

Knowledge Organiser Unit 1 LO1

LO1 Hospitality & Catering Provision

Hospitality & Catering

Sectors

- Accommodation *hotels, resorts, lodging*
- Food & Beverage *restaurants, fast food, catering*
- Travel and tourism *cruise, airlines, holiday parks*
- Entertainment *leisure attractions, retail stores*

Hospitality

Covers all aspects of the accommodation and catering industry, for people away from home. *"the friendly and generous treatment of guests and strangers"*

Catering

Providing a food & beverage service to people. E.g. restaurant, fast food.

Contract catering

Supply businesses / establishments with food at places it is not usually provided. Private functions in hotels or community halls, sports venues for parties, weddings, funerals, concerts etc.) Or airlines, hospitals, schools. Food is prepared off site then delivered (can be made on site if kitchen available)



- Advantages:**
- Accountability** – hold responsibility. Refund if unsuccessful.
 - Peace of Mind** - clients can focus on event, not the catering.
 - Experts** – know the trends. Have trusted suppliers e.g. butcher.
 - One invoice** - client only has one total invoice to pay.
 - Connections** - recruit the right people from existing pool/network. E.g. *skilled chefs, silver service waiters, wedding cake designers*
 - Legislative Compliance** - work within Food Safety laws/HACCP rules.

Disadvantages

- Cost** – cost for food, preparation, transport & service.
- Stranger Danger** - strangers will be at venue
- Lack of Variety** - depending on type of catering
- Plated dinners** - more limited - guests must choose between 2 or 3 options in advance.
- Buffet** - increase variety, but more difficult to plan quantities / know which foods guests will prefer

Suppliers

Hospitality business support local business, both for the local economy and the environment. Local sourcing can include local and seasonal ingredients and toiletries for guest rooms and flowers for reception areas.



- build up relationship
- repeat business
- know what to expect
- create jobs
- support local economy
- less food miles

Establishment types

Commercial (aims to make a profit)

Residential

Provides accommodation (somewhere to stay)

hotels - guest houses - holiday parks - cruise ships - glamping - farmhouses - B & B's

Non residential

No accommodation Hospitality & catering only

restaurants – cafes - pubs – bars - fast food outlets - take away - casinos - food vans - tourist attractions (e.g. *theme park*) - sport stadiums – concert/gig venues – delicatessen - school meals - transport catering – B & B's

Clients

Business groups for longer meetings in a different city – individuals, groups or families - holidays & leisure - guests attending an event i.e. *wedding, celebration* - overseas visitors - school trips

individuals – families - groups - tourists & visitors - workers on regular hours - shift workers

Non commercial (doesn't aim to make a profit)

Residential

- Public sector
 - health and welfare *NHS, care homes, emergency services, prisons*
 - education *colleges, schools, universities*
 - Armed forces *army, navy & air force*
- Private sector
 - private nursing
 - private care home
- Hostels and shelters

Non residential

- Public sector schools, nurseries
- Workforce catering canteens in shops, factories etc.
- Voluntary/health & welfare lunch club charities, soup kitchen, day care centres

Clients

Varies, depending on sector i.e. prisoners, elderly, students, homeless people etc.

Types of accommodation



Hotel Accommodation with bedrooms and en-suites. 5*first class service ,excellent facilities, high standard of cuisine. Valet parking, concierge, room service 24 hours, fitness centre, pool, spa & modern business areas 4*offer comfort but fewer facilities and less luxurious than a 5* 3*3* - often situated near motorways and have fewer facilities 2* comfortable, do not have restaurants/room service - often next to a restaurant 1*often motels on motorways and have basic accommodation and few facilities

Suite In a hotel but a much larger accommodation., with one or multiple connected bedrooms and bathrooms, like a fully furnished mini-apartment

Boutique hotel a stylish small hotel, typically one situated in a fashionable urban location. Usually unique and quirky bedrooms.

Motel a roadside hotel designed primarily for motorists, typically having the rooms arranged in low blocks with parking directly outside.

Youth hostel (YHA)

Accommodation is usually in comfortable bunk beds, sharing rooms with others. Bathrooms are shared. Bed linen provided to make up own bed. Either a full meal or self-catering. Most locations have a sitting area, drying room, cycle store.

B&B/Guest house Accommodation for a night & a meal in the morning, provided in guest houses & hotels.

Cabins small wooden shelter/house in a remote area. Usually for larger groups or families, with self catering facilities and sometimes with an outdoor hot tub.

What is rated?

Open all year - number of rooms (including en suite availability – other spaces (bars etc) – environment & atmosphere – reception area – customer care & service – access to facilities (i.e. receptionist all night) – meal facilities & standards – health and safety – standard & maintenance of facilities (i.e. lighting) – extra facilities (i.e. spa, gym, valet) – tv & wi-fi – suite availability – cleanliness

Standards, reviews & ratings

Reviews can affect businesses – good reviews boost custom, poor reviews can lead to people avoiding the establishment

Michelin - worldwide

Anonymous inspectors visit establishments & have a meal. They write a review & can award 1-3 stars for excellence

AA Rosette Awards: UK

first UK-wide scheme for assessing the quality of food served by restaurants & hotels. Focuses on the TASTE.

Good Food Guide

Members of the public fill in a review which is compiled into a guide. Points are awarded for excellence 1-10.

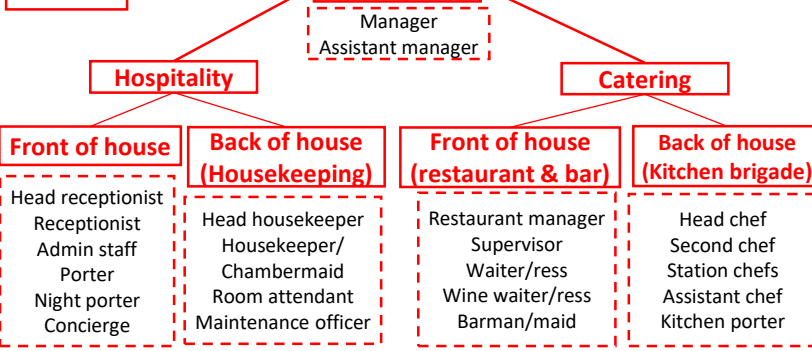
Online Reviews

Anyone can post reviews of an establishment. Large number of reviews so an average score is likely to be reasonably accurate

What is rated?

Type & range of food
Quality of food & ingredients
Provenance (*where the ingredients come from*)
Consistency (*cooking, flavour, appearance quality*)
Level of skill
Creativity

Job roles



How to achieve a distinction

Be able to:

- Distinguish types of business/establishments
- Evaluate the suitability of different types of food service
- Explain the facilities of a range of accommodation types
- Discuss the advantages and disadvantages of different review and ratings.
- Analyse the job roles within hospitality and catering establishments

Catering roles

Head Chef (Maitre chef de Cuisine)

In charge of the whole kitchen

Second chef (Sous chef)

Directly in charge of production

Station chefs (Chefs de partie)

- Vegetable chef** (l'entremetier)
- Pastry chef** (le patissier) Prepares pastries and desserts
- Larder chef** (le garde manger) Responsible for cold foods, including salads and dressings
- Sauce chef** (le saucier) Prepares sauces, stews & hot hors d'oeuvres

Assistant chef (commis chef) Helps in all areas, basic jobs

Kitchen porter Cleans up after chefs and does the washing up



Hospitality roles

Management – in charge of the business and staff

Receptionist - employed in a hotel to receive guests and deal with their bookings.

Admin staff managing information within an office. This generally includes answering phones, taking memos and maintaining files

Porter/Night porter employed to carry luggage and other loads, especially in a railway station, airport, hotel, or market.

Concierge assist guests by booking tours, making theatre and restaurant reservations, etc.

Housekeeper/chambermaid/room attendant does or directs the domestic work and planning, such as cleaning, bedding, refilling.

Maintenance officer repairs of maintenance of buildings and equipment

Review looking at/examining the quality of something. Usually to make a decision about or change something

Rating - a classification/ranking of something based on a comparative assessment of the quality or standard.

Client – a person/business/organisation using hospitality and catering services

Accommodation - a room, group of rooms, or building in which someone may live or stay

Hospitality - the business of entertaining clients, conference delegates, or other official visitors.

Catering - provide people with food and drink at a social event or other gathering.

Commercial - making or intended to make a profit.

Non commercial - not intended to make a profit. i.e. a hospital.

Residential - providing accommodation in addition to other services

Contract caterer - a catering company that is hired by a business/organisation to provide catering services i.e. for an event

Supplier – a company, or organization that sells or supplies something such as goods or equipment to customers

Housekeeping - the work or activity of cleaning and preparing rooms for customers

Kitchen brigade - a system of staffing hierarchy found in restaurants and hotels, commonly referred to as "kitchen staff"

Service - efforts made to achieve pleasant customer experience for guests and exceed expectations through quality service

Key terms

