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 1-1.1.1 - Standards and ratings

Standards and ratings: You will need to be able to know the importance of standards and ratings within the hospitality and catering industry, they are hotel and guest house standards, and restaurant standards.

Hotel and guest house standards

Hotels and guest houses standards are awarded and given star ratings. You should know what criteria is needed to be met for an establishment to receive each star rating.

Star rating 1 = Basic and acceptable accommodation and facilities. Simple rooms with no room service offered.

Star rating 2 = Average accommodation and facilities, a small establishment, and would not offer room service or have a restaurant.

Star rating 3 = Good accommodation and facilities. One restaurant in the establishment, room service available between certain hours, and Wi-Fi in selected areas are provided. The establishment could have a pool and gym.

Star rating 4 = Very good accommodation and facilities. Large hotel & reception area of a very good standard. Certain hours of room service, with a swimming pool and valet parking offered.

Star rating 5 = Excellent standard of accommodation, facilities, and cuisine. Offer valet parking, 24 hr room service, spa, swimming pool, gym, and concierge service.

Restaurant standards

Restaurant standards have three main possible awards or ratings that you should know. They are listed below:

AA Rosette award

Ratings between one and five rosettes could be awarded based on the following:

- different types and variety of foods offered
- quality of the ingredients used
- where the ingredients are sourced
- how the food is cooked, presented and tastes
- skill level and techniques used as well as the creativity of the chef.

https://www.stirkhouse.co.uk/about-us/awards/attachment/award-rosette

Michelin star

A rating between one and three Michelin stars could be awarded based on the following:

- quality of ingredients used
- cooking and presentation techniques
- taste of the dishes
- standard of the cuisine
- value for money.

https://guide.michelin.com/us/en/california/to-the-stars-and-beyond

Good food guide

A rating between one and 10 could be awarded based on the following:

- cooking skills
- quality of ingredients
- techninques and cooking skills shown.

Level 1/2 Hospitality and Catering: Unit 1-1.1.2 -
Types of employment roles and responsibilities within the industry

Types of employment roles and responsibilities within the industry
There are four main areas within the industry that you should know the roles and responsibilities within. They are listed below:

Front of house

- Front of house manager: oversees all staff at the restaurant, provides training, hiring of staff, and ensures good customer service.
- Head waiter: oversees the waiting staff of the restaurant in high-end eating establishments.
- Waiting staff: greets customers, shows them their table, takes food and drink orders from customers, and serves them their order. Makes sure customers' needs are met, and that the food order is made correctly.
- Concierge: advises and helps customers with trips and tourist attractions. Books taxis for customers and parks customer cars.
- Receptionist: takes bookings, deals with questions and complaints from customers, checks-in customers, takes payment, and provides room keys.
- Maître d'hôte: oversees the service of food and drinks to customers. They greet customers, check bookings, reservations, and supervise waiting staff.

Kitchen brigade

- Executive chef: in charge or the whole kitchen, developing menus and overlooking the rest of the staff.
- Sous-Chef: the deputy in the kitchen and is in charge when the executive chef isn't available.
- Chef de partie: in charge of a specific area in the kitchen.
- Commis chef: learning different skills in all areas of the kitchen. Helps every chef in the kitchen.
- Pastry chef: prepares all desserts, pastry dishes and bakes.
- Kitchen assistant: helps with the peeling, chopping, washing, cutting of ingredients, and helps washing dishes and stored correctly.
- Apprentice: an individual in training in the kitchen and helps a chef prepare and cook dishes.
- Kitchen porter/ plongeur: washes the dishes and other cleaning duties.

Housekeeping

- Chambermaid: cleans guests' rooms when they leave, and restocks products that have been used, they also provide new bedding and towels.
- Cleaner: cleans hallways and the public areas of the establishment.
- Maintenance: repairs and maintains the establishment's machines and equipment, such as heating and air conditioning. These responsibilities could also include painting, flooring repair or electrical repair.
- Caretaker: carries out the day to day maintenance of the establishment.

Management

- Food and beverage: responsible for the provision of food and drink in the establishment which will include breakfast, lunch, dinner, and conferences.
- Housekeeping: ensuring laundering of bed linen & towels, ordering of cleaning products and overseeing housekeeping staff duties.
- Marketing: promotes events and offers to increase custom at the establishment, and is responsible for the revenue of the business.

Level 1/2 Hospitality and Catering: Unit 1-1.1.3 -
Working conditions in the hospitality and catering industry

Types of employment contracts and working hours

You need to know the following types of employment contacts and working hours.

- **Casual:** this type of contact could be provided through an agency and used to cover employees that are absent from work due to illness. There is no sick pay or holiday entitlement with this type of employment.
- **Full time (permanent):** working hours including start and finishing times are fixed and stated in this type of contract. A contact of this nature allows the employee to have sick pay and holiday entitlement.
- **Part-time (permanent):** working hours mean that the employee works on certain days of the week. Work times are stated in the contract, including the starting and finishing times that are fixed in this type of contract. The employee has sick pay and holiday entitlement in this type of contact.
- **Seasonal:** this type of contract is used when a business needs more staff due to busy times throughout the year, such as the Christmas period. The contract will state for the employee to work for a specific time frame only. Also, the contract would not expect further or regular work after the contact is complete.
- **Zero hours contract:** this type of contact is chosen between the employer and the employee. This means that the employee can sign an agreement to be available for work when the employer needs staff. No number of days or hours is stated in the contract and the employer doesn't require to ask the employee to work, and neither does the employee have to accept the work offered. No sick pay or holiday entitlement is offered for this type of contract.

Pay and benefits in the industry

The following pay and benefits are what you should be aware of in the industry.

- **A salary:** this type of pay is a fixed amount of money paid by the employer monthly, but is often shown as an annual sum on the contract.
- **Holiday entitlement:** employees are entitled to 28 days paid a year. Part-time contracts are entitled less depending to their contract hours.
- **Pension:** on retirement age, an employee qualifies for a pension contribution by the employer and the government.
- **Sickness pay:** money paid to the employee with certain contracts when they are unable to go to work due to illness.
- **Rates of pay:** national minimum wage should lawfully be offered to all employees over 18 years of age. This rate is per hour and is reviewed each year by the government.
- **Tips:** money given to an employee as a 'thank you' reward for good service from the customer.
- **Bonus and rewards:** given from an employer to the employee as a way of rewarding all the hard work shown from the employee throughout the year, and helping make the business a success. Also known as remuneration.

Working hours

The working hours directive in the UK states that employees on average cannot work more than 48 hours which is worked out over a period of 17 weeks. Employees can choose not to follow this and work more hours if they want to.

People under the age of 18 cannot work more than eight hours a day and 40 hours a week.

Employees that work six hours or more a day must have a break of 20 minutes, and have the right to have at least one day off every week.

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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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