Year 9 Hospitality and Catering

IKE and IKE+

Level 1/2 Hospitality and Catering Knowledge Organiser: Unit 1: 1.1.1 -
Types of Hospitality and catering provisions

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.

Level 1/2 Hospitality and Catering: Unit 1-1.1.1 -
Types of service in commercial and non-commercial provisions

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 1-1.3.1 -
Health and safety in hospitality and catering provisions

Control of Substances Hazardous to Health Regulations (COSHH) 2022

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 Satefy 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 Occurences 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.

Level 1/2 Hospitality and Catering: Unit 1-1.3.2 -
Food safety

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.

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 *bain-marie*, 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, *sous vide*, 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:
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

Level 1/2 Hospitality and Catering:
Unit 1: Symptoms and signs of food-induced of ill-health (AC.4.2)

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 accidently 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.

Level 1/2 Hospitality and Catering:
Unit 1-1.4.3: Preventative control measures of food-induced of ill-health

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
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. Refrigerated foods = **0-5°C** Frozen foods = **-22°C to -18°C**	High-risk foods must be covered and stored at the correct temperature. Temperatures must be checked daily. Refrigerator = **0-5°C** Freezer = **-22°C to -18°C** Unwashed fruit and vegetables must be stored away from other foods.	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. Core temperature = **70°C**	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. Hot holding = **63°C minimum** Cold holding = **0-5°C**

Level 1/2 Hospitality and Catering:
Unit 1-1.4.4: The Environmental Health Officer

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.

IKE+

Task 1- Cook at home- Sweet: Choose a dessert from https://www.theteenagechef.com/ that you have never made before but want to try. Take a photo of the dessert and email it to me along with the name of the dessert, how difficult or easy you found it to make and whether you/your family enjoyed eating it. *** NOTE**: you must always have adult supervision when cooking at home.

Task 2 Cook at home- Savory: Choose a savoury dish from https://www.taste.com.au/galleries/easy-dinner-recipes-teenagers-can-cook/nhrmjg4i that you have never made before but want to try. Take a photo of the meal and email it to me along with the name of the dish, how difficult or easy you found it to make and whether you/your family enjoyed eating it. *** NOTE**: you must always have adult supervision when cooking at home.

Task 3- Poster/Instruction sheet: Choose a skill that you would like to know more about from https://www.bbc.co.uk/food/techniques. Follow the link and watch the video and read through the text. Create a poster or instruction sheet to teach someone else how to do the chosen skill. You can do this on the computer or by hand. Either give directly to me or send via email.

Task 4- Watch a food programme: Choose an episode of a food programme that you haven't seen before and watch it. Write a review of the programme stating the title of it, giving a brief description and whether or not you would recommend the programme to someone else. My suggestions include: Bake Off: The Professionals · BBQ Champ · Beat the Chef.

Task 5- Article review: Read the article about teen food bloggers here: https://www.dailymail.co.uk/femail/food/article-3549819/Deliciously-Meet-healthy-teenage-foodies-giving-Ella-Woodward-run-money.html Write a short summary of the article and state your opinion about it.

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