



LEVEL 1/2 VOCATIONAL AWARD IN HOSPITALITY AND CATERING (TECHNICAL AWARD)











Unit 1 Knowledge tracker










Name.....










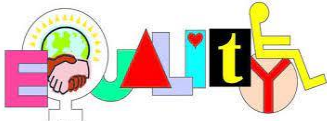

Class.....

Teacher.....






	1.1 Hospitality and catering provision	R	A	G
1.1.1 Hospitality and catering providers	Learners should know and understand the two different types of hospitality and catering provision: commercial and noncommercial:			
	Commercial (residential): <ul style="list-style-type: none"> B&B, guest houses and Airbnb campsites and caravan parks cruise ships holiday parks, lodges, pods and cabins hotels, motels and hostels. 	   		
	Commercial (non-residential): <ul style="list-style-type: none"> airlines and long distance trains cafés, tea rooms and coffee shops fast food outlets food provided by stadia, concert halls and tourist attractions mobile food vans and street food trucks pop-up restaurants public houses, bars restaurants and bistros takeaways vending machines. 	    		
	Non-commercial (residential): <ul style="list-style-type: none"> armed forces boarding schools, colleges, university residences hospitals, hospices and care homes prisons. 	  		
	Non-commercial (non-residential): <ul style="list-style-type: none"> canteens in working establishments (subsidised) charity run food providers meals on wheels schools, colleges and universities. 	 		
	Learners should know and understand the following types of service in commercial and non-commercial provision:			
	Food service: <ul style="list-style-type: none"> table: plate, family-style, silver, Gueridon, banquet counter: cafeteria, buffet, fast food personal: tray or trolley, vending, home delivery, takeaway. 	 		
	Residential service: <ul style="list-style-type: none"> rooms: single, double, king, family, suite -(ensuite bath/shower room, shared facilities) refreshments: <ul style="list-style-type: none"> -breakfast, lunch, evening meal, -24-hour room service/restaurant available conference and function facilities leisure facilities (spa, gym, swimming pool). 	  		
	Learners should know and understand the importance of the following standards and ratings:			
	<ul style="list-style-type: none"> hotel and guest house standards (star ratings) <ul style="list-style-type: none"> -restaurant standards, -AA Rosette Award, - Good Food Guide, -Michelin stars. 	  		















		R	A	G
1.1.2 Working in the hospitality and catering industry	Learners should know and understand the following types of employment roles and responsibilities within the industry:			
	<ul style="list-style-type: none">front of house manager, head waiter, waiting staff, concierge, receptionist, maître d'hôtel, valetshousekeeping: chambermaid, cleaner, maintenance, caretakerkitchen brigade: executive chef, sous-chef, chef de partie, commis chef, pastry chef, kitchen assistant, apprentice, kitchen porter/plongeurmanagement: food and beverage, housekeeping, marketing.			
	Learners should know and understand the following specific personal attributes, qualifications and experience an employer would look for to fulfil the roles:			
1.1.3 Working conditions in the hospitality and catering industry	Learners should know and understand the following types of employment contracts and working hours:			
	<ul style="list-style-type: none">casualfull time permanent (temporary)part-time (temporary)seasonalzero hours contract.	 		
	<ul style="list-style-type: none">a salarya wage (hourly)holiday entitlementpensionsickness payrates of paytips, bonuses and rewards.	    		
The hospitality and catering industry normally provides more part time than full time contracted positions. Learners should be aware of the fluctuating needs of the industry, such as:				
1.1.3 Working conditions in the hospitality and catering industry	Supply and demand:			
	<ul style="list-style-type: none">staffing during peak times,large events,seasonal timesand the location of the provision.	 		
				4



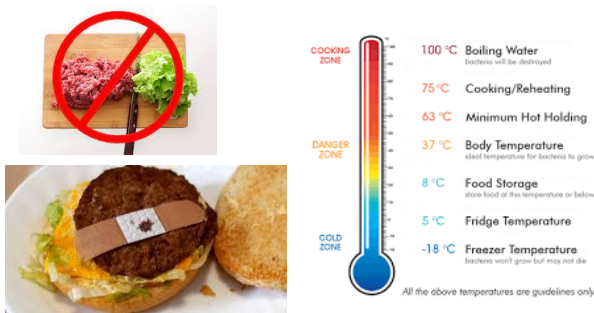
			R	A	G
1.1.4 Contributing factors to the success of hospitality and catering provision	Learners should know and understand the following basic costs incurred within the hospitality and catering industry:				
	<ul style="list-style-type: none">labourmaterialoverheads.				
	Learners should know and understand the basic calculation of gross profit and net profit within the hospitality and catering industry.				
					
	Learners should be aware of how the economy can impact business in the following ways:				
	<ul style="list-style-type: none">strength of the economyvalue added tax (V.A.T)value of the pound and exchange rate.				
	Learners should be aware of the importance of environmental needs and the environmental impact within the hospitality and catering industry through:				
	<ul style="list-style-type: none">seasonalitysustainability: reduce, reuse, recycle				
Learners should know and understand how new technology impacts the hospitality and catering service industry in a positive way through:					
<ul style="list-style-type: none">cashless systemsinnovative digital technology (apps, web-booking, key card access, digital menu)software.					
Learners should know and understand the positive and negative impacts that the following media types can have on the hospitality and catering industry:					
<ul style="list-style-type: none">printed media (newspaper, magazines)broadcast (television, radio)internet (social, websites)competitive (other establishments).					

	1.2 How hospitality and catering provisions operate	R	A	G
1.2.1 The operation of the front and back of house	Learners should be aware of the operational requirements of:			
	<ul style="list-style-type: none"> • workflow of the front of house <ul style="list-style-type: none"> - reception, - seating area, - counter service, - bar • workflow of the catering kitchen <ul style="list-style-type: none"> - delivery, - staffing area, - wash area, - storage area, - preparation and cooking area, - serving area, - washing/cleaning area. 			
				
	Learners should be aware of the following equipment and materials required, used and managed within catering provision/kitchens:			
	<ul style="list-style-type: none"> • large equipment: <ul style="list-style-type: none"> - large conventional oven, - glass chiller, - floor standing food mixer, - deep fat fryers, - hot water urns, - walk-in fridge-freezer, - standing bain marie, - steamers, - pass-through dishwasher and glass washer, - hot plates • materials for cleaning, first aid kit and safety materials • small equipment • utensils. 			
	Learners should know and understand the following documentation and administration requirements used in a catering kitchen:			
	<ul style="list-style-type: none"> • stock controlling systems, ordering, • delivery notes, invoices, • food safety documentation • health and safety documentation. 			
	Learners should be aware of the typical dress code requirements for front and back of house of hospitality and catering establishments.			
				
1.2.2 Customer requirements in hospitality and catering	Learners should know and understand how hospitality and catering provision meets the requirements of:			
	<ul style="list-style-type: none"> • customer needs (catering, equipment, accommodation) • customer rights and inclusion (disability) • equality. 			
				

		R	A	G		
1.2.3 Hospitality and catering provision to meet specific requirements	<p>Learners should know and understand how hospitality and catering provision adapts to satisfy the following ever-changing customer climate:</p> <ul style="list-style-type: none">• customer requirements/needs:<ul style="list-style-type: none">- lifestyle,- nutritional needs,- dietary needs,- time available• customer expectations:<ul style="list-style-type: none">- service,- value for money,- trends,- awareness of competition from other providers,- media influence/interest,- environmental concerns,- seasonality• customer demographics:<ul style="list-style-type: none">- age,- location,- accessibility,- money available,- access to establishments/provision.					

	1.3 Health and safety in hospitality and catering	R	A	G	
1.3.1 Health and safety in hospitality and catering provision	Learners should be aware of the responsibilities for personal safety in the workplace of employers and of employees in relation to the following laws:				
	<ul style="list-style-type: none">Control of Substances Hazardous to Health Regulations (COSHH) 2002Health and Safety at Work Act 1974Manual Handling Operations Regulations 1992Personal Protective Equipment at Work Regulations (PPER) 1992Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013Risks to health and security including the level of risk (low, medium, high) in relation to employers, employees, suppliers and customers.				
	Learners should know the importance of, and be able to complete, the following documentation:				
	<ul style="list-style-type: none">accident formsrisk assessments.				
	Learners should know that employers are responsible for the health and safety training needs of all staff.				
1.3.2 Food safety	Learners should know and understand the principles of Hazard Analysis and Critical Control Points (HACCP) and be able to:				
	<ul style="list-style-type: none">identify any critical control points and ensure that risks are removed or reduced to safe levelsdecide on what actions to take if something goes wrongcomplete a HACCP documentcomplete records to show that procedures are working.	  			

	1.4 Food safety in hospitality and catering	R	A	G
1.4.1 Food related causes of ill health	Learners should know that ill health could be caused by the following: <ul style="list-style-type: none"> allergies bacteria chemicals intolerances    			
	Learners should know the following food poisoning causes: <ul style="list-style-type: none"> bacillus cereus campylobacter clostridium perfringens e-coli listeria salmonella staphylococcus aureus   			
	Learners should know and understand the following food related causes of ill health:			
	Food allergies: <ul style="list-style-type: none"> cereals (gluten) crustaceans dairy products eggs fish fruit and vegetables lupin molluscs nuts peanuts sesame seeds soya wheat. 			
	Food intolerance: <ul style="list-style-type: none"> gluten lactose aspartame MSG.    			
	Learners should be aware of the following: <ul style="list-style-type: none"> food labelling laws food safety legislation food hygiene.  			

		R	A	G
1.4.2 Symptoms and signs of food induced ill health	Learners should know and understand the following symptoms of food-induced ill health:			
	<p>Visible:</p> <ul style="list-style-type: none">• anaphylactic shock• bloating• breathing difficulties• chills• diarrhoea• facial swelling• pale or sweating skin• rash• vomiting• weight loss.			
	<p>Non-visible:</p> <ul style="list-style-type: none">• constipation• feeling sick/painful joints• stomach-ache• weakness• wind/flatulence.			
1.4.3 Preventative control measures of food-induced ill health	Learners should know and understand the control measures to prevent food-induced ill health:			
	<ul style="list-style-type: none">• cross contamination• correct temperature in:<ul style="list-style-type: none">- delivery,- storage,- Preparation- Service• physical contamination.	 <p>COOKING ZONE 100 °C Boiling Water bacteria will be destroyed</p> <p>75 °C Cooking/Reheating</p> <p>63 °C Minimum Hot Holding</p> <p>37 °C Body Temperature ideal temperature for bacteria to grow</p> <p>8 °C Food Storage store food at this temperature or below</p> <p>5 °C Fridge Temperature</p> <p>-18 °C Freezer Temperature bacteria won't grow but may not die</p> <p>DANGER ZONE</p> <p>COLD ZONE</p> <p>All the above temperatures are guidelines only</p>		
1.4.4 The Environment al Health Officer (EHO)	<ul style="list-style-type: none">• collecting evidence including samples for testing, photographs, interviews• enforcing environmental health laws follow up complaints• follow up outbreaks of food poisoning• inspecting business for food safety standards• giving evidence in prosecutions• maintaining evidence• submitting reports.	