

AC1.1
Describe the structure of the hospitality and catering industry

What is meant by the term hospitality?

What is meant by the term catering?

Revision
Question mat

Explain the differences between the types of establishments. Give examples			
Residential	Non-residential	Non-commercial residential establishments	Contract Caterers
Examples • • •	Examples • • •	Examples • • •	Examples • • •

Styles of services	
Give two Features	
Cafeteria / self service	• •
Fast food / take away	• •
Buffet / carvery	• •
Plate service	• •
Family service	• •
Silver service	• •
Gueridon service	• •
Vending service	• •

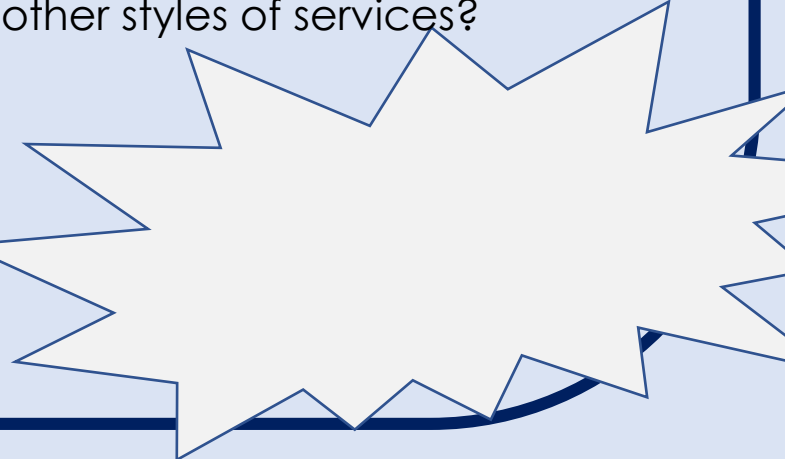
Complete the mind map showing your understanding about standards, reviews and rating.



Explain what a contract caterer is? Give advantages and disadvantages for hiring a contract caterer.

What are the benefits of ratings Hospitality and Catering venues?

Can you think of any other styles of services?

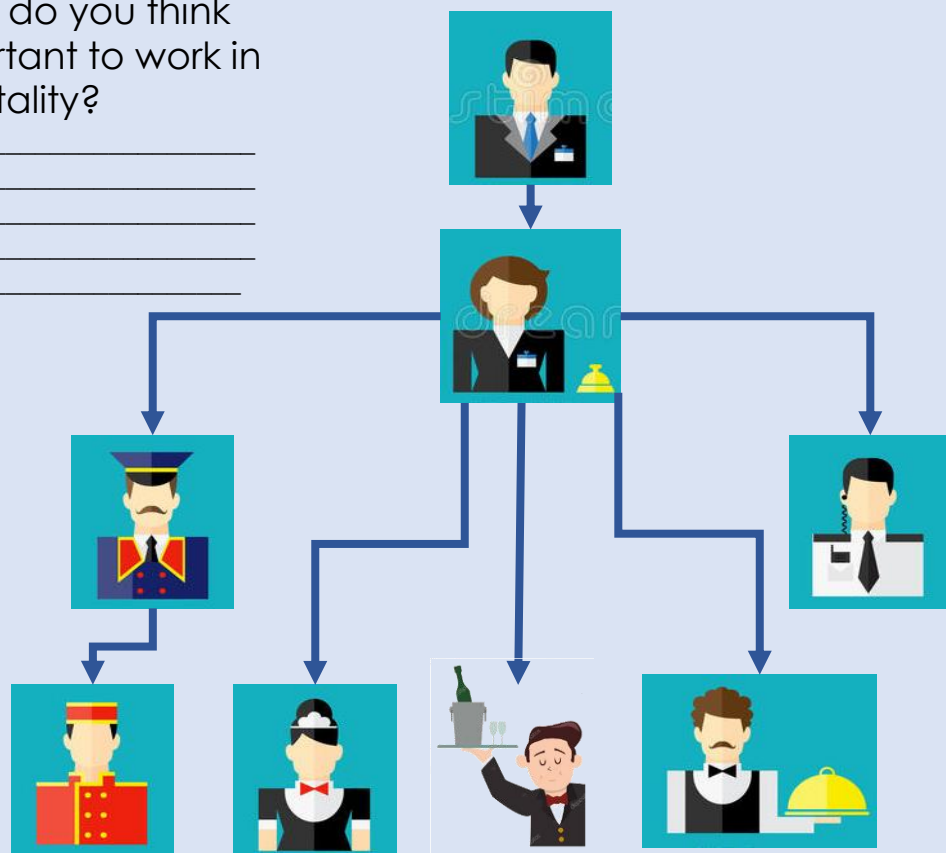


AC1.2
Analyse job requirements within the hospitality and catering industry.

Which personal attributes do you think are important to work in the hospitality?

Why is the Hierarchy important within the hospitality and catering industry?

Label the job roles below



Which member of the Hospitality team do you think is most important and why?

Which member needs to be the most trust worthy?

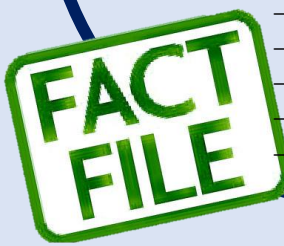
What is meant by skills? Give three examples

Choose six roles and explain their responsibilities, skills an qualities

What is meant personal attribute/qualities? Give three examples

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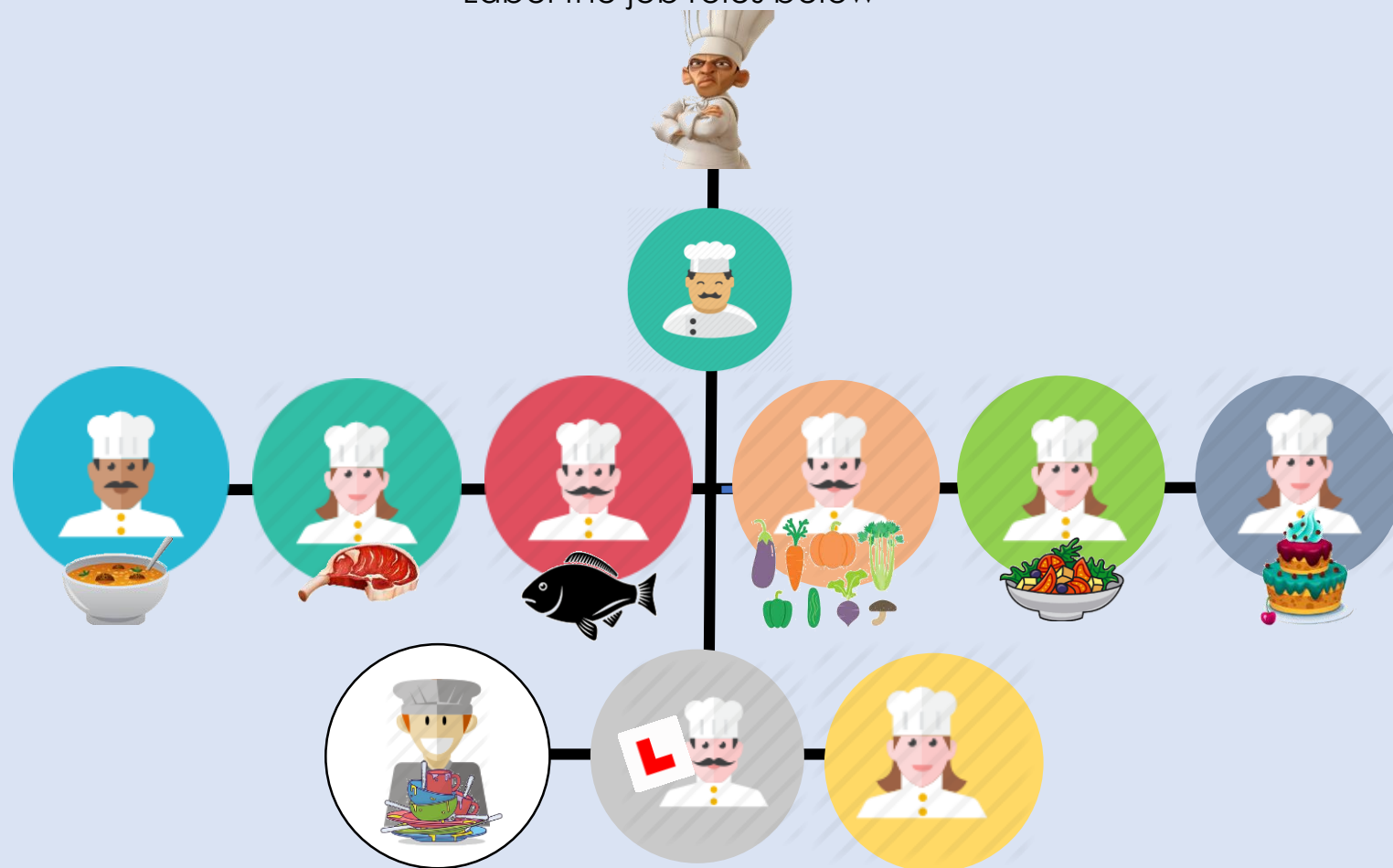
Hospitality Brigade



AC1.2
Analyse job
requirements within the
hospitality and
catering industry.

Kitchen Brigade

Label the job roles below



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If you were a head chef which three team members would you employ? Give reasons for your choice.

Which 3 personal attributes do you think are important to work in the kitchen brigade? Give reasons for your answers

Which 3 skills do you think are important to work in the kitchen brigade? Give reasons for your answers

Choose three roles and explain their responsibilities, skills and qualities in the above boxes.


Choose three roles and explain their responsibilities, skills and qualities in the above boxes.

AC1.2
Analyse job requirements within the hospitality and catering industry.

Create FaKfacebook profiles for 2
Hospitality Brigade job roles

FaKfacebook

Home Profile Photos Events ▾



Name
Location
Birthday
Education

Work (description)

Likes

Qualities

Hobbies

Skills

FaKfacebook

Home Profile Photos Events ▾



Name
Location
Birthday
Education

Work (description)

Likes

Qualities

Hobbies

Skills


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Create FaKfacebook profiles for 2
Kitchen Brigade job roles

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FaKfacebook

Home Profile Photos Events ▾



Name
Location
Birthday
Education

Work (description)

Likes


Qualities

Hobbies

Skills

FaKfacebook

Home Profile Photos Events ▾



Name
Location
Birthday
Education

Work (description)

Likes

Qualities

Hobbies

Skills

Describe working conditions of different job roles across the hospitality and catering industry.

[illegible]

Full Time

Part Time

Casual

Fixed term contract

Permanent

Agency

Freelance/ Contractors

[illegible]

Explain why someone might want to have a casual contract?

What are the pros and cons of casual contract to a employer?

What is the benefit of employing agency worker?

When are the busy times for the hospitality and catering industry and how could different contracts help?

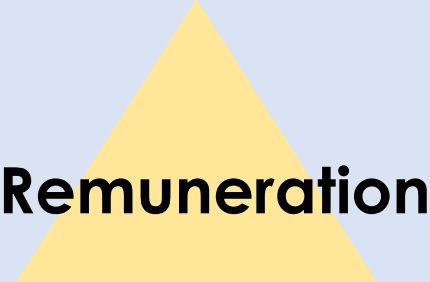
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AC1.3
Describe working
conditions of different job
roles across the hospitality
and catering industry.

Complete the mind map explaining what remuneration (tips, bonus payments, rewards) worker can gain from working in the hospitality and catering industry?



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Types of worker	Full Time	Part Time	Casual	Agency
Advantages to employee				
Advantages to the employer				
Disadvantages to the employee				
Disadvantages to the employer				



**FACT
FILE**

AC1.4
Explain factors affecting the success of hospitality and catering providers.

What is meant by profit?

Why is it important to cost dishes? How is this done?

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Explain how the following factors affecting success of Hospitality and Catering providers	
Costs	
Economy	
Environment	
Technology	
Cooking techniques	
Competition	
Customer service	
Trends	
Political factors	
Media	

Give examples how the 6 Rs can be used in hospitality and catering	
Reduce	
Reuse	
Recycle	
Rethink	
Repair	
Refuse	

What is portion control? Give examples

Give example of overheads in the hospitality industry.

