

# Level 1/2 Hospitality and Catering

Revision Document

# Front of House Roles and Duties

## **Head receptionist and assistants**

### **Role:**

Take bookings, check customers in and out of establishments

Deal with customer complaints and problems

## **Porters**

### **Role:**

Take peoples luggage to rooms.  
Help customers to their rooms.

Set up rooms for meetings.

## **Night Porters**

### **Role:**

Work on reception at night

Help late arrivals

## **Concierge**

### **Role:**

Advice and help customers with tourist trips

Arrange taxis for customers

Park customers cars

# Front of House Dress Code Requirements

The front of house dress code is important because:

- It creates an important first impression – smart looking employees give a positive and professional impression of the business.
- It makes the employees feel part of a team
- It makes employees stand out from customers and makes them easily identifiable when a customer needs some attention.

Rules for front of house uniform:

- Their uniform should be changed daily.
- Their uniform should be washed and ironed and smartly presented.
- Jewellery must not be worn as it can collect food residue and become a hazard.

What you might expect members of staff to wear:

Receptionist: Suit, white shirt, tie, **name tag or logo** to make them instantly identifiable.

Waiting staff: white shirt, black trousers, smartly presented, **name tag or logo of business** to make them instantly identifiable.



# Kitchen Brigade

**Chef de Cuisine**  
*Executive Head Chef*

In charge of the entire kitchen

**Sous Chef**  
*Under chef*

**Chef de Partie**  
*station chef*

**Commis/apprentice chef**  
Learning the skills required for each station

**Boucher**  
*Butcher*

**Entremetier**  
  
**Veg chef**

**Friturier**  
Fry chef  
Prepares all fried dishes

Garde manger  
Prepares cold foods and salads

**Grillardin**  
**Grill chef**

**Pâtissier**  
  
**Pastry chef**

**Poissonier**  
Fish chef  
Prepares all fish and seafood

**Rotisier**  
Roast chef  
Prepares roast meats

**Saucier**  
Sauté chef  
Prepares all sautéed items and sauces

**Expéditeur**  
**Food runner/co-ordinator**

Relays messages between customers, waiting staff and kitchen. Supports staff by taking food to table and cleaning tables.

**Boulangier**  
Makes bread and rolls

**Decorateur**  
Makes show pieces and cakes

**Glacier**  
Makes cold desserts

**Confiseur**  
Makes sweets and petit fours

**Kitchen porter – washing up**

# Use of Technology in the Hospitality and Catering Industry

# Technology

Technology affects many aspects of business and it is important to be aware of technological developments and incorporate them into a business for example:

- Cashless contactless systems for payment
- Innovative digital technology such as apps, web-booking systems, digital menu (QR code on table).
- Social media may be used for customers to provide feedback and suggestions for developing and for advertising and promoting the business.
- Food technology – e.g. preservation techniques, flavouring, food deliveries by drone.

# Media

There is so much competition in the industry. It is important for businesses to advertise and promote their products and services. The media has a big influence on the success of hospitality and catering businesses. The tourist industry uses social media, TV, films and other printed media to promote tourism throughout the world, and this has greatly benefitted the hospitality and catering industry. Although advertising is expensive, the returns in the form of increased numbers of customers paying for services may be worth the effort. Social media also offers a lot of free advertising if businesses have their own page. Online reviews can also greatly impact on the success of a business.

# Food Safety



Laws about personal safety that you need to know:

### **Health and Safety at Work Act (HASAWA)**

What an employer must do by law

- Protect the health, safety and welfare of their employees and other people (e.g. customers, people making deliveries)
- Assess and control the risks that could cause injury or health problems in the workplace
- Give information to employees about risks in the workplace
- Train employees to deal with risks
- Tell employees how they are protected against these risks

What as an employee must do

- Take reasonable care of the health and safety of yourself and of other people who might be affected by what you do or do not do
- Work in co-operation with your employer on health and safety issues
- Follow instructions from your employer
- Attend health and safety training sessions
- Do not misuse equipment that is provided for the safety of you and other people
- Report any safety or health hazards and problems with equipment etc to your employer

# Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR)

## What an employer must do by law

- The employer or whoever is in charge of work premises must report serious workplace accidents, diseases and certain dangerous incidents (near misses) to health and safety organisations
- Employers must keep a record of any injury (particularly one that lasts more than 3 days), disease or dangerous incident

## What you as an employee must do

- If you see, or are concerned about a health and safety issue, first tell the person in charge, your employer or your union representative
- If you are injured at work, there should be an accident book in which to record your injury

# Control of Substances Hazardous to Health Regulations (COSHH)

## What an employer must do by law

- Prevent or reduce employees exposure to things and substances that are hazardous to their health
- These things include:
  - cleaning chemicals
  - fumes e.g. from machinery, cooking processes
  - dusts and powders e.g. icing sugar, flour, ground nuts
  - vapours e.g. from cleaning chemicals , machinery, pest control chemicals
  - gases e.g. from cookers
  - biological agents e.g. pests and their waste products, mould, bacteria
- Some of these substances can cause short or long-term illness such as cancer, asthma, skin problems and liver damage

## What you as an employee must do

- Attend training sessions
- Carefully follow instructions for using substances
- Make sure you learn the international symbols that are used to identify different types of substances and how they can harm people:

## What do the COSHH symbols mean?



Dangerous to the environment



Toxic



Gas under pressure



Corrosive



Explosive



Flammable



Caution – used for less serious health hazards like skin irritation



Oxidising



Longer term health hazards such as carcinogenicity

# Personal Protective Equipment at Work Regulations (PPE)

## What an employer must do by law

- Provide employees with appropriate personal protective equipment (ppe) where needed
- Train employees so they understand the importance of PPE
- Put up signs to remind employees to wear PPE
- Ensure that employees wear the PPE at all times when they are working in an area with health and safety risks
- Make sure PPE is good quality and is maintained properly

## What you as an employee must do

- Attend training sessions on the importance of and how to wear PPE
- Wear PPE as instructed by your employer e.g.
  - chef/cook uniform to protect the body/arms from heat
  - gloves and protective clothing when working in a freezer or handling frozen/chilled foods
  - Mask to protect the lungs when working with flour, icing sugar, powdered nuts.

# The Environmental Health Officer

Environmental health officers are employed in the UK by local authorities and overseen by the food standards agency to enforce food safety legislation. They do this by inspecting businesses where food is sold to the public.

The purpose of an inspection is to make sure that:

- Food is being stored, handled and cooked hygienically and safely.
- Food is not being contaminated and is safe to eat
- Food handlers have been trained in food hygiene and safety
- Food handlers are aware of personal hygiene e.g. washing hands, clean clothing.
- There are control measures in place to prevent pests contaminating food.
- The premises are in good condition and regularly cleaned.

## The EHO will also:

- Check to make sure that food safety hazards and risks have been identified and are being controlled by using a food safety management system such as HACCP.
- Offer advice on training and improving food hygiene and safety in the business.



# Environmental health officers are allowed to by law:

- Enter the premises of a food business without an appointment.
- Inspect the premises and the food being stored, prepared, cooked and sold there.
- Take food samples away for testing in a laboratory for food poisoning bacteria
- Take photos as evidence of what they find during an inspection
- Look at data and records that the business has kept e.g. staff training logs, fridge and freezer temperature logs

# If the EHO finds a problem they are allowed to:

- Take food that they suspect is a food safety hazard away from the business.
- Tell the owners to make hygiene improvements within a set time and then come back and re-inspect
- Close the premises and stop them from selling food if there is a high risk of food poisoning
- Give evidence in a court of law (if the owners are being prosecuted for breaking the law, which can result in a fine), a ban on the owner working in the food industry, a criminal record or a prison sentence.