

Event Management & Hospitality Supervision Level 3

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Summer work & online Food Hygiene Course (mandatory) & sent to Andy McGowan.

There is a free Food Hygiene online course that is mandatory for you to complete before the end of August – you can either pay £4.50 for the certificate and bring that to College with you or take a picture of the screen with your pass mark on it and email the picture to me
The link for the course is as below and it will also help with the Food Safety section of the summer activity.

<https://www.cocomo.co.uk/page1.aspx?page=bd3e6f4b-614e-4ef7-a3d1-c725f4231d8b>

Before you start, it is important that you understand what the question is asking you to do....so I have prepared a quick reference for the key words in the questions...

Explain – make an (idea or situation) clear to someone by describing it in more detail or revealing more relevant facts....

Describe – give a detailed account of.....

Identify – recognise or distinguish, especially something worthy of attention....

Assess – evaluate or estimate the nature, ability or quality of.....

List of Topics

- 1 Finance
- 2 Food Safety
- 3 Health & Safety
- 4 Food & Beverage Service
- 5 Customer Service

(Copy the links into your browser address box to connect to the relevant web link)

Topic 1

Finance

There are many Finance videos on YouTube that describe the difference between Gross Profit/Net Profit etc – these are a couple that may help you – you can also search for more.

<https://www.youtube.com/watch?v=DM7TqljUues>

<https://www.youtube.com/watch?v=8hMcPJESKos>

Describe and explain the following and if applicable with examples from the hospitality industry.

Gross Profit

Net profit

Break-even point

(Include in your answer the difference between variable costs/fixed costs with examples and the meaning of a 'contribution' in terms of profit/loss.)

Topic 2

Food safety

The Food Standards Agency website

<https://www.food.gov.uk/about-us/key-regulations>

<https://www.food.gov.uk/food-safety>

will be a good source of information for this section

- A. Describe the key elements of a HACCP compliant Food Safety Policy**
and
- B. Identify which laws apply to the production and service of food in a hospitality business.**

A. HACCP Key points

B. Relevant legislation in the food service industry

Identify three types/examples of food poisoning and how the food poisoning could be caused and the preventative action required to ensure that the food served is safe.

Type 1 -

How it is caused –

Preventative action –

Type 2 -

How it is caused –

Preventative action –

Type 3 -

How it is caused –

Preventative action –

Topic 3

Health & safety

The Health & Safety Executive website

<https://www.hse.gov.uk/>

will be a good source of information for this section and has a section on the hospitality industry and explains risk assessments,

Another website that you may find useful – Elearnuk

<https://www.elearnuk.co.uk/uploads/courses/191.pdf>

- A. Describe and explain the importance of health & safety in the workplace – your answer should include research on the relevant legislation and should identify the responsibilities of the employer and the employee in safeguarding health & safety,**

Importance of health & safety

Relevant legislation

Responsibilities of employer

Responsibilities of employee

- B. Explain what a risk assessment is and using an example from the hospitality industry, explain how they are used to determine the level of risk for a particular task and how to undertake the task.**
- C. Describe the COSHH regulations and explain why they are important for the hospitality industry.**

Topic 4

Food & Beverage Service

- A. Explain what is a food allergen as covered in food safety legislation.
- B. List all the allergens that are covered by food safety law and give an example of a food that would contain the allergen.

Eg

- 1 **Gluten – found in bread and pasta products**
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10
- 11
- 12
- 13
- 14

What information should be included on a food order taken from a customer in a restaurant?

- C. Give three different examples of cocktails commonly served in a bar and explain their ingredients and method of production and service.

(How they are made, what glass they are served in and accompaniments for service – pictures of cocktails would be good)

1.

2.

3.

C. Explain what ABV means in terms of alcoholic drinks.

List the standard service measure for the following drinks and state their usual ABV.

Vodka –

Lager –

Rum –

Coca Cola –

Sherry –

J20 –

Topic 5

Customer service

A. Describe and explain the following – giving an example of each from the hospitality industry – if possible from your own experience, either as an employee or customer.

1. Exceeding customer expectations

Description

Example

2. Re-active customer service

Description

Example

3. Pro-active customer service

Description

Example

4. Up-selling

Description

Example

5. Cross-selling

Description



Example

Topic 5

Communication, Teamwork and Presentation

A. Describe and explain the importance of teamwork within the hospitality industry.

(Hint – research the gestalt theory)

B. Describe six roles (jobs) in the hospitality industry and identify key skills and attributes that a person would need to undertake the role successfully.

Eg:

1. Receptionist

Good communication skills, personable and friendly, helpful, good speaking/listening/writing skills, able to multi-task, good time management, smart appearance, good timekeeper, good IT skills, flexible attitude, good problem solver.

2.

3.

4.

5.

6.

Communication

Give examples (if possible from your own experience as an employee or customer) of communication contributing to a good or bad customer experience (preferably from the hospitality industry – but can be from any customer service situation is ok).

- 1. Example of communication contributing to good customer service**

- 2. Example of communication contributing to poor customer service**

Give three examples of different communication methods used in the hospitality industry and the benefits and disadvantages of each

- 1.**

- 2.**

- 3.**

Presentation

Write a short paragraph (approx. 50 words) on the importance of presentation in the hospitality industry – include in your answer examples of what you would consider to be good presentation and examples of what you consider to be poor presentation. (Hint – consider all types of presentation – personal/environmental/technical etc)

Contact details.

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