- legal agreement setting out your responsibilities

Pro rata- proportional e.g. if you work ½ time you get ½ holiday entitlement

Payslip- wages showing deductions

Salary- fixed payment usually for a year

Wage – hourly rate

Troncmaster- someone who shares out the tips

2. JOB REQUIREMENTS & WORKING CONDITIONS

CONTRACTS

Full time- hours and days as contracted.

Entitled to sick and holiday pay etc

Part time- hours and days as contracted. Entitled to sick and holiday pay etc. on a pro rata basis.

Casual/seasonal work- working at busy times such as holidays or to cover for staff absence. Entitled to sick and holiday etc. on a pro rata basis. Suits students and people with children

Zero hours contract- No minimum hours or sick/maternity pay. Work when needed or when you want to

ENTITLEMENTS

- You don't have to work more than **48** hours/week or 40 if you are under 18
- **Contract** and **payslip**
- 20 minutes **break** /6 hours of work
- **Minimum wage**
- 28 days **paid holiday** per year
- **Sick pay**
- **Maternity/paternity pay**

BENEFITS

- Tips
- Bonuses
- Free meals
- Company pension



SUPPLY AND DEMAND

Third largest employer in the country. Employs a young workforce with great opportunities for career progression.

- **Aging population** may be a problem for employers
- **Brexit** 40% of H&C workers were EU nationals Brexit meant wages rose
- Remote **location** may be a problem as employers can't get staff
- **Weddings/conferences** may need extra staff
- Busy times such as **holidays and weekends** can see a rise in demand for staff and wages may be higher.

PERSONAL ATTRIBUTES

- Organised
- Punctual
- Hard-working
- Hygienic
- Honest
- Calm
- Friendly
- Good communicator
- Team player
- Good people skills
- Willing to learn and develop
- Flexible

QUALIFICATIONS

Key stage 4

- **Level 1/2 vocational award** in Hospitality and Catering (what you are studying)
- Maths and English GCSE for receptionist

Post 16

- Diploma in Hospitality and Catering
- **Apprenticeship** where you attend college one day a week

University

Degree in catering/hospitality/ hotel management

Experience from a part time or summer job

Complete the following job adverts

- Will be responsible for handling money so must be h.....
- Customer service is important so must be po.....
- Will be relaying information to the head chef so must have good skills
- Time keeping is important to us so you must be.....
- Service can be extremely busy so you must be under

What type of contract do the following describe?

- Working at busy times such as holidays or to cover for staff absence. Entitled to sick and holiday etc. on a pro rata basis.
- No minimum hours or sick/maternity pay. Work when needed or when you want to.
- Hours and days as contracted. Entitled to sick and holiday pay etc. on a pro rata basis.
- Hours and days as contracted. entitled to sick and holiday pay etc

- How many hours max a week can you be made to work?
- Name 3 entitlements
- Name 2 benefits

Define these words

- Contract
- Pro rata
- Payslip
- Salary
- Wage

- What is it called when work and attend college one day a week?
- Who must have GCSE Maths and English?
- Name a key stage 4 qualification that will help you work in the hospitality and catering industry
- Name 3 degrees that will help you work in the hospitality and catering industry

3. FACTORS AFFECTING SUCCESS

- COSTS
- PROFIT
- ECONOMY
- COMPETITION
- ENVIRONMENT
- MEDIA
- TECHNOLOGY

COSTS

- **Material costs**- food, cleaning products etc.
- **Labour costs**- salaries for staff
- **Overhead costs**- rent, energy, vat etc.



PROFIT

- **Gross profit** -money left over when ingredients have been paid for.
- **Net profit**- money left when everything else (rent, wages, energy etc.) has also been taken out.



CALCULATING PROFIT

**Cost per portion x 100
Divided by 40**

Save costs and therefor make profit -

- Don't over-order stock
- Cut waste- FIFO etc.
- Get the best price from suppliers
- Save energy
- Portion control
- Keep wages down
- Negotiate cheaper rent



KEEPING UP WITH THE COMPETITION

- Monitor TripAdvisor etc.
- Visit competitor's businesses.
- Evaluate your own business
- Offer what the customer wants
- Advertise
- Good customer service



THE ECONOMY

- **VAT** -20% paid to the government
- **Value of the £/the exchange rate**
- Strength of the **economy**



TECHNOLOGY

- Booking rooms and tables
- Contactless payment
- EPOS- stock taking. Less mistakes
- Delivery apps- Deliveroo, Just Eat
- Key card entry



MEDIA

- **Internet media**- Instagram etc.
- **Print media**- magazines, billboards
- **Broadcast media**- TV, radio
- Reaches new customers
- Social media is free
- Can get negative reviews

BEING ENVIRONMENTAL

Buy **local** and **seasonal**
Support **sustainable** methods of farming



Reduce

- Plastic packaging
- Food waste
- Energy and water use

Reuse

- Food leftovers
- Plastic containers

Recycle

- Food
- Glass
- Tin cans
- Paper and card
- Plastic

Environment-key words



- **Food miles** -the distance food is transported from the farm
- **Sustainable diet**- has minimal environmental impact. Plant based/MCS fish/organic
- **Locally sourced**- from nearby farms, saves on food miles
- **Food provenance**- knowing where food comes from



Cost and profit

- If material costs are one of your costs what are the other 2?
- If fixed costs are one of your costs what is the other?
- Define gross profit
- Define net profit
- How do you calculate profit? Cost per portion x ___ divide by ___
- Give 3 ways to control costs

The economy

- At what rate is VAT paid to the government?
- If VAT is one of the economic factors affecting success, name 2 more

Competition, media and technology

- Name 2 ways of keeping up with the competition
- Give 2 ways that technology is used in the H&C industry
- Give 3 types of media is used in the H&C industry
- Give a positive and a negative impact of media

Being environmental

- Complete the sentence. Buy local and se _____ to avoid food miles and for better quality
- Complete the sentence. Support su _____ methods of farming that do not ruin the soil

- What is this symbol?



- What is this symbol?



- Name 3 things you can reduce
- Name 2 things you can reuse
- Name 3 things you can recycle

KITCHEN

LAYOUT

- HYGIENIC
- SAFE
- EFFICIENT



4 STAGES OF WORKFLOW

1

Delivery

Room for parking
Near to stores

Storage

Fridges, freezers and dry store
Near to delivery



2

Food preparation

Raw and cooked foods separate.
Hot and cold areas separate
Allergens separate
Hand and food sink separate

Cooking

Enough space to avoid accidents
Logical order (e.g. sauce next to meat and fish)
Right equipment for the menu

3

Holding

Near the food serving area
Above 63°C or below 5°C

Serving

Near the kitchen area.
Space for plating up



4

Washing Up

Separate areas for dirty and clean stuff

Waste

Away from food prep
Lids on bins to stop pests
Recycling bins



HEAD CHEF

- Rotas
- Training
- Menu planning
- Oversees food preparation
- Dealing with suppliers
- Polishing dishes
- Health & safety
- Cleaning and food safety

SOUS CHEF

- Covers the head chef's day off

HEAD HOUSEKEEPER

- Makes sure rooms are ready for customers
- Staff rotas
- Orders laundry etc.
- Does not clean

HOUSEKEEPER

- Cleans
- Changes beds
- Restocks towels, soap, coffee etc.

4. BACK OF HOUSE

(kitchen and housekeeping)

KITCHEN DOCUMENTATION

- Stock control and Invoices
- Customer bookings
- HACCP
- Accident forms
- Fridge/freezer temperatures
- Cleaning checklist
- Pat tests and fire safety checks
- Staff rotas

KITCHEN EQUIPMENT

- **Service-** bain-marie, tongs, ladle
- **Large-** oven, fridge, dishwasher
- **Small-** liquidiser, blender
- **Utensil-** whisk, spoon, ladle



Push-through dishwasher



Hot plate



Glass washer



Steamer



Glass chiller



Water urn



Baine-marie



Floor standing mixer



Walk-in fridge/freezer

Choose based on...

- Is it **easy to clean**?
- Is it **hard wearing**?
- Can it handle **large volumes**?
- Can it do **more than one job**?

EQUIPMENT & MATERIALS

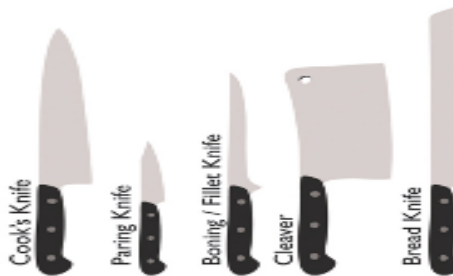
Housekeeping

- Sheets
- Toilet paper
- Cleaning products
- Shampoo and soap
- Towels
- Hoover



Kitchen

- Washing-up liquid
- Dishcloths
- Cleaning chemicals
- Foil & cling film
- First aid kit



Workflow and layout

- List the 3 rules when designing the layout of a kitchen
- Name 2 things that are important in the delivery area
- Name 1 thing that is important in the storage area
- Name 2 things that are important in the food preparation area
- Name 2 things that are important in the cooking area
- Name 1 thing that is important in the holding area
- Name 1 thing that is important in the serving area
- Name 1 thing that is important in the washing up area
- Name 1 thing that is important in the waste area
- Give the temperature for holding hot food
- Give the temperature for holding cold food

Documentation

- Name 4 pieces of kitchen documentation and a reason for each

Equipment

- Name the 4 categories of equipment
- Give 3 things that you would look for when choosing equipment for a kitchen

Name the equipment				
				

GENERAL LAYOUT (reception, bar, lounge)



- Easy to **clean**
- Good **lighting**
- Nicely **decorated**.
- Comfortable **temperature**
- **Disabled access**
- **Fire exits**
- No trip **hazards**

RESTAURANT LAYOUT

- Enough **space** for waiters and customers to move around
- **Various sized tables**, to seat different sized parties
- **Good access to and from kitchen** to avoid cold food and accidents when carrying food
- Good **lighting** for atmosphere and to let staff work efficiently
- Space for **storage** (e.g. cutlery)
- Staff **changing and hand washing** facilities

RESTAURANT WORKFLOW

1. **Greet, seat and give menu**
2. **Get drinks and take food order**
3. **Food order to kitchen**
4. **Serve food**
5. **Check customer**
6. **Clear**
7. **Desserts/coffee**
8. **Bill & payment**
9. **Relay table**

5. FRONT OF HOUSE

(reception, bar, lounge, restaurant)

GENERAL/ HOTEL MANAGER

- Answers to the owner.
- Develops the business
- Maintains the hotel's reputation



RESTAURANT MANAGER

- Meets and greets
- Writes the staff rotas
- Deals with complaints

EVENTS MANAGER

- **Weddings** or business **conferences**
- Talks to head chef, restaurant manager and also head housekeeper if accommodation is needed.
- Arranges food, music, IT, decorations etc.



SOMMELIER

- Orders wine
- Matches wine to food
- Advises and serves customers



DRESS CODE

- Change at work (daily)
- Washed & ironed
- Uniform or suit
- Smart shoes
- Tie back hair. Neat and tidy. Trim beard
- No perfume for food staff
- Minimal makeup

FOOD AND BEVERAGE MANAGER

- Food and drink suppliers
- Budgeting
- Invoices
- Food safety reg.s
- Creating menus

BARISTA

- Makes coffee



CONCIERGE

- Books tickets to theatres and restaurant tables
- Books taxis



PORTER

- Carries bags



VALET

- Parks cars

EQUIPMENT AND MATERIALS

Reception

- Card reader
- Computers
- Telephone
- Pen and paper
- Leaflets for attractions

Restaurant

- Cutlery
- Crockery
- Glassware
- Napkins
- Ice buckets
- Bottle openers
- Coffee machine



CUSTOMER BOOKING SYSTEMS

- Manages table bookings
- Manages room bookings
- Keeps customer details
- Records special dietary needs
- Tells the kitchen on how much food they need to prepare
- Tells you how many staff you need



Layout and workflow

- Give 3 rules of general layout for a hotel
- Give 3 rules of restaurant layout
- Give the 9 stages of restaurant workflow in the correct order

Equipment and materials

- State 3 advantages of using a customer booking system
- Give 4 front of house uniform rules
- Give 3 pieces of equipment or materials needed by reception
- Give 3 pieces of equipment or materials needed by the restaurant

Job roles

- I answer to the owner, develop the business and maintain the hotels reputation
- I take bookings, check in guests and talk to housekeeping so that they can get rooms ready
- I plan weddings and business conferences. I arrange music, food, IT and decorations
- I order wine, match it to dishes and advise customers on their choices
- I carry bags
- I make coffee
- I can book trips and taxis for you and make restaurant reservations
- I greet you and park your car

Dress code

- Give 3 uniform rules
- State 3 reasons for wearing a uniform

6. CUSTOMER REQUIREMENTS

CUSTOMERS

Leisure (holidaying, tourism, sports and dining)

- Facilities such as pool, gym, spa
- Local maps
- Tourist information
- Sight-seeing information

Business (meetings, conferences, staff training)

- Taxi from airport
- Express check-in
- IT and wifi
- Meeting rooms

Locals (eating out, leisure facilities)

- Restaurant
- Pool, spa, golf course
- Facilities/meals for children
- Loyalty schemes
- Usually not rooms

Everyone wants:

- Value for money
- Reliability
- Good customer service

CUSTOMER EXPECTATIONS

Who are your competitors?

Are you good value for money?

Environmental and ethical?

- Local produce (less air miles)
- Seasonal food
- Organic



Catering to different diets?

- Healthy options
- Food intolerances

Advertising?

- Instagram, magazines etc.



Keeping up with trends?

- Food trends
- Technology e.g. online check-in and ordering

CUSTOMER DEMOGRAPHICS

(formation about your customers-age, location, income, access needs, time)

Different customers will have different **wants** and **needs**

- Children-play area, highchairs, kid's menu, cots
- Elderly- time to order, traditional dishes
- Locals- who are they? What do they want?
- Income- are your customers rich or poor? Fine dining or meal deals?
- Disabled people- ramps, rails on baths, brail signs
- People in a hurry want quick service

GOOD CUSTOMER SERVICE

What:

- Put the customer's needs first
- Make them feel special
- Make sure they are safe and comfortable

How:

- Train staff
- High standards of customer service
- Customer feedback- feedback forms, TripAdvisor, customer comments book, verbal comments, observation,

Poor customer service

- Stops customers returning
- Makes them go to competitors
- **Loose ratings/awards**
- **Bad reviews** on TripAdvisor

DEALING WITH COMPLAINTS

Do

- **Listen** - note down the facts
- **Empathise** -show you care
- **Apologise** - sincerely!
- **React** - fix the problem
- **Note down**- keep a record

Don't

- Say it's not your **fault**
- **Interrupt**
- **Blame** others
- **Argue**

EQUALITY ACT

Customers have the right not to be **discriminated** against because of:

- Race
- Religion
- Sex
- Being gay
- Being disabled
- Age
- Businesses must provide adequate facilities and not let their customers be harassed

CONSUMER PROTECTION ACT

- **Compensation** against a faulty product that causes injury or death
- **Safety information** must be displayed such as...



CONSUMER RIGHTS ACT

Cannot mislead customers e.g. calling chicken organic when it is not



DATA PROTECTION

- Businesses must keep your data safe and not use it for marketing or share it without your permission



Customer requirements

- Name 3 things that business customers require
- Name 3 things that leisure customers require
- Name 3 things that local customers require
- Name 3 things that everyone wants
- Define demographics
- Name 2 ways in which environment and ethical trends are developing
- Name 2 ways in which dietary trends are developing
- Name 2 technology trends

Customer service

- What does the L of LEARN stand for?
- What does the E of LEARN stand for?
- What does the A of LEARN stand for?
- What does the R of LEARN stand for?
- What does the N of LEARN stand for?
- Give 2 don'ts when dealing with complaints
- How more common are complaints about service rather than product
- Give 3 consequences of poor customer service
- What is good customer service? Give 2 examples
- How is good customer service achieved? Give 2 ways

Consumer protection

- If I sold you chicken as organic and it wasn't what law would I be breaking?
- Which law says that your personal information should be kept safe?
- Which law says you can't leave off safety messages?
- Under the Equalities Act customers have the right not to be discriminated against because of what? (6 things)

7. HEALTH AND SAFETY



HASAWA Health and Safety at Work Act:

RIDDOR Reporting of Injuries, Diseases and Dangerous Occurrences Reg.s



- Serious injuries
- Work related disease
- Gas leaks

MHOR Manual Handling Operations Reg.s



- Keep back straight
- Bend knees
- Feet apart
- Get help
- Use a trolley

PPER Personal Protective Equipment Regulations



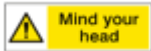
- Gloves
- Goggles
- Face masks

COSHH Control of Substance Hazardous to Health

- Chemicals
- Dust
- Gases



EMPLOYERS MUST:



- Train employees
- Provide PPE
- Provide safety equipment
- Do a risk assessment
- Test and maintain equipment
- Put up signs and label

EMPLOYEES MUST:

- Follow training
- Wear PPE
- Use safety equipment
- Work safely
- Follow H&S rules
- Report any accidents

RISK ASSESSMENTS

- **How high** is the level of hazard (1-5)?
- Multiplied by **how likely** is it to happen (1-5)?
- **Who** is at risk?
- What can be done to **minimise** it?

	Highly unlikely (1)	Unlikely (2)	Possible (3)	Likely (4)	Very likely (5)
Highly unlikely (1)	Low risk (1)	Low risk (2)	Low risk (3)	Low risk (4)	Low risk (5)
Unlikely (2)	Low risk (2)	Low risk (3)	Low risk (4)	Low risk (5)	Low risk (6)
Possible (3)	Low risk (3)	Low risk (4)	Low risk (5)	Low risk (6)	Low risk (7)
Likely (4)	Low risk (4)	Low risk (5)	Low risk (6)	Low risk (7)	Low risk (8)
Very likely (5)	Low risk (5)	Low risk (6)	Low risk (7)	Low risk (8)	Low risk (9)

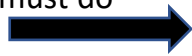
RISK	CONTROL	
Cuts	• Carry blade down • Use the right knife for the job • Safe cutting techniques	Claw hold Bridge hold
Fire	• Staff training • No smoking signs • Fire extinguishers	• Keep grills/ovens grease free • No cloths by ovens • Store flammable stuff safely
Burns	<u>Deep fat fryer safety rules</u> • Use a basket • Do not overfill	<u>Open flames safety rules</u> • Keep cloths away • Keep clothes away
	<u>Oven safety rules</u> • Wear an apron • Use an oven glove	<u>Steam and hot water burns</u> • Use oven glove • Lift lid carefully
Slips, trips and falls	• Keep floors clutter free • Clear up spills	• Wet floor signs • Use a step ladder
Electrocution	• Replace damaged equipment • Get PAT testing	• Do not have wet hands • Unplug before cleaning
Chemical hazards	• Labels and signs • Store safely	
Stress & fatigue	• Monitor employees	• Rest breaks
Bullying & harassment	• Open culture for reporting • Bullying and harassment policies	• Security guards
Assault	• Training on diffusing anger	

Keeping customers safe

Food poisoning	• HACCP, avoid cross contamination, check use-by dates	
Allergic reactions	• Labelling on menus • Avoiding cross contamination	
Burns	• Well fitting lids	
Fire	• Emergency exit signs	• Not serving boiling hot food
Slips, trips and falls	• Wet floor signs • No trailing wires	• Nonslip stairs
Assault	• Training on diffusing anger • Security guards and cameras	

Regulations

- What does HASAWA stand for?
- What does RIDDOR stand for?
- What does MOHR stand for?
- Give 4 rules for lifting
- What does PPER stand for?
- Give 3 examples of PPE
- What does COSHH stand for?
- Give 2 things covered by COSHH
- Name the symbols
- Give 4 things an employer must do
- Give 4 things an employee must do
- Name the COSHH symbols



Risks and controls

- How is a risk worked out?
- Give 2 controls against cuts
- Name 2 safe cutting techniques
- Give 2 controls against fire
- Give 2 controls against burns from deep fat fryers
- Give 2 controls against slips, trips and falls
- Give 2 controls against chemical hazards
- Give 2 controls against stress and fatigue
- Give 2 controls against bullying and harassment
- Give 1 control against assault
- Give 1 control against food poisoning of customers
- Give 1 control against allergic reaction occurring in customers
- Give 1 control against customers burning themselves
- Give 1 control against customers burning to death in a fire
- Give 1 control against customers being assaulted

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8. FOOD RELATED ILL HEALTH

CHEMICAL

- **Bleach** - store safely
- **Cleaners**-label
- **Pesticide**- wash fruit and veg.



PHYSICAL

Anything solid that shouldn't be in the food e.g:

- Sticks, screws



ALLERGY

Immune reaction causes rashes, swollen lips and throat, and death from anaphylactic shock

- Eggs
- Fish & shellfish
- Dairy
- Gluten
- Nuts & peanuts
- Soya
- Mustard
- Fruit & vegetables
- MSG
- Aspartame



Anaphylactic shock

- Call 999
- Treat with EpiPen



Avoid contamination

- Labels
- Hand washing
- Colour coded equipment



INTOLLERANCE

Problems with digestion causes stomach-ache, sore joints etc.

- Coeliac- gluten
- Lactose- dairy



BACTERIA



-keep food out of the danger zone (5-63 c)

NAME	FROM	SYMPTOMS
Bacillus cereus		Nausea Vomiting
Campylobacter		Stomach pain Diarrhoea
Clostridium perfringens		Diarrhoea Vomiting Fever
E-Coli		Bloody diarrhoea Sometimes death
Listeria		Flu-like symptoms Miscarriage
Salmonella		Vomiting, fever Sometimes death
Staphylococcus aureus		Severe vomiting Diarrhoea

SYMPTOMS

Non-visible

- Nausea
- Stomach ache
- Constipation
- Painful joints



Visible

- Vomiting
- Diarrhoea
- Weight loss
- Death
- Sweating



THE ENVIRONMENTAL HEALTH OFFICER

Responsibilities

- Enforcing the Food Safety Act
- Inspecting businesses and giving ratings
- Giving feedback to businesses
- Investigating complaints
- Following up outbreaks of food poisoning
- Taking photos and samples
- Giving evidence in court



Actions they can take

- Can enter any premises without warning
- Formal inspection letter
- Hygiene improvement notice
- Emergency prohibition notice
- Seize of food
- Take enforcement action (court)

KEEPING FOOD SAFE

- Clean hands, clothes and nails
- Don't work if sick
- Clean as you go
- Separate raw and cooked food
- Chill to below 5°C
- Cook to over 75°C
- Hot hold above 63°C
- Freeze to below -18°C
- Dispose of waste
- Use pest control
- Use HACCP



FOOD LABELLING REG.S

- Use-by /best-before date
- Ingredients list
- Allergen information
- Nutritional information
- Manufacturer
- Storing and cooking instructions
- Country of origin

BACTERIA: NEEDS AND CONTROLS

Warmth- usually 37°C

Chill to less than 5°C



Water

Dried food Add sugar or salt

Food- mostly animal sources

Cook meat well

Time

Use by use -by-date Cook & chill quickly

HACCP

Food safety plan showing due diligence-

Hazard Analysis Critical Control Points

How?

1. Create a flow chart showing each stage in the preparation
2. Identify hazards (physical, chemical, biological)
3. Say what can be done to control or prevent hazard



Red- high calorie/fat/sat /sugar
Amber- medium. calorie/fat/sat /sugar
Green- low in calories/fat/salt/sugar

% recommended intake and serving size



of an adult's reference intake
Typical values (as sold) per 100g: 697kJ/ 167kcal

Types of contamination

- Give 1 example of a physical contaminant
- Give 1 example of how chemicals can cause food poisoning
- Give 2 examples of how chemical contamination can be avoided
- Name 4 common food allergens
- Between what temperatures is the danger zone when bacteria multiply most rapidly?
- Give 4 things bacteria need to survive and multiply

EHO and food safety

- What does EHO stand for?
- Give 4 responsibilities of the EHO
- Give 3 actions that they can take
- What does HACCP stand for?
- What is HACCP?
- Give 4 ways of keeping food safe

Food labelling

- Give 3 things that must appear on a food label
- What does the traffic light system measure?
- What else does it show?

What food poisoning bacteria am I?

- I live on rice and cereals and cause nausea and vomiting
- I live on cooked meat and cheese and cause flu like symptoms and sometimes miscarriage
- I live on hands and can cause severe vomiting and wound infection
- My symptoms include bloody diarrhoea. I can be found on minced beef and unwashed hands
- I live on chicken and eggs and cause vomiting and fever
- Name the other 2 bacteria

9. RECOMMEND & JUSTIFY PROVISION

TARGET CUSTOMERS

Families with children under 12 want:

- Cheap food
- Cheap accommodation
- Entertainment- soft play area
- Babysitting services
- Simple food- pizza, nuggets, kids meals
- Quick and simple service e.g. counter
- Stickers and themed food

Families with teenagers want:

- Fairly cheap
- Family entertainment e.g. films, pool
- Simple food- pizza, chicken nuggets
- Quick and simple service e.g. counter
- Free wifi

Groups e.g. school trip want:

- Lots of cheap accommodation
- Cheap things to do in the day
- Sporting activities
- Packed lunches
- Snacks
- Cheap evening meal

Overseas customers want:

- Multilingual receptionist
- Airport transfer
- Heritage sites

Leisure customers want:

- Nice hotel and fine dining
- Spa, pool, beautician
- Golf course
- Nice shops
- Sight-seeing

Elderly people want:

- Cheap
- Comfortable rooms
- Entertainment- cabaret, bingo
- Traditional meals
- Waitress service
- Tea and coffee and a nice sit down

Couples want:

- Romantic rooms e.g. 5* or boutique hotel
- Fine dining
- Breakfast in bed
- Peace and quiet- no kids
- Facilities e.g. pool, beautician
- Sight seeing

Single customers want:

- Cheaper, possibly single rooms (don't have to pay supplement)
- In house restaurant
- Entertainment
- Friendly
- Activities

Disabled customers want:

- Ramps and lifts
- Wifi to check accessibility to tourist sights etc.
- Good transport links
- Disabled access bath/shower

Business customers want:

- Meeting rooms wifi and IT
- Single comfortable rooms
- Healthier options than take-aways all the time
- Tea and coffee
- Not too expensive or too cheap
- Good transport links

Locals want:

- Sunday roast
- Children's meals
- Reward schemes

Students want:

- Cheap
- Free wifi
- Takeaways
- Vegetarian/vegan options
- Pub
- Coffee
- Music

Wedding parties want:

- Fine dining
- Cake
- Disco
- Decorations
- Accommodation for guests
- Bridal suite
- Somewhere nice to take photos

Young professionals want:

- Pubs
- All types of food
- Stylish hotels
- Coffee
- Wifi

Walkers/cyclists want:

- High carbohydrate, simple food
- Comfortable beds
- Drying room

Office workers want:

- Cheap and healthy food
- Fast service

9. RECOMMEND & JUSTIFY PROVISION



PROVISION-FOOD AND DRINK

	Provision	Advantage	Suitable for
Expensive	Fine dining restaurants	Waiter service Good range of food and drinks	Weddings Tourists
	Banqueting hall	Quick Low waste Cheaper than fine dining	Weddings
Mid- range	Mid-range restaurant Bistro Pop up	Cheaper than fine dining Waitress service Wide choice	Everybody- not students
	Deli /salad bar	Healthier options Quick service	Everybody Office workers
	Pub	Comfortable Good portion sizes Caters for families	Families Young professionals Students
Cheap	Café	Cheaper Wide choice Waiter service	Everyone- not weddings or business
	Fast food restaurant (e.g. burgers) Takeaway	Quick Fresh food made to order Does home delivery	Everyone- especially students and office workers
	Tearoom and coffee shop	Quick Free wifi	Everyone Students Office workers
	Food stall/van	Convenient Open late	Students Music and sports events
	Vending machine	Convenient Open 24 hours Needs no staff	Festivals Sports and music events



PROVISION-ACCOMMODATION

	Provision	Advantage	Suitable for
Expensive	5* hotel	Fine dining restaurant 24 hour service Facilities e.g. pool	Couples Rich people Weddings
	Boutique hotel	Romantic Stylish Usually good food	Couples Rich people Weddings
	Glamping	Romantic More comfortable than camping	Couples Weddings
Mid- range	Mid-range hotel	Comfortable All basics available Will have some facilities	Everyone Families Business
	Guesthouse B&B	Friendly service Good value for money Breakfast provided	Everyone
	Holiday park	Pool Café Kid's area Entertainment	Families groups
Cheap	Campsite	Very cheap Friendly Showers	Families Groups
	Youth hostel	Meet like-minded people Usually has wifi Café or self-catering	Families Students Walkers
	Budget hotel	Comfortable Good locations Tea and coffee making facilities	Walkers Families Groups

Target customers

- Name 3 things that families with children under 12 want
- Name 3 things that families with teenagers want
- Name 3 things that groups want
- Name 3 things that overseas visitors want
- Name 3 things that leisure customers want
- Name 3 things that elderly people want
- Name 3 things that couples want
- Name 3 things that singles want
- Name 3 things that disabled customers want
- Name 3 things that business customers want
- Name 3 things that locals want
- Name 3 things that students want
- Name 3 things that wedding parties want
- Name 3 things that young professionals want
- Name 3 things that cyclists/walkers want
- Name 3 things that office workers want

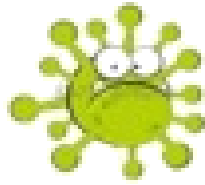
Types of provision

- Name 2 advantages of fine dining restaurants
- Name 2 advantages of cafes
- Name 2 advantages of fast food
- Name 2 advantages of a 5* hotel
- Name 2 advantages of a holiday park
- Name 2 advantages of a guesthouse or B&B
- Name 2 advantages of camping

Justify provision

- Name 2 expensive food and drink provisions
- Name 2 mid-range food and drink provisions
- Name 2 cheap food and drink provisions
- Name 2 expensive accommodation provisions
- Name 2 mid-range accommodation provisions
- Name 2 cheap accommodation provisions

Glossary



A

Allocation- job description and responsibilities

Ambience- the feel of a place- décor, friendliness etc.

Ambient temperature- room temperature (37 degrees centigrade)

B

Beverage- drink

Bonus- extra money for working

Buying in bulk- ordering a lot of stuff in order to get it cheaper
e.g. a sack of flour instead of little bags

C

Chain-several establishments with the same name owned by the same person

Chef de partie- chef of a food section e.g. sauce

Climate change –changes in the planet's temperature from burning fossil fuels

Commercial-an establishment that is operated for profit

Communicator- someone who can talk to people and be understood

Condiment-sauce such as mayonnaise, mustard or ketchup

Contract – written agreement in law

Consortium-a group of cooperating companies, could be different brand names

Corporate-refers to a group of businesses

COSHH- control of substances hazardous to health

Counter service -cafeteria, fast food, take away, buffet

Critical limit- how much level of risk is acceptable

D

Danger zone- 5°C-63°C. Where bacteria multiply quickest

Demographics- who your customers are and what they like and need

Domestic manager- another name for head housekeeper

Dormant- not multiplying

Due diligence- taking all precautions

E

EHO- environmental health officer

Employee- someone with employment contract

Employer- someone who hires staff

En suite- “ in the room” referring to whether rooms have a bath/shower/toilet attached to the room

EPOS- electronic point of sale- keeps cash and orders accurate

Establishment-A hospitality or catering outlet . May be a pub, restaurant, hotel, café etc.

F

Facility- something that makes life easier or better

Farm to fork- food that can be traced back through all stages of production

Food miles -the distance food is transported from the farm. Uses fossil fuels.

Food provenance- knowing where food comes from

Fossil fuels-coal, oil, gas. Release carbon dioxide when burnt which causes greenhouse gasses.

G

Greenhouse gasses-cause global warming. Carbon dioxide from food miles, or methane from animal farming and waste food.

H

HASAW- Health and Safety at Work Act

Hot holding- keeping food at 63°C or above for a maximum of 2 hours

Hospitality-looking after people. Providing a service that includes accommodation, food and drink

I

Impulse buying- buying something when you didn't go in to buy that thing

Initiative- doing things without being asked to

In-house-services or good provided by a company without using outside providers

L

Landfill- rubbish including food and packaging when dumped

Locally sourced- from nearby farms, saves on food miles

Management -a level of employment where the employee is responsible for other employees and an area of the business

M

Methane- greenhouse gas produced by animal farming and food in landfill

MHOR- Manual Handling Operations Regulations

Millennials- people aged 24-34, like good wifi, locally produced food and trendy bars, hotels and restaurants

N

Nausea- feeling sick

Non-residential-an establishment that does not provide beds to its guests such as a restaurant

O

Operatives-workers without responsibility for other employees

Outlet-Multi establishment organisations may refer to its individual establishments as outlets

P

Pathogenic- poisonous

PPER- Personal Protective Equipment Regulations

Permanent- for ever

Primary market- buying direct e.g. from farmers and bakers

Proposal-reason for a business

Provision- food or accommodation

Punctual- on time for work

R

Remuneration – pay, tips, and bonuses for working

Residential-A type of establishment where there is a bed e.g. hotel

RIDDOR- Reporting of Injuries Diseases and Dangerous Occurrences Regulations

S

Seasonal/casual worker- employed only at busy times

Secondary market- wholesaler like cash and carry or fish market

Section- area of the kitchen where 1 thing is made e.g. desserts

Section chef- chef de partie

Service-how food is served and presented to the customer e.g. counter or plate service

Sous chef- second in command

Spore- protective shell a bacteria makes when cooked. Produces toxins.

Sustainable diet- diet based on plants which has a minimal environmental impact. Saves on food miles and greenhouse gasses from animal farming.

T

Table service-plate service, family service, silver service, gueridon

Target customer- who are you providing beds/food/drink for?

Tertiary market- small supplier (local shop) who buys from secondary markets

Toxic- poisonous

Toxin- poison

Tray service-room service, hospitals

Trolley service-planes, room service, gueridon

Turnover- the amount of stuff sold or provided to customer

V

Venue-location where an event takes place

W

Worker- someone hired without a contract