

Unit 1

The Hospitality and Catering industry

WJEC LEVEL 1 / 2 AWARD in
HOSPITALITY AND
CATERING A

LO2

Understand how Hospitality and Catering provisions operate

Exam June

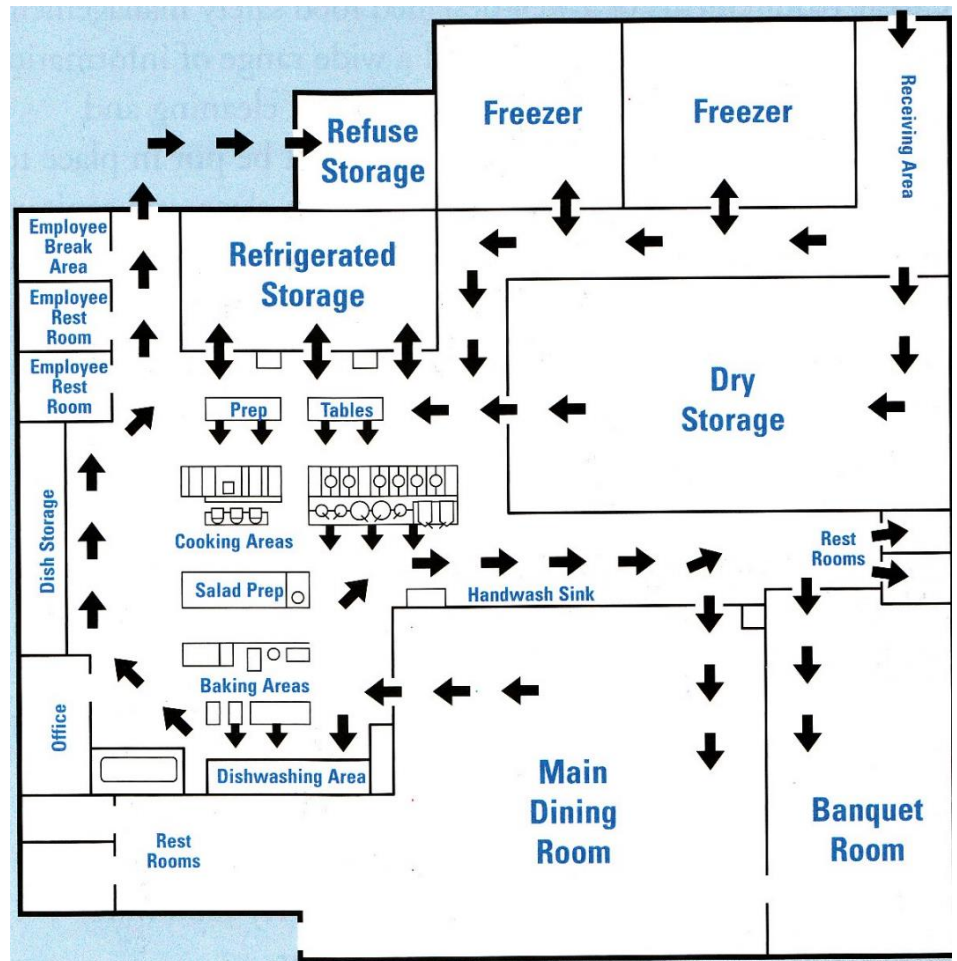
90 mins

40% overall grade



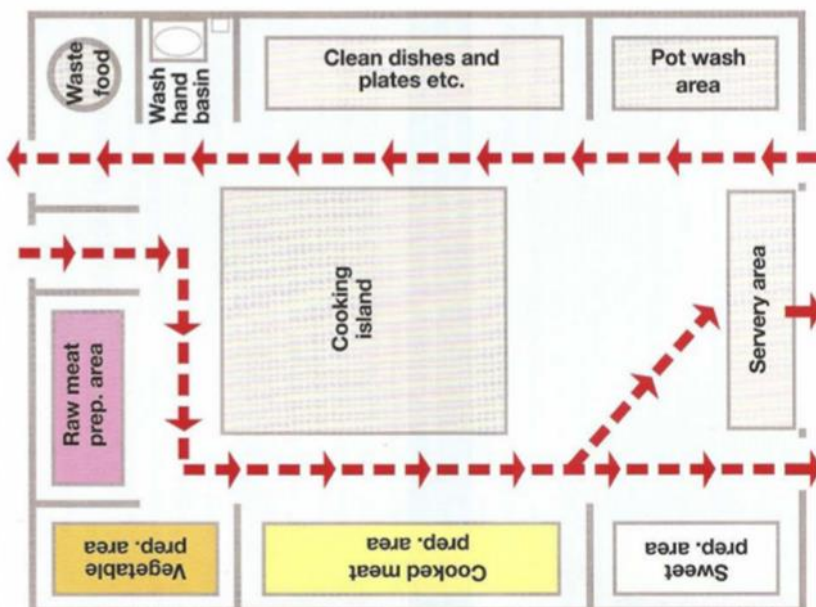
AC2.1 Describe the operation of the kitchen

- layout;
- work flow;
- operational activities;
- equipment and materials;
- stock control;
- documentation and administration;
- staff allocations;
- dress code;



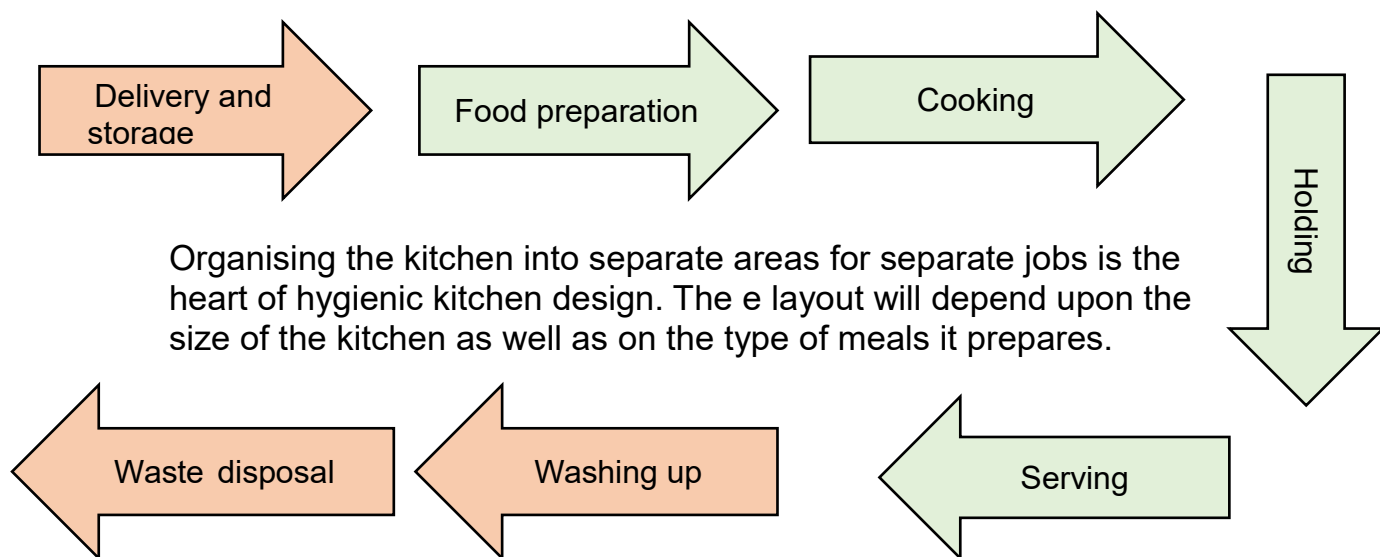
Kitchen workflow

Workflow in the kitchen should follow a logical process by using different areas so that the clean stages in food production never come into contact with the “dirty” stages



1. Delivery
2. Storage
3. Food preparation
4. Cooking
5. Holding
6. Food service area
7. Wash up
8. Waste disposal

Workflow



Organising the kitchen into separate areas for separate jobs is the heart of hygienic kitchen design. The layout will depend upon the size of the kitchen as well as on the type of meals it prepares.

Delivery	<ul style="list-style-type: none"> • Ensure vehicles have access to the premises • Space for a goods check in area before entering the kitchen
Storage	<ul style="list-style-type: none"> • Store close to the delivery area so delivery personnel do not enter the food preparation areas • Bulk suppliers may have minimum orders which need a lot of storage
Food preparation	<ul style="list-style-type: none"> • Food preparation area should be between storage and cooking areas • Separate different processes eg raw meat separate from pre prepared foods. • Separate high risk food area • Need sinks, pot wash facilities and hand washing • If separation by area is not possible, then do all preparation before cleaning down for cooking
Cooking	<ul style="list-style-type: none"> • Consider requirements of menu and ability of staff • Flow must suit style of service eg fryers and grills near to point of service for fast cooking and bulk cooking further away • Need worksurface beside cooking equipment so there is somewhere to put foods down • Gas and electric supply near to cooking equipment
Holding	<ul style="list-style-type: none"> • Needs to be near food service area • Hot holding needs food to be over 63C • Cold holding in chillers eg desserts
Food service	<ul style="list-style-type: none"> • Should be located close to the cooking process so handling is minimised • Area for plating up if A la Carte restaurant • Replenish food during service for buffets and counters
Washing up	<ul style="list-style-type: none"> • Space for sinks and dishwashers • Area for dirty items before washing and for clean items after washing needs to be segregated to prevent cross contamination • Ventilation to remove steam
Waste disposal	<ul style="list-style-type: none"> • Try to keep separate from food preparation area • Storage that gives pest prevention

Stock control

Perishable food and products that do not stay fresh for very long

- Fresh fruit, vegetables
- Dairy products
- Meat and fish
- Only buy enough to last a few days because they will not last
- FIRST IN FIRST OUT- stock rotation



Staple foods and supplies that are canned, bottled, dried or frozen

These have a longer shelf life and so do not need to be purchased as frequently. Larger amounts can be bought to get cheaper prices and can be stored .

- Condiments,
- Canned vegetables
- Frozen foods including meat, fish and deserts
- Sauces
- Flour, sugar, fat,oil
- FIRST IN FIRST OUT stock rotation



Stock control rules

- Incoming food should not be accepted if its packaging is seriously damaged exposing the product to the risk of contamination or if the food is obviously contaminated
- Incoming food must not be accepted if its 'use by' date has expired
- In terms of good practice, you may also wish to consider rejecting stock beyond its 'best before' date
- Stored food must not be used if its 'use by' date has expired
- High risk food which has been removed from its packaging should be re-labelled with a new suitable 'use by' date, based on manufacturer's instructions
- High risk foods prepared on the premises and then stored for later use should be labelled with an appropriate 'use by' date
- Stock should be rotated on a first-in-first-out basis and damaged stock removed from the main storage area
- Dried food should be stored in large waterproof containers and should not be topped up with new stock. Ensure that the existing food is used first
- Keep food that can cause allergic reaction separate from other foods. It is vital not to lose the product description and traceability following unpacking, decanting and storage. (refer to the **Cross Contamination Prevention House Rules**)

Documentation and Administration

Types of Kitchen Documents

- Temperature charts – fridge, freezer, display, point of sale. Taken at least twice per day.
- Time sheets – logging staff working hours
- Accident report forms – used to report any accidents and near misses
- Food safety information – blast chill records, food related incidents and cleaning rotas
- Equipment fault reports – What was the issue and how was it dealt with.
- Stock usage reports– order books, stock control sheets, requisition books, invoice, delivery notes

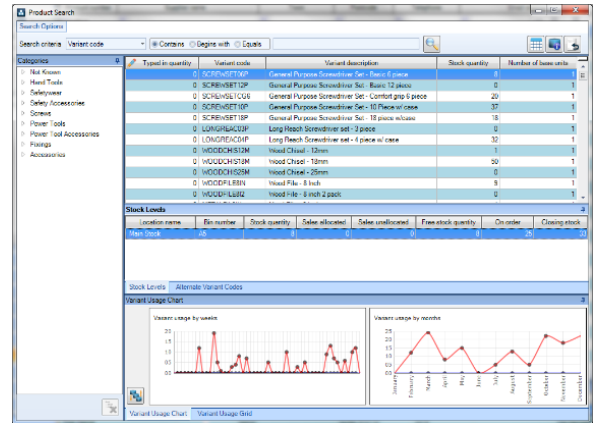
Door Camp & Military Injuries Institute Accident and Emergency Policy and Procedures

Appendix A

Accident & Emergency Report Form

Date & Time of Session	
Name of Venue	
Name of Instructor(s)	
Name(s) of Injured Party/Parties	
Brief Details of Occurrence	
Extent of Injury or Diagnosis	
Action Taken	
Advice Given	
Any Other Pertinent Information	
Signature of Injured Party/Parties	
Name(s) of Witness(es) (If applicable)	
Signature(s) of Witness(es) (If applicable)	
Signature of Instructor(s)	

Through Deeds Not Words - 5 - [4] 2013



Some information is confidential or sensitive ie staff personal information

There is a legal requirement under the data protection act to store this type of information securely

Importance of documentation

Why must they be completed?

1. Maintaining organisational procedures
2. Safety of staff and customers
3. Legal requirements
4. Complying with food safety legislation
5. Complying with accounting and taxation practices

Weekly Temperature control chart															
Refrigerator/Freezer Temperatures															
Appliance	Monday		Tuesday		Wednesday		Thursday		Friday		Saturday		Sunday		Initials
	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm	am	pm	
Fridge 1															
Fridge 2															
Fridge 3															
Fridge 4															
Fridge 5															
Fridge 6															
Fridge 7															
Fridge 8															
Freezer 1															
Freezer 2															
Freezer 3															

Delivery Temperatures								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Initials
Supplier								
Temperature								

Recorded Food Temperatures								
	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Initials
Product								
Temperature								

Fault Report Table

Fault No. 100 Eng. 10 Month 20 Year No. 00

Company Information	Engineer
Fault reference time	Fault register time
Who found the fault	How to contact you (Tel or Email)
Fault report external time	Fault Name
Fault Symptom	
Solution Progress and Result	
Fault Cause	
Known Issue Fault Handling Sign. 2002	
System State after the Fault Repaired	

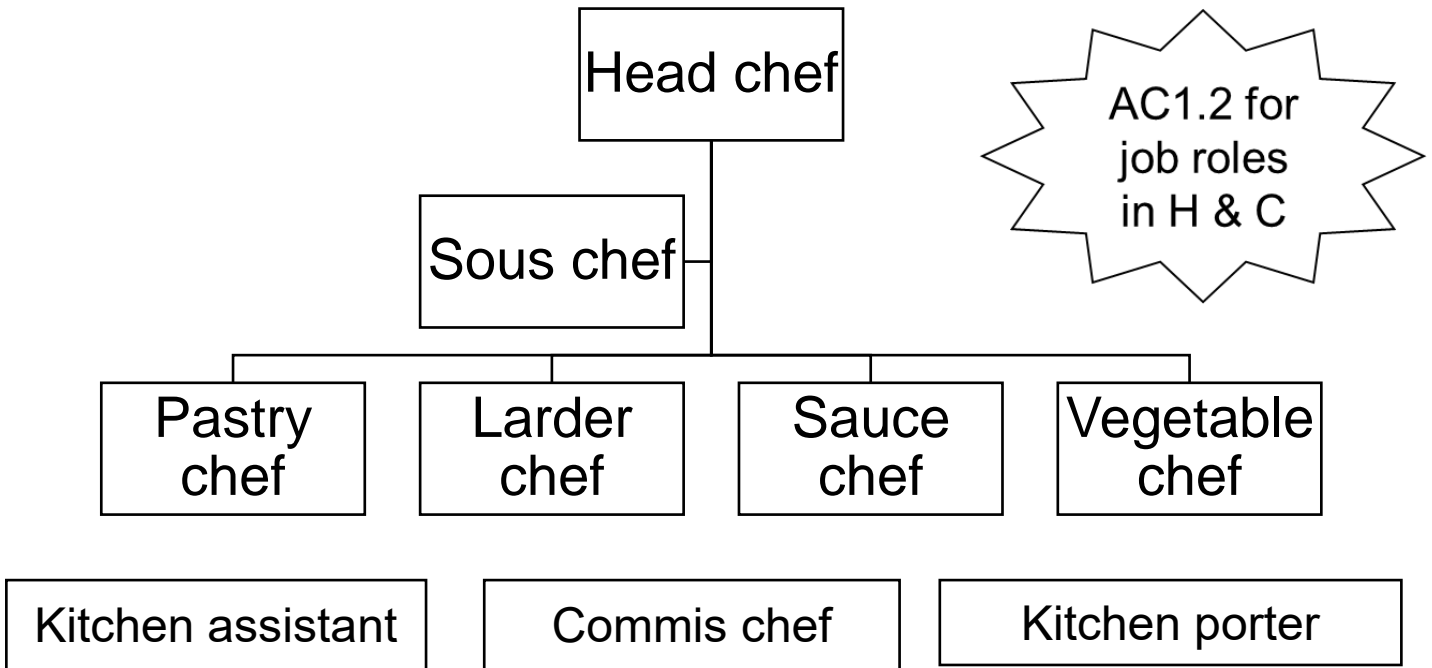
Complete kitchen documents:

- They must be legible (readable)
- At correct interval (daily, hourly)
- Completed accurately
- They must be signed and date.

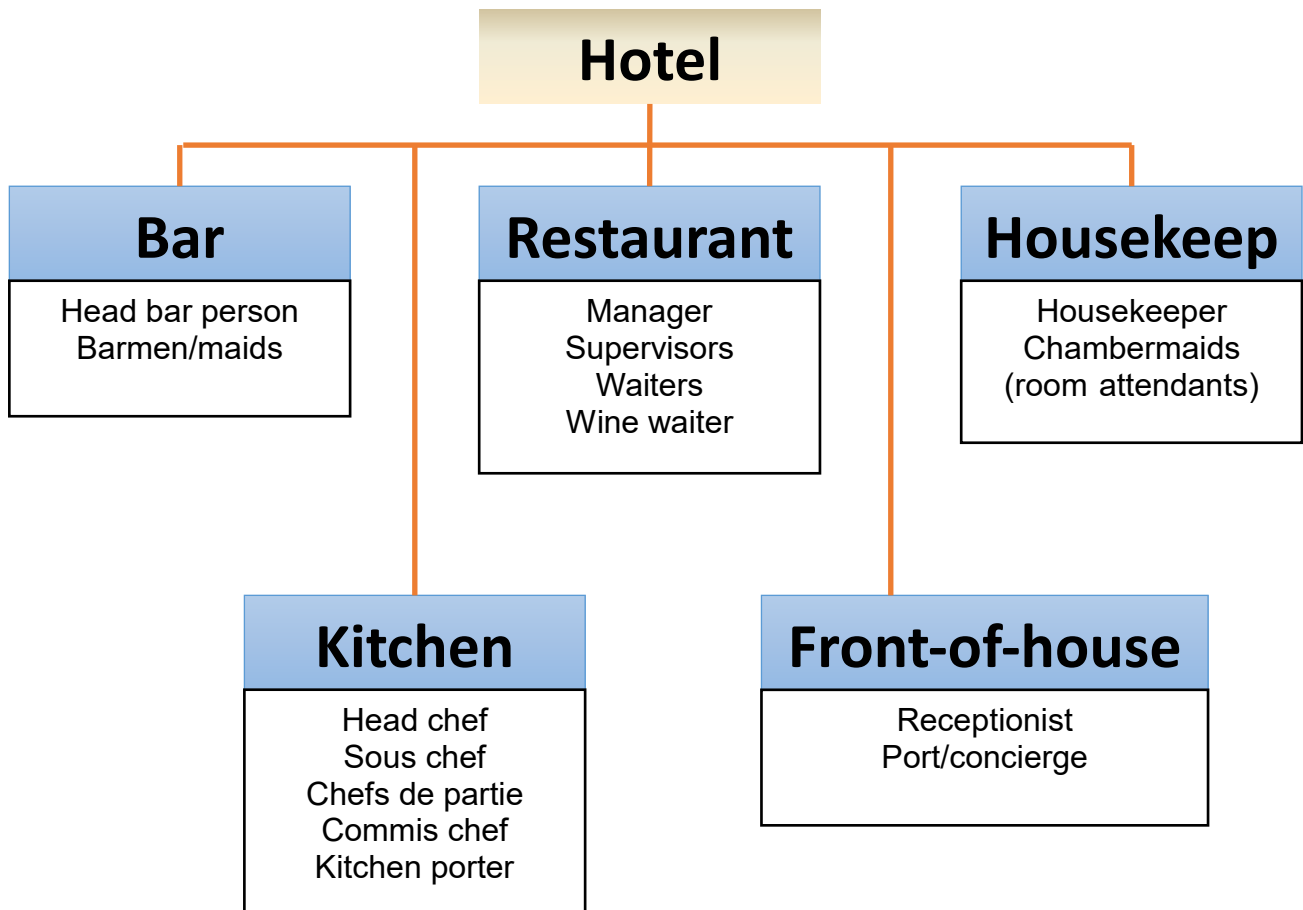
Where do you get kitchen documentation from?:

- Purchased from stationers
- Designed in-house
- Central purchasing

The kitchen brigade



Traditional staff structure in a hotel



The kitchen brigade

1. Executive Chef (Chef de Cuisine) In charge of the whole kitchen
2. Second Chef (Sous Chef) Directly in charge of production
3. Pastry Chef (le patissier) Prepares pastries and desserts
4. Larder Chef (le garde manger) Responsible for cold foods, including salads and dressings
5. Sauce Chef (le saucier) Prepares sauces, stews & hot hors d'oeuvres
6. Vegetable Chef (l' entremetier) Prepares vegetables, soups, starches and eggs
7. Assistant Chef (commis chef) Helps in all areas of kitchens, doing basic jobs
8. Kitchen porter Cleans up after chefs and does the washing up

Kitchen Dress Code

A chef's uniform is more than a fashion statement. Each component plays a specific role in protecting from potential dangers common in most kitchens

Chef's uniform

- Chef's jacket
- Chef's pants
- Hat
- Neckerchief
- Apron
- Hand towel
- Slip-resistant shoes

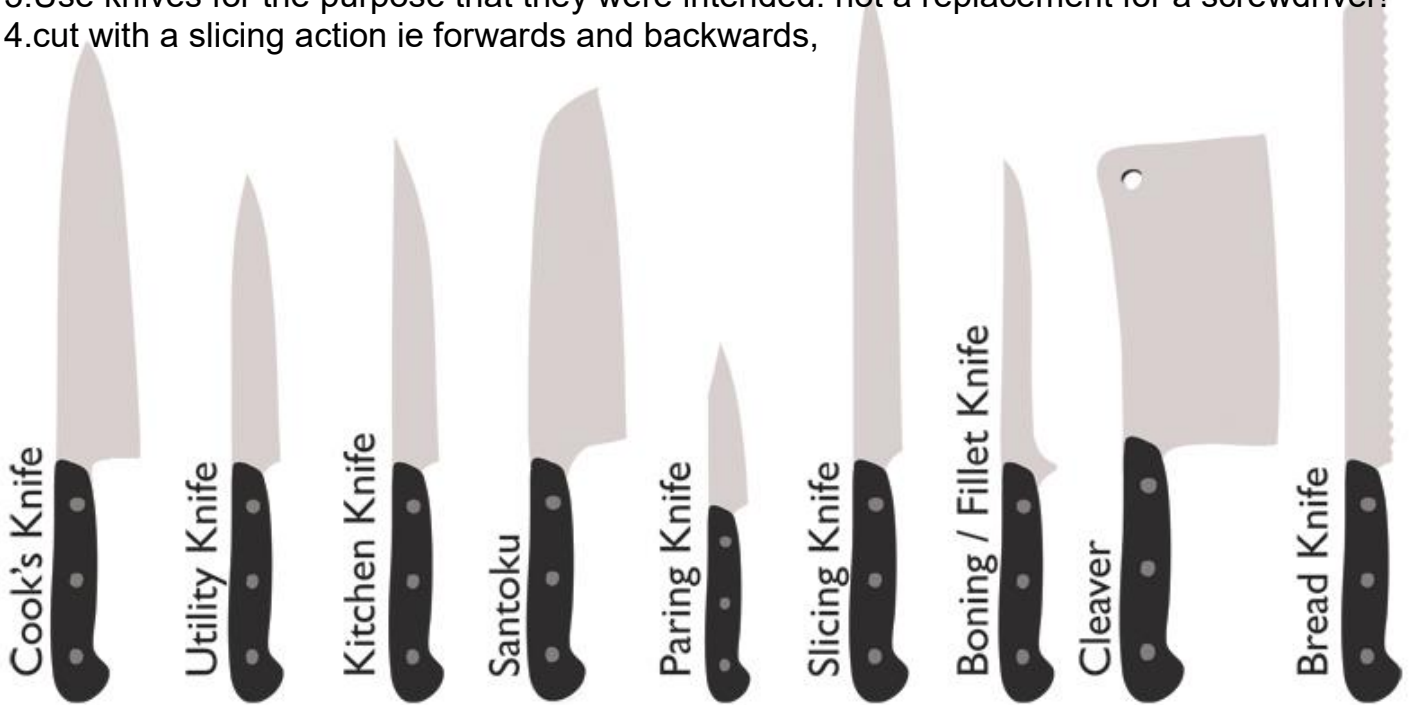
Where an item of clothing is for personal protection while doing the job then the employer must provide it free of charge



AC2.1 Describe small and large equipment

Knives

1. Store knives safely so you don't cut yourself accidentally
2. Clean knives after each use. gently scrub the knife, then wash it off with hot water. Dry with a clean cloth
3. Use knives for the purpose that they were intended. not a replacement for a screwdriver!
4. cut with a slicing action ie forwards and backwards,



Pans

PANS: Use the right size pans. If any food sticks to the pan, soak in water

TEFLON lined pans: Avoid scrubbers which scratch, steel spoons and slicers as they cause the items to loose their non-stick quality always use a wooden spoon.

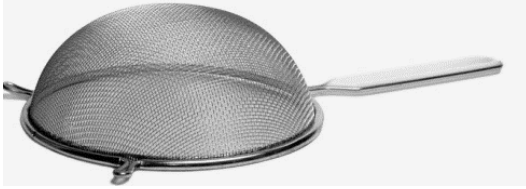


BOWLS / DISHES Use the right bowl for the dish. Wash and wipe dry after every use.



WHISKS special attention should be paid to where the wires meet at the base. Do not bang

SIEVES / STRAINERS / COLANDERS: Wash immediately after every use



WOODEN : Scrub with a brush & hot water. Dry thoroughly. If items are left wet, cracks can appear. Do not use broken wooden spoons as it can leave shavings in the food.

PLASTIC: Jugs, etc should not be kept near direct heat as it can discolour or melt



Handling small equipment:

- 1)** Do not apply too much pressure while handling these equipment as they can break easily.
- 2)** Always wash and wipe well after each use personally. Do not put these in the wash up area as it can be misplaced or broken.
- 3)** Keep in the correct and safe place of the kitchen for the others to use.

Large Equipment

Depending on the type of establishment the equipment may be similar size and type to domestic equipment or larger scale for mass catering
All pieces of equipment are used more than domestic kitchen ware so need to have the following qualities

- Hard wearing
- Easy to store
- Easy to clean
- Economical to use
- Suitable size for establishment

Mixing



Frying



Grilling



Baking



Toasting



Chilling



- 1) Equipment must be turned off before cleaning.
- 2) Use correct cleaning materials.
- 3) Any specific instructions should be observed.
- 4) After cleaning, washing & drying the equipment & parts thoroughly reassemble and check that it is ready for use.
- 5) Any attachments should be stored correctly.
- 6) Ensure there is no particle of food left in the equipment, or else it can contaminate other foods when the machine is next used.
- 7) In the event of equipment not working satisfactorily, do not ignore it; report the fault

OVENS/HOBS

- Avoid spills and water, it can lead to a short circuit. To clean switch off electric supply.
- Do not use more water than necessary.
- Clean thoroughly and remove parts that can be cleaned separately & fit them correctly.
- Dry thoroughly when cleaned.



GRILLS/ SALAMANDERS

Ensure the tray beneath the bars are clean.

- Switch off electrical supply and clean the bars thoroughly, as well as the top.
- Do not clean when hot.



MIXERS

Ensure the parts underneath the arm are cleaned

- Switch off electrical supply and clean the blade/whisk thoroughly, as well as the top.
- Do not clean when moving



FRYERS

- Check the level of oil is above the heater coils.
- Avoid spilling any water in the oil.
- Do not overheat the oil..
- When cool, drain off the oil into a container
- Lift up coils and take out containers & wash thoroughly.
- Rinse & dry well. add clean oil.



BAIN MARIE:

Ensure there is water at all times when the Bain Marie is on.

- Do not let the water boil vigorously.
- drain off the water, clean thoroughly with hot water & detergent
- rinse & dry. Refill with clean water.



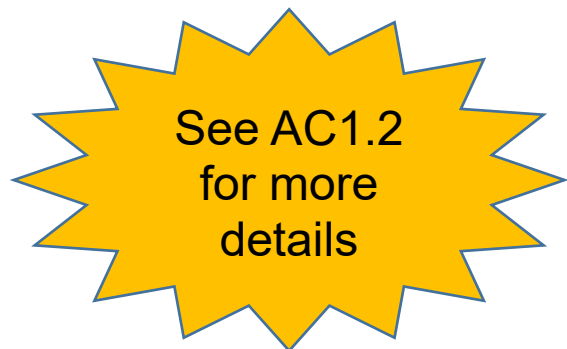
HOT PLATES

- Avoid spilling water on surface
- switch off parts, which are not being used.
- Cool hot plates before cleaning the sides with a wet cloth and detergent.
- Dry with a cloth



AC2.2 Describe the operation of front of house

- layout;
- work flow;
- operational activities;
- equipment and materials;
- stock control;
- documentation and administration;
- staff allocations;
- dress code;
- safety and security



Food can be served in many ways. The type of service depends on the following factors:

- The type of establishment or where it is
- The type of food or menu being served
- The cost of the meal or food
- The time available for the meal
- The type of customer
- The number of customers expected
- The availability of skilled serving staff

Table service

Method	Description	Comments
Plate	Pre-plated meals from the kitchen Can be a basic plated meal or a decorated nouveau cuisine style	From café's to luxury restaurants Good portion control methods Consistent presentation of food Relies more on skilled kitchen staff than the skill of serving staff Time consuming for the kitchen
Family	Dishes are put on the table where spoons are provided and the customers serve themselves. Suited to ethnic restaurants such as Indian, Chinese	Sociable Less portion control Easy and quick to serve Suits families with young children Needs big tables to fit all of the dishes on
Silver	Food is served by the staff using spoon and fork	A more personal customer experience Can be slow service Portion control may fluctuate Staff costs are high as it needs more staff
Gueridon	Food is served from a side table or a trolley using a spoon and fork Sometimes dishes are assembled or cooked in front of the customer	Very specialist, skilled service Individual attention Very high staff and menu costs Time consuming

Counter service

Method	Description	Comments
Cafeteria (free flow)	A single long display counter but can sometimes be multiple counters	Queuing is often required It can be fast so can produce a high turnover A simple, basic experience for customers There can be impulse buying from displays Low skill of serving staff
Buffet	Set up in a room usually along one long table. It can be self service or staff can serve customers. Carvery service is where joints of meat are carved in front of customers and plated	Creates a more informal function than plated or silver service meals It can be fast and simple Poor portion control Needs efficient clearing away of crockery
Fast Food	Takeaway with eat-in areas where customers collect food from one small counter	A quick and simple method of service Can be a very high turnover of food Often a limited choice of menu Use of disposable packaging and utensils because of the type of food and service

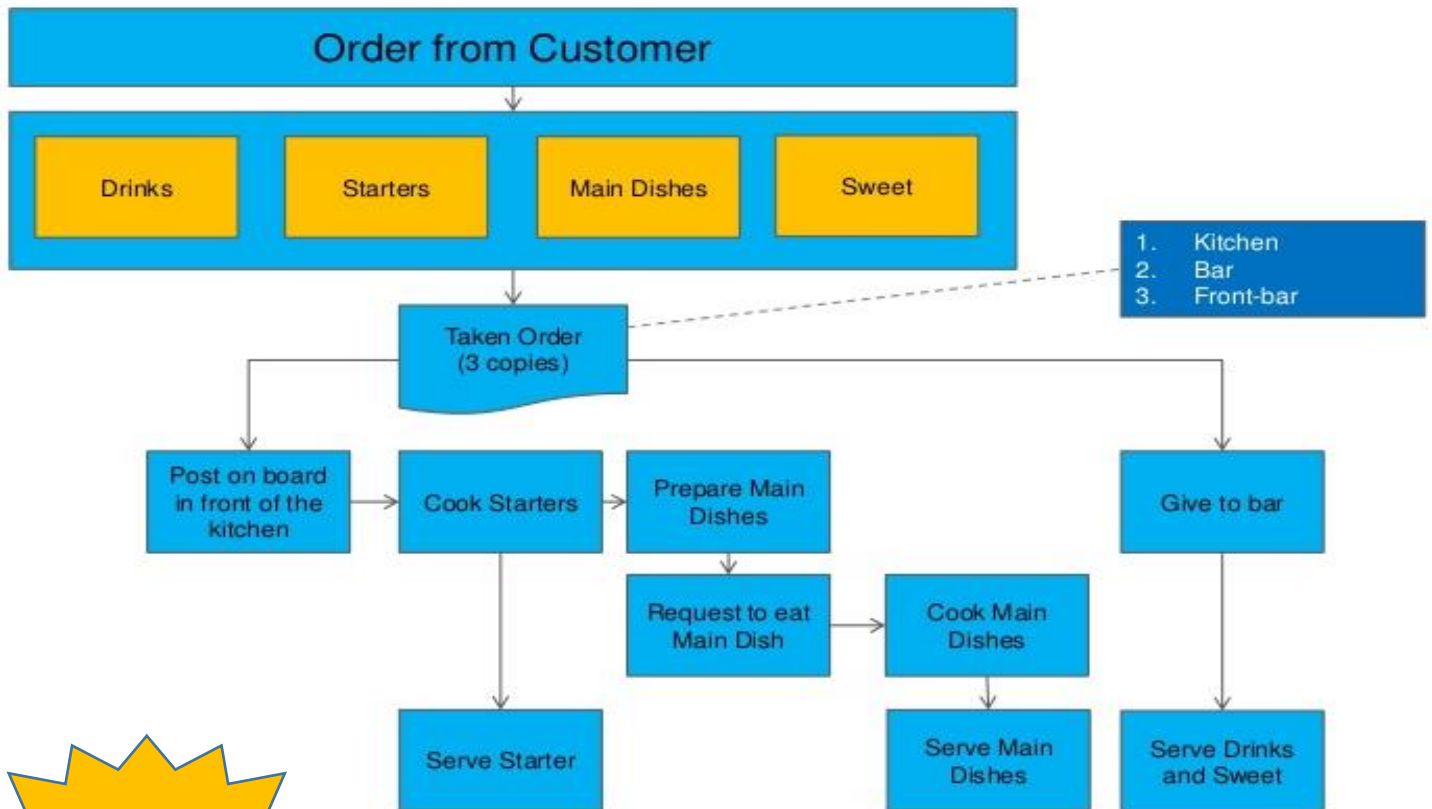
Personal service

Method	Description	Comments
Tray or Trolley	An assembled meal provided or a choice of food and drink from a trolley	Available where needed
Vending	Sold from a machine	24 hour service if required
Meal delivery	Ordered meals are delivered by the establishment	Drinks, snacks and meals can be offered including hot meals

Restaurant



Workflow between Front of house & Kitchen



See AC1.2 for more details

Restaurant manager

- The restaurant manager is in overall charge of the restaurant,
- Takes bookings, relays information to the head chef, completes staff rotas, ensures the smooth running of the restaurant

Maitre d'Hôte



Head waiter (ess)

- Second in charge of the restaurant,.
- Greets and seats customers, relays information to the staff,
- Deals with complaints and issues referred by the waiting staff.

Wine waiter

Le sommelier

- Specialises in all areas of wine and matching food, advises customers on their choices of wine,
- Wine waiters serve the wine to the customer and can advise customers on their choices as well

Waiting staff

- Serve customers, clear and lay tables, check the customers are satisfied with the food and service.
- May give advice on choices from the menu and special order foods



Personal attributes



See AC1.2 for more details

Staff allocation

The restaurant manager must define the tasks that staff must perform Consider

- The size of the restaurant,
- Flow of customers, type of clientele and
- Menu offerings
- Different skills and personnel requirements related to changes of volume and customer preferences.



Each employee must have a Clear job description which enables the restaurant manager to ensure that the duties assigned to staff members do not overlap and to control staffing costs

The restaurant manager allocates the number of personnel to shifts according to the demand forecasts for the day.

Mon 03	Tue 04	Wed 05	Thu 06	Fri 07	Sat 08
		12:00 PM - 4:00 PM Team Leader		7:00 AM - 3:00 PM Team Leader	
		3:00 PM - 7:00 PM Support	9:00 AM - 5:00 PM Coordinator		
3:00 AM - 7:00 AM Front Desk		11:00 PM - 7:00 AM Support		7:00 AM - 3:00 PM Front Desk	
		11:00 AM - 3:00 PM Support		11:00 AM - 3:00 PM Team Leader	8:00 AM - 5:00 PM
	3:00 PM - 7:00 PM Front Desk	3:00 AM - 7:00 AM Front Desk	7:00 AM - 3:00 PM Front Desk		
			7:00 AM - 11:00 AM Support		
		11:00 AM - 3:00 PM Support	3:00 PM - 11:00 PM Team Leader		7:00 AM - 3:00 PM Support
	11:00 AM - 3:00 PM Coordinator	7:00 AM - 3:00 PM Coordinator	7:00 AM - 3:00 PM Support	3:00 AM - 7:00 AM Team Leader	3:00 AM - 7:00 AM Coordinator
11:00 AM - 3:00 PM Coordinator		3:00 AM - 7:00 AM Support			

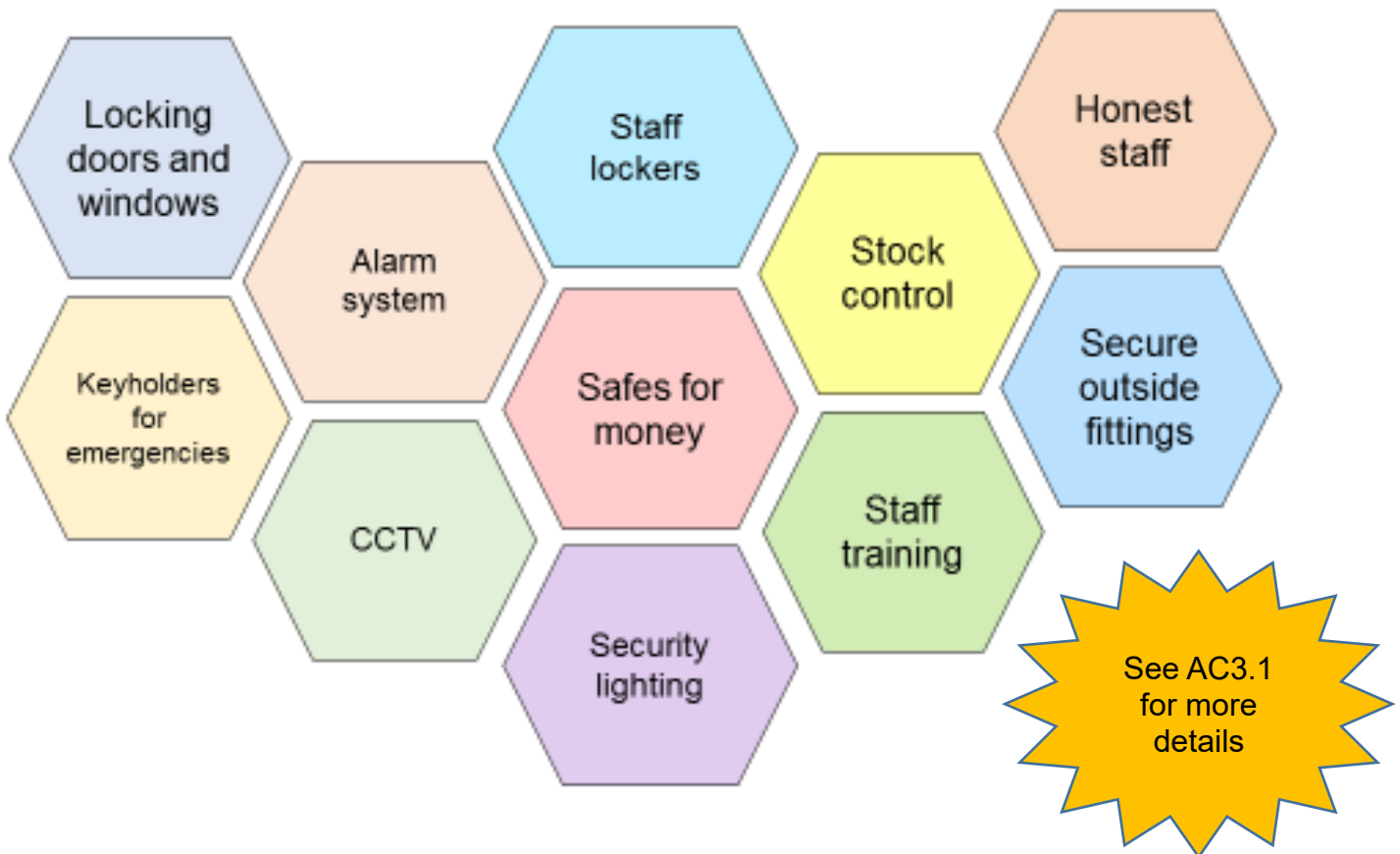
A restaurant that experiences peak and slow seasons has a different staffing schedule than one with a steady flow of customers throughout the year. The restaurant manager determines whether to hire temporary workers supplement the permanent workers when the season is at its peak

Uniform / dress code

- Some establishments have staff wear the same uniform; this makes them easily identifiable for staff and customers. The uniform may change depending on which area of the establishment they work in.
- Protective clothing as part of a uniform must be paid for by the employer.



Safety and security



All businesses should carry out a regular health and safety risk assessment. This involves looking at your business and identifying potential hazards that may affect staff or members of the public. Your risk assessment should tell you whether you are doing enough to mitigate these risks.

As there are risks to the public ie customers of the establishment as well as staff, the establishment should have both public liability insurance and employers liability insurance . As well as complete risk assesments for the public areas of the establishment

Describe The Front of House Operation

Task = Design the front of house operation for a new café that is opening in your town. Incorporate the; style of the restaurant and work flow, equipment and materials needed, how you will control stock, documentation used, staff allocation and dress code and safety and security.

= Visit a local café (or watch a you tube clip) describe the operation layout and work flow, equipment and materials needed, how you will control stock, documentation used, staff allocation, dress code and safety and security

AC2.3

explain how Hospitality and Catering provision meets customer requirements

Customer

- leisure
- business/corporate
- local residents

Requirements

- customer needs, expectations
- customer trends
- customer rights, equality



Types of establishments-recap

Commercial

- ❖ Hotel
- ❖ Bed and breakfast
- ❖ Guest houses
- ❖ Holiday parks

Residential establishments

- ❖ Café
- ❖ Pub
- ❖ Restaurant
- ❖ Fast food outlets
- ❖ Take away outlets
- ❖ Food trucks

Non-residential establishments (food only)



Non-commercial

- ❖ Hospitals
- ❖ Care homes
- ❖ Prisons
- ❖ Armed services

Types of customer

Leisure	Local residents	Business / corporate
Customers who visit the establishments in their leisure time e.g. a meal with friends, a family day out, tourists,	Customers who live in the local area who visit the establishment often eg regular Sunday lunch, or get together	e.g. business lunches. Use business facilities in establishment for meetings or presentations . Courses and conferences

leisure customers requirements

- Value for money
- Good facilities
- Families want child menus, play area, child friendly
- Tourists want local food, easy to communicate
- Older people may want more formal service
- Good customer service
- Varied choice of menu
- Dietary needs eg allergies, intolerances, vegetarian catered for without having to ask for special foods
- Facilities for physically impaired customers



local customers requirements

- Value for money
- good standard of customer service so they return
- Catering for local needs (culture, religion)
- Consistent dishes served
- Loyalty schemes
- Recognised by staff- feel welcome
- Menu specials
- Theme nights
- OAP discount day
- Child friendly
- Entertainment
- Mailing list or email for special offers



Business customers requirements

- Dedicated corporate (business) contact at establishment
- Discounted rates
- Meeting rooms
- Water, juice on tables
- Presentation equipment, projector, tv,
- Office facilities- printer, phone, fax, internet, stationery
- Tea and coffee for breaks
- Lunch or other meals- buffet or restaurant
- Accommodation if attendees are from a long distance
- Quick service for lunch meetings



Customer trends

Customers are influenced by

- TV
- Magazines
- Health
- Travel abroad
- Technology
- Ratings and reviews



"Delish!"

Reviewed 2 weeks ago via mobile

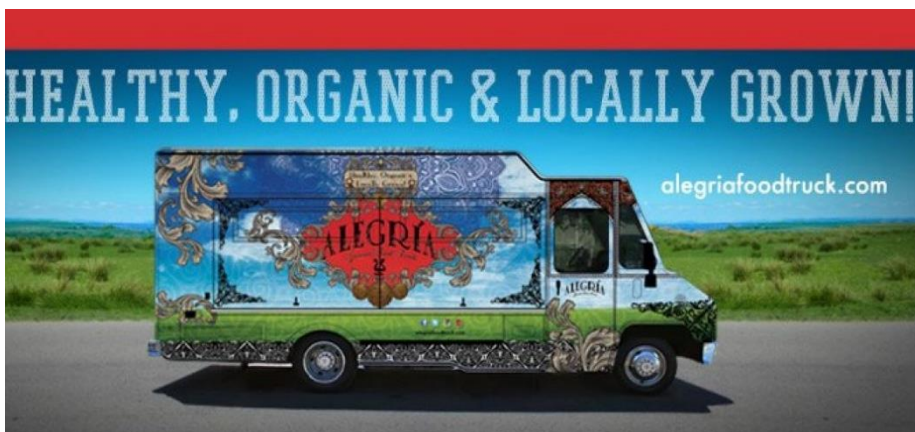
Nice and cozy restaurant with super friendly staff. They made delicious pizza and great tasting mohito. Loved it!

Latest trends 2016-17

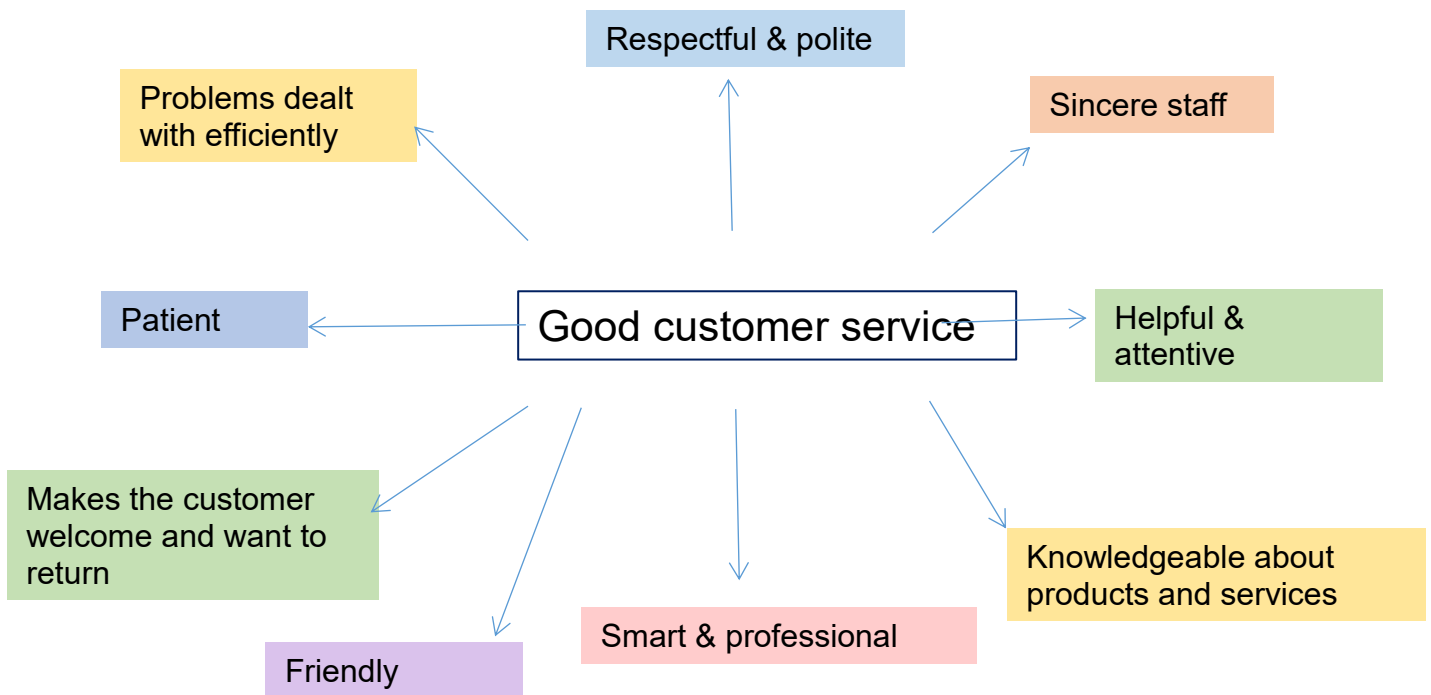
- Traditional foods served new ways
- Authentic ethnic food eg Korean, Mexican, Indian
- Less sugar in foods
- Use of nuts and seeds and plant milks
- Clear lists of ingredients on menus
- Increased use of spices



- New ways of cooking, barbeque, teppenaki
- Nose to tail – using less conventional parts of animal so none is wasted
- Premium local foods
- Food truck style dishes
- More vegetable dishes



Customer service



Why is customer service so important in the hospitality industry?

Customer service is what an establishment does in order to meet the **expectations** of their customers and generate customer satisfaction.

- **So customers return.**- People will not return to a place where they were not satisfied with the service. Repeat business means a successful business.
- **Exceeding expectations**-This makes repeat business more likely
- **Growth of the business**- If customers receive a high standard of service and return, they will spend more money and also tell other people about the business

Customer rights



Consumer Rights Act 2015 Food Safety Act 1990

- The right to be protected (against hazardous goods)
- The right to be informed (about quality, quantity, allergies etc)
- The right to have their complaints be heard
- The right to seek redressal (compensation.)
- the right to receive satisfactory goods that match their product description

- [A restaurant hasn't kept my booking, can I claim compensation?](#) When you book a table, a restaurant has a contractual obligation to provide it. If it fails to, you may be entitled to compensation.
- [Do I have to pay a service charge if the service is poor?](#) If you go out for a meal and receive poor service you have rights that protect you from having to pay any service charge.
- [I got food poisoning while eating out, can I get my money back?](#) Under the Consumer Rights Act, you can claim compensation or a refund if you get food poisoning from a restaurant.
- [I had poor quality food at a restaurant, should I have paid?](#) You have a right to expect food of satisfactory quality and 'as described' on the menu. If it is not, you shouldn't have to pay for it.

Equality and discrimination

You must be treated equally with regard to



Equality Act 2010



Disability
Discrimination
Act

- Age (except where too young)
- Disability and ability to access
- Gender or gender reassignment
- pregnancy and maternity
- Race
- Religion or belief
- Sexual orientation

7. The James family want to stay in a hotel in London. Mr James is a wheelchair user, and he has two children, one aged 6 years and the other 18 months. This is the family's first visit to the city and they want to make the most of the attractions on offer.

The Kenyon Hotel



- (a) Explain how the accessibility in this hotel will meet the needs of the James family.

[6]

- (b) Explain how the free Wi-Fi service in this hotel will meet the needs of the James family.

[4]

AO2 UNDERSTAND HOW HOSPITALITY AND CATERING PROVISIONS OPERATE

2.1 The operation of the kitchen	
1	What is workflow?
2	What are the 8 stages of workflow?
3	Why is workflow important
4	Explain deliveries in workflow
5	Explain storage in workflow
6	Explain food preparation in workflow
7	Explain cooking in workflow
8	Explain holding in workflow
9	Explain food service in workflow
10	Explain washing up in workflow
11	Explain waste disposal in workflow
12	Why is hygienic kitchen design necessary ?
13	What are the qualities of hygienic work surfaces?
14	What are the properties of hygienic walls and floor?
15	What are the properties of hygienic sinks and waste disposal?

2.1 stock control	
1	What does perishable foods mean?
2	Name 4 classes of perishable foods
3	What is the rule of stock rotation?
4	What does staple foods mean?
5	Name 5 classes of staple foods

2.1 Documentation and administration	
1	Give 5 types of record that should be kept for due diligence
2	What temperatures should be recorded?
3	What is recorded on time sheets?
4	Why is accident recording important?
5	What food safety records should be kept?
6	What stock records should be kept?
7	Give 5 reasons why records and documentation is important
8	What legislation protects personnel records?
9	What does this legislation state?
10	Give 4 qualities that documentation needs to legally be used in evidence

2.1 Kitchen operation	
1	State the role of the chef de cuisine
2	State the role of the sous chef
3	State the role of the chefs de partie
4	State the role of the commis chefs
5	Give 5 items of clothing in the kitchen dress code
6	What is the employers responsibility to provide?
7	What is the role of the kitchen assistant?
8	What sort of footwear should a chef wear?
9	Why do chefs jackets have poppers not buttons?
10	Why are chefs jackets long sleeved?

2.1 equipment	
1	Give 4 knife safety rules
2	List 5 qualities of large equipment a chef needs to consider
3	What are the general safety precautions with large equipment ?
4	List the safety points for ovens and hobs
5	List the safety points for grills and salamanders
6	List the safety points for stand mixers
7	List the safety points for fryers
8	List the safety points for sous vide equipment
9	List the safety points for bain marie
10	List the safety points for hot plates
11	What are the advantages of large scale ovens?
12	What are the disadvantages of large scale ovens?
13	What are the different colour chopping boards for each food ?
14	Name 5 types of knives chefs use
15	Explain what sous vide cooking is

2.2 front of house	
1	What are the 3 main styles of service ?
2	Give 3 examples of table service
3	Give 3 examples of counter service
4	Give 3 examples of personal service
5	Describe the role of the restaurant manager
6	Describe the role of the head waiter
7	Describe the role of the sommelier
8	Describe the role of waiting staff
9	Give the workflow between customer and kitchen
10	What items of hand equipment are used front of house
11	What items of powered equipment are used front of house
12	What is EPOS and how is it used front of house ?

2.2 front of house administration	
1	Give 5 items that are stock controlled front of house
2	List the personnel records that may be kept
3	List the safety and hygiene records that have to be kept
4	What are 2 ways that booking and reservations can be made
5	Who is responsible for front of house staff allocation?
6	Why is a staff uniform important?
7	What must employers provide for free ?
8	List safety and security measures for staff and customers
9	Why should a restaurant carry out risk assessments ?
10	What sort of insurance should establishments have ?

2.3 meeting customer requirements	
1	Describe leisure customers
2	Describe local residents as customers
3	Describe business (corporate) customers
4	Give 6 things leisure customers require
5	Give 6 things local customers require
6	Give 6 things business customers require
7	What influences customer trends?
8	Give 4 recent food trends
9	Define customer service
10	Give 3 reasons for good customer service
11	Give 6 examples of good customer service
12	What right does the customer have under the Food Safety act?
13	Give 3 rights under the Consumer rights act
14	What rights does the customer have under the Disability discrimination act ?
15	What are customer rights under the equality act ?

LO2 Understand how hospitality and catering provision operates	AC2.1 Describe the operation of the kitchen	Operation <ul style="list-style-type: none"> • layout • work flow • operational activities • equipment and materials • stock control • documentation and administration • staff allocations • dress code • safety and security
	AC2.2 Describe the operation of front of house	
	AC2.3 Explain how hospitality and catering provision meets customer requirements	Customer <ul style="list-style-type: none"> • leisure • business/corporate • <u>local residents</u> Requirements <ul style="list-style-type: none"> • customer <u>needs expectations</u> • customer trends • customer rights, equality