



Food Technology, Catering & Hospitality Department

The Hospitality Industry

| OUTLET | Sectors they provide for | Links to Tourism |
|--------------------|--------------------------|------------------|
| McDonald's | | |
| Boarding School | | |
| Sea View Hotel | | |
| Caravan Park | | |
| Leisure Centre | | |
| Luigi's Restaurant | | |
| Guest House | | |
| Wine Bar | | |
| Conference Centre | | |

List three types of establishments you would expect to find in the entertainment and leisure sector of the hospitality industry

Explain why a hotel situated in a British resort may employ a mixture of full-time, part-time and casual staff



Food Technology, Catering & Hospitality Department

Types of Service & Client Group

Discuss the main points you would need to consider when planning a tea party for a group of senior citizens in a day centre.

Function Room

Equipment & Décor

A manager has requested a meeting room for ten delegates with a boardroom layout. Draw the layout and suggest what else the delegates will need

Needs of a private client holding a dinner party at home...

Food & Drink

Accommodation



Food Technology, Catering & Hospitality Department

Job Roles, Employment and Training

Give five qualities needed by a receptionist working in a five-star hotel

Explain the role of a night porter.

State two occasions when casual staff may be employed by a hotel.

| Job Role | Operating Level | Responsibilities |
|---------------------------------|-----------------|------------------|
| Head receptionist | | |
| Assistant receptionist | | |
| Porter | | |
| Conference & banqueting manager | | |
| Station head waiter | | |
| Banqueting wait staff | | |



Stan and Joan are holding a party to celebrate their golden wedding anniversary and have invited 50 guests including family and friends. Suggest how the room and tables could be decorated for the party and the type of food service you would recommend.

Explain the importance of good communication between Stan and Joan and the party organiser.

When planning a function or event, the following are the most important points to consider: **Give examples & explanations to the following points:**

- **Date & time of event:**
- **Choice of venue:**
- **Cost, portion control and profit:**
- **Advertising and promotion:**
- **Number of guests:**
- **Type of menu:**
- **Dishes chosen:**
- **Styles of service:**
- **Décor and room layout:**
- **Menu cards and place names:**
- **Risk assessment:**
- **Staffing:**



Hazard Assessment Form for a Party

| Hazard | Who might be affected | Is risk adequately controlled? | Further action taken to control risk |
|--|-----------------------|--------------------------------|--------------------------------------|
| Special dietary requirements | | | |
| Fire | | | |
| Hazards relating to food preparation and cooking. Eg cuts, burns | | | |
| Accidental trips & Falls | | | |



Explain the following Key Facts:

Selling Price:

Actual Food Costs:

Overheads:

Profit:

VAT:

PORTION CONTROL

Match the following foods to an appropriate method of portion control

| | |
|-----------------|----------------------------|
| Ladle | Fresh fruit salad |
| Individual Dish | Cheesecake |
| Ice-Cream scoop | Tomato soup |
| Cutting Lines | Creamed potatoes |
| Sundae dish | Individual lasagne portion |

1. A hotel has calculated actual cost of one portion of chicken chasseur at £2.86. List 4 other costs to be considered when calculating the selling price:
2. Calculate the price of one portion of chicken chasseur using the formula.

The formula used in industry to calculate selling price is:

Explain why good portion control is important

Explain the function of this piece of equipment





Customer Care & Corporate Image

What does 'customer care' mean?

- 1.
- 2.
- 3.

To achieve good customer care, staff need to:

- 1.
- 2.
- 3.
- 4.

What is the importance of a corporate image to a company?

What are some ways in which a company chooses to establish their corporate image?

Why do large chains, eg Hilton Hotels, have a corporate image?

| Target Group | Good Customer Care | Poor Customer Care |
|---------------|--------------------|--------------------|
| Customers | | |
| Staff | | |
| Establishment | | |

1. Explain the importance of good customer care to

Customers:

Staff:

Owners:

2. State 5 ways in which a hotel can measure customer satisfaction:

- 1.
- 2.
- 3.
- 4.
- 5.



Standards of Service

Write out the Customer Complaints Procedure

- 1.
- 2.
- 3.
- 4.
- 5.
- 6.
- 7.

A guest complains that the cheesecake served at dinner is still frozen in the middle. Suggest how the wait staff would deal with the problem.

A guest rings reception to say that the heating not working in their hotel room. Suggest how the receptionist would deal with this situation.

Standards of Service

Staff Training is the key ...

Level of service Not Type of service

Level of Service should be...

Standards of service are judged

All staff should be trained to ...



The Quality of a meal is determined by ...

The quality of service depends on ...

The Quality of surroundings depends on...

Accommodation quality of standard is denoted by ...

Restaurants have 2 systems which can denote high quality these are...

Explain why a couple who are looking for a venue to celebrate their 25th wedding anniversary may look at the star rating of hotels before making a choice.

Describe the differences between guest house, a hotel and a bed & breakfast



Job Description: Must be a good team member: DESCRIBE what a good team member would be like.

What makes a good team leader?

3.10 Teamwork & Communication

Communication: It is important to communicate effectively in hospitality establishments.

ACCURACY in communication, which means,

is particularly important in the following areas: *Explain how and why!*

Administration:

Customer billing:

Booking systems:

ICT Skills:

Storage of personal data:

Discuss the importance of good teamwork when running a hospitality event

Discuss the importance of effective communication between the front office and housekeeping departments of a large hotel.

Practice Exam Question: Complete on separate lined paper:

John has just started work on reception in a large hotel. He works with other staff and uses a number of different ways of communicating with colleagues and clients. He is keen and enthusiastic and hopes to be promoted within the company.

1. State two (2) methods of communication he will use on reception and give an example of when each type could be used. (4 marks)
2. Explain why John and his colleagues need to communicate with the head housekeeper. (4 marks)
3. Discuss the skills and qualities needed by a hotel receptionist. (6 marks)
4. Assess the importance of teamwork within the hospitality industry. (6 marks)



Environmental Issues 1

Explain the affect of good and poor teamwork on the following groups of people.

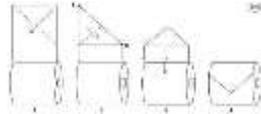
| Group of people affected | Good Teamwork | Poor Teamwork |
|--------------------------|---------------|---------------|
| Customers | | |
| Staff | | |
| Establishment | | |

For an event to run smoothly teamwork must be PERFECT. Write a word beginning with each letter of PERFECT to help you remember the essentials of good teamwork.

| | |
|---|--|
| P | |
| E | |
| R | |
| F | |
| E | |
| C | |
| T | |



The Three R's: R _____ R _____ R _____



Conserve Energy & Water ...

