



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	Modern Britain Task 1
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	Modern Britain Task 2	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
Computer Science
History
Health & Social Care
Music
Sport
IT

Option C
Business Studies
Childcare
Catering
Drama
Geography
Health & Social Care
Triple Science
Sport

Half Term 3 (5 weeks) - Year 11

Week / Date	Homework task 1 Cornell Notes	Homework task 2 Exam Question
Week 1 8th January 2024	Cornell Notes on factors affecting menu planning: seasonal foods	Answer the exam questions on : You are opening a new restaurant with one head chef and an apprentice. Choose a starter, main and desert for the menu and explain why you have chosen it
Week 2 15th January 2024	Revision Cards on: how the type of provision affects menu planning	Answer the exam questions on: Write a timeplan for one of the dishes above (P, M, D)
Week 3 22nd January 2024	Cornell Notes on: How the type of customer affects menu planning	Answer the exam questions on: Write a timeplan for one of the dishes above (P, M, D)
Week 4 29th January 2024	Revision Cards How environmental factors affect menu planning	Answer the exam questions on: Write a timeplan for one of the dishes above (P, M, D)
Week 5 5th February 2024	Cornell Notes How do environmental factors affect menu planning for one of your chosen dishes?	Make sure your timeplan is completed for your unit 2 exam

Half Term 4 (6 weeks) - Year 11

Week / Date	Homework task 1 Cornell Notes	Homework task 2 Exam Question
Week 6 19th February 2024	Cornell Notes on Health and Safety in hospitality and catering provisions.	Make sure your timeplan is completed for your unit 2 exam
Week 7 26th February 2024	Revision Cards Timeplans	Answer the exam questions on : Briefly describe the 4 food safety laws that an employer has to follow.
Week 8 4th March 2024	Mock Exams	Mock Exams
Week 9 11th March 2024	Mock Exams	Mock Exams
Week 10 18th March 2024	Cornell Notes The operation of the kitchen: Equipment.	Answer the exam questions on: How can a member of staff create a good first impression?
Week 11 25th March 2024	. Revision Cards : front and back of house	Answer the exam questions on : Explain why it is important to invest in good quality kitchen equipment.

Seasonal Foods

Seasonal food is fresh food that is ready to eat during its preferred season. For example, English strawberries are juicy and delicious in the summer and early autumn. They do not grow wild in England during winter as it is too cold. Some foods are not seasonal. Meat and dairy are available all year round. Cows are milked and chickens produce eggs from January all the way to December.



Cheaper

Seasonal produce that is locally sourced is often cheaper than buying out of season food that's been brought in. Seasonal food is cheaper to harvest, transport and sell as it's in abundance - driving down the market price. A good tip is to look for the Red Tractor logo; this symbol shows that the food is "traceable (back to a UK farm), safe and farmed with care".

Tastes Better

Seasonal produce will be at its peak for both flavour and health benefits. It's harvested at exactly the right time, so the taste is riper, sweeter, and generally more delicious. The chef/cook won't need to use seasonings such as salt or spices. Out of season food gets picked before it's ripe and then gets spoilt during transport. This compromises freshness and flavour of the food, so the chef gets lower quality at a higher cost.

Local Economy

As well as getting food at its prime, you'll also be supporting your local economy. Money spent in local businesses is normally reinvested into other local stores; helping to generate jobs and support local producers. Buying directly from the farmer or producer also means you no longer have to wonder where your food came from.



Easter: Easter is the most important festival in the Christian calendar. It celebrates Jesus rising from the dead, three days after he was executed. An egg is a symbol of new life. For Christians, Easter eggs are used as a symbol for the resurrection of Jesus. Easter is often celebrated with the giving and receiving of chocolate eggs.

Environment

Seasonal food is often grown/reared much closer to you. Reducing the environmental damage done by carrying and shipping foods long distances and keeping them cold. This is called 'food miles'. Food grown locally will also need fewer fertilisers and pesticides, which lessens water, air, and soil pollution, supporting a healthier community. Buying seasonal food will help to reduce your own carbon footprint and support a more sustainable food economy.



Eid: Celebrated worldwide by Muslims to mark the end of Ramadan. Eid ul-Fitr takes place on the first day of the tenth month of the Islamic lunar calendar, and Muslims are not permitted to fast on that day.

Ramadan: During the month of Ramadan, Muslims won't eat or drink during the hours of daylight. This is called fasting. Children are not expected to fast until they reach puberty, usually around the age of 14.



Christmas: Christmas is a Christian holy day that marks the birth of Jesus, who Christians believe to be the Son of God. Christmas dinners are an important part of the celebrations. Families and friends will share food together, eating traditional foods, such as turkey, mince pies and Christmas puddings.

Healthier

Foods grown out of season can't follow normal growing and ripening cycles, which our bodies are naturally in sync with. But by altering the menu to follow the seasons, dishes will have a better nutrient value. This is a great selling point for a food establishment, especially those catering to a wide variety of customers such as the young and elderly.

Produce that is flown thousands of miles also loses some of its nutritional and vitamin value. Fruit and vegetables that have been blanched, tinned or dehydrated to enhance the lifespan lose nutrients as well.

Disadvantages

Some disadvantages of using seasonal foods are that you may have to change your menu according to the seasons, this might push customers away who prefer certain dishes. This is a similar challenge to the chef, who may struggle to make the dishes interesting with limited ingredients. The skills required to be able to prepare and cook seasonal food may be a disadvantage to a business as staff costs may be higher. Employing high skilled staff may create an increase in food costs.

Skills of Chefs

Catering jobs are available at various levels, ranging from trainee and apprenticeships to executive level. Here are a few examples of the different types of jobs that are available in the catering industry:



EXECUTIVE CHEF

An executive chef manages the kitchen. He or she is responsible for monitoring and maintaining the quality of all dishes that leave the kitchen, creating menus and inventing new dishes, and supervising the kitchen staff. Except in small establishments, an executive chef will generally spend more time on administrative and managerial tasks than on food preparation.

QUALIFICATIONS

- Formal culinary training
- Previous restaurant experience
- Extensive food and beverage knowledge
- Restaurant industry knowledge
- Knowledge of restaurant regulations

Because the executive chef is the most senior person in the kitchen, he or she is often required to have a minimum of 5 - 8 years of relevant experience.

+ The qualifications listed under Section Chef.

SKILLS

- Cooking skills
- Menu planning skills
- Communication skills
- Leadership skills
- Time management skills
- Attention to detail
- Organisational skills
- Problem solving skills
- Work well under pressure



SOUS CHEF

Works alongside head chef to manage daily kitchen activities, including overseeing staff, aiding with menu preparation, ensuring food quality and freshness, and monitoring ordering and stocking. Provides meal quality and consistency by following designated recipes.

QUALIFICATIONS

- Formal culinary training
- Previous restaurant experience
- Extensive food and beverage knowledge
- Restaurant industry knowledge
- Knowledge of restaurant regulations
- + The qualifications listed under Section Chef.

SKILLS

- Cooking skills
- Communication skills
- Numerical skills
- Leadership and teamwork skills
- Organisational skills
- Problem solving skills
- Work well under pressure
- Self-motivated
- Customer service skills
- Positivity
- People management skills
- Attention to detail



SECTION CHEF

The chef de partie or section chef preps, cooks and assembles dishes and makes sure that they go out on time. They are in charge of a specific section of the kitchen such as sauces, fish or pastry, so need to have a sound knowledge of cooking. The chef de partie also assists the sous chef or head chef in developing menus.

QUALIFICATIONS

- City & Guilds 706/1 | 706/2 Catering
- NVQ Level 2
- Level 1 and 2 Food Safety Awards
- Minimum 1 years relevant experience
- Awareness of manual handling techniques
- Awareness of Control of Substances Hazardous to Health Regulations (COSHH) and chemical safety

SKILLS

- Cooking skills
- Work independently
- Manage Commis Chefs
- Communication
- Team management
- Communication skills
- Attention to detail
- Numerical skills
- Adaptability
- Positivity
- Team player

Type of Provision

Different occasions suit different types of menu. For example, if you go to a wedding you would expect a sit down meal, often silver service. If you go to a party you would probably expect a buffet. Most importantly, the style of service, menu and event needs to suit what the **customer expects and wants**.

When planning your menu you should consider:

Time of year, weather, types of customer, time available, price, portion control, ability of the cook, ability of the waiting staff, equipment available (for preparation, serving, cooking), balance (colour, flavour, texture, shape, variety of ingredients), presentation.



Children's Menu

Should be fun and include healthy alternatives to children's favourites, e.g. potato wedges instead of chips. Children could have more choice by offering smaller portions of main meal dishes from the adult menu. Children's menus should not be excessively high in fat, salt and sugar and demonstrate smaller portion sizes.



Breakfast

Breakfasts usually offer a choice of hot (bacon, egg, sausage, tomato etc.) and cold continental (rolls, croissants, cheese, cold meats, fruits and yoghurts). Hot and cold drinks and a tasty selection of preserves are also often offered.



customers' needs



Specials

Many restaurants have 'specials boards', which is a good way of adding seasonal dishes to the menu.



Lunch

Often needs to be served quickly for customers who have limited time. Sandwiches, wraps and baguettes are ideal. An ideal menu will offer a variety of breads with a selection of hot and cold fillings, together with snack items such as jacket potatoes, salads, pastries, cakes and muffins.



Evening meal

Vegetarian and healthy choices should be offered as well as dishes using a variety of cooking methods. In the UK, the most popular menus offer hot and cold starters, a variety of main courses and a selection of desserts that include chocolate and fruit.

Menu Type	Description	Advantages	Disadvantages
Table d'hôte or set-price menu	A fixed or set-price menu with a limited selection of dishes for every course.	Faster service and less wastage as less items on the menu for the chef team to prepare.	Limited choice
A la Carte menu	All dishes are individually priced. Menu comprises of starters, mains, desserts and side dishes. A type of menu often used in restaurants.	Wide variety and choice. Food items and dishes listed and priced individually so the customer can make their own meal from a selection of dishes.	Creates longer wait times for customers as dishes are cooked to order, slowing down the chef team. Can generate a lot of waste for the establishment if a dish is not popular.
Rotating menu cycle	Often used in schools and hospitals. A fixed pattern of menus is used to cover a fixed number of days. The minimum number of days is eight, so that menus are never repeated on the same day each week.	Chef/catering team will be familiar with the menus and therefore able to cook to a high standard consistently.	Food is often made with cheaper ingredients, resulting in poorer quality as focus is not on awards or reviews.
Ethnic or Specialty menu	Can be fixed price or A La Carte. Some offer dishes from particular countries, e.g. China, Italy. Others offer specialised food, e.g. fish or vegetarian dishes.	Chefs who are familiar with the type of cuisine are often employed, therefore dishes cooked to a high standard. Very popular in modern dining.	Limited choice other than the theme of menu on offer. Menu may not suit a wide variety of customers.
Fast-Food menu	This is similar to a specialty menu. Food tends to have 'themes' such as burgers, chicken or baked potatoes. Items are priced individually.	Low skilled staff can be employed to cook food as it is often prepared and delivered from a larger manufacturer. Makes staff wages lower, saves money.	Food is seen as 'cheap' and therefore prices must reflect this. Restaurant would have to sell in high volumes to make a profit.
Party or Function menu	Usually a fixed-price menu offered for parties or functions such as wedding receptions. Some party's menus offer a limited choice. Price is set per head (per person) rather than by dish.	Costing the menu per person helps the chef to budget for ingredients and staff. Food can be prepared and chilled ahead of time as menu items are already decided.	Limited choice, especially for customers with allergens and intolerances.

Type of Provision

When an planning your menu you must consider the following factors:

- Type of function/event
- Date and time
- Type of venue
- Number of guests
- Risk Assessment (allergens and intolerances)

Type of function: The most important factor to consider is what type of event are you planning? Common functions/events in the hospitality industry are: weddings, charity fundraisers, school proms, awards nights (the Oscars), business networking, opening of a new business, staff Christmas party, christenings, birthdays, confirmations, bar mitzvah, sporting events e.g. football hospitality (private boxes), horse racing (The Grand National). The menu may have to suit the theme, sports club, company or brand. If the event is a special occasion/luxury a silver service may be expected, however work parties and discos may only require a buffet service. The type and purpose of the event will determine every other factor and decision.

Date: Time of year, e.g. Christmas, Easter, Summer, Spring. The time of year might have an impact on the theme you choose or ingredients that are in season. The date may be specific to the client, e.g. a wedding day, date of the school prom, that cannot be changed.

Time: Morning = Breakfast Dishes such as cooked breakfast (Full English), light snacks, fruit, pastries, Danishes, yoghurt.

Daytime = Lunch/Snacks such as sandwiches, baked potatoes, wraps, salads, pasta dishes.

Evening = 2 or 3 course dinner, starters, mains, desserts, vegetarian options.

The time may dictate the type of food you serve or style of service, e.g. in the evening guests would not expect a breakfast course, in the morning, guests probably don't expect a 3-course meal. When planning a menu always think about the time of day or year!



Venues

Once you have chosen your brief, you can begin to think about the style of menu that will suit the occasion. For example, children's parties may take place at a soft play area where a small buffet style meal would be suitable. You could even create a dinosaur or superhero themed menu with set items. The menu would have to consider the equipment available at a soft play area, which is unlikely to have a fully functioning commercial kitchen onsite. An adult's party may take place at a restaurant where a wider variety and choice is expected. You may even be asked to design a menu for a holiday park bistro, where all ages must be catered for!



Number of Guests

The number of guests is **VERY important!** The catering manager/chef needs to make sure that if 60 guests are expected, 60 guests are catered for, plus some extra in case people turn up unexpectedly. A wedding is a great example of where the number of guests must be correct, as the cost per person is often expensive (around £70 per guest)! If an event expected lots of guests (over 200) the chef may suggest serving a buffet as a 3-course meal for over 200 people may be time consuming (unless there are many chefs and wait staff employed for the event). All these things must be considered so the event runs smoothly, and everyone is catered for.

Portion Control

Portion control is extremely important. Customers need to feel they are getting 'value for money' and having the same size portion as everyone else.

It helps the caterer when planning to know how many portions the ingredients will make? The caterer can then determine a selling price (how much should be charged to cover costs and make a profit?) and avoids waste.

Using standard recipes can help a caterer by determining how many ingredients will make 10, 20, 30 or more portions. Equipment can also be used to control portions:



Customer Needs

Menu Planning is an essential part of the hospitality industry. Chefs, restaurant managers, establishment owners must plan menus to meet the needs of a wide range of people, as we are not all the same. Not only is this good business practice, it is also a legal requirement, especially for food allergies and intolerances. Below are some of the factors a menu planner **MUST** consider:



Allergies

Some people may develop an allergy to peanuts or to the gluten in wheat. If they eat foods containing these, they may become very ill, and possibly die.

The 8 most common food allergies include:

Cow's milk, Eggs, Tree Nuts, Peanuts, Shellfish, Wheat, Soy and Fish.

Symptoms can occur anywhere from a few minutes after exposure to a few hours later, and they may include some of the following:

Swelling of the tongue, mouth or face, Difficulty breathing, Low blood pressure, Vomiting, Diarrhea, Hives, Itchy rash.

Cow's Milk Allergy

Foods found in:

Milk, Milk powder, Cheese, Butter, Margarine, Yogurt, Cream, Ice Cream



Nut Allergy

Foods found in:

Brazil nuts, Almonds, Cashews, Macadamia nuts, Pistachios, Pine nuts, Walnuts



Seafood Allergy

Foods found in:

Shrimp, Prawns, Crayfish, Lobster, Squid, Scallops



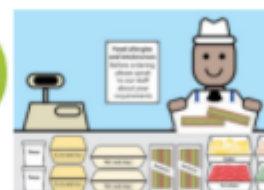
GLUTEN FREE



EGG FREE



PEANUT FREE



You can alert customers of allergies by printing information on your menus. In UK we use recognisable logos for nut, lactose and gluten containing products to make it easier for the customer to make an informed choice. Servers should also be knowledgeable to answer any guest queries on allergens.

Coeliac Disease

This is intolerance to gluten which is found in wheat, rye and barley. Coeliacs cannot absorb nutrients if they eat gluten. Corn rice and potatoes do not contain gluten. You can use the following alternatives in recipes instead of wheat: brown, white and wild rice, buckwheat, almond flour, coconut flour, corn, corn flour

Lactose Intolerance

Can't digest lactose (because they don't produce the lactase enzyme). Milk, milkshakes and other milk-based beverages, whipping cream and coffee creamer, ice cream, cheese, butter, puddings, custards, cream soups, cream sauces, foods made with milk. Lactose free alternatives include soya milks, yoghurts and some cheeses, rice, oat almond, hazelnut, coconut, quinoa and potato milks.



Ethical Diets

Some people avoid meat due to environmental issues or health risks. Some people avoid beef due to concerns over BSE. Some avoid chicken and turkey due to the bird flu issues. Some people avoid fish due to the overfishing. Or prawns because this fishing is very energy expensive and wasteful. Producing unnecessary greenhouse gases. Some people just don't like the thought of harming animals.

Types of Vegetarian:

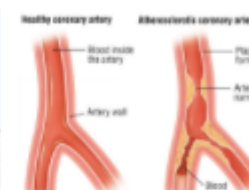
Vegetarians: Do not eat meat or fish.

Lacto-vegetarians: Do not eat the flesh of any animal but they will eat eggs, milk, cheese, honey etc.

Vegans: Do not eat any animal products (including honey).

Pescetarians: Do not eat chicken or red meat but do eat fish.

Demi or Semi Vegetarians: Often choose to eat a mainly vegetarian diet because they don't eat red meat. They sometimes eat poultry and fish and eggs, milk and cheese.



Some people may choose or be advised to eat a low saturated fat (often comes from animal fats such as meat and butter) diet for health reasons:

Coronary Heart Disease (CHD) is a build up of fatty deposits in the coronary arteries. Should avoid high saturated fat foods and foods that have been deep fat fried. More fruit, vegetables and fibre in diet.

High Blood Cholesterol is high level of cholesterol in the blood. Should avoid high saturated fat foods. Consumption of healthy fats (unsaturated) can help lower cholesterol.

High Blood Pressure (BP) is higher force than normal pushing against the artery walls (caused by having fatty deposits in the arteries which narrows the artery, increasing the force against the walls). Should avoid high salt foods and foods that have been processed, e.g., ready meals and high salt snacks.

Religious Diets

Muslim Diet: Do not eat pork. Only eat Halal meat (which is killed in the same way as Kosher). Sea food without fins or scales (such as crabs, prawns and squids) considered undesirable by some Muslims. Muslims also avoid alcohol.



Jewish Diet (Judaism): Do not eat shell-fish or pork. They do not eat dairy and meat in the same meal (this is because they do not eat mother and child together - so you can not have chicken and egg together or milk and beef). They only eat Kosher meats (where the blood is drained from the body through a slit in the throat before the meat is soaked or salted). Kosher houses should have different sinks for dairy and meat along with different plates, cutlery and utensils: this is taken very seriously within the Jewish religion.



Hindu Diet (Hinduism): Do not eat beef or any beef product - this is because the cow is a sacred animal and is treated as such, this includes the use of leather for clothes and furniture. Milk is permitted as no animal is killed during the collection. Often vegetarian, which comes from the principle of Ahimsa (not harming). Most Hindus don't drink alcohol.

Environmental Considerations

When planning your menu, you must consider the impact your choice of dishes and preparation methods will have on the environment.

Environmental issues you must consider also include:

- Conserving energy and water when preparing food
- 3 Rs Reduce, Reuse, Recycle
- Food sustainability and provenance



Buying ingredients – what to consider?

- Have the ingredients travelled from far away by environmentally damaging transport?
- Have the ingredients been processed and purified using a lot of energy carbon footprint
- Ingredients locally produced – saving food miles and environmental damage
- Organic ingredients not using excess fertiliser, pesticide or artificial hormones for animals
- Animal welfare e.g. free range or barn eggs, free range meats, organic meats
- Fruits and vegetables and meat produced locally or sustainably
- Ingredients such as cocoa, coffee, syrup produced by fair trade farmers.

Food miles/Carbon footprint

The distance the food or ingredients travel from production/growing to where it is consumed or sold. Transporting food long distances is harmful to the environment. Some foods can't be grown in this country due to the climate and therefore must be transported overseas to reach us.

Visit foodmiles.com to calculate the food miles of your chosen ingredients:



Choose **sustainable food**. By this we mean buy local, seasonal and environmentally friendly food. For example, try local farmer's markets, choose products with a Fairtrade stamp, select fish that has been sustainably farmed. By buying locally your ingredients will travel less miles to reach the kitchen, reducing carbon footprint.

Using **organic foods** is also extremely environmentally friendly as these products don't use any pesticides and fertilisers. However, many supermarkets reject these due to their shape and size being 'non-uniform'. These are often wasted or used as animal feed.



To conserve energy, it's best to keep your pans covered while cooking. Covering your pans will require less cooking time. This is also a good way to prevent grease splatters that will require you to use additional water or cleaning products to remove. While cooking, you can lift the covers briefly to stir or flip over food so that it doesn't burn. **This style of cooking speeds the foods cooking time by 25%.**

As induction hobs are more energy efficient than gas hobs, a chef could consider switching to induction hobs, however gas hobs allows better control over cooking temperatures. You could plan your menu around faster cooking methods such as sautéing and stir frying to minimise the amount of energy used.



Cutting your food into smaller pieces has long been an effective green cooking method. Smaller meat and vegetable pieces can be heated faster so that **less energy** will have to be used. This will also make it easier for you to see how well your food is cooking so that you can manage your cooking time more effectively without burning anything.

Cutting meat into smaller portions can also **reduce the chances of food borne illness** from raw or undercooked meat dishes. Additionally, if you use this method on meat, you should also be able to avoid overcooking and **therefore prevent food wastage**.

Key Words

Reduce	lowering the amount of waste produced
Reuse	using materials repeatedly
Recycle	using materials to make new products
Sustainable	able to be maintained or continue

Environmental Considerations



Each time that you cook, you should prepare a larger food portion so that you can use it again. Since reheating will require less energy use, preparing a larger portion will save you from having to use more heating power to prepare new meals. This can also help you reduce your clean up times and cut down on your water use. A great example of this is to make 20 portions of lasagne and once cooled, you can portion, freeze and reheat when required.



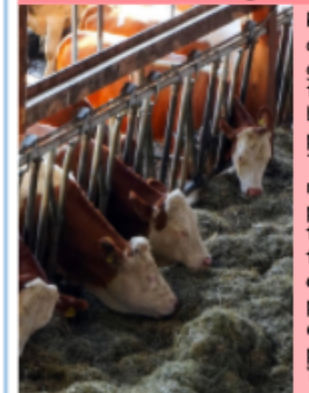
When using water to boil anything in a pan, make sure that you only use as much water as is needed to cover the amount of food you're cooking - one of the most common forms of energy wastage is the energy it takes to boil water you don't need. Use the kettle to boil water quickly and transfer to a pan on the hob for steaming and boiling vegetables or pasta. Always use a pan which is the right size for the amount of food you are cooking to ensure that you use less energy in heating a bigger surface area when you don't necessarily need to. Use a double steamer to cook vegetables so you can layer vegetables on top of each other and still use one ring. Turn down the level of the ring or burner once the cooking temperature or state is reached; most dishes need to simmer, not boil.



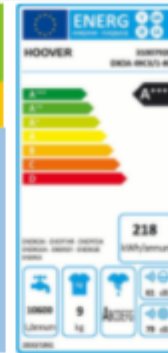
Check your fridge regularly to see what food you have, what's going off soon, what can be frozen, what vegetables are on the turn that can be made into a quick side dish? Or even cook to destroy spoilage bacteria and preserve the foods shelf life. By also checking that food has been stored correctly you can prevent food wastage by preventing food spoilage.

Avoid over purchasing ingredients, buy ingredients with your menu in mind and the number of customers you are likely to serve. Avoid serving large portions to prevent food wastage by customers. Don't forget, food waste can be composted and used to grow more crops. You could even serve some fruits and vegetables with the skin on to prevent waste and increase the fibre content of the dish!

Cattle Farming



Reduce how much meat and dairy you use! By using less beef and dairy products you can reduce health risks and greenhouse gases. Beef's environmental impact exceeds that of other meat including chicken and pork, experts believe that eating less red meat would be a better way for people to cut carbon emissions than giving up their cars. The heavy impact on the environment of meat production, research shows a new scale and scope of damage, particularly for beef. The popular red meat requires 28 times more land to produce than pork or chicken, 11 times more water and results in five times more climate-warming emissions. When compared to staples like potatoes, wheat, and rice, the impact of beef per calorie is even more extreme, requiring 160 times more land and producing 11 times more greenhouse gases, in particular 'methane'.



Energy Efficient Equipment

Energy efficiency simply means using less energy to perform the same task - that is, eliminating energy waste. Energy efficiency brings a variety of benefits:

- reducing greenhouse gas emissions,
- reducing demand for energy imports
- lowering our cost



ENERGY SAVING TIPS FOR CHEFS

• STAFF INVOLVEMENT

Raise energy awareness among kitchen and waiting staff and appoint "Energy Champions", staff members responsible for turning off lights, ovens and equipment when not in use and making sure that heating and hot water are set at the right temperature.

• REFRIGERATION

Fridges and freezers should be located away from the hot kitchen. Ensure refrigeration temperatures are set correctly and review the condition of the door seals. Keep fridge doors closed as much as possible - install door closers or alarms to prevent staff members accidentally leaving the fridge/freezer doors open.

• REVIEW EQUIPMENT

A new machine could save money and energy. A combi oven, for example, which offers convection, steam and combination cooking, can save energy, while induction hobs are more energy efficient than a traditional electric hob.

• REVIEW YOUR DISHWASHER

Don't set the dishwasher away half full, wait until a full load is ready to save water and energy.



Over Fishing

Occurs when humans take fish from the marine and freshwater sources at a rate faster than fish can repopulate. It's the reason seafood is expected to be depleted from the oceans by 2048.

Overfishing is a result of modern advancements in the fishing techniques such as trawling and dredging, which disrupt the physical habitat and biologic structure of ecosystems in the ocean. Fish such as cod, salmon and tuna are in danger as these make up the vast majority of species fished for.



Conserving Energy

Conserving energy by:

- Keep equipment clean and maintained so it uses less energy including filters on ventilation and refrigeration
- Descale equipment used for boiling
- Keep lids on saucepans
- Energy efficient lighting, auto switch off
- Turn off equipment and lights when not in use
- Don't put hot food in fridges, uses more energy to cool down
- Energy efficient boilers etc for hot water, don't have water too hot (above 55°C for legionella)
- Replace old equipment with more energy efficient models
- Gas heats up and cools down more rapidly but needs ventilation



REDUCE

- Only buy what is needed for preparation
- **Storage** - check temperatures, use airtight containers label food with dates, use first in first out for ingredients
- **Preparation** - do not over trim, use carcasses and trimmings to make soups, stocks and sauces
- **Portion sizes** - do not offer excessive portion sizes people will leave lots of food, wastes energy in preparing food that is not going to be eaten
- **Write menus** that consider using offcuts such as chicken trimmings used to make a pie
- **Turn dry fruit and veg** into powders and seasonings
- **Turn excess fruit and veg** into chutneys, sauces, jams, pickles
- **Freeze** leftover food for later use in dishes.



REUSE

- Keep food in **reusable** containers
- **Serve** water in glass bottles or carafes
- Use **refillable containers** for condiments, salt and pepper, sauces etc instead of single serve
- Use food not served to make new meals e.g., bubble and squeak with left over potato and green veg, stir fries with small pieces of veg, trifle with left over cake, meringue with left over egg white, soup with veg and meat leftovers, Bread and butter pudding or croutons with bread.



Conserving water by:

- Taps that disperse only short bursts of water
- Motion sensor taps
- Only use minimum water to cook food
- Use a steamer instead of boiling in water
- Reduce flow of taps, use a spray head for washing
- Have taps which turn themselves off
- Use a bowl, keep the plug in when washing up
- Full loads for washing machines and dishwashers
- Serve water on tables at customer's request
- Reduce flow rate to equipment such as potato peelers
- Water metering



RECYCLE

- **Recycle sturdy containers** for food storage
- Send food waste to be used for compost or animal feed instead of throwing it away
- **Recycle used cooking oil.** Some companies collect it for free and then turn it into bio diesel
- **Recycle paper, cardboard, cans, glass bottles and jars.** Councils will collect for recycling.
- **Buy recycled glass, food grade plastic containers, recycled paper**
- Use the correct recycling bins - train staff

Production Plan

Your production plan must include all of the following:

- Ingredient lists (including amounts in grams, millilitres)
- Equipment needed
- Mise en place - (getting ready and organised before you start preparing and cooking the food)
- Timing — for preparing, cooking, decorating, etc.
- Sequencing - the order in which you prepare and cook the food (including dovetailing)
- Cooling food down - where, how and for how long you will do this, and at what temperature?
- Hot holding - how you will keep food hot and at what temperature?
- Completion - how you will know your dish is finished?
- Serving/presentation - describe how the plate will look, what will you decorate the plate with and serve your food with e.g. salad, bread, ice cream?
- Removal of waste - especially if handling raw meat/fish
- Contingencies — e.g. what will you have ready in case something goes wrong?
- Health, safety and hygiene points - e.g. washing up, using oven gloves etc.
- Quality points - how will you make sure you achieve a professional dish?
- Storage of the food during the practical assessment so that it stays safe to eat - e.g. chilled food kept in fridge, dry food kept sealed off the floor.



Health and Safety Points

- Use bridge and claw technique to prevent injury
- Make sure knives cleaned separately to prevent cuts
- Use oven gloves to prevent burns
- Use a blue plaster if you cut yourself
- Warn others of hot pans
- Stand back when opening ovens (risk of scalds from steam)



Mise en place (preparation)

- Tie up hair/hair net, remove all jewellery
- Wash hands in hot soapy water, put a clean apron on
- Collect ingredients from the fridge, freezer, store cupboard.
- Weigh and measure using digital scales
- Wash vegetables, especially soil vegetables
- Peel and chop fruit/vegetables needed first
- Have recipes printed and a pen to tick steps
- Setting preparation area up by ensuring the ovens are pre-heated and the area is clean
- Checking ingredients for quality points and weighing ingredients
- Collecting equipment/getting serving dishes ready

Logical Sequence

- Things that need to set in a fridge or cook for a long period of time are prepared first
- Use of specialist equipment such as ice cream machines/pasta machines
- State correct preparation terms e.g. chopping carrots into small dice: slice potatoes thinly: fillet the fish
- Simmer the sauce, sauté the beef, and glaze the pastry with egg wash
- State the required oven temperatures and length of cooking time
- State when dish goes in oven for how many minutes
- Remember to take dish out at correct time on the time plan

Hygiene

- Allow time to wipe clean sink/cooker at the end of the assessment
- Ensure ALL equipment is cleaned in hot soapy water and dried with a clean towel. Placed back into the correct cupboards.

Completing the dishes

- EACH dish should be allocated a colour as well as the special points and contingencies. This will support you when dovetailing the time plan.
- Discuss the use of specialist equipment and terminology e.g. bloom the gelatine for the panna cotta.
- Include as much hand washing/washing up as possible.
- Try and include HACCP at all times e.g. store the prepared fish fillets until required, on the bottom shelf of the fridge/in a sealed container.
- Make sure every section has at least one special point and contingency.
- List both the equipment required and ingredients
- (this will assist you when completing the assessment).
- Include garnishing and decoration time on your time plan.
- Allow time to arrange food on serving dishes and present on the table.
- Set time aside during the time plan for wiping surfaces/clearing up before starting the next dish.

What is a special point?

- Wear clean apron and remove all jewellery
- Wash hands after handling raw meat to reduce the risk of cross contamination
- Use bridge and claw when using knife to reduce the risk of cutting yourself
- Do not put knives in the sink, clean them as you go, place back in secure and safe place
- Pan handles facing inwards to reduce the risk
- of spillages
- Use oven gloves to reduce the risk of burning your hands (ensure gloves are clean and dry)
- Safety points for using electrical equipment
- Use colour coded chopping boards: cooked meats (yellow), salad and fruit (green), raw meat (red), vegetables (brown), bakery and dairy products (white)
- High risk foods to be stored in fridge until needed
- Cook food to core temp of 75°C
- Wash all equipment after using high risk ingredients (raw meat, eggs) to prevent cross contamination
- Wash hands after using high risk ingredients to prevent cross contamination
- Cool food rapidly, keep out of danger zone (5-63°C)
- Check meat is cooked thoroughly to prevent food poisoning

Production Plan

What is a contingency point?

- A contingency plan is usually put into place to allow a business to find solutions if problems arise.
- When completing your production plan and assessment you might come up against these types of problems, so it's vital that you have a selection of effective and manageable 'PLAN Bs'.

These contingency points can be broken down into several sections:

- Equipment
- Ingredients
- Special diets
- Timings



Timings

Timings are always a guide depending on your equipment such as your oven. If you remove your dish from the oven and it isn't cooked, simply place it back in for more time. A great example would be to probe the food, if it doesn't reach the required temperature, place it back into the oven.



Equipment

Equipment could break at any moment during the assessment, if this happened how would you complete the dish? Look at alternatives when completing your plan, for example if the pasta machine broke whilst using it, what would you use? The contingency point could be a rolling pin.



Ingredients

Ingredients can spoil, mistakes may happen, and the ingredient is ruined. If this was the case how could you continue to produce the dish? A great example is lasagne, if you ran out of beef mince what could be used as a substitute? Quorn mince? Turkey mince? Vegetables?



Final Points to Consider

- Could you alter the cookery methods to save on time?
- Can you make the dish healthier? Cooking methods?
- How would you cook this dish in higher volumes?
- What would you do if you didn't have a certain piece of equipment? How would you adapt the recipe?
- How would you adapt the recipe for: allergies, intolerances, religious diets, vegan, vegetarians?
- How can you prevent cross-contamination of PHYSICAL, MICROBIOLOGICAL, ALLERGENIC and CHEMICAL contaminants?
- How will you store food throughout the preparation/cooking process?
- How will you control portion size to reduce waste?
- How will you present and serve dishes to meet customer needs?
- Have you mentioned personal hygiene and health and safety measures throughout your production plan?



Special Diets

Special diets also need considering when completing your time plan. If a customer has a special diet, as a chef you should have the knowledge to be able to amend the dish to suit their needs, for example using gluten free flour in pasta.

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 1-1.3.2 - 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: 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:

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.

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)

Date 08 / 01 / 24	Topic: factors affecting menu planning: seasonal foods	Revision guide page:130
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links	Notes
Questions	

Summary

WEEK 1: Exam Question (Homework task 2)

Date 08/01/24.

Question: You are opening a new restaurant with one head chef and an apprentice. Choose a starter, main and desert for the menu and explain why you have chosen it

Answer:

WEEK 1: Exam Question review and improvement (Classwork)

Question: You are opening a new restaurant with one head chef and an apprentice. Choose a starter, main and desert for the menu and explain why you have chosen it

Answer:

WEEK 2: Exam Question (Homework task 2)

Date 15/01/24

Question: Answer the exam questions on:

Write a timeplan for one of the dishes above (P, M, D)

Time	Procedure	Special points

WEEK 2: Exam Question review and improvement (Classwork)

Question: Write a timeplan for one of the dishes above (P, M, D)

Answer:

WEEK 3: Cornell Notes (Homework task 1)

Date 22 / 01 / 24	Topic: How the type of customer affects menu planning	Revision guide page 130
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links Questions	Notes

Summary

WEEK 3: Exam Question (Homework task 2)

Date 22/01/24

Question: Write a timeplan for one of the dishes above (P, M, D)

Answer:

Time	Procedure	Special points

WEEK 3: Exam Question review and improvement (Classwork)

Question: Write a timeplan for one of the dishes above (P, M, D)

Answer:

WEEK 4: Exam Question (Homework task 2)

Date 29/01/24

Question: Write a timeplan for one of the dishes above (P, M, D)

Answer:

Time	Procedure	Special points

WEEK 4: Exam Question review and improvement (Classwork)

Question: Write a timeplan for one of the dishes above (P, M, D)

Answer:

WEEK 5: Cornell Notes (Homework task 1)

Date 05 / 02 / 24	Topic: How do environmental factors affect menu planning for one of your chosen dishes?	Revision guide page 132
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links	Notes
Questions	

Summary

WEEK 5: Exam Question (Homework task 2)

Date 05/02/24

Question: Make sure your timeplan is completed for your unit 2 exam

Answer:

WEEK 5: Exam Question review and improvement (Classwork)

Question:

Answer:

WEEK 6: Cornell Notes (Homework task 1)

Date 19 / 02 / 24	Topic: Health and Safety in hospitality and catering provisions.	Revision guide page: 55
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[illegible]

Summary

WEEK 6: Exam Question (Homework task 2)

Date 19/02/24

Question: Make sure your timeplan is completed for your unit 2 exam.

Answer:

WEEK 6: Exam Question review and improvement (Classwork)

Question: Make sure your timeplan is completed for your unit 2 exam

Answer:

WEEK 7: Exam Question (Homework task 2)

Date 26/02/24

Question: Briefly describe the 4 food safety laws that an employer has to follow.

[illegible]

WEEK 7: Exam Question review and improvement (Classwork)

Question: Briefly describe the 4 food safety laws that an employer has to follow.

[illegible]

WEEK 8: Assessment Week Revision (Homework task 1)

Date 04 / 03 / 24	Topic
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[illegible]

WEEK 8: Assessment Week Revision (Homework task 2)

Date 04 / 03 / 24	Topic
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[illegible]

WEEK 9: Assessment Week Revision (Homework task 1)

Date 11 / 03 / 24	Topic
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[illegible]

WEEK 9: Assessment Week Revision (Homework task 2)

Date 11 / 03 / 24	Topic
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[illegible]

WEEK 10: Cornell Notes (Homework task 1)

Date 18 / 03 / 24	Topic: The operation of the kitchen: Equipment.	Revision guide page 38
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[illegible]

Summary

WEEK 10: Exam Question (Homework task 2)

Date 18/03/24

Question: How can a member of staff create a good first impression?

Answer: _____

This image shows a single 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 10: Exam Question review and improvement (Classwork)

Question: How can a member of staff create a good first impression?

Answer: _____

WEEK 11: Exam Question (Homework task 2)

Date 25/03/24

Question: Explain why it is important to invest in good quality kitchen equipment.

[illegible]

WEEK 11: Exam Question review and improvement (Classwork)

Question: Explain why it is important to invest in good quality kitchen equipment.

[illegible]

Week 2

Revision Card Type of provision	Answers
<ol style="list-style-type: none">1. What is a fast food outlet?2. Name a dish you would serve at one3. What is a bistro?4. Name a dish you would serve at one5. Name a dish you may find at a 5*restaurant and why it would be found there	

Week 4

Revision Card on How environmental factors affect menu planning	Answers
<ol style="list-style-type: none">1. How could you reduce energy loss when boiling a potato?2. How could you maximise the energy used in an oven?3. What are food miles?4. What is overfishing?5. Which type of egg should you use and why?	

Week 7

Revision Card on Timeplans	Answers
<ol style="list-style-type: none">1. What is a contingency?2. Give a contingency when making pastry?3. Give a health and safety point when using knives4. Give a hygiene point when working with raw chicken5. If you burn your pie, what would you have to do?	

Week 11

Revision Card on Front of house and back of house	Answers
<ol style="list-style-type: none">1. Name a front of house staff member2. Give the role of a receptionist?3. What uniform must a head chef wear?4. Who is in overall charge of a hotel?5. Give a job role of a chambermaid	

Aspire (ACHIEVE) Thrive

Develop your character



Aspire | Achieve | Thrive