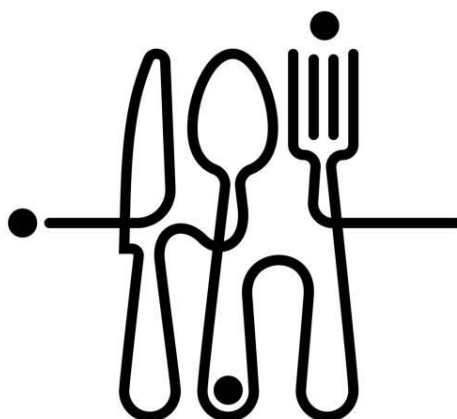


# Year 10 – T1

## Catering

# Home Learning

# Booklet



Name: \_\_\_\_\_

Tutor Group: \_\_\_\_\_

Catering Teacher: \_\_\_\_\_

## **HL1:** **The hospitality and catering Industry** **Types of service**

- 1. Cafeteria service: Customers flow past a display of food and select the items they want, payment is made before they eat
- 2. Free-flow: Free flow allows customers to go to which bit they want e.g if only want a cup of tea don't have to queue for dinner
- 3. Multi point service: - these are when there are separate tills for each type of foods
- 4. Fast food: More than one till and member of staff. Food is shown in photographs. Tills record all orders
- 5. Vended services: Usually sell a range of sweets, drinks snacks or plated meals. Coin operated. Can be next to microwaves so meals can be heated up
- 6. Seated counter service: Customers seated at counters and served by staff behind the counter.
- 7. Buffet service: Customers help themselves to meals from a buffet table, expensive items are served by staff
- 8. Carvery service: Customers collect their own main course vegetables from the carvery the chefs carve and serve the meat
- 9. Table service: Waiter/Waitress service used in restaurants/weddings/banquets
- 10. Transported meal systems: E.g. Airline foods

[https://www.youtube.com/watch?v=bQRHqvJ\\_InM](https://www.youtube.com/watch?v=bQRHqvJ_InM)

- 11. The Gueridon system: This is where food is finished at table on a trolley or at a table next to the customer. Requires highly skilled staff who like to show off!

<https://www.youtube.com/watch?v=TqJR66kaNHk>

Questions

1 What type of customer would suit using fast food service and list the advantages.

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.....  
.....  
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*(4 marks)*

2 What is a vending machine?

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*(1 mark)*

3 List the benefits of a vending machine for the customer and the establishment.

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*(1 mark)*

4 Describe a advantages of a buffet service for a large family.

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*(4 marks)*

5 List one type of dish that could be served with a Gueridon service.

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.....

*(1 mark)*

**HL2:**  
**Stock Control in hospitality and catering**

All the materials, ingredients and equipment that are in use in a catering kitchen are collectively known as **stock**.

To make sure that the business stays in **profit**, it is necessary for good stock control to take place.

**Depending on the size of the business**, there should be one or more employees who look after the stock and keep accurate records of what is purchased, what is used for and what needs to be re- ordered.

**Stock control** has made easier and more efficient by **computer technology**. which has enabled accurate stock databased to created and updated. It is now for the ingredients and quantities required for a menu for a specified number of people on a particular date.

Questions

- 1 Describe the traditional uniform that is worn by a chef  
.....  
.....  
..... (4 marks)
- 2 What is the purpose of wearing a chefs hat?  
..... (1 mark)
- 3 Define the term workflow  
..... (1 mark)
- 4 What factors should be considered when deciding front of house dress code?  
.....  
..... (4 marks)
- 5 Why is good stock control important in the catering industry  
.....  
..... (1 mark)

### **HL3:**

# Waiting Staff qualities

- Friendly personality
- Pleasant and polite manner
- Clean and proper clothing. Some establishments provide uniform. A formal uniform consists of a white blouse or shirt, black skirt or trousers, dark or natural coloured tights and well-polished black shoes. Many establishments that cater for children and families have a fun uniform consisting of brightly coloured polo shirts with dark trousers or skirt.
- Spotlessly clean hands and nails
- A pleasant smell – no overpowering after-shave or perfume and no body odour
- Fresh breath, discreet make-up, long hair tied back, well-groomed appearance
- Steady hands to be able to carry and serve food
- Ability to transfer food efficiently and quickly from serving dishes or flats to customers plates when silver serving
- Knowledge of the menu in order to answer any customer queries and advise on allergies
- Enthusiasm for the job and a willingness to serve others
- Good health because of long hours on feet
- Polite and calm even when dealing with awkward customers
- Tact, especially when dealing with customers and chefs
- Loyalty to place of work and the ability to sell and promote facilities to customers
- The ability to handle both complaints and compliments effectively.

Questions

1 List the duties of a waiting staff in a busy restaurant.

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.....  
.....  
.....

*(4 marks)*

2 What kind of uniform should a waitress or waiter wear?

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*(1 mark)*

4 What factors should be considered when deciding waiting staff dress code?

.....  
.....  
.....  
.....  
.....

*(4 marks)*

5 Why is good hygiene important for waiting staff?

.....  
.....

*(2 marks)*

## **HL4:**

### **Types of staff in hospitality and catering**

- **Full- time staff** = have permanent jobs and work all year. They should have a contract explaining the terms of their employment. They may work set shifts or have shifts that change daily/weekly/ monthly. They will work a set amount of days over a 7 day week, including weekends.
- **Part- time staff** = may work a set number of hours or days or set shifts. They may be employed permanently but will do less hours than full-time staff. Often work busier times of the day such as service of meals.
- **Casual Staff** = work for specific functions and are often employed through an agency. They do not have a contract or set hours of work. They are needed at busier times of the year e.g. At Christmas. Casual staff often work for the same establishment each year as they know their way around the company. However, this is not always the case and casual staff do not always know where they are working until the week before.

#### Questions

1 Describe why someone would want a part time role in a restaurant or hotel?

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.....  
..... (4 marks)

2 What hours are for a full time role in a restaurant or hotel ?

..... (1 mark)

3 Define casual staff

..... (1 mark)

4 Why would it benefit establishments to employ casual staff ?

.....  
.....  
..... (4 marks)

5 What would be busy times of year for hotels ?

.....  
..... (1 mark)

## **HL5:**

### **Types of hospitality and catering establishments**

#### **Local**

There are many hospitality establishments that are unique to a particular town or area (e.g. The South or Scotland). These are independent businesses. They are owned by individuals or partners and are not part of a national chain. Although the experience for the customer is less predictable than with a national chain, local hospitality outlets can offer specialised and interesting menus, and a range of accommodation at various prices.

#### **National**

There are many hospitality companies that have chains of outlets around the UK. Some well-known examples are: • Burger King • Pizza Hut • Yates's • Starbucks • Nando's • Premier Inn.

One of the advantages of visiting a chain outlet is that you know what you will be getting. All the outlets of the chain look similar, with the same style of furnishing, menus, and pricing.

#### Questions

1 Describe the difference between local and national catering establishments?

.....  
.....

..... (4 marks)

2 List a couple of local independent establishments in the area

..... (1 mark)

3 List a national establishment in the area.

..... (1 mark)

4 What are the advantages of national food establishment?

.....  
.....

..... (4 marks)

5 List one advantage of a local food establishment.

.....  
.....

(1 mark)



**HL6:**

**Career opportunities in the hospitality industry**

- There are many career paths within the industry, and we have seen a range of jobs are available.
- Most people who go into the hospitality and catering industry can work their way up to the position they would like.
- Larger establishments offer the opportunity to work in a range of areas and provide training on the job. (You can earn as you learn!)
- Jobs are available locally, nationally, and internationally.
- You can look for jobs in newspapers, magazines, on the internet and on company websites.
- School and colleges also have links with hotels, restaurants, and we can all help you to apply for jobs!

Questions

1 What type of job roles are in the hospitality and catering industry?

.....  
.....  
..... (4 marks)

2 What is the name of the person in charge of the kitchen brigade?

..... (1 mark)

3 List one qualification would you need to work in a hospitality establishment?

..... (1 mark)

4 Describe how you would start a career in hospitality and the pathway you would take.

.....  
.....  
.....  
..... (4 marks)

5 List one job role you would expect to see in a hotel.

.....  
..... (1 mark)