WJEC Hospitality and Catering Revision RAG sheet

1 paper – 80 mins in length. 80 marks.

Specification Content	Red	Amber	Green
1.1 Hospitality and catering provision			
1.1.1 Hospitality and catering providers			
Commercial (residential): • B&B, guest houses and Airbnb • campsites and caravan parks • cruise ships • holiday parks, lodges, pods and cabins • hotels, motels and hostels.			
Commercial (non-residential): • airlines and long-distance trains • cafés, tea rooms and coffee shops • fast food outlets • food provided by stadia, concert halls and tourist attractions • mobile food vans and street food trucks • pop-up restaurants • public houses, bars • restaurants and bistros • takeaways • vending machines.			
Non-commercial (residential): • armed forces • boarding schools, colleges, university residences • hospitals, hospices and care homes • prisons.			
Non-commercial (non-residential): • canteens in working establishments (subsidised) • charity run food providers • meals on wheels • schools, colleges and universities.			
Types of service in commercial and non-commercial provision:			
Food service: • table: plate, family-style, silver, Gueridon, banquet			
• counter: cafeteria, buffet, fast food			
• personal: tray or trolley, vending, home delivery, takeaway.			
Residential service: • rooms: single, double, king, family, suite (en-suite bath/shower room, shared facilities) • refreshments: breakfast, lunch, evening meal, 24-hour room service/restaurant available • conference and function facilities • leisure facilities (spa, gym, swimming pool).			

Standards and ratings:			
• hotel and guest house standards (star ratings)			
• restaurant standards, AA Rosette Award, Good Food Guide, Michelin Stars.			
1.1.2 Working in the hospitality and catering industry			
Employment roles and responsibilities within the industry:			
• front of house manager, head waiter, waiting staff, concierge, receptionist, maître d'hôte, valets			
• housekeeping: chambermaid, cleaner, maintenance, caretaker			
• kitchen brigade: executive chef, sous-chef, chef de partie, commis chef, pastry chef, kitchen assistant, apprentice, kitchen porter/plongeur			
• management: food and beverage, housekeeping, marketing.			
Personal attributes, qualifications and experience an employer would look for to fulfil the roles:			
Personal attributes: • organised • hardworking • punctual • hygienic • pleasant • calm • friendly • good communicator • team player • good people skills • willingness to learn and develop • flexible.			
Qualifications and experience: • apprenticeships			
• experience in the role/sector – part-time job, summer employment			
• school, college and/or university qualifications relevant to the job.			
1.1.3 Working conditions in the hospitality and catering industry			
Types of employment contracts and working hours:			
• casual			
• full time permanent (temporary)			
• part-time (temporary)			
• seasonal			
• zero hours contract.			
Remuneration and benefits in the industry:			
• a salary			
• a wage (hourly)			
• holiday entitlement			
• pension			

• sickness pay			
• rates of pay			
• tips, bonuses and rewards.			
The hospitality and catering industry normally provides more part-time than full-time contracted positions. Fluctuating needs of the industry, such as:			
• supply and demand: staffing during peak times, large events, seasonal times and the location of the provision.			
1.1.4 Contributing factors to the success of hospitality and catering provision			
Basic costs incurred within the hospitality and catering industry:			
• labour			
• materials			
• overheads.			
Basic calculation of gross profit and net profit within the hospitality and catering industry.			
• Gross Profit • Net Profit			
How the economy can impact business in the following ways:			
• strength of the economy • value added tax (V.A.T) • value of the pound and exchange rate.			
Importance of environmental needs and the environmental impact within the hospitality and catering industry through:			
• seasonality			
• sustainability: reduce, reuse, recycle.			
How new technology impacts the hospitality and catering service industry in a positive way through:			
• cashless systems • innovative digital technology (apps, web-booking, key card access, digital menu) • software.			
Positive and negative impacts that the following media types can have on the hospitality and catering industry:			
• printed media (newspaper, magazines) • broadcast (television, radio) • internet (social media, websites) • competitive (other establishments).			
1.2 How hospitality and catering provisions operate			
1.2.1 The operation of the front and back of house			
Operational requirements of:			
• workflow of the front of house – reception, seating area, counter service, bar			
• workflow of the catering kitchen – delivery, staffing area, wash area, storage area, preparation and cooking area, serving area, washing/cleaning area.			
Equipment and materials required, used and managed within catering provision/kitchens:			
• large equipment: large conventional oven, glass chiller, floor standing food mixer, deep fat fryers, hot water urns, walk-in fridgefreezer, standing bain marie,			

steamers, pass-through dishwasher and glass washer, hot plates			
• materials for cleaning, first aid kit and safety materials			
• small equipment			
• utensils.			

Documentation and administration requirements used in a catering kitchen:

• stock controlling systems, ordering, delivery notes, invoices, food safety documentation and health and safety documentation.			

Typical dress code requirements for front and back of house of hospitality and catering establishments.

• front of house			
• back of house			
• kitchen			

1.2.2 Customer requirements in hospitality and catering

How hospitality and catering provision meets the requirements of:

• customer needs (catering, equipment, accommodation)			
• customer rights and inclusion (disability)			
• equality.			

1.2.3 Hospitality and catering provision to meet specific requirements

How hospitality and catering provision adapts to satisfy the following ever-changing customer climate:

• customer requirements/needs: lifestyle, nutritional needs, dietary needs, time available			
• customer expectations: service, value for money, trends, awareness of competition from other providers, media influence/interest, environmental concerns, seasonality			
• customer demographics: age, location, accessibility, money available, access to establishments/provision.			

1.3 Health and safety in hospitality and catering

1.3.1 Health and safety in hospitality and catering provision of

Responsibilities for personal safety in the workplace of employers and of employees in relation to the following laws:

• Control of Substances Hazardous to Health Regulations (COSHH) 2002			
• Health and Safety at Work Act 1974			
• Manual Handling Operations Regulations 1992			
• Personal Protective Equipment at Work Regulations (PPER) 1992			
• Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013			
• Risks to health and security including the level of risk (low, medium, high) in relation to employers, employees, suppliers and customers.			

The importance of and be able to complete the following documentation:

• accident forms			
• risk assessments			
Employers responsibility for the health and safety training needs of all staff.			
• health and safety training			
1.3.2 Food safety			
Principles of Hazard Analysis and Critical Control Points (HACCP) and be able to:			
• identify any critical control points and ensure that risks are removed or reduced to safe levels			
• decide on what actions to take if something goes wrong			
• complete a HACCP document			
• complete records to show that procedures are working.			
1.4 Food safety in hospitality and catering			
1.4.1 Food related causes of ill health			
Ill health could be caused by the following:			
• allergies			
• bacteria			
• chemicals			
• intolerances.			
Food poisoning causes:			
• bacillus cereus			
• campylobacter			
• clostridium perfringens			
• e-coli			
• listeria			
• salmonella			
• staphylococcus aureus.			
Food related causes of ill health:			
Food allergies: • cereals (gluten) • crustaceans • dairy products • eggs • fish • fruit and vegetables • lupin • molluscs • nuts • peanuts • sesame seeds • soya • wheat.			
Food intolerance: • gluten			
• lactose			

• aspartame			
• MSG.			
Awareness of:			
• food labelling laws			
• food safety legislation			
• food hygiene.			

1.4.2 Symptoms and signs of food-induced ill health

Symptoms of food induced ill health:			
Visible: • anaphylactic shock • bloating • breathing difficulties • chills • diarrhoea • facial swelling • pale or sweating skin • rash • vomiting • weight loss.			
Non-visible: • constipation • feeling sick • painful joints • stomach-ache • weakness • wind/flatulence.			

1.4.3 Preventative control measures of food-induced ill health

Control measures to prevent food-induced ill health:			
• cross contamination			
• correct temperature in delivery, storage, preparation and service			
• physical contamination.			

1.4.4 The Environmental Health Officer (EHO)

The role of the Environmental Health Officer (EHO) and that responsibilities include:			
• collecting evidence including samples for testing, photographs, interviews			
• enforcing environmental health laws follow up complaints			
• follow up outbreaks of food poisoning			
• inspecting business for food safety standards			
• giving evidence in prosecutions			
• maintaining evidence			
• submitting reports.			