

Year 11
HOSPITALITY and CATERING
HOMEWORK and REVISION
BOOKLET

UNIT 1- THE HOSPITALITY AND CATERING INDUSTRY



Pupil's Name _____

Tech Group_____.

Teacher ;- C. Francis-Smith

Chapter 1 . The Hospitality and Catering Industry.

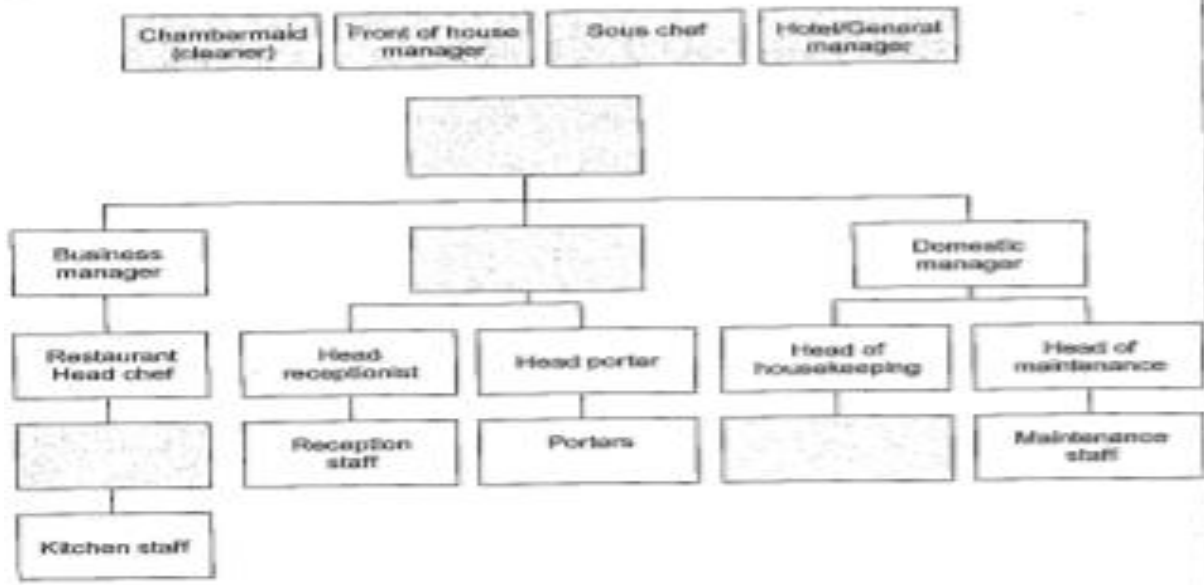
TASK 1

[1.1] The diagram below shows the structure of a small hotel within the hospitality and catering

1. The diagram below shows the structure of a small hotel within the hospitality and catering industry.

(a) Complete the chart below, placing the correct words into the boxes.

[4]



[1.2] James has been appointed assistant manager of a country hotel.

(a) Describe his new role as assistant manager. [2 marks]

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TASK 2

1.3] Name THREE types of counter service system [3 marks]

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[1.4] List FOUR [4] types of manager who work in a large hotel [4 marks]

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.....

[1.5] List FOUR [4] activities in the running of a hotel that a general manager has overall responsibility for [4 marks]

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.....
.....

[1.6] State THREE types front house staff in large hotel . [3 marks]

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.....

[1.6] In the kitchen brigade in a large restaurant, what do the following people do? [8 marks]

A] Sous chef

.....

B] Boucher

.....

C] Patissier

.....

D] Plongeur

.....

Chapter 2. Job requirements and working conditions in the Hospitality and Catering industry.

Task 3

2.1 State THREE personal attributes and THREE skills for the following job roles;- [18 marks]

HEAD CHEF	
Personal Attributes	Skills needed for the job role
1. _____ _____	1. _____ _____
2. _____ _____	2. _____ _____
3. _____ _____	3. _____ _____

COMMIS CHEF	
Personal Attributes	Skills needed for the job role
1. _____ _____	1. _____ _____
2. _____ _____	2. _____ _____
3. _____ _____	3. _____ _____

HEAD CHEF	
Personal Attributes	Skills needed for the job role
1. _____ _____	1. _____ _____
2. _____ _____	2. _____ _____
3. _____ _____	3. _____ _____

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2.2 Define the term ‘ work –life balance’ and why is it important?[2 marks]

2.3. List THREE employment rights that employees and workers in the hospitality and catering industry have [3 marks]

TASK 4

2.4. Joe and Drew are both waiting staff in a busy city restaurant. Here are their attributes:-

Joe is punctual and well organised, has cheerful personality, is always smiling , and talks to customers in a polite and welcoming way, giving them clear information about the food on the menu and willingly answering any question

Drew is frequently late for the start of the work shift and takes a while to get organised before starting work. Drew rarely smiles and often has a rather bored facial expression, speaking very briefly to customers and only giving them a little information about the menu, which is usually spoken in a mumble. Drew tries to avoid answering customer questions

Comment on how Joe and Drew’s personal attributes would affect the following :-

[a] Customers coming to the restaurant for a meal.

[b] The success of the restaurant

[c] Their own career prospects.

[d] Their work, colleagues and the management of the restaurant.

CHAPTER 3. Factors affecting the success of hospitality and catering providers

TASK 5

3.1. Give TWO reasons why the following are important to the success of a hospitality and catering business?

[a] Social media [2 marks]

[b] Market research when planning an open restaurant. [2 marks]

[c] Customer service [2 marks]

[d] Keeping up with trends.[2 marks]

TASK 6

3.2 There is an increasing requirement for businesses to explain how they addresses issues around environment.

Suggest FOUR [4] different ways in which various sectors of Hospitality and Catering industry can address the requirements and targets to ‘reduce, reuse and recycle’ [8 marks]

3.3 Explain how addressing environmental sustainability issues will help a business to be more successful. [6 marks]

3.4 Explain, giving reasons and examples, how the use of Information Technology (ICT) in the hospitality and catering industry is beneficial to :-

[a] Business [3 marks]

[b] Suppliers [3 marks]

[c] Customers [3 marks]

[d] Employees [3 marks]

CHAPTER 4 The Operation of the kitchen

TASK 7

4.1. List THREE (3) operational activities that are carried out in the kitchen .[3 marks]

4.2. What does the term 'work flow' means ? [1 marks]

4.3. Explain why it is important that extractor fans be installed in a catering kitchen?

4.4 Explain why stainless steel is used to make a lot of kitchen equipment. [3 marks]

4.5[a] List THREE [3] different pieces of Chef Uniform [3 marks]

4.5[b] Explain the purpose of EACH of these pieces of uniforms. [6 marks]

TASK 8

4.6. Explain and give THREE [3] detailed reason why EACH of the following aspects of operation of a kitchen are essential for the success of a hospitality and catering business:

[a] The work of the stock controller [3 marks]

[b] Regular cleaning of the kitchen and it's equipment. [3 marks]

[c] A logical kitchen layout and workflow. [3 marks]

[d] The dress code [3 marks]

CHAPTER 5. The operation of the front of house.

TASK 9

5.1. Good front of the house service is important for the success of a hospitality and catering business. Give TWO (2) reasons why this is so. [2 marks]

5.2. List THREE (3) features of the dining space in a restaurant that are important for customer satisfaction [3 marks]

5.3 Explain why workflow is important in a restaurant business? [3 marks]

5.4. Give THREE [3] reasons why the front of the house dress code is important to the success of a hospitality and catering business [3 marks]

TASK 10

5.5 Explain and give THREE (3) detailed reasons why EACH of the following design and layout features are important for the success of a restaurant business:

[1] Lighting [3 marks)

[b] Table and chairs. [3 marks]

[c] Organisation and storage. [3 marks]

[d] Waiting area. [3 marks]

CHAPTER 6. Meeting customer requirements

Task 11.

6.1. Define the term ‘customer requirements and expectations’ and give three examples [4 marks]

6.2. Give THREE (3) ways of conducting market research to find out about customer requirements. [3 marks]

6.3. State FOUR (4) benefits of good customer service. [4 marks]

6.4. Explain THREE (3) ways in which developments in communication technology are changing customer behaviour and requirements. [3 marks]

Task 12

6.5. [a] Explain why and how businesses and corporates are important customers for the Hospitality and Catering industry [6 marks]

[b]. Discuss how the industry can best meet the requirements of these customers and why good customer service is particularly important .[6 marks]

CHAPTER 7. Health and safety: responsibilities of employers and employees for personal safety

TASK 13.

7.1. State TWO main causes of injury in the work place. [2 marks]



7.2 List TWO responsibilities that an employer has under the Health and Safety at Work Act.[HASAWA] [2 marks]



7.3. Give TWO responsibilities that an employee has under the Health and Safety at Work Act. [2 marks]


7.4. What is the meaning of the Abbreviation COSHH regulations [3 marks]

7.5. Name THREE (3) substances that are listed hazardous under the COSHH regulations [3 marks]

7.6. Explain what EACH of the following COSHH symbols means: [6 marks]

[a]  _____ [b]  _____

[c]  _____ [d]  _____

[e]  _____ [f]  _____

TASK 14

7.7. State TWO responsibilities of an employer under the Control of Substances Hazardous to Health Regulations. [4 marks]

7.8. Write TWO (2) responsibilities of an employee under Control of Substances Hazardous to Health Regulations. [4 marks]

7.9. What is the meaning of the abbreviation RIDDOR [2 marks]

7.10. State TWO responsibilities of an employer under the RIDDOR. [4 marks]

7.11. Write TWO (2) responsibilities of an employee under the RIDDOR.[4 marks]

Chapter 8. RISK and Control Measures for Personal Safety in Hospitality and Catering Industry.

Task 15

8.1. Define the following terms;

[a] Hazard [2 marks]

[b] Risk [2 marks]

[c] Risk Assessment [2 marks]

[d] Control measure [2marks]

TASK 16

8.2 James is a weekly supplier of vegetables to Seabreeze's Hotel.

[a] Explain TWO [2] potential safety risk to James when suppling the vegetables to the hotel.[2 marks]

[b] Discuss TWO control measures management should have for suppliers. [2 marks]

[c] List TWO potential **health risks** and TWO control measures for front of house employee
[2 marks]

[d] List TWO potential **safety risks** and TWO control measures for back of house employee
[2 marks]

[e] List TWO potential **health risks** and TWO control measures for customers in a restaurant.
[2 marks]

Chapter 9. Food –related causes of ill health.

TASK 17

9.1. Define the cross contamination? [1 mark]

9.2. What is pathogenic micro-organism? [1 mark]

9.3. Name TWO (2) groups of people for whom food poisoning is particularly dangerous. (2 marks]

9.4. State THREE (3) conditions that microbes need to grow and reproduce. [3 marks]

9.5. Give TWO (2) ways in which a food handler can avoid harming someone with chemical cleaning product that is used in the kitchen. [2 marks }

9.6. Explain why do red kidney beans have to be boiled for at least 15 minutes before they are eaten? (3 marks)

TASK 18

9.7. Explain how the following pieces of equipment found in a catering kitchen enable food handlers to keep food safe and prevent food poisoning. [2 marks]

[a] Temperature probe

[b] Blast Chiller

[c] Hand washing station.

[d] Separate preparation areas for different foods

[e] Foot operated rubbish bin.

Chapter 10. Food allergies and intolerance

Task 19.

10.1. Define the following terms:-

[a] Allergen [2 marks]

[b] Anaphylaxis [2 marks]

[c] Food allergy [2 marks]

[d] Food intolerance [2 marks]

[e] Coeliac [2 marks]

[f] Food intolerance [2 marks]

10.2 You are a waiter/ waitress at Jolly's Restaurant. Everton a customer suffered an anaphylactic reaction. Explain how you would treat him. [4 marks]

TASK 20.

10.3. Suggest TWO ways in which someone who works in the hospitality and catering industry can act responsibly about food allergies and intolerances in their job.[2 marks]

10.4 List THREE (3) symptoms (visible/ invisible) that may occur when someone has an allergic reaction to a food. (3 marks)

10.5. List FOUR (4) foods that commonly cause allergic reactions. 4 marks]

Chapter 11 Food safety legislation

Task 21

11.1. What is the meaning of the abbreviation HACCP? [2 marks]

11.2. Define the term due diligence? [2 marks]

11.3. What is HACCP and why is it important the catering industry? [3 marks]

11.4. State FIVE (5) situations when a food handler should always wash their hands

[5 marks]

11.5. List FOUR (4) pieces of information that must appear on a food label by law (4 marks)

Task 22

11.6. For EACH of the following aspects of the operation of a kitchen , explain and give THREE detailed reasons why they are essential for the success of a hospitality and catering business.

What are the benefits of a good food hygiene and safety practices for EACH of the following:-

[a] The management of a catering business? [3 marks]

[b] The workers in a catering business? [3 marks]

[c] The customers in a catering business? [3 marks]

11.7. What might be the consequences of poor food hygiene and safety practices for Each of the following :

[a] The management of a catering business? [2 marks]

[b] The worker in a catering business? [2 marks]

[c] The customer in a catering business [2 marks]

Chapter 12 : - The Role and Responsibility of Environmental Officers

Task 23

12.1. State TWO powers that are given to Environmental Health Officers (EHO's).

[2 marks]

(i) _____

(ii) _____

12.2. Explain the role of an EHO when carrying out a routine visit to a school canteen.

[4 marks]

12.3. Strict hygiene procedures need to be followed in order to prevent food poisoning. Give three food hygiene rules: [3 marks]

(i) _____

(ii)

(iii)

Task 24

12.4. Give THREE reasons why inspections are carried out at food premises by Environmental Health Officers (EHO) [3 marks]

12.5. *A consumer contacts the local Environmental Health Department and tells them that they and their partner have both been very sick and unwell after eating a meal in a local restaurant.*

Explain what the Environmental Health Department will need to do to investigate this complaint:

[a] What questions should they ask the person who made the complaint ? [3 marks]

[b] What questions should they ask the restaurant owners or employees? [3 marks]

[c] What should they look for when they inspect the restaurant? [3 marks]

Chapter 13 : Hospitality and catering provision for specific requirements

Task 25

Financial Plan	
<ul style="list-style-type: none"> • How much the business will cost to set up and run • Expected profit margin • How much money should be set aside for unexpected costs, e.g. equipment failure and replacement 	<p>Details of set up costs including :</p> <ul style="list-style-type: none"> • Building work/ decoration of restaurant. • Kitchen equipment and storage • Setting up teaching kitchen • Restaurant furniture, service bar, shelves for display of suppliers produce. • Website and it equipment • Menu and leaflet production and distribution • Opening party • Takeaway set up- containers, etc. • Takeaway set up- containers etc. • Purchase of supply <p>Running costs, including</p> <ul style="list-style-type: none"> • Staff wages and costs (e.g. pension , National Insurance) • Ingredients and other supplies • Training • Utilities-gas, electricity, water, internet and telephone. • Insurance • Advertising • Cover for staff absence. • Business Tax, value added tax, etc. • Replacement equipment, maintenance, cleaning.
TABLE 1	

13. 1 Using TABLE 1 above as a guide , decide what type of hospitality and catering (H&C) provision you would choose , and prepare a structured proposal for the scenario below:

A charity that helps and supports low – income families and residents in a medium –sized town has approached the local council with proposal to open a facility in the town centre, in which residents, especially elderly people, single adults, disabled people and parents with young children, who feel isolated and lonely, could meet other people socially and be able to buy inexpensive meals and drinks.

OUTLINED FOR STRUCTURE PROPOSAL

Use this tables below to complete task 24 number 13.1

1. Summary of proposal	
2. Unique selling points (USPs)	
3. Current trends in the H&C industry	

Example of information that would need to be provided for the scenario above



4. Potential Customers

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5. Competition

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6. Promotion Plan

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7. Operation of the business

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SECTION 2

Answer ALL question in this section on ruled paper then attached YOUR ANSWER SHEET TO THIS BOOKLET.

Question 1



In 2008 – 2009 the UK was hit in recession and sales in the hospitality industry decreased.

[a] Define the term recession [1 mark]

[b] Explain why sales within the hospitality sector could drop during the recession.

[6 marks]

Question 2.



In 2012 London hosted the Olympic Games. Explain why business and sales within the hospitality and catering sector increased during and after the games. {6 marks}

Question 3.



Go Wild”, an animal adventure park, has opened in Blindly. Go Wild would like to attract families with all types of budgets to the park. To make sure that families have the full day to enjoy the animal adventure park, Go Wild has decided that it would like to provide a place for families to eat lunch, and to buy snacks and drinks. They would like the provision to be “budget friendly” for those families who don’t want to spend too much on food

[a] Recommend three types of hospitality and catering provisions suitable to meet the needs of the visitors to Go Wild. [6 marks]

[b] Justify the most suitable hospitality and catering provision for Go Wild. [7 marks]

References

Anita Tull and Alison Palmer - Hospitality and Catering Level 1/2 ,Illuminate Publishing.

Past WJEC Hospitality and Catering Level 1/2 past papers

