Hospitality and Catering Checklist PLC

Remember to test yourself by doing an exam question!

Level 1 / 2 Award	R	A	G
AC 1.1 – describe the structure of the hospitality and catering industry			
Hospitality and Catering Industry			
Types of provider			
Types of service			
Commercial establishments			
Non-commercial establishments			
Services provided			
Suppliers			
Where hospitality is provided at non-catering venues			
Standards and ratings			
Job roles in the industry (management, kitchen brigade, front of house, housekeeping, administration			
AC 1.2 analyse job requirements within the hospitality and catering industry			
Requirements			
Supply and demand (availability of trained staff, seasonality, location)			
Jobs for specific needs			
Rates of pay			
Training			
Qualifications and experience			
Personal attributes			
AC 1.3 Describe the working conditions of different job roles across the hospitality and catering industry			
Working conditions			
Different types of employment contracts			
Working hours			
Rates of pay - Economy			
Holiday entitlement			
Remuneration (tips, bonus, payments, rewards)			
Working Conditions and Factors			
Different types of employment contracts - Costs			
Working hours - Profit			
Rates of pay - Economy			
Holiday entitlement - Environmental			
Remuneration (tips, bonus, payments, rewards) - Technology			
Emerging and innovative cooking techniques			
Customer demographics, lifestyle and expectations			
Customer service and service provision generally			
Competition			
Trends			
Political factors			
Media			
AC 2.1 describe the operation of the kitchen			
Operation			
Layout			
Work flow			
Operational activities			
Equipment and materials			
Stock control			
Documentation and administration			
Staff allocations			
Dress code			
Safety and security			
AC 2.2 describe the operation of front of house			
Operation			
Layout			
Work flow			
Operational activities			
Equipment and materials			
Stock control			
Documentation and administration			
Staff allocations			
Dress code			
Safety and security			

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AC 2.3 explain how hospitality and catering requirements	Customer			
	Leisure			
	Business/corporate			
	Local residents			
	Requirements			
	Customer needs			
	Customer expectations			
	Customer trends			
	Equality			
	Customer rights			
AC 3.1 describe personal safety responsibilities in the workplace	Responsibilities			
	Of employees			
	Of employers			
	In relation to			
	Health and safety at work act			
	Reporting injuries, diseases and Dangerous Occurrences			
	Regulations (RIDDOR)			
	Control of Substances Hazardous to Health Regulations (COSHH)			
	Manual Handling Operations Regulations			
	Personal Protective Equipment at Work Regulations (PPER)			
AC 3.2 Identify risks to personal safety in hospitality and catering	**Risks**			
	To health			
	To security			
	Level of risk (low, medium, high) in relation to employers, employees, suppliers and customers			
AC 4.1 describe food related causes of ill health	**Causes**			
	Bacteria			
	Microbes			
	Chemicals			
	Metals			
	Poisonous plants			
	Allergies			
	Intolerances			
AC 4.2 describe the role and responsibilities of the Environmental Health Officer (EHO)	**Role**			
	Enforcing environmental health laws			
	Responsibilities			
	Inspecting business for food safety standards			
	Follow up complaints			
	Follow up outbreaks of food poisoning			
	Collecting samples for testing			
	Giving evidence in prosecutions			
	Maintaining evidence			
	Submitting reports			
AC 4.3 describe food safety legislation	Food Safety Act			
	Food Safety (General Food Hygiene Regulations)			
	Food Labelling Regulations			
AC 4.4 describe common types of food poisoning	**Common types**			
	Campolybactor			
	Salmonella			
	E-coli			
	Clostridium perfringents			
	Listeria			
	Bacillius cereus			
	Staphylococcus aureus			

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AC 4.5 describe the symptoms of food induced ill health	**Symptoms**			
	Visible symptoms			
	Signs			
	Non-visible symptoms			
	Length of time until symptoms appear			
	Duration of symptoms			
	Food induced ill health			
	Intolerances			
	Allergies			
	Food poisoning			
AC 5.1 review options for hospitality and catering provision	**Review**			
	Summarise different options			
	Advantages/disadvantages of different options			
	Use of supporting information which justify how this meets specified needs			
AC 5.2 recommend options for hospitality provision	**Recommend**			
	Propose ideas			
	Justify decisions in relation to specified needs			
	Use of supporting information e.g. structured proposal			