

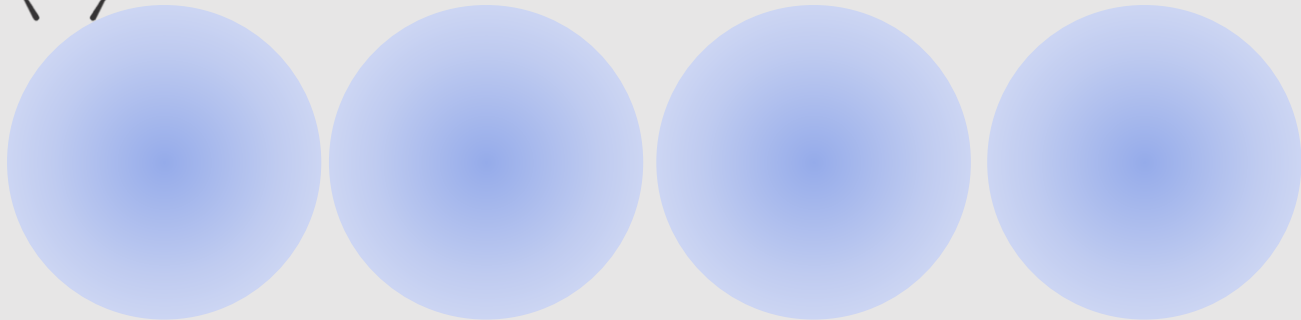
AC2.1
Describe the **operation**
of the **kitchen**.

What does the term 'workflow' mean? Why is it important in the kitchen?

Revision Question mat



4 operational activities in the kitchen

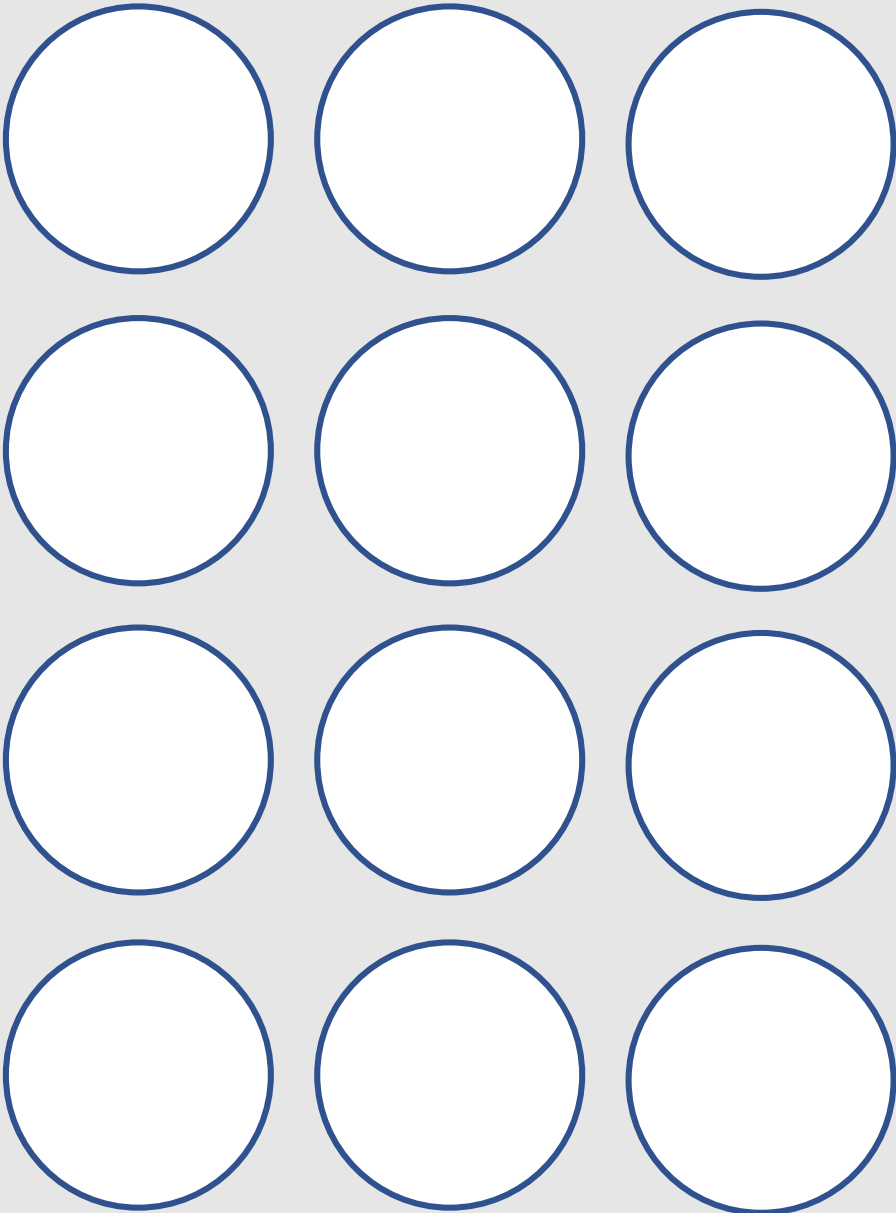


TASK 5 areas that these operation activities take place in the kitchen (fill in diagram below to explain each work area)				
Storage Area	Preparing and cooking	Serving area	Dirty Area	Staff Faculties

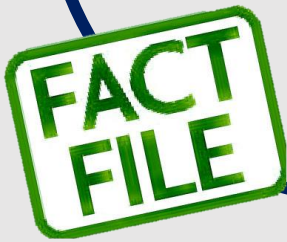
Operational areas

Complete the empty plan below to show the workflow for a coffee shop that serves afternoon teas (cakes/hot drinks/Sandwiches)
KITCHEN ONLY

START



FINISH



AC2.1
Describe the **operation** of the **kitchen**.

Who would you employee in your kitchen and why?			

Revision
Question mat

Task – draw a layout of a kitchen and explain how each of the following should be taken into consideration when planning a kitchen layout.

Delivery

Storage

Cooking

Food preparation

Holding

Serving

Washing up

Waste disposal

Other

Hygiene

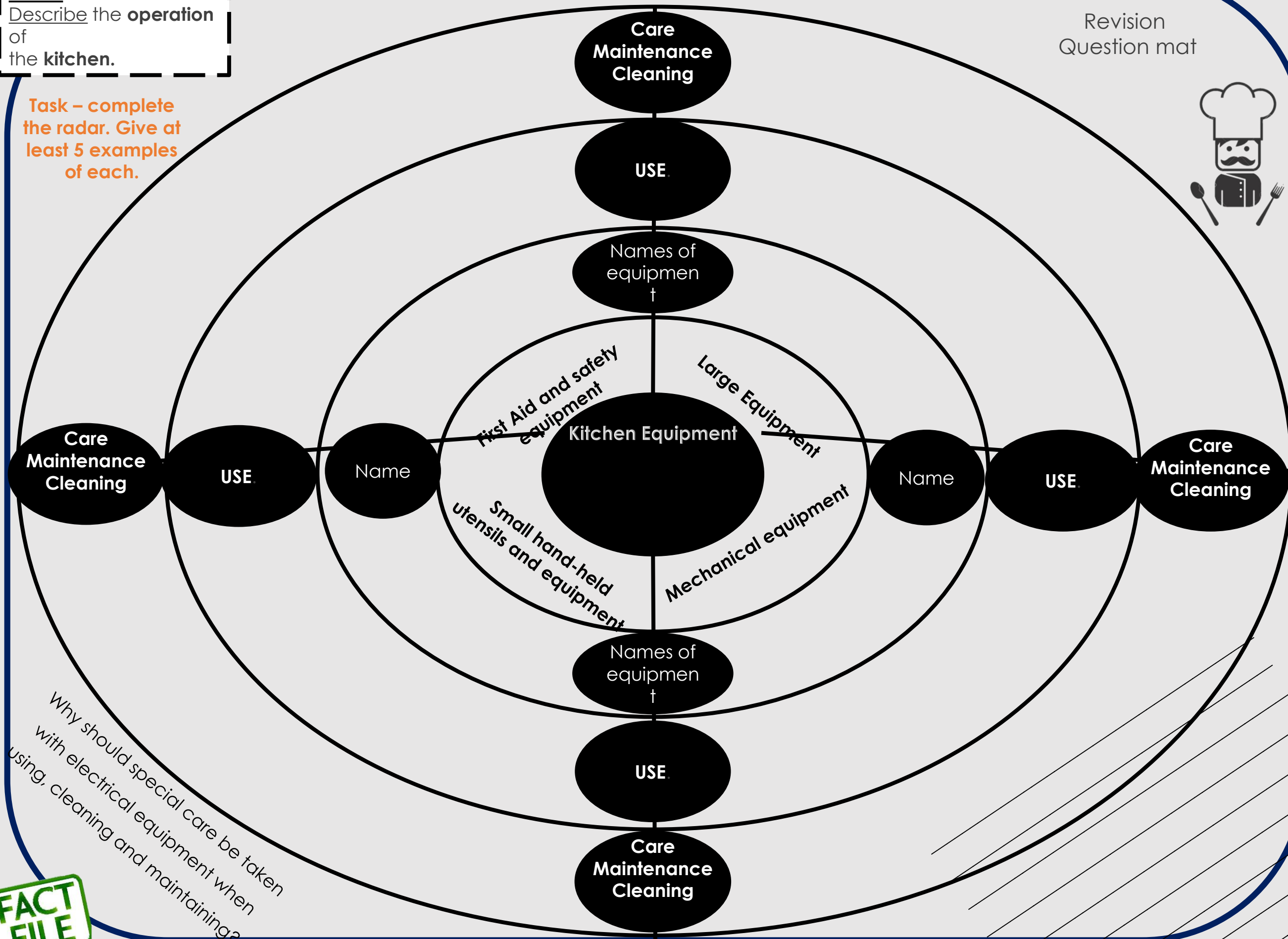
Why is a good kitchen layout important?
How can it affect the success of a business.



AC2.1
Describe the **operation**
of the **kitchen**.

Revision
Question mat

Task – complete
the radar. Give at
least 5 examples
of each.



Why should special care be taken
with electrical equipment when
using, cleaning and maintaining?



AC2.1

Describe the **operation**
of the **kitchen**.

Hygiene

Why do chefs wear a uniform?



Identify different garments on
the chef and explain the
importance of each one.

Rules 

Revision
Question mat

You have become a head chef of a new restaurant. Create a poster to explain to your staff the rules and standards on how to wear their kitchen uniform. Make sure you link to how this could affect business.

A large, empty rectangular area with a dashed blue border, intended for creating a poster.

Safety



FACT
FILE

AC2.1

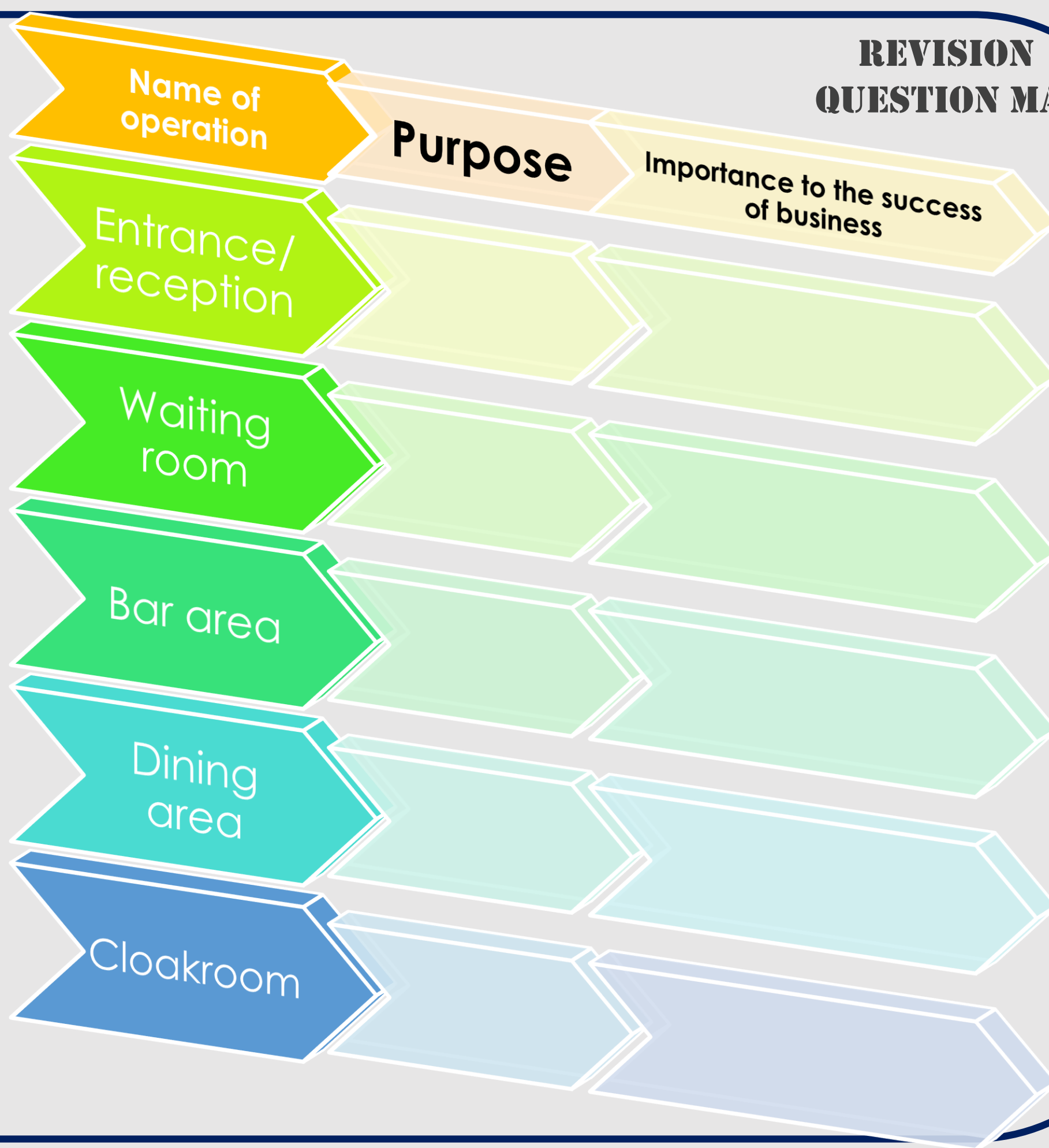
Describe the operation of front of house.

**REVISION
QUESTION MAT**



What are the reasons for using a front of house workflow system?

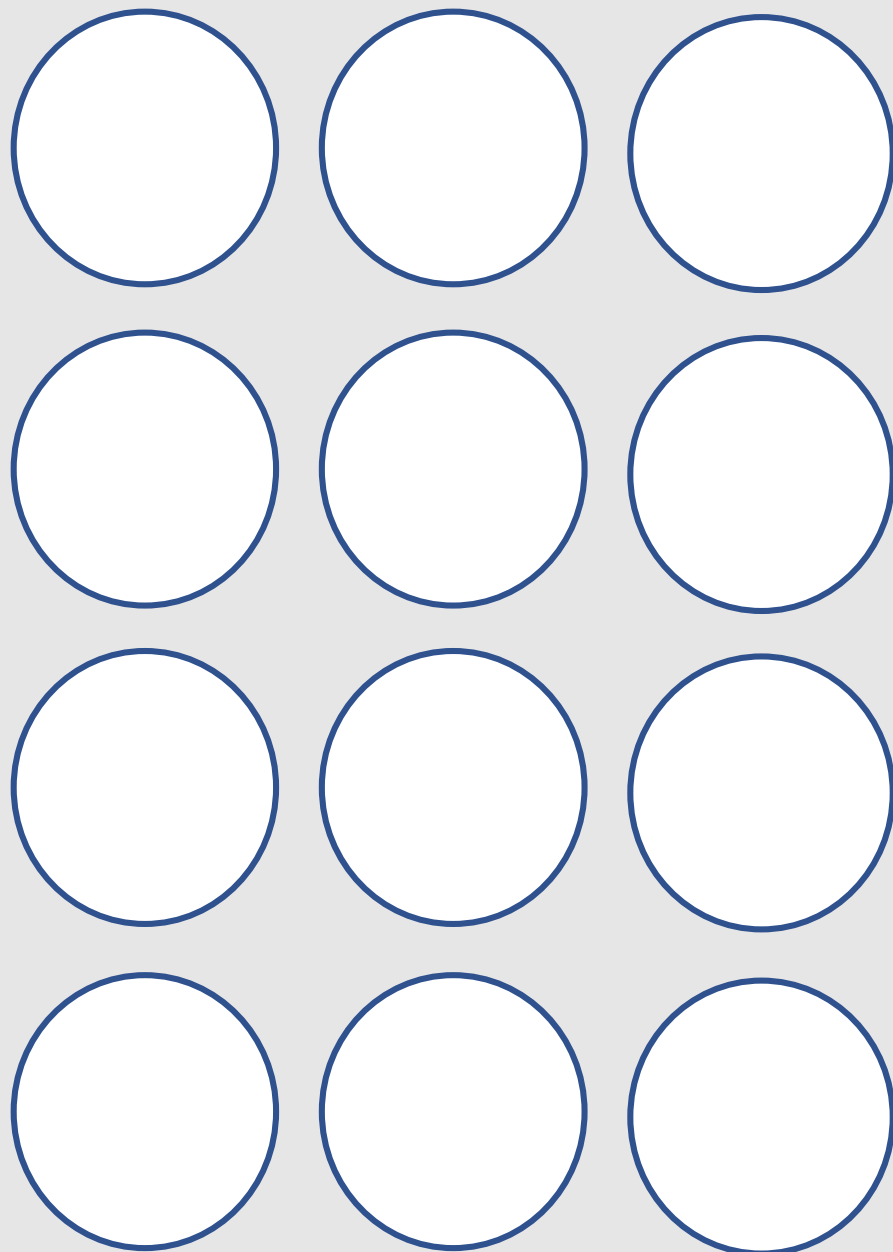
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AC2.1
Describe the **operation**
of
front of house.

**Complete the empty plan
below to show the workflow for
a coffee shop that serves
afternoon teas (cakes/hot
drinks/sandwiches).
FRONT OF HOUSE ONLY**

START



FINISH

Why is a staff uniform important ?

Revision
Question mat

Explain how the
following headings
relate to uniform.

Branding

Safety
(staff)

Safety
(customer)

Customer
service

Hygiene

Reputation



**FACT
FILE**



AC2.1

Describe the **operation** of front of house.

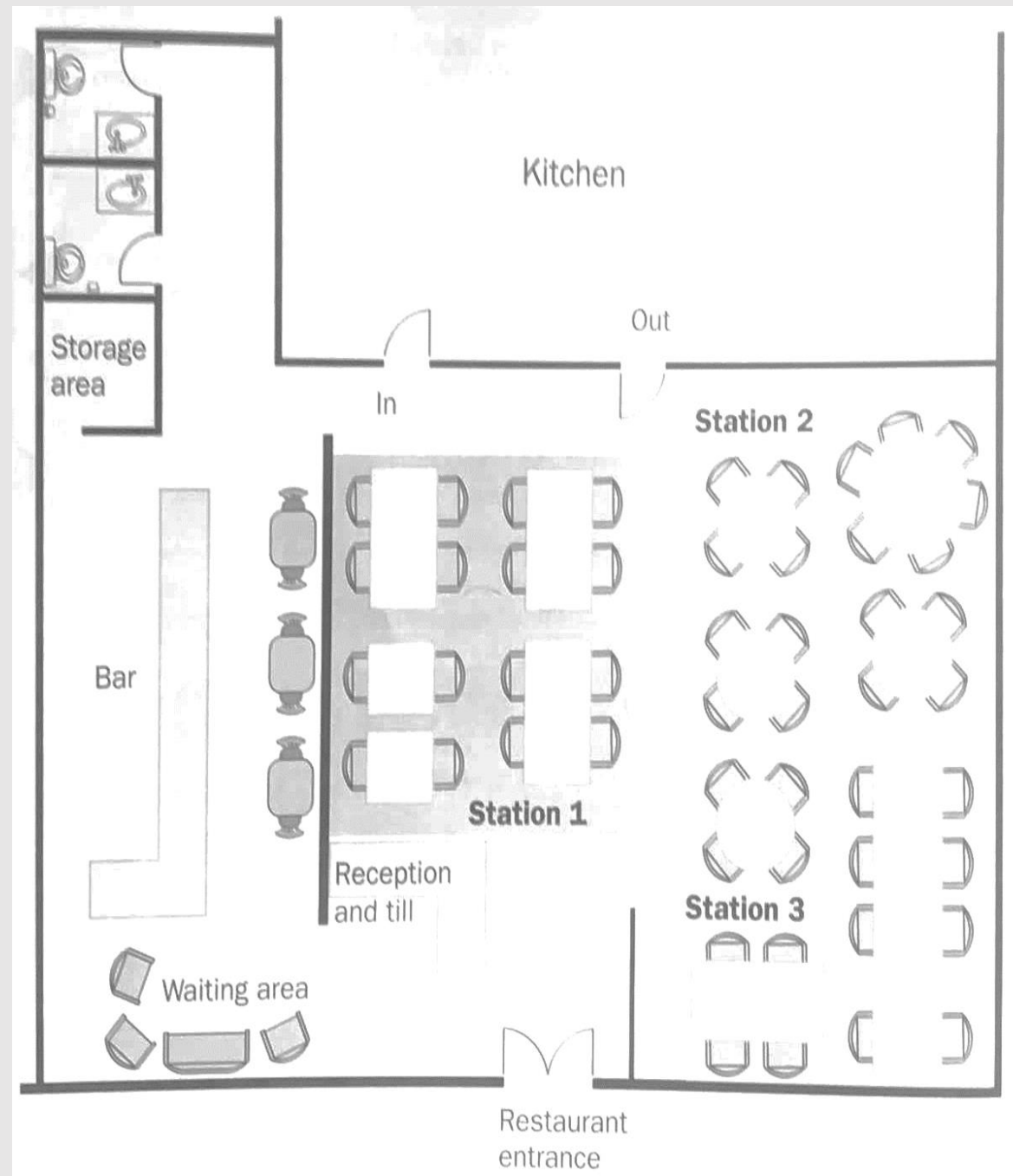
Would you change the layout for a fast food restaurant?

Explain how the layout of a restaurant can enhance the customer experience?

FACTORS DETERMINING RESTAURANT LAYOUT

Revision
Question mat

Task – Explain and annotate how the restaurant has been planned. Give advantages and disadvantages. Give recommendations to improve the layout



AC2.1
Describe the
operation of
front of house.

Revision
Question mat

Table tops

Food Service

**Waiting at
table**

**Customer
seating**

Organisation

**First aid and
safety**

Bar area

**Front of
house
equipment**

What is meant by food
service equipment

What does EPOS stand for?

**FACT
FILE**



AC2.1

Describe the **operation** of the **kitchen**.

AC2.2 Describe the **operation** of front of house.

Besides equipment (and ingredients), kitchens and front of house need a continuous supply of materials so that they can operate effectively.

Complete the mind map listing all the different types of material needed.

Revision Question mat

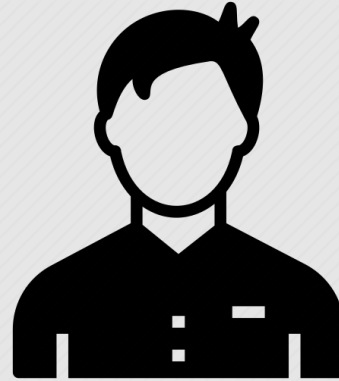


AC2.1
Describe the operation of
the kitchen.

What does FIFO stand for?



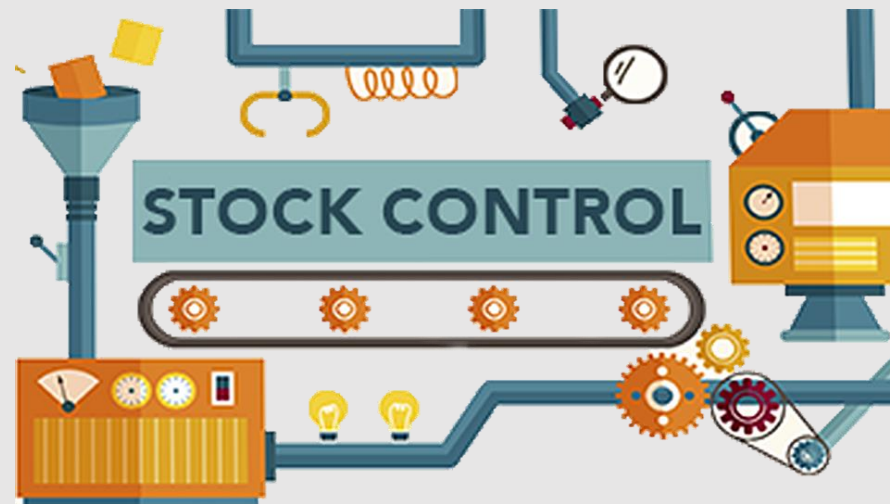
Explain to a new apprentice
chef why FIFO is
important?



REVISION QUESTION MAT



What is the role of a stock controller?



Explain how
an EPOS
system helps
control stock?



How does poor
stock control effect
business?

**Does stock
control only relate
to food?**

TRUE or **FALSE**

AC2.1

Describe the **operation** of the kitchen.

AC2.2 Describe the **operation** of front of house.

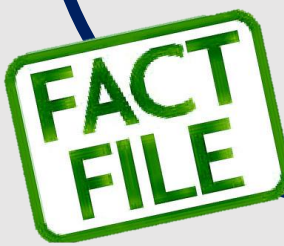
Task - Identify the different information that needs to be stored by the hospitality and catering industry. Add notes and sketches to the front of the folder.

REVISION QUESTION MAT

Discuss how keeping records of waste and profit is essential to being successful in the hospitality industry.

Discuss what records a **Head chef** would need to keep?

Discuss what records a **front of house manager** would need to record?



AC2.1

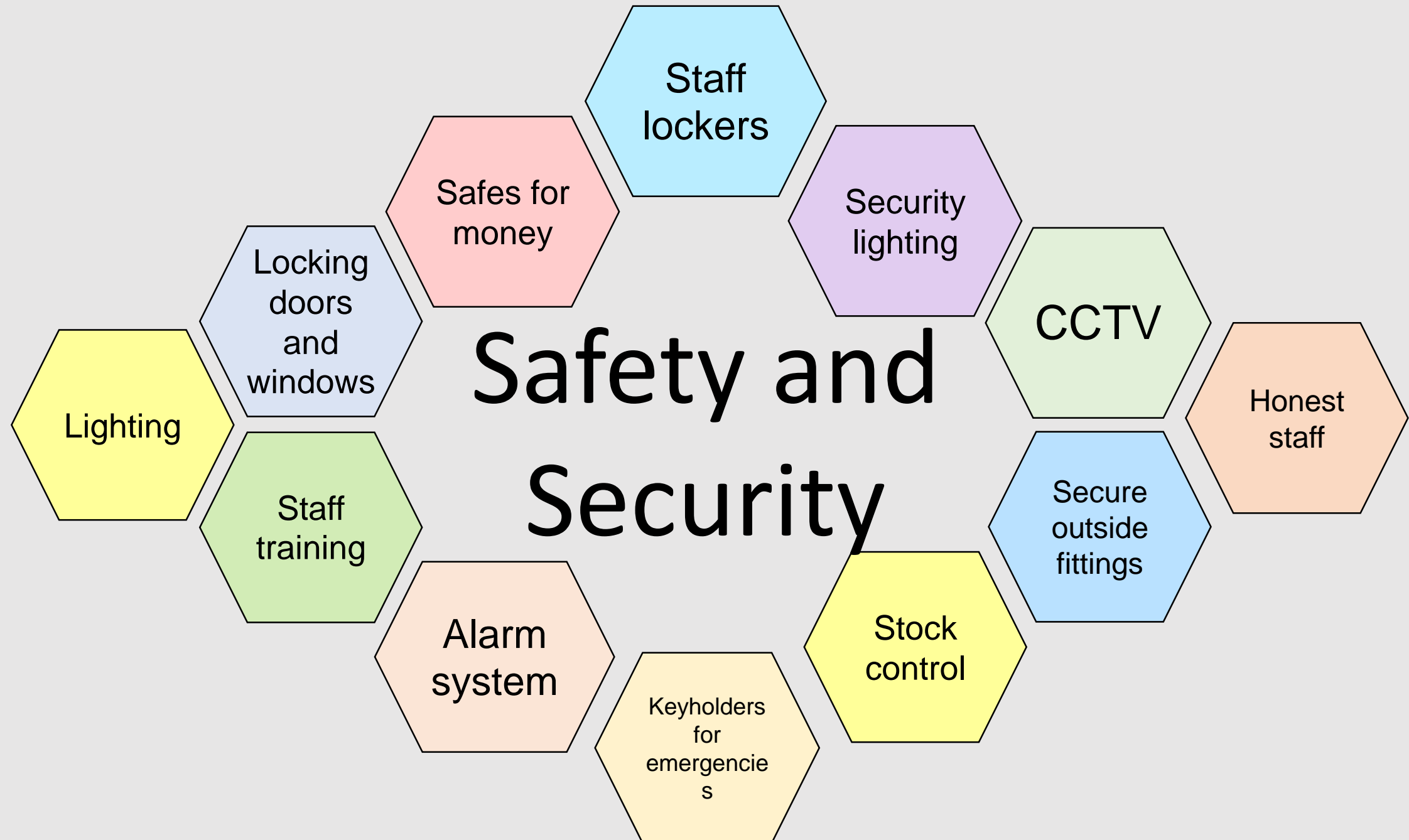
Describe the operation of the kitchen.

AC2.2

Describe the operation of front of house.

Task - Explain how the following factors can help customers and staff feel safe in the hospitality and catering industry
Write customer points in RED
Write staff points in Blue.

**REVISION
QUESTION MAT**



AC2.3
Explain how hospitality and catering provision meet customer requirements.

Meeting customer requirements

Add the customer requirements and expectation for the following customers.



REVISION QUESTION MAT



LOCAL
CUSTOMER

What is meant by customer service?

What is meant by customer requirements and expectations?



BUSINESS
CUSTOMER

There are **three** levels of customer requirements and expectations. Give examples



LEISURE
CUSTOMER



FACT
FILE

AC2.3
Explain how hospitality and catering provision meet customer requirements.

Mind map the customer requirements below:

Student Backpackers
Travel Europe



Identify service symbols



REVISION
QUESTION MAT

What is meant by customer rights?

Can you think of any other service symbols

What is meant by equality?

