

Chapter 1: Hospitality and Catering Provision

1.1.1 Hospitality and Catering Providers

- Types of hospitality and catering provisions
- Types of services in commercial and non-commercial provisions
- The importance of standards and ratings

1.1.2 Working in the hospitality and catering industry

- Employment roles and responsibilities within the industry
- The kitchen brigade system
- Personal attributes, qualifications and experience

1.1.3 Working conditions in the hospitality and catering industry

- Type of employment, contracts and working hours
- Remuneration and benefits in the industry

1.1.4 Contributing factors to the success of hospitality and catering provision

- Basic costs incurred within the hospitality and catering industry
- How the economy can impact business
- The importance of environmental needs and environmental impact within the hospitality and catering industry
- How new technology impacts the hospitality and catering industry
- The positive and negative impacts that media types can have on the hospitality and catering industry

Chapter 2: How hospitality and catering provisions operate

1.2.1 The operation of the front and back of house

- Front of house
- Back of house
- Equipment and materials required, used and managed within the catering provision / kitchen
- Documentation and administration requirements used in a catering kitchen
- Typical dress code for the front and back of house

1.2.2 Customer requirements in hospitality and catering

- Customer needs
- Customer right and inclusion

1.2.3

- Customer requirements / needs
- Customer expectations and demographics

Chapter 3: Health and safety in hospitality and catering

1.3.1 Health and Safety in hospitality and catering

- Health and safety at work Act 1974
- Control of substances hazardous to health regulations 2002
- Personal protective equipment at work regulations 1992
- Manual handling operations regulations 1992
- Reporting of injuries, diseases and dangerous occurrences regulations 2013
- Risk assessments and accident forms

1.3.2 Food Safety

- Hazard analysis and critical control points

Chapter 4: Food safety in hospitality and catering

1.4.1 - 1.4.2 Food related causes and symptoms of ill health

- Bacteria
- Chemicals
- Food intolerances
- Food allergies
- Food safety legislation
- Food safety check

1.4.3 Preventative control measures of food - included ill health

- Preventing physical contamination
- Preventing cross-contamination
- Using correct temperatures in delivery, storage, preparation and service of food

1.4.4 The environmental Health Officer (EHO)

- The role of the Environmental Health Officer (EHO)

Chapter 5: The importance of nutrition

2.1.1 Understanding the importance of nutrition

- Macronutrients: protein
- Macronutrients: fats
- Macronutrients: carbohydrates
- Macronutrients: vitamins
- Macronutrients: minerals
- Water and dietary fibre (non-starch polysaccharide - NSP)
- Dietary fibre (non-starch polysaccharide - NSP)
- Balance diet: the eat well guide
- Special dietary needs

2.1.2 How cooking methods can impact on nutritional value

Chapter 6: Menu planning

2.2.1 Factors affecting menu planning

- Menu consideration
- Equipment
- Chef skills
- Time
- Environmental issues
- Time of year
- Organoleptic qualities (appearance, aroma, taste, texture)

2.2.2 How to plan production

- Tip and tricks for producing a production plan