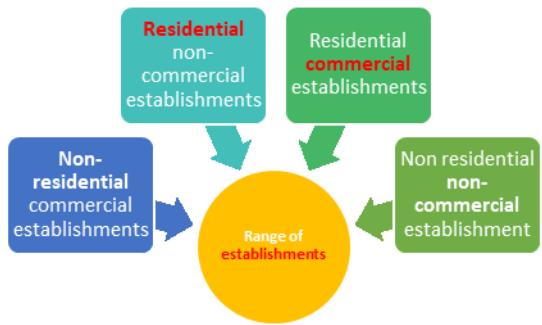


# 1.1.1. Types of Provider



Establishment	Service provided	Examples
Commercial residential	Accommodation, house keeping, food, beverages, conference or training facilities	Hotels, guest houses, campsites, bed and breakfasts, holiday parks, farmhouses
Commercial non-residential	Food and beverage to eat in or take away, areas to sit to eat and drink	Restaurants, cafes, tea rooms, coffee shops, fast food outlets, pubs and bars, street food and pop up restaurants, mobile vans
Non-commercial residential	Accommodation, food and beverages	Hospitals, care homes, prisons, armed forces, boarding schools, colleges, universities.
Non-commercial non-residential	Food and beverages	Canteens in offices, day-care centres, schools and nurseries, charity food suppliers, for example soup kitchen

# Hotel and Guest house standards

Hotels and guest houses are often given a star rating. Star ratings help customers to know what services and facilities they can expect at a hotel or guest house. The quality of the service provided is rated on a scale of one to five stars

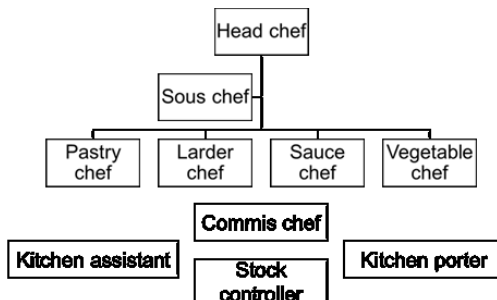
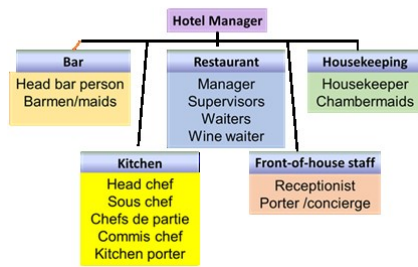
The three main restaurant rating systems used in the UK are Michelin stars, AA Rosette Awards and The Good Food Guide reviews:  
**Michelin stars** are a rating system used to grade restaurants for their quality: **One** star is a very good restaurant, **Two** star is excellent cooking **Three** stars is exceptional cuisine  
**AA Rosette Awards** score restaurants from one (a god restaurant that stands out from the local competition) to five (cooking that compares with the best in the world)  
**The Good Food Guide** gives restaurants a score from one (capable cooking but some inconsistencies) to ten ( perfection)

# 1.1.2. Qualifications

Level	Types of training
Key stage 4 school courses	Level 1/2 Vocational award in Hospitality and Catering
Post 16-19	Colleges offer many courses for those leaving school after Year 11, for example: <ul style="list-style-type: none"> <li>• Certificate in Hospitality and Catering Level 1</li> <li>• Certificate in Introduction to Culinary Skills Level 1</li> <li>• Diploma in Introduction to Professional Cookery Level 1</li> <li>• Diploma in Hospitality and Catering Level 2</li> <li>• Diploma in Professional Cookery Level 2</li> </ul>
Universities	Universities offer degree, HND and HNC courses in subjects such as: <ul style="list-style-type: none"> <li>• Catering</li> <li>• Hospitality</li> <li>• Culinary Arts</li> <li>• Hotel management</li> <li>• Food and beverage service</li> </ul>
Apprenticeships	These provide both work experience and training
In-house training	On-the-job training provided by the organisation you work for

# 1.1.2. Job roles in the industry

## Staff structure in a hotel



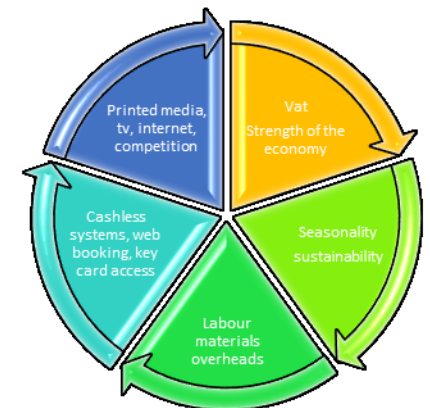
## Personal Attributes

- Organised
  - Hardworking
  - Hygienic
  - Team Player
  - Flexible
- Friendly  
 Punctual  
 Pleasant Calm  
 People skills  
 Willingness to learn

# 1.1.3. Working conditions



# 1.1.4. Factors of success



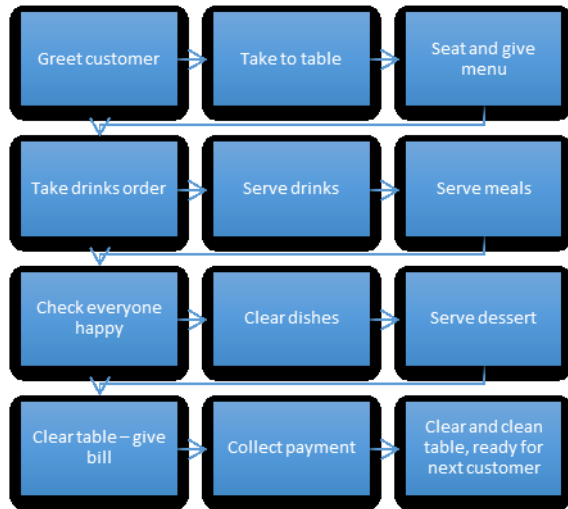
1.1.1 - 1.1.4 Hospitality and catering providers

# Standards and ratings

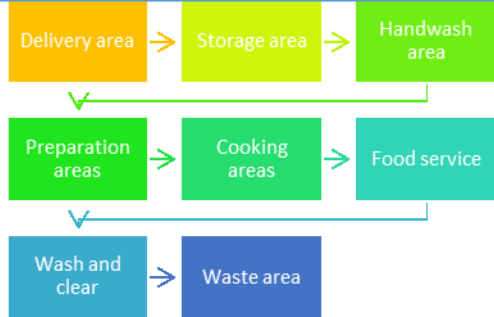
- ★ ONE STAR**
  - At least 5 bedrooms with ensuite or private facilities
  - Clearly defined reception area
  - Open 7 days a week
  - Restaurant serving breakfast 7 days a week & evening meals 5 days a week
  - Guests have access at all times
  - Licensed bar
- ★★ TWO STARS** *All of the above, plus...*
  - Higher standards of cleanliness, hospitality & maintenance
- ★★★ THREE STARS** *All of the above, plus...*
  - Access without a key 12pm - 11pm, & with a key at all other times
  - All bedrooms on-suite
  - Dinner served 6 evenings a week, snacks on the 7th
  - Internal telephone system
  - Room service for drinks & snacks during daytime & evening
  - WiFi in public areas
- ★★★★ FOUR STARS** *All of the above, plus...*
  - 24-hour room service with full breakfast and dinner
  - 24-hour access facilitated by on-duty staff
  - Restaurant open to residents & non-residents for breakfast & dinner every day of the week
  - En-suite bathrooms with thermostatic showers
  - Enhanced services such as afternoon tea, luggage assistance or meals at luncheon
  - Higher staffing levels
  - WiFi in bedrooms
- ★★★★★ FIVE STARS** *All of the above, plus...*
  - Open all year round
  - Enhanced services such as valet parking, concierge & escort to bedroom
  - Proactive service & customer care
  - Restaurant open every day for all meals
  - Multilingual receptionists
  - Baths in at least 80% of bathrooms
  - Additional facilities such as a second living area, business centre, spa & permanent luxury suite



## 1.2.1 Front of house



## 1.2.1 Back of house



## 1.2.1 dress code



## 1.2.1 Kitchen equipment



What do they do?  
How do you take care of them?

### What documentation is used in the kitchen?

Stock control?  
Food safety?  
Health and safety

## 1.2.2 Customer requirements

### Types of customer

business

Leisure

Families

Young customers

Older customers

### Customer needs

Equipment

Accommodation

catering

### Customer rights

age

Disability

Sexual orientation

Ethnicity

Gender

Race and culture

Pregnancy and maternity

1.2.2-1.2.3 How hospitality and catering provisions operate

# 1.3.1 Health and safety in hospitality and catering

## Report of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013

What employers need to do by law	What paid employees need to do
Inform the Health and Safety Executive (HSE) of any accidents, dangerous events, injuries or diseases that happen in the workplace.	Report any concerns of health and safety matters to the employer immediately. If nothing is resolved, then inform the HSE.
Keep a record of any injuries, dangerous events or diseases that happen in the workplace.	Record any injury in the accident report book.

## Manual Handling Operations Regulations 1992

What employers need to do by law	What paid employees need to do
Provide training for staff.	Ask for help if needed.
Assess and review any lifting and carrying activities that cannot be avoided.	Squat with feet either side of the item. Keep back straight as you start to lift. Keep the item close to your body whilst walking. Make sure you can see where you're going.
Store heavy equipment on the floor or on low shelves.	
Provide lifting and carrying equipment where possible.	

# 1.3.2 Food Safety

## Food Hazards

A food hazard is something that makes food unfit or unsafe to eat that could cause harm or illness to the consumer. There are three main types of food safety hazards:

- **Chemical** – from substances or chemical contamination e.g. cleaning products.
- **Physical** – objects in food e.g. metal or plastic.
- **Microbiological** – harmful bacteria e.g. bacterial food poisoning such as Salmonella.

All food businesses are required to:

- assess and review food safety risks
- identify critical control points to reduce or remove the risk from happening
- ensure that procedures are followed by all members of staff
- keep records as evidence to show that the procedures in place are working.

## Health and Safety at Work Act 1974 (HASAWA)

What employers need to do by law	What paid employees need to do
Protect the health, wellbeing and safety of employees, customers and others.	Take reasonable care of their own health and safety and the health and safety of others.
Review and assess the risks that could cause injuries.	Follow instructions from the employer and inform them of any faulty equipment.
Provide training for workers to deal with the risks.	Attend health and safety training sessions.
Inform staff of the risks in the workplace.	Not to misuse equipment.

## Control of Substances Hazardous to Health Regulations (COSHH) 2002

What employers need to do by law	What paid employees need to do
Control substances that are dangerous to health.	Attend all training sessions regarding COSHH.
Provide correct storage for those substances and appropriate training for staff.	Follow instructions carefully when using the substances.
Some examples of substances that are dangerous to health include cleaning products, gases, powders & dust, fumes, vapours of cleaning products and biological agents.	Know the different types of symbols used to know different types of substances and how they can harm users and others when used incorrectly.

## Personal Protective Equipment at Work Regulations (PPER) 1992

What employers need to do by law	What paid employees need to do
Provide PPE e.g. masks, hats, glasses and protective clothes.	Attend training and wear PPE such as chef's jacket, protective footwear and gloves when using cleaning chemicals.
Provide signs to remind employees to wear PPE.	
Provide quality PPE and ensure that it is stored correctly.	

## Hazard Analysis and Critical Control Points (HACCP)

Every food business lawfully needs to ensure the health and safety of customers whilst visiting their establishment. To ensure this, they need to take reasonable measures to avoid risks to health. HACCP is a food safety management system which is used in businesses to ensure dangers and risks are noted and how to avoid them.

Hazard	Analysis	Critical Control Point
Receipt of food	Food items damaged when delivered / perishable food items are at room temperature / frozen food that is thawed on delivery.	Check that the temperature of high-risk foods are between 0°C and 5°C and frozen are between -18°C and -22°C. Refuse any items that are not up to standard.
Food storage (dried/chilled/frozen)	Food poisoning / cross contamination / named food hazards / stored incorrectly or incorrect temperature / out of date foods.	Keep high-risk foods on correct shelf in fridge. Stock rotation – FIFO. Log temperatures regularly.
Food preparation	Growth of food poisoning in food preparation area / cross contamination of ready to eat and high-risk foods / using out of date food.	Use colour coded chopping boards. Wash hands to prevent cross-contamination. Check dates of food regularly. Mark dates on containers.
Cooking foods	Contamination of physical / microbiological and chemical such as hair, bleach, blood etc. High risk foods may not be cooked properly.	Good personal hygiene and wearing no jewellery. Use a food probe to check core temperature is 75°C. Surface area & equipment cleaned properly.
Serving food	Hot foods not being held at correct temperature / foods being held too long and risk of food poisoning. Physical / cross-contamination from servers.	Keep food hot at 63°C for no more than 2 hours. Make sure staff serve with colour coded tongs or different spoons to handle food. Cold food served at 5°C or below. Food covered when needed.

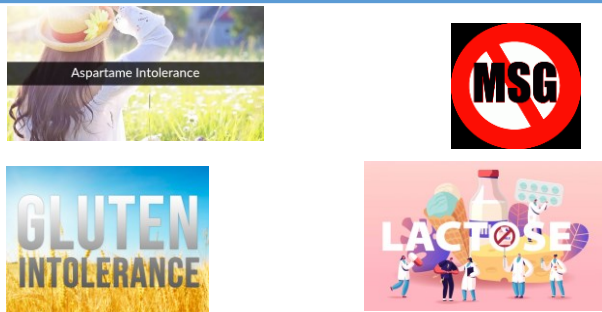
# 1.4.1 Food related causes of ill health Allergens



## Food Poisoning



## Food Intolerance



# 1.4.2 Symptoms of food induced ill health

### Visible symptoms

Visible symptoms of food poisoning, chemical poisoning, allergic reaction and food intolerance include:

- **Diarrhoea:** a common symptom of most types of food poisoning bacteria and can also be a symptom of lactose intolerance.
- **Vomiting:** a common symptom of most types of food poisoning bacteria, but may also be caused by taking in chemicals accidentally added to food.
- **Pale or sweating/chills:** a high temperature is a common symptom of E-coli and Salmonella.
- **Bloating:** a symptom of lactose intolerance.
- **Weight loss:** a symptom of gluten intolerance (coeliac disease).

### Non-visible symptoms

Non-visible symptoms of food poisoning, chemical poisoning, allergic reaction and food intolerance include:

- **Nausea (feeling sick):** the most common symptom for all types of food-induced ill-health.
- **Stomach-ache/cramps:** abdominal pain is common symptom of lactose intolerance as well as a sign of an allergic reaction. Cramps may happen at the same time as diarrhoea.
- **Wind/flatulence:** a common symptom of lactose intolerance.
- **Constipation:** a symptom of Listeria food poisoning.
- **Painful joints:** a symptom of E-coli food poisoning.
- **Headache:** a symptom linked to Campylobacter, E-coli and Listeria.
- **Weakness:** non-stop vomiting, and diarrhoea can leave a person feeling weak. Gluten intolerance (coeliac disease) can leave a person feeling tired because their bodies can't absorb the correct amount of nutrients.

# 1.4.3 Preventative measures



# 1.4.4 The environmental Health Officer (EHO)

### EHO and the law

If the EHO discovers problems with the food safety and hygiene in the premises they are allowed by law to:

- remove any food that may be hazardous so it can't be sold
- tell the owners to improve hygiene and safety within a set time and then come back and re-inspect
- close the premises if there is a risk to health of the public
- give evidence in a court of law if the owners are prosecuted for breaking food hygiene and safety laws.



### EHO inspections

The EHO can carry out an inspection of any hospitality and catering premise at any time during business hours – they do not need to make an appointment. During an inspection, the EHO will check to make sure that:

- the premises are clean
- equipment is safe to use
- pest control measures are in place
- waste is disposed properly
- all food handlers have had food hygiene and safety training
- all food is stored and cooked correctly
- all food has best-before and use-by dates
- there is a HACCP plan to control food hazards and risks.

The EHO is allowed to:

- take photographs of the premises
- take food samples for analysis
- check all record books, including fridge and freezer temperatures, cleaning schedules and staff training
- offer advice on improving food hygiene and safety in the business.

1.4 Food Safety in Hospitality and Catering