STOKE DAMEREL
Community College

Cycle 2

Hospitality & Catering

Year 11

Name: _____

Tutor: _____

Year 11 Homework Timetable

Monday	**English**	**Ebacc A**	**Option C**	
Tuesday	**Tassomai** ***(50 Q's per week)***	**Option B**	**Option C**	
Wednesday	**Hegarty** ***(4 Tasks per week)***	**Science**	**Option C**	
Thursday	**Ebacc Option A**	**Tassomai** ***(50 Q's per week)***	**Option B**	**Option D**
Friday	**Hegarty** ***(4 Tasks per week)***	**Science**	**English**	

Tassomai - 2 Daily Goals per week
Hegarty - 4 tasks of Hegarty per week

Ebacc Option A			
Art	French	Geography	History
Sociology			
Option B			
Art	Business	Child Care	Catering
Computing	IT	Media	Sociology
Sport			
Option C			
Art	Business	Catering	Drama
History	Music	Photography	Sport
Travel and Tourism			
Option D			
Business	Catering	Dance	Drama
Geography	Media	Photography	Sport

Hospitality & Catering Cycle 2 - Year 11		
Week / Date	**Homework Task**	**Exam Question**
Week 1 November 15th	**Cornell Notes on:** What are the services offered in hotel or restaurant of your choice	Question 1: Explain the difference between essential , extra and desirable services in a Hospitality and Catering establishment(4)
Week 2 November 22nd	**Revision cards on:** Customer needs requirements and expectations	Question 2: Create a timeplan for a dish using fruit and vegetables
Week 3 November 29th	**Cornell Notes on:** Alternative foods for Vegetarians and Vegans	Question 3: State three ways in which developments in communication technology are changing customer behaviour and requirements and explain how (6)
Week 4 December 6th	**Revision cards on:** Customer rights and equality	Question 4: Create a timeplan for a dish using alternative foods
Week 5 December 13th	**Cornell Notes on:** Nutritional needs of adults and children	Question 5: Describe the 5 Personal safety laws in place to protect the employer, employee and Customer (10)
Week 6 January 5th	**Revision cards on:** Health and safety laws and quorn and soya as commodities	Question 6: Create a timeplan for a dish for adolescents (teenagers)
Week 7 and 8 January 10th - January 17th	**Revision:** Cornell Notes / Mind map / Revision cards	Revision
Week 9 January 24th	Plug the gaps	

Weeks 1 and 2
Customer need: Starts the relationship between a customer and a business
Customer requirements and expectations: Factors that decide whether or not a customer is satisfied with the service they receive
Market research: ways of finding out customers' needs , requirements and expectations are e.g. feedback, surveys etc
There are 3 levels of customer requirements and expectations:
Extras: The customers do not expect them but are delighted to receive e.g a complimentary bottle of wine with their meal
Desirable: The customer will be very happy if plenty of these are offered e.g a range of toiletries in their hotel room
Essential: The bare minimum that a customer would require and expect e.g a range of menu choices
Vegetables: Various parts of a plant can be used e.g. leaves (lettuce), stems (celery), roots (carrots), bulbs (onions), tubers (potatoes), seeds (beans), fruits (tomatoes)
They are used as part of a dish, flavourings, in soups and salads, as side dishes, to add colour and garnish the dish
Fruits: Classified into the following groups: stone (plums), soft berries (strawberries), currants (blackcurrants), citrus fruits (lemons), hard fruits (apples), other/exotoc (banana), stem (rhubarb).
They are used as starters, an ingredient in dishes, to add colour, garnishes, drinks, sauces, and fresh fruit.

Weeks 3 and 4
Customer rights and equality: The laws and regulations that protect customers when they are buying products or services.
This includes:
The Trade Descriptions Act 1968: this act makes it illegal to mislead customers
The Consumer Protection Act 1987: this act prohibits the sale of unsafe products.
Equality Act 2010: Promotes equal opportunity for all people regardless of age, race, religion, disability, sexual orientation and gender.
Consumer Rights Act 2015: Products must work as they are supposed to and completed within a reasonable time.
Leisure requirements:
This includes activities such as: Sport / holidays / tourism / outdoor pursuits.
Business / corporate requirements:
Their requirements could include; meeting rooms, temporary restaurants, drinks and buffets.
Local residents
Establishments are often located in or near residential areas so It is important that they maintain good relationships with local residents.

Alternative foods
Vegetarians and Vegans are people who do not eat/drink animal products.
There are a variety of foods that are now available for them to use:
Quorn which is a mycoprotein e.g sausages, fillets, mince
Soya: e.g tofu, tempeh and TVP

Week 5 and 6
Health and Safety:
There are a certain laws that you need to be familiar with:

1. Health and Safety at Work ct (HASAWA)
2. Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)
3. Control of Substances Hazardous to Health Regulations (COSHH
4. Manual Handling Operations Regulations (MHOR)
5. Personal Protective Equipment (PPE) and Work Regulations (PPER)

Nutritional needs of Different Groups
All groups need to have a balanced diet of the main nutrients based on the Eatwell Guide. THis also recommends that sweet, salty and fatty foods should be consumed in small amounts, 6-8 cups of water should be consumed daily and people should check nutritional labels on pack However due to different lifestyles.
Soya: Tofu made from treated soya milk, Tempeh made from fermented whole soya bean flour and TVP made from soya bean flour.
These products have a high protein content and are used as replacements for meats in vegetarian dishes. They have little flavour on their own, but do take up flavours easily
Quorn: Quorn is a meat substitute product originating in the UK and sold primarily in Europe. It is a mycoprotein which is made from a fungus.

Weeks 7 and 8
Revision using the information from the KO

WEEK 1

Date…….

Explain the difference between essential , extra and desirable services in a Hospitality and Catering establishment(4)

Answer:-

WEEK 2

Date……

Create a timeplan for a dish using fruit and vegetables

Time	Procedure	Special points

WEEK 3

Date…….

Question: State three ways in which developments in communication technology are changing customer behaviour and requirements and explain how (6)

Answer:-

WEEK 4

Date……

Create a timeplan for a dish using alternative foods

Time	Procedure	Special points

WEEK 5

Date…….

Question: Describe the 5 Personal safety laws in place to protect the employer, employee and Customer (10)

Answer:-

WEEK 6

Date……

Create a timeplan for a dish for adolescents (teenagers)

Time	Procedure	Special points

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.

Date / / Topic

WEEK 1

Questions	Notes

Summary

Date / / **Topic**

Questions	Notes

Summary

Date / / Topic

WEEK 3

Questions	Notes

Summary

Date / / **Topic**

Questions	Notes

Summary

Date / / Topic

WEEK 5

Questions	Notes

Summary

Date / / **Topic**

Questions	Notes

Summary

Revision Page

Revision Page

Revision Page

Revision Page

Revision Page

Revision Page

Revision Page

Revision Card on Customer needs and expectations	Answers
1. Customer needs starts the relationship between the customer and who? 2. Customer expectations decided whether the customer is what with the service? 3. How can businesses find out about customer needs? 4. The bare minimum services a customer would expect are called what? 5. Give a desirable feature in a hotel room 6. Give an extra service at a restaurant 7. Why is a bottle of champagne in a hotel room and extra?	

Revision Card on Customer rights and equality	Answers
1. Which law makes it illegal to mislead customers? 2. Which law prohibits the manufacture of unsafe products? 3. Which law promotes equal opportunities? 4. Which law says that services should be carried out with reasonable care and skill? 5. What may a business want from a hotel? 6. How could a bar keep the local residents around it happy? 7. Name a leisure requirement a customer may want when they visit a hotel?	

Revision Card on Health and safety laws and quorn and soya as commodities	Answers
1. What is the HASAWA law? 2. What does the D and D mean in RIDDOR? 3. Steel toe cap shoes are called what in the workplace? 4. What can a vegan not eat? 5. Give the name of a product a vegan could use to replace meat? 6. What is quorn made of? 7. How could you make a vegetarian sausage roll?	