



Aspire Achieve Thrive

**Spring Term
Term 2**

Hospitality and Catering

Year 11

Name: _____

Tutor: _____

Year 11 Homework Timetable

Monday	Science Task 1	Ebacc Option A Task 1	Option C Task 1
Tuesday	Sparx Science	Option B Task 1	Sparx Maths
Wednesday	English Task 1	Science Task 2	Option C Task 2
Thursday	Ebacc Option A Task 2	Option B Task 2	Sparx Catch Up
Friday	Sparx Science	English Task 2	Sparx Maths

Sparx Science

- Complete 100% of their assigned homework each week

Sparx Maths

- Complete 100% of their assigned homework each week

Option A (EBACC)
French
Geography
History

Option B
Art
Business Studies
Catering
Childcare
Triple Science
Travel and Tourism
Music
Sport
IT

Option C
Business Studies
Catering
Computer Science
Drama
Health & Social Care
Media Studies
Photography
Sport
Sociology

Half Term 3 (6 weeks) - Year 11

Week / Date	Homework task 1 Cornell Notes	Homework task 2 Exam Question
Week 1 6th January 2025	Cornell Notes on the different sectors in the hospitality and catering industry	Describe what the different sectors are within the industry and give 2 examples for each (8 marks)
Week 2 13th January 2025	Revision Cards on the different sectors in the hospitality and catering industry	Choose 4 members of staff in a hotel and describe their roles and responsibilities (at least 4 for each) (12 marks)
Week 3 20th January 2025	Cornell Notes on the different types of food service and residential service	List 5 different catering establishments you know, what service they have and an advantage and disadvantage (10 marks)
Week 4 27th January 2025	Revision Cards on the different types of food service and residential service	Describe the personal skills and attributes needed for a receptionist and a head chef. (10 marks)
Week 5 3rd February 2025	Cornell Notes on Standards and ratings	State 5 extra services/amenities you would expect to get in a 5*hotel (5 marks)
Week 6 10th February 2025	Revision Cards on Qualifications	What qualifications would a chef need to have in a Michelin star restaurant? (4 marks)

Half Term 4 (6 weeks) - Year 11

Week / Date	Homework task 1 Cornell Notes	Homework task 2 Exam Question
Week 7 24th February 2025	Cornell Notes on Contracts, remuneration and pensions	Describe the different types of contract that can be offered to an employee, with an example of a job role for each (10 marks)
Week 8 3rd March 2025	Revision cards on possible health hazards and risks and control measures	List 1 potential health hazard for each of the people and a control method: Front of house Back of house Customers (6 marks)
Week 9 10th March 2025	Cornell notes on Overheads in the H&C industry	Describe what affects how much profit is made and explain why?
Week 10 17th March 2025	Revision cards on Contributing factors to the success of hospitality and provisions	Describe how technology can increase the profits of a hotel (8 marks)
Week 11 24th March 2025	Cornell Notes on Health and safety in hospitality and catering provision: Laws	What are personal and food safety risks with some examples and control measures (at least 3 of each) (9 marks)
Week 12 31st March 2025	Revision Cards on Personal and food safety risks and control measures	Polly slipped in reception as the floor was wet due to the rain and broke her wrist. Describe the location of the incident, what the hazard was, what happened and the control measure to prevent it from happening again (6 marks)



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 1-1.1.2 -

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 of 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.





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.

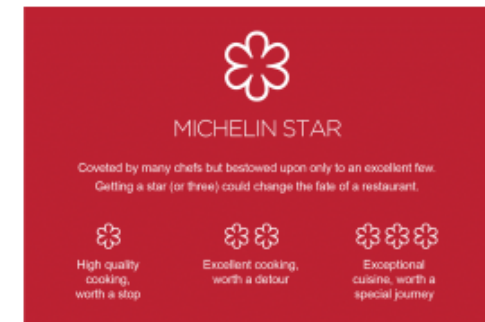


<https://www.stirkhouse.co.uk/about-us/awards/attachment/award-rosette>

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
- techniques and cooking skills shown.

Level 1/2 Hospitality and Catering: Unit 1:

The operation of front and back of house: Front of house (AC2.2)



Operational requirements

To run a successful hospitality and catering business, it is important that the front of house is welcoming to all customers. A logical layout and workflow will mean that the customers will be able to enjoy organised, efficient service.

In a catering establishment such as a café, the front of house is where the customers are served.

In a residential establishment such as a hotel, the front of house is where guests are received before checking in to their room.

Catering and residential establishments have common front of house areas, which help to ensure a smooth operation of the business.

Front of house dress code

The front of house dress creates a first impression. In some establishments a **uniform** may be worn. In other establishments, employees may be required to wear colours such as black and white. In addition:

- clothing must be clean and ironed
- if worn, jewellery, perfume and make-up must be minimal
- personal hygiene must be maintained
- name badges may be required.

Restaurant workflow

The workflow should be organised so that orders can be filled, and food can be passed from the kitchen as quickly as possible.

Reception: Guests are greeted and shown to their seats in the dining area.

Seating/dining area: In a large restaurant, this area is divided into **stations**. Each station is managed by a waitperson.

Counter service: Food is on display for customers to choose and pay at the end. Some restaurants also offer seated counter service.

Bar: An area for socialising or eating in a less formal space.

Equipment station: Small items such as cutlery and serviettes and food items such as condiments should be available to wait staff.

Toilets: Customer toilets should be clean and welcoming.

Safety Equipment: First aid boxes and fire extinguishers must be easily accessed.

Hotel workflow

The workflow of a hotel should be organised so that guests can be checked in as quickly as possible.

Reception: Guests are checked in and receive keys/key cards for their room.

Lobby/waiting area: This area should have comfortable seating for the guests. Drinks may be available in the lobby.

Stairs/Lifts: These provide access to rooms and other facilities.

Toilets: Customer toilets should be clean and welcoming.

Administration and documents

Businesses may employ an administrator who keeps track of:

- staff employment and training records
- stock orders, delivery records and invoices
- health and safety documents
- financial information
- customer feedback
- advertising.

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.

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.



Kitchen brigade

- Executive chef: in charge of 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.

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 1-1.1.2: Personal attributes, qualifications and experience

You need to be able to know and understand the different personal attributes, qualifications and experience that an employer would look for to fulfil different job roles in the hospitality and catering industry.

Personal attributes

The list below names the different personal attributes that employees could need to fulfil different jobs in the industry:

- Team player
- Organised
- Flexible
- Good communicator
- Friendly
- Calm under pressure
- Willingness to learn and develop
- Pleasant
- Hygienic
- Punctual
- Hardworking
- Reliable
- Approachable
- Good listener
- Leadership qualities
- Sense of humour
- Ability to be proactive
- Good attention to detail
- High standard of personal appearance.



Qualifications

Apprenticeships and experience in the role or sector are two ways to fulfil certain job roles. Named below are some of the qualifications that could be required to fulfil certain jobs within the hospitality and catering sector.

Hospitality sector

- Level 1 Certificate in Business and Administration (office administration).
- Level 2 Certificate in Front of House Reception (hospitality and catering).
- Level 2 Diploma in Reception Operation and Services (hospitality and catering).
- GCSE English / Maths / Hospitality and Catering / Business / IT.

Catering sector

- Diploma in Catering.
- NVQ Food preparation and cooking.
- Bachelor's degree/catering management.
- City & Guilds diplomas in professional cookery.
- BTEC HND in professional cookery.
- A foundation degree in culinary arts.
- Health and safety and food hygiene certificates/food hygiene.
- Level 1/2 hospitality and catering.
- GCSE Food and Nutrition.
- Level 3 Food Science and Nutrition.
- First aid.



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 contracts and working hours.

- **Casual:** this type of contract 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 contract 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 contract.
- **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 contract is complete.
- **Zero hours contract:** this type of contract 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.

Level 1/2 Hospitality and Catering: Unit 1: Contributing factors to the success of hospitality and catering provision (AC1.4)



Contributing factors

The hospitality and catering sector is very competitive, and many businesses fail in the first year of operation. There are many factors that must be managed carefully for hospitality and catering businesses to make a profit and continue to operate in the long term.

Basic costs

Labour: These costs include employee wages, National Insurance contributions and pension contributions.

Material: These costs include decoration, furnishings, kitchen and dining equipment, ingredients, printing and health and safety equipment.

Overheads: These costs include rent, rates, gas and electricity, insurance, licensing, training and maintenance.

Economy

The value of the pound (£) can affect the hospitality and catering sector. If the economy is good, people will be willing to spend more. If the economy is weak (recession), people may decide that eating out or going on holiday is a luxury and will spend less.

VAT (Value Added Tax) is added to the final cost of goods and services offered in the hospitality and catering sector. The money from VAT goes to the government to pay for services everyone uses for example the NHS.

Environmental impact

Running a hospitality or catering provision uses a lot of resources. Businesses are encouraged to **reduce**, **reuse**, and **recycle**. Energy efficient equipment such as low energy light bulbs can save a business money. Using local and seasonal ingredients reduces the amount of CO₂ released into the atmosphere during transport. All waste should be separated and recycled or composted when possible.

Profit

Gross Profit: The difference between how much a menu item costs to make and how much it sells for. Ingredient costs should not be more than 30% of the gross profit. If the ingredient cost for a chocolate brownie dessert is £1.50 and the menu price is £4.50, the gross profit is £3.00.

Gross Profit % = $(3.00 \div 4.50) \times 100 = 66.6\%$

Net Profit = What is left from the gross profit once all costs (as listed above) are covered.

New technology

New technologies have benefitted the sector in positive ways. These include:

- **cashless systems** such as contactless cards and mobile payment apps
- **digital systems** such as online booking/ordering and key cards
- **office software** such as stock ordering systems.

Media

The hospitality and catering sector is very competitive, so most businesses try to make good use of the media to advertise. Most businesses will have their own **website**, which customers can use to view menus and make bookings.

- **Print Media:** Ads in magazines and newspapers, flyers and money-off vouchers.
- **Broadcast media:** Television, radio and online ads.
- **Social media:** Customer feedback and reviews.

Consumers are increasingly using smartphones to book, order, pay and review.

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) 2002

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 Safety 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 Occurrences 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 1-1.3.1: Safety documents in hospitality and catering

Different documentation is required to be completed for potential health and safety risks and hazards to be avoided within the hospitality and catering industry. Accident forms and risk assessments are explained below, stating their importance and how to complete each document.

Accident forms

If an accident happens, it is vital that an accident form is completed correctly to develop control measures for potential risks and to avoid them from happening again. It should be reviewed and used to manage any health and safety risk. It is law to complete an accident form for accidents in the workplace. Below is an example of an accident form and how it should be completed.

Accident form	
Name of person in accident:	Date:
Description of accident & injury:	Description should include as many details as possible about what happened and how, e.g. slipped/fallen on oil spillage and broken arm as a result.
What was the hazard?	Named hazards could be spillage/liquid on floor or broken handrail, etc.
How could this accident have been prevented?	Suggested prevention could include: • correct storage • ensuring all staff had health and safety training • relevant health and safety posters visible in the workplace • correct usage of wet floor signs and clear spillages immediately.
Further action:	Points could include: • investigating the accident further • completing/updating risk assessment • reviewing storage of products • first aid that has been given to be logged • correct PPE to be worn, e.g. anti-slip footwear.
Signed:	

Risk assessment

A risk assessment should be completed and reviewed frequently for the document to be kept up to date. New risks should have control measures to reduce the risk of happening or not happen at all. Within the document hazards need to be identified, likelihood of the risk happening is stated and the control measure of how to avoid or reduce the risk is noted. Below are definitions of the main key words and an example of a risk assessment document.

Hazard: An object or something that can physically harm someone or cause harm to someone's health.

Level of risk: The likelihood of the hazard happening and being harmed or causing injury. Level of risks named could be low, medium or high.

Control measure: Steps or action taken to avoid or reduce the hazard from happening and causing injury.

Risk assessment			
Assessment carried out by:		Date of assessment:	Date of next review:
What are the hazards?	Level of risk	Control measure	Who needs to carry out action?
Examples could include, slips, trips, falls, burns from oven, electric shocks, etc.	Low / medium / high If it is a low risk, then the hazard is less likely to cause injury or harm compared to a high risk.	Examples could include providing training and PPE for employees, having appropriate safety posters and signs, e.g. wet floor signs.	Named employer and/or employees to reduce the hazard from happening.

Remember: Employers are responsible for the health and safety training needs of all staff.

STEP 2: CREATE CUES

What: Reduce your notes to just the essentials.

What: Immediately after class, discussion, or reading session.

How:

- Jot down key ideas, important words and phrases
- Create questions that might appear on an exam
- Reducing your notes to the most important ideas and concepts improves recall. Creating questions that may appear on an exam gets you thinking about how the information might be applied and improves your performance on the exam.

Why: Spend at least ten minutes every week reviewing all of your previous notes. Reflect on the material and ask yourself questions based on what you've recorded in the Cue area. Cover the note-taking area with a piece of paper. Can you answer them?

STEP 1: RECORD YOUR NOTES

What: Record all keywords, ideas, important dates, people, places, diagrams and formulas from the lesson. Create a new page for each topic discussed.

When: During class lecture, discussion, or reading session.

How:

- Use bullet points, abbreviated phrases, and pictures
- Avoid full sentences and paragraphs
- Leave space between points to add more information later

Why: Important ideas must be recorded in a way that is meaningful to you.

STEP 3: SUMMARISE & REVIEW

What: Summarise the main ideas from the lesson.

What: At the end of the class lecture, discussion, or reading session.

How: In complete sentences, write down the conclusions that can be made from the information in your notes.

Why: Summarising the information after it's learned improves long-term retention.

WEEK 1: Cornell Notes (Homework task 1)

Topic: On the different sectors in the hospitality and catering industry	Revision guide page: 6-7
---	--------------------------

[illegible]

Summary

WEEK 1: Exam Question (Homework task 2)

Question: Describe what the different sectors are within the industry and give 2 examples for each (8 marks)

Answer:

WEEK 1: Exam Question review and improvement (Classwork)

Question: Describe what the different sectors are within the industry and give 2 examples for each (8 marks)

Answer:

WEEK 2: Exam Question (Homework task 2)

Question: Choose 4 members of staff in a hotel and describe their roles and responsibilities (at least 4 for each) (12 marks)

Answer:

WEEK 2: Exam Question review and improvement (Classwork)

Question: Choose 4 members of staff in a hotel and describe their roles and responsibilities (at least 4 for each) (12 marks)

Answer:

WEEK 3: Cornell Notes (Homework task 1)

Topic: The different types of food service and residential service	Revision guide page 14-15
---	------------------------------

[illegible]

Summary

WEEK 3: Exam Question (Homework task 2)

Question: List 5 different catering establishments you know, what service they have and an advantage and disadvantage (10 marks)

Answer:

WEEK 3: Exam Question review and improvement (Classwork)

Question: List 5 different catering establishments you know, what service they have and an advantage and disadvantage (10 marks)

Answer:

WEEK 4: Exam Question (Homework task 2)

Question: Describe the personal skills and attributes needed for a receptionist and a head chef. (10 marks)

Answer:

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

WEEK 4: Exam Question review and improvement (Classwork)

Question: Describe the personal skills and attributes needed for a receptionist and a head chef. (10 marks)

Answer:

WEEK 5: Cornell Notes (Homework task 1)

Topic: Standards and ratings	Revision guide page 10
-------------------------------------	------------------------

Links	Notes
	Questions

Summary

WEEK 5: Exam Question (Homework task 2)

Question: State 5 extra services/amenities you would expect to get in a 5*hotel (5 marks)

Answer:

WEEK 5: Exam Question review and improvement (Classwork)

Question: State 5 extra services/amenities you would expect to get in a 5*hotel (5 marks)

Answer:

WEEK 6: Exam Question (Homework task 2)

Question: What qualifications would a chef need to have in a Michelin star restaurant? (4 marks)

Answer:

WEEK 6: Exam Question review and improvement (Classwork)

Question: What qualifications would a chef need to have in a Michelin star restaurant? (4 marks)

Answer:

WEEK 7: Cornell Notes (Homework task 1)

Topic: Contracts, remuneration and pensions	Revision guide page 19
--	------------------------

[illegible]

Summary

WEEK 7: Exam Question (Homework task 2)

Question: Describe the different types of contract that can be offered to an employee, with an example of a job role for each (10 marks)

Answer:

WEEK 7: Exam Question review and improvement (Classwork)

Question: Describe the different types of contract that can be offered to an employee, with an example of a job role for each (10 marks)

Answer:

WEEK 8: Exam Question (Homework task 2)

Question: List 1 potential health hazard for each of the people and a control method: Front of house, Back of house, Customers (6 marks)

Answer

This image shows a blank sheet of white paper with horizontal ruling lines. The lines are evenly spaced and extend across the width of the page. There are no margins, text, or other markings on the paper.

WEEK 8: Exam Question review and improvement (Classwork)

Question: List 1 potential health hazard for each of the people and a control method: Front of house, Back of house, Customers (6 marks)

Answer:

WEEK 9: Cornell Notes (Homework task 1)

Topic: Overheads in the H&C industry	Revision guide page
---	---------------------

[illegible]

Summary

WEEK 9: Exam Question (Homework task 2)

Question: Describe what affects how much profit is made and explain why?

[illegible]

WEEK 9: Exam Question review and improvement (Classwork)

Question: Describe what affects how much profit is made and explain why?

[illegible]

WEEK 10: Exam Question (Homework task 2)

Question: Describe how technology can increase the profits of a hotel (8 marks)

Answer:

WEEK 10: Exam Question review and improvement (Classwork)

Question: Describe how technology can increase the profits of a hotel (8 marks)

Answer:

WEEK 11: Cornell Notes (Homework task 1)

Topic: Health and safety in hospitality and catering provision; Laws	Revision guide page 55
---	------------------------

Links	Notes
Questions	

Summary

WEEK 11: Exam Question (Homework task 2)

Question: What are personal and food safety risks with some examples and control measures (at least 3 of each) (9 marks)

Answer:

WEEK 11: Exam Question review and improvement (Classwork)

Question: What are personal and food safety risks with some examples and control measures (at least 3 of each) (9 marks)

Answer:

WEEK 12: Exam Question (Homework task 2)

Question: Polly slipped in reception as the floor was wet due to the rain and broke her wrist. Describe the location of the incident, what the hazard was, what happened and the control measure to prevent it from happening again (6 marks)

Answer:

WEEK 12: Exam Question review and improvement (Classwork)

Question: Polly slipped in reception as the floor was wet due to the rain and broke her wrist. Describe the location of the incident, what the hazard was, what happened and the control measure to prevent it from happening again (6 marks)

Answer:

Week 2

Revision Card on The different sectors in the hospitality and catering industry 1. What does commercial mean? 2. What does non-residential mean? 3. Which sectors does a pub fall into? 4. Which sectors does a glamping site fall into? 5. Which sectors does a boarding school fall into?	Answers
---	----------------



Week 4

Revision Card on The different types of food service 1. What is the service called when you put money into a machine and you get a product? 2. What is the service called where the dish is finished at the table? 3. What is the service called when you help yourself to food from a central table/s? 4. What is the service called where you order at a counter and get the food quickly?	Answers
--	----------------



Week 6

Revision Card on Qualifications 1. Name a qualification a Head chef could have? 2. What is the system called that deals with university courses? 3. What does the C stand for in C..... and Guilds qualifications? 4. Which 2 qualifications do all people working with food need?	Answers
--	----------------

Week 8

Revision Card on possible health hazards and risks and control measures	Answers
1. Identify a hazard to a chef 2. What control measure could be in place to prevent this? 3. Identify a hazard to a member of waiting staff 4. What control measure could be in place to prevent this? 5. If an accident occurs what must be completed by law?	



Week 10

Revision Card on Contributing factors to the success of hospitality and provisions	Answers
1. Name 2 costs for a hotel 2. How could a takeaway reduce their waste? 3. Name one way technology is used by pubs to reduce costs? 4. Give one way the media can have a positive impact on a business 5. Give one way the media can have a negative impact on a business	



Week 12

Revision Card on Personal and food safety risks and control measures	Answers
1. Give a personal safety risk for a front of house member 2. How could the risk be controlled? 3. What could a security risk be for a customer? 4. How could the risk be controlled? 5. Name one food safety risk for McDonalds	

Aspire (ACHIEVE) Thrive

Develop your character



Aspire | Achieve | Thrive