

## **COMMAND WORDS:**

**EXPLAIN- GIVE REASONS**

**ASSESS- MAKE A JUDGEMENT ABOUT.**

**STATE- WRITE CLEARLY BUT BRIEFLY.**

**LIST- PROVIDE A LIST OF INFORMATION.**

**EVALUATE- JUDGE; CRITICISE IN TERMS OF IMPACT/SIGNIFICANCE, AND INVESTIGATE THE IMPLICATIONS.**

**ANALYSE- EXAMINE CLOSELY; EXAMINE IN PARTS; SHOW HOW THE PARTS CONTRIBUTE TO THE WHOLE**

**COMPARE- DISCUSS TWO OR MORE THINGS IN TERMS OF THEIR SIMILARITIES AND DIFFERENCES**

**RELATE- SHOW SIMILARITIES AND CONNECTIONS BETWEEN TWO OR MORE THINGS**

**TOP TIP: READ THE QUESTION AND CHECK HOW MANY MARKS IT'S WORTH.**

## **REVISION GUIDE**

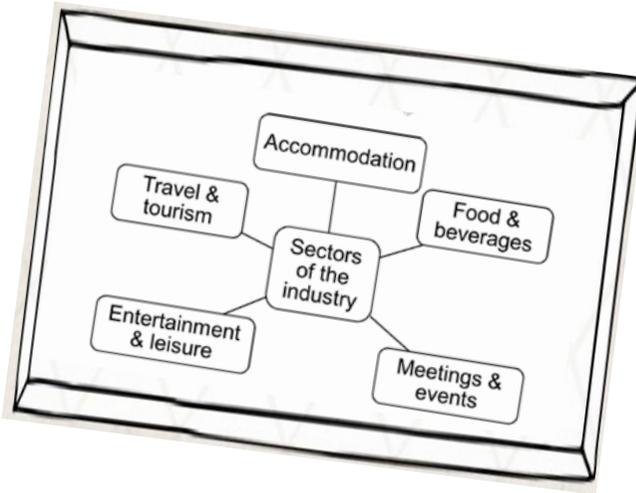
Learning outcome	Assessment criteria	Marks
LO1 Understand the environment in which hospitality and catering providers operate	1.1 Describe the structures of catering and hospitality industry.	15-29
	1.2 Analyse job requirements within industry.	
	1.3- Describe working conditions of different job roles.	
	1.4 explain factors affecting success of providers.	
LO2 Understand how hospitality and catering provisions operate	2.1 Describe the operation of the kitchen.	15-28
	2.2 Describe the operation of front of house	
	2.3 Explain how hospitality and catering provision meet customer requirements.	
LO3 Understand how hospitality and catering provision meets health and safety requirements.	3.1 Describe personal safety responsibilities in the workplace.	10-26
	3.2 Identify risks to personal safety.	
	3.3 Recommended personal safety control measures.	
LO4 Know how food can cause ill health.	4.1 Describe food related causes of ill health.	10-27
	4.2 Describe the role and responsibilities of the EHO officer.	
	4.3 Describe food safety legislation	
	4.4 Describe common types of food poisonings	
	4.5 Describe the symptoms of food induced ill health.	
LOS Be able to propose a hospitality and catering provision to meet specific requirements.	5.1 Review options for hospitality and catering provision.	10-25
	5.2 Recommend options for hospitality provision.	

**Exam is worth 40% of overall grade!**

**WJEC Catering & Hospitality  
Exam- 18<sup>th</sup> June 2019**

# A01

What causes a business to fail?



Counter service
Cafeteria Self service Fast food Take away Buffet Carvery

Table service
Plate service Family service Silver service Gueridon service

Personal service
Travel service Transported meal service Tray service Vending service Meal delivery

What is plate service?

Factors affecting successes of Hospitality & catering providers (make notes)

Costs-

Economy-

Environment-

Technology-

Cooking Techniques-

Competition-

Trends-

Political Factors-

## Symptoms comparison

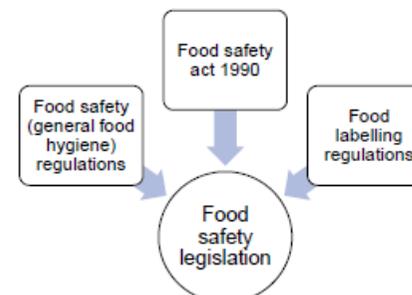
Intolerance	Allergy	Poisoning
Hours to days to see effect	Can occur within minutes of exposure to food	From 30 min for toxins 12-48 hours bacterial
Digestive system cant process the food	Immune response to allergen	Bacteria poison or disrupt digestive system
Possible to eat a small amount without effect	Body reacts to tiny amounts of food	Toxins- few bacteria Large amounts colonise gut
Stop eating the food and it goes away	May need adrenaline or anti histamines	Runs its course of illness then ends
Easier to detect the food	Allergens may be small amount in ingredients	No smell, no taste, no sign
Symptoms if you eat a lot or frequently	Symptoms every time even tiny amounts	Symptoms if the food is contaminated
Moderate to serious illness	Can be fatal	Serious illness to fatal

What does this represent?

Where are they used?



Type of hazard	Example
Biological	Salmonella in chicken
Chemical	Contamination from cleaning materials e.g. bleach
Physical	Damaged packaging, glass found in food

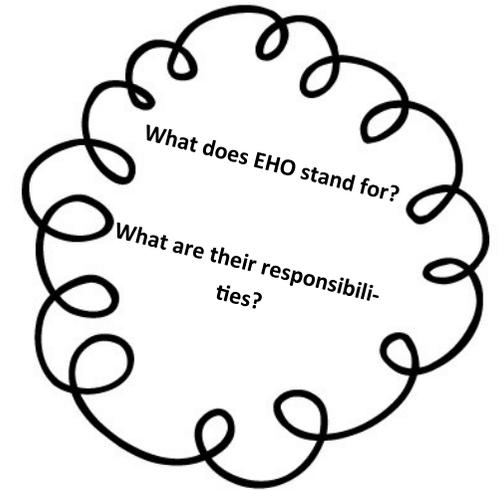
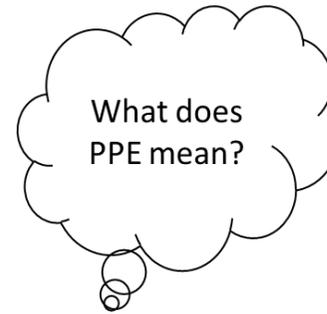


What does the below mean?

H  
A  
C  
C  
P



# A03



2.3 meeting customer requirements	
1	Describe leisure customers
2	Describe local residents as customers
3	Describe business (corporate) customers
4	Give 6 things leisure customers require
5	Give 6 things local customers require
6	Give 6 things business customers require
7	What influences customer trends?
8	Give 4 recent food trends
9	Define customer service
10	Give 3 reasons for good customer service
11	Give 6 examples of good customer service
12	What right does the customer have under the Food Safety act?
13	Give 3 rights under the Consumer rights act
14	What rights does the customer have under the Disability discrimination act ?
15	What are customer rights under the equality act ?

Abbreviation	Find relevant information regarding the safety legislations
HASAWA	
RIDDOR	
COSHH	
PPER	
MHR	



1.
2.
3.
4.
5.
6.
7.
8.
9.

Contracts of employment

**Legislation protecting workers**

- Disabled Discrimination Act 1995
- Equal Pay Regulations 1970
- Health and Safety At Work 1974
- National minimum wage
- Working Times Regulations 1998
- Part-time workers Regulations 2000

What is a contract?

Full-time	Part-time
<p>Have permanent jobs and work all year. Over 36 hours a week</p> <p>Contract explaining the terms of their employment.</p> <p>They may work set shifts or have shifts that change daily/weekly/ monthly.</p> <p>They will work a set amount of days over a 7 day week, including weekends.</p> <p>Entitled to sick pay and holiday pay</p> <p>Entitled to maternity pay</p>	<p>Have permanent jobs and work all year. 14-16 hours a week</p> <p>Contract explaining the terms of their employment.</p> <p>They may work set shifts or have shifts that change daily/weekly/ monthly.</p> <p>They will work mostly at the busiest times of the day/week including weekends.</p> <p>Entitled to sick pay and holiday pay (in proportion)</p> <p>Entitled to maternity pay</p>
Temporary	Casual
<p>Employed for a specific length of time such as the summer tourist season or the month of December.</p> <p>Temporary staff have the same rights as permanent staff for the duration of their contract.</p> <p>Temporary staff employed for longer than 2 years become permanent by law</p>	<p>work for specific functions and can be employed through an agency.</p> <p>They do not have a contract or set hours of work.</p> <p>They are needed at busier times of the year e.g. At Christmas or for weddings, New years eve.</p>

Scheme      Rating type      Who rates it?      Advantages      Disadvantages

Michelin stars

AA Rosettes

Good Food

Online reviews

Name four different suppliers to hospitality and catering industry:

E.g. specialist market.

- 1.
- 2.
- 3.
- 4.

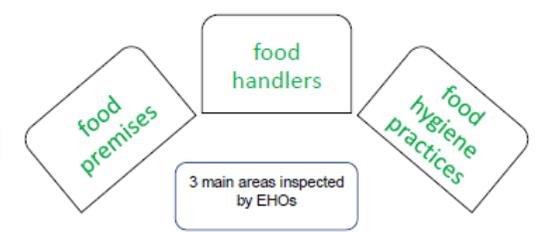
Bacteria	Research the symptoms
Campylobacter	
Salmonella	
Ecoli	
Clostridium perfringens	
Listeria monocytogenes	
Bacillus cereus	
Staphylococcus aureus	

What are the Food labelling regulations 2006?

What are the consequences of poor inspection results?

EHOs have the following powers:

- Powers of entry at any reasonable time
- Inspect food and premises
- Power to seize and detain food
- Serve notices
- Power to close
- Prosecute





# Types of establishments-recap

## Commercial

- ❖ Hotel
- ❖ Bed and breakfast
- ❖ Guest houses
- ❖ Holiday parks

Residential establishments

- ❖ Café
- ❖ Pub
- ❖ Restaurant
- ❖ Fast food outlets
- ❖ Take away outlets
- ❖ Food trucks

Non-residential establishments (food only)



## Non-commercial

- ❖ Hospitals
- ❖ Care homes
- ❖ Prisons
- ❖ Armed services

Leisure	Local residents	Business / corporate
Customers who visit the establishments in their leisure time e.g. a meal with friends, a family day out, tourists,	Customers who live in the local area who visit the establishment often eg regular Sunday lunch, or get together	e.g. business lunches. Use business facilities in establishment for meetings or presentations . Courses and conferences

Name some current food trends

How do food trends contribute to the success of a business?

Which occupational diseases that must be reported?

Name three substances that are listed as hazardous under the COSHH regulations:

- 1.
- 2.
- 3.

What does MHR mean?



Give the 5 stages of assessing risks





Identify the risks on the image, list how you would prevent the risk from becoming a hazard and it's likeliness of harming someone?

**Job Roles**

Definition– what personal attributes do you need for

Sous chef

Commis Chef

Larder chef

Waiting staff

Chef de Partie

House Maid

Restaurant Manager

What must full time and part time contracts employees have?

What are the legislations that protect workers?

⇒ Equal pay legislation.

2. Match the correct description to the type of accommodation, by placing the letter in the box. [3]

For example, if you think that the description for (i) is A write **A** in the box.

(i) Five star hotels

A. Are small and often family run.

(ii) One star hotels

B. Offer luxurious facilities.

(iii) Bed and Breakfast establishments

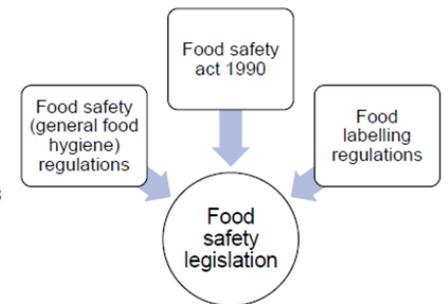
C. Are basic and comfortable but may not have their own restaurant.

Allergies and intolerances to food– research the below

What are high risk foods?

Intolerance	Lactose (dairy products)	Coeliac (gluten products)	Yeast
Symptoms			
Found in which ingredients			
Foods to avoid			
Alternatives you can use			

The most common allergens in food are



Define the term perishable foods and give examples.

Define the term staple foods and give examples.

What does 'FIFO' mean and why is it so important?

Documentation and administration

Kitchen documentation	
Temperature charts	Fridge, freezer, display, point of sale. Taken at least twice per day
Time sheets	Logging staff working hours
Accident report forms	Used to report any accidents and near misses
Food safety information	Blast chill records, food related incidents and cleaning rotas
Equipment fault reports	What was the issue and how was it dealt with
Stock use reports	Stock usage reports- order books, stock control sheets requisition books invoices, delivery notes

Give examples of large scale equipment



Why is it important to complete documentation in the kitchen?

- Maintaining organisational procedures
- Safety of staff and customers
- Legal requirements
- Complying with food safety legislation
- Complying with accounting and taxation practices
- Ensuring accurate payment of bills
- Ensuring profitability of kitchen

Which types of documentation must be stored securely?

Information which is confidential or sensitive about staff etc data protection act says it has to be stored securely

In order to be legal, kitchen documents must be

- They must be legible (readable)
- At correct interval (daily, hourly)
- Completed accurately
- They must be signed and dated.



What should the waiter warn the customer?



How should customers be informed of this?



What sign should be used?



What action should be taken?



What could this sign warn the customer?

**3.2 security**

1	Give 5 ways that customers can be a risk to security
2	Which 4 types of staff are particularly at risk ?
3	Give 6 risk factors for security
4	Give 6 ways of preventing security hazards from occurring
5	Name 2 types of prohibition sign
5	Name 2 types of warning sign
7	Name 2 types of Obey sign
8	Name 2 types of safety signs
9	Name 2 types of fire signs
10	Give 6 ways of preventing food safety risks from occurring

# A02

List the 8 stages of workflow



What are the reasons for using a kitchen workflow system?

### Customer rights

Customers have the right to:

- The right to be protected (against hazardous goods)
- The right to be informed (about quality, quantity, allergies etc)
- The right to have their complaints be heard
- The right to seek redress (compensation.)
- the right to receive satisfactory goods that match their product description

Customers must be treated equally with regard to:

- Age (except where too young)
- Disability and ability to access
- Gender or gender reassignment
- pregnancy and maternity
- Race
- Religion or belief
- Sexual orientation



Consumer Rights Act 2015  
Food Safety Act 1990  
Disability Discrimination Act  
Equality Act 2010

List the measures that establishments should carry out to ensure the health and safety of customers.

Why is uniform important?

What are the advantages of EPOS?

What does EPOS stand for?

# A04

Temp

Effects on bacteria

100 degrees

75 degrees

63 degrees

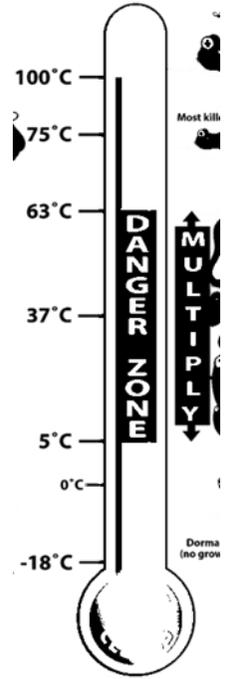
37 degrees

5 degrees

0 degrees

-18 degrees

what does bacteria need to multiply?



Hot holding temp, Bacteria starts to die.

Bacteria starts to multiply

What are the main sources of food poisoning?

Which people are at higher risk from food poisoning?



List the symptoms of food poisoning: