

The Hospitality Industry

<p>AC1.1</p> <p>Describe the structure of the hospitality and catering industry</p>	<p>LO1 Understand the environment in which hospitality and catering providers operate</p>
	<p>Hospitality and catering industry</p>
	<p>Types of provider</p>
	<p>Types of service</p>
	<p>Commercial/non commercial establishment</p>
	<p>Services provided</p>
	<p>Suppliers</p>
	<p>Where hospitality is provided at non-catering venues</p>
	<p>Standards and ratings</p>
	<p>Job roles within the industry</p>
<p>AC1.2</p> <p>Analyse job requirements within the hospitality and Catering industry</p>	<p>Requirements</p>
	<p>Supply and demand</p>
	<p>Jobs for specific needs</p>
	<p>Rates of pay</p>
	<p>Training</p>
	<p>Qualifications and experience</p>
	<p>Personal attributes</p>
<p>AC1.3</p> <p>Describe working conditions of different job roles across the hospitality and catering industry</p>	<p>Working conditions</p>
	<p>Different types of contract</p>
	<p>Working hours</p>
	<p>Rates of pay</p>
	<p>Holiday entitlement, remuneration</p>
<p>AC1.4</p> <p>Explain factors affecting the success of hospitality and catering providers</p>	<p>Factors</p>
	<p>Costs</p>
	<p>Profit</p>
	<p>Economy</p>
	<p>Environment</p>

	Technology
	Emerging cooking techniques
	Customer demographics/lifestyle and expectations
	Customer service
	Competition
	Trends
	Political factors
	Media
LO2 Understand how hospitality and catering provision operates	
AC2.1 Describe the operation of the kitchen	Operation
	layout
	workflow
	operational activities
	equipment and materials
AC2.2 Describe the operation of front of house	stock control
	documentation and administration
	staff allocations
	dress code
	safety and security
AC2.3 Explain how hospitality and catering provision meets customer requirements	Customer
	leisure
	business/corporate
	local residents
	Requirements
	customer needs
	customer expectations
	customer trends
	equality
	customer rights
LO3 Understand how hospitality and catering provision meets health and safety requirements	
AC3.1 Describe personal	Responsibilities
	of employees

safety responsibilities in the workplace	of employers
	In relation to
	health and safety at work act
	reporting injuries, disease and dangerous occurrences regulations (RIDDOR)
	control of substances hazardous to health regulations (COSHH)
	manual handling operations regulations
	personal protective equipment at work regulations(PPER)
AC3.2 Identify risks to personal safety in hospitality and catering	Risks
	to health
	to security
	level of risk in relation to employers, employees, suppliers and customers
	Control measures
	of employees
	of employers
LO4 Know how food can cause ill health	
A4.1 Describe food related causes of ill health	Causes
	bacteria
	microbes
	chemicals
	metals
	poisonous plants
	allergies
	intolerances
	Role
	enforcing environmental health laws
	Responsibilities
	inspecting business for food safety standards
	follow up complaints
	follow up outbreaks of food poisoning
	collecting samples for testing
giving evidence in prosecutions	

	maintaining evidence
	submitting reports
AC4.3	Legislation
Describe Food Safety legislation	Food Safety Act
	Food Safety (General Food Hygiene Regulation)
	Food Labelling Regulations
AC 4.4	Common types
Describe common types of food poisoning	Campylobacter
	Salmonella
	E-Coli
	Clostridium perfringens
	Listeria
	Bacillus cereus
	Staphylococcus aureus
AC4.5	Symptoms
Describe the symptoms of food induced ill health	Visible symptoms
	Signs
	Non-visible signs
	Onset time
	Duration
	Food Induced ill health
	Intolerances
	Allergies
	Food poisoning
	LO5 Be able to propose a hospitality and catering provision to meet specific requirements
AC5.1	Review
Review options for hospitality and catering provision	Summarise different options
	Advantages and disadvantages of different options
	Use of supporting information which justify how this meets specified needs
AC5.2	Recommend
Recommend options for hospitality provision	Propose ideas

	Justify decisions in relation to specified needs
	Use of supporting information eg. structured proposal

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LO3 Understand how hospitality and catering provision meets health and safety requirements	
AC3.1 Describe personal safety responsibilities in the workplace	Responsibilities
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	of employers
	In relation to
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