

## LO2: Hospitality & Catering – Understand how Hospitality & catering provisions operate

### AC2.1- Describe the operation of the kitchen

- Layout
- Work flow
- Operational activities
- Equipment & materials
- Stock control
- Documentation & administration
- Staff allocations]
- Dress code

### Correct Kitchen layout

#### Allows:

- staff to work safely
- high levels of food hygiene
- enough space for everyone to work efficiently and quickly to manage orders
- Efficient work flow
- Create sections to avoid cross-contamination

### Key terms

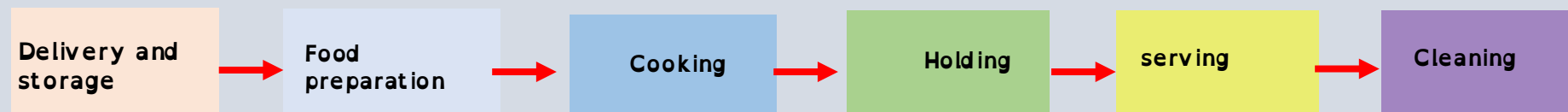
**Work Flow** -the way food passes through the kitchen from the delivery to dining room.

**FIFO**- first in first out using food stocks in rotation.

**Covers**- customer food order that are sent to the kitchen

### Kitchen Work flow-

Should be in one direction using different areas so that the clean stages in food production never come into contact with the 'dirty' stage.



### Operational activities in the kitchen follow the efficient workflow:

1. Goods are received and stored
2. Food is prepared for cooking.
3. The food is cooked.
4. the food is dished up and served.
5. Service
6. cleaning and maintaining the kitchen

### Delivery

Ensure vehicles have access to the premises

### Storage

Store close to the delivery area so delivery drivers do not need to enter the food prep areas.

### Cooking

- Consider requirements of menu and ability of staff.
- Flow must suit style of service e.g. fryers and grill near to point of service for fast cooking and bulk cooking further away.
- Need work surface beside cooking equipment so there is somewhere to put foods down.
- Gas and electric supply near to cooking equipment

### Waste

Try to keep separate from food preparation area

Storage that is pest proof



### Food preparation should be between storage and cooking areas.

- Separate different processes e.g. raw meat away from pre prepared foods.
- Separate high risk food areas.
- Need sinks, pot wash facilities and hand washing.
- If separation by areas are not possible, then do all preparation before cleaning down for cooking.

### Holding

- Needs to be near the food service area
- Hot holding needs to be over 63°C
- Cold holding in chillers 0°C -5°C

### Food service

- Should be located close to the cooking process so handling is minimized
- Area for plating up A la Carte restaurant
- Replenish food during service for buffet and counters

### Cleaning

Washing up – space for sinks & dishwashers. Areas for dirty items before washing and for clean items after washing needs to be separated to prevent cross-contamination

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## Kitchen Hygiene

Kitchens should be well lit and well ventilated with fresh air. Easy to clean – stainless steel work surfaces, smooth wipeable walls, hardwearing and non-slip flooring.

## Equipment & materials

A lot of kitchen equipment is stainless steel because it is **strong**, **easy to clean** and **does not rust**. Good quality kitchen equipment is expensive but essential for efficient & safe food production.

### Large equipment



Ovens



Floor standing mixers



Double fridges



Salamander grill



Deep fat fryer



Blast chillers



Food steamer

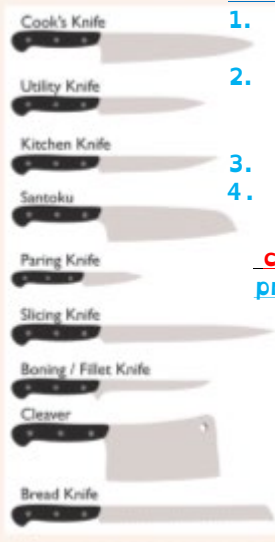
### Small equipment

- Bowls
- Jugs
- mincers
- Hand held mixers
- spatulas
- chopping boards
- Sieves
- Colanders
- Liquidiser/blender
- food probes etc.

### Knives

1. Store knives safely e.g. in a knife block
2. Use knives for the purpose they were intended.
3. Cut with a slicing action
4. Clean after use do not leave in a filled sink.

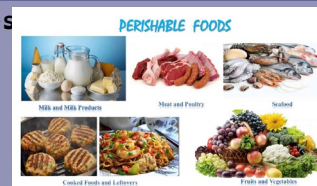
colour coded equipment to prevent cross contamination



## Stock control

- stock control ensures that ingredients are in good condition and are safe to eat.
- First in first out (FIFO) ensures older stock is used first.
- All food deliveries should be checked and moved to the most appropriate area within 15 minutes

**Perishables** foods which do not stay fresh very long e.g. milk, and milk products, meats, fish



## Staple foods

- Have a longer shelf life
- Often bought in bulk as cheaper
- E.g. flour, sugar, salt, fat, oil, dried lentils and beans, condiments etc.

## Materials

Besides equipment and ingredients catering kitchens need the following to operate effectively;

- detergents- remove dirt & grease
- Disinfectants – to destroy bacteria
- Sanitiser- for cleaning & disinfecting
- Oven gloves
- Tea towels
- First aid kit
- Dustpans & brushes, mops
- Aprons, disposable kitchen cloths, hand wash and paper towels

## Key words

**Kitchen brigade** – the organisational hierarchy of staff in a professional kitchen.

**Dress code** – a set of rules outlining the clothing to be worn by people.

**Stock** - All materials, ingredients and equipment are called stock.

## Documentation and administration

Keeping documents is important for the success of a business as it helps to maintain good organisation, the safety of the workers & customers and ensures that bills are paid on time.

**Bin cards** – labels on stock to show how much has been used and so it can be reordered when low.

**Stock ledger** – a detailed list of all stock, usually kept on a computer system.

**Requisition stock book**- allows ingredients/foods to be ordered from the stock room.

**Order books**- ordering stock.

**Delivery notes** – used to check when orders delivered, price and amounts.

**Invoices** – food good ordered.

**Food and safety documentation**- temperature checks of the fridge & freezers.

**Food hygiene and safety regulations**

**Health and safety documentation** –health and safety certificates for all staff

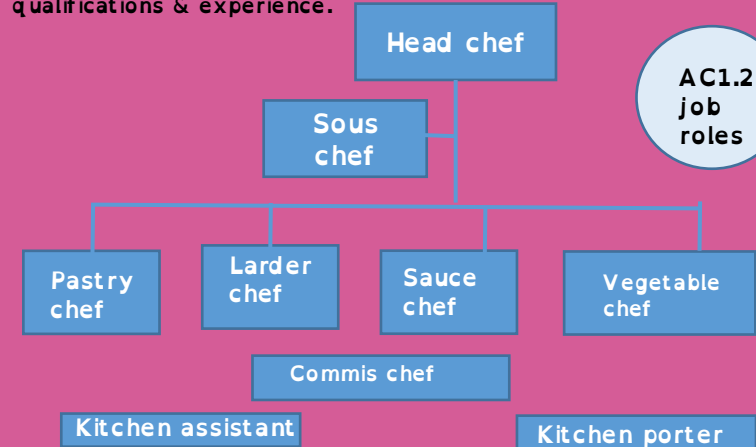
**Accident book** to record any accidents at work

## Importance of documentation

Hospitality & Catering establishments have a legal responsibility to work safely and hygienically. Records are kept to evidence proof of due diligence.

## Staff allocations- Kitchen

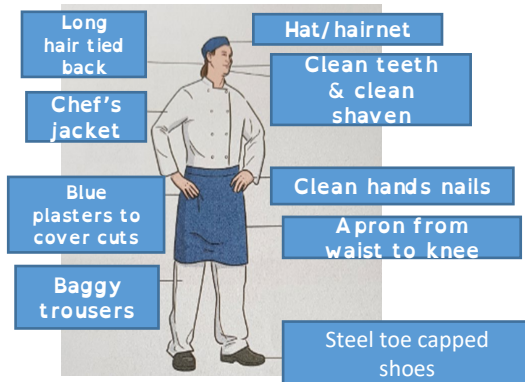
Staff are allocated roles & responsibilities according to their qualifications & experience.



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## Kitchen dress code

A chef's uniform plays an important part in protecting from potential dangers common in most kitchens



- Chef's uniform**
- Chef jacket
  - Chef's pants
  - Hat
  - Neckerchief
  - Apron
  - Hand towel
  - Slip resistant shoes

## Safety & security

Measures are put in place to prevent illness and accidents ensuring that workers are safe.

## Factors affecting health, safety & security

- Mixing & cutting equipment
- Inhalation of flour dust
- Open gas jets or flames
- Sharp knives
- Monitoring well being in a busy working environment
- Staff need a secure place for personal belongings
- Locking doors & windows
- Honest staff
- Secure outside lighting
- Staff training
- Safes for money
- CCTV

## AC2.2 Describe the operation of front of house

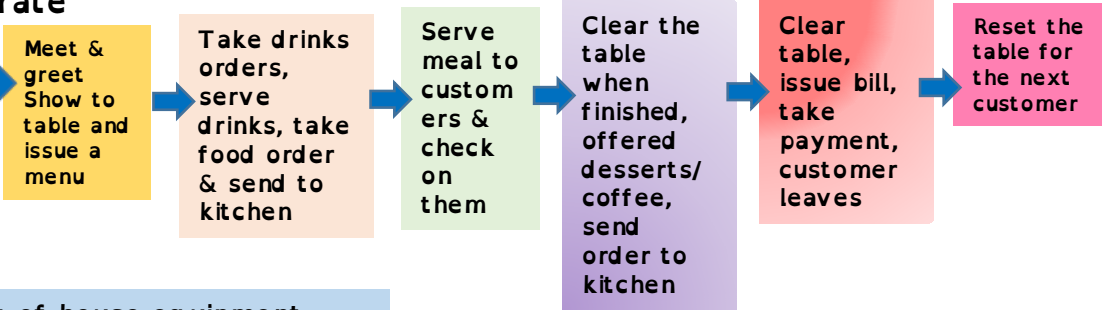
- Layout
- Work flow
- Equipment & materials
- Staff allocations
- Dress code
- Safety & security

## Front of house Layout

Hotels/restaurants need to be clearly logically set out so people can move from one area to another easily

- Reception
- Bar
- Lounge
- Dining area
- Toilets & cloakroom

## Work flow

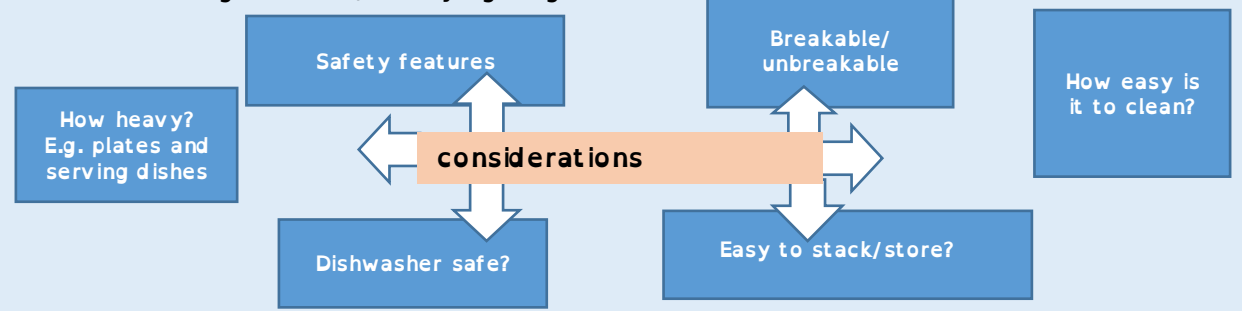


## Front of house equipment

- Table top- napkin, table cloths, menu holders, condiment sets, jugs, butter dishes, candle holders, vase, sugar bowls, bread baskets etc.
- Food service- china & ceramic plates, dishes, bowls, sizzle platters, ramekin dishes etc.
- Waiting table- trays, stands, serving spoons, tongues, computer generated customer ordering and payment equipment, pens, notepads etc.
- Customer seating- chairs, stools, high chairs, booster seats, armchairs etc.
- Organisation- rope barriers for queuing, direction signs, menu posters, chalk boards, wine racks etc.
- First Aid & safety – first aid kit, emergency exit signs, fire extinguishers  
Smoke and gas alarms, safety lighting

## Operational activities –front of house

Activities	What happens?
Reception	Customer check in & out, book tables & find out information.
Lounge	A social area where guests can relax or wait for their table.
Bar	Where drinks can be ordered
Restaurant	Where guests can sit and eat a meal
Toilets & cloakroom	Where guests can leave coats & use the facilities



## Stock control

Stock for the front of house is monitored the same way as stock in the kitchen. There will be someone different in charge of monitoring it. Similarly there will be different people monitoring stock like cleaning materials and beverages.



- All electrical equipment must be checked for safety every year.
- All equipment on view in food service area should be spotlessly cleaned and polished daily.
- The temperatures of hot & cold food service areas should be monitored daily.
- Coffee machines should be kept clean and serviced regularly.

Materials besides equipment and ingredients the front of house needs a continuous supply of:  
Cleaning materials e.g. detergent, washing up cloths, mops, brooms, buckets to clean tables/bar area /floor/toilets/waiting areas  
Materials for food service e.g. napkins, individual sachet of condiments, milk, sugar, flowers, candles etc.  
Waste disposal materials- recycling waste bags/bins ( recycling)  
Employee welfare –first aid/hand wash/paper towels/etc.  
Maintenance – filters for extractors/light bulbs/replacement broken equipment.

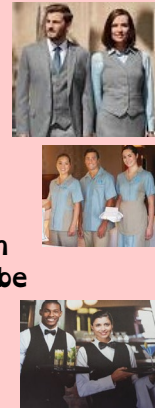
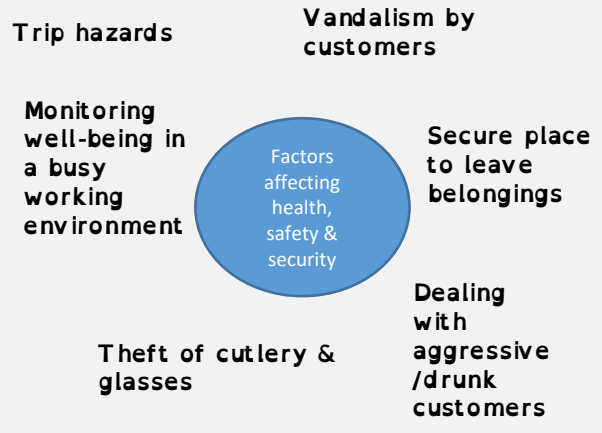
Find out how EPOS works



AC 2.2 Documentation & administration

Document	Description
<ul style="list-style-type: none"> <li>Stock ledger- detailed list of all stock, kept on the computer</li> <li>Requisition book –each department has in order to draw stock from the store for the front of house</li> <li>order book- order stock</li> <li>Delivery notes –used to check deliveries are correct</li> <li>Invoices- for good/services ordered</li> <li>Services used – e.g. laundry of sheet &amp; towels</li> <li>Financial &amp; budget information- over seeing spending in all departments</li> <li>Health &amp; safety documentation \health &amp; safety certificates for all staff, accident book to record accidents at work</li> <li>Employees- documents on all employees e.g. training records, sickness, accidents at work, hours worked, wages, national insurance</li> <li>Customer documentation- for checking customers in &amp; out, feedback, and management of events.</li> </ul>	

**Dress code**  
 Front of house staff have to look smart, often have a corporate uniform.  
 Room attendants –uniform covered by an apron for cleaning.  
 Waiting staff – have a uniform that is designed to be smart, be hygienic and safe.

AC2.3 How hospitality & catering provisions meet customer needs

- Leisure
  - Business/corporate
  - Local residents
- Requirements**
- Customer needs, expectations
  - Customer trends
  - Customer rights, equality

- Leisure requirements**
- Value for money
  - Good facilities
  - Child menus/play areas for families with children
  - Tourists want local food
  - Older people want a more formal service
  - Varied choice of menu
  - Dietary needs catered for
  - Facilities for physical/visual impaired customers

- Business/corporate customer requirements**
- Discounted rates
  - Meeting rooms
  - Water/juice on tables
  - Presentation equipment, projector etc.
  - Office facilities, printer, phone internet etc.
  - Tea/coffee for breaks
  - Lunch or other meals
  - Accommodation for attendees if travelled a long distance
  - Quick service for lunch meetings

Staff allocations see term 1 KO for individual roles  
 Staff are allocated roles & responsibilities in front of house according to their qualifications & experiences

- Local customer requirements**
- Value for money
  - Good service/standard so they return
  - Catering for local needs ( culture, religion)
  - Loyalty schemes
  - Recognised by staff- feel welcome
  - Menu specials
  - Child friendly
  - Entertainment
  - Mailing list for special offers

**Customer trends**

Influenced by:


- TV
- Magazines
- Health
- Travel
- Technology
- Ratings & reviews




**Equality and discrimination**

You 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



**Customer rights.**

- 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 redressal (compensation.)
- the right to receive satisfactory goods that match their product description

