
LEVEL 1/2 HOSPITALITY AND CATERING

1.1 Hospitality and catering
provision



1.1.1 HOSPITALITY AND CATERING PROVIDERS

In this topic, learners will gain knowledge and understanding of the following areas:

- commercial (residential)
- commercial (non-residential)
- non-commercial (residential)
- non-commercial (non-residential)
- residential service
- food service
- standards and ratings.



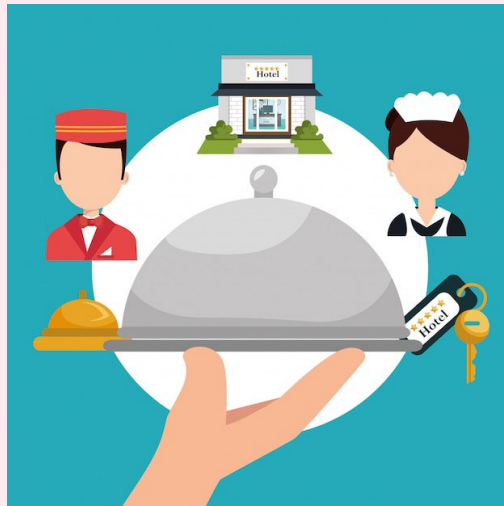
1.1.1 Hospitality and catering providers

ACTIVITY

Define the following words:

- **hospitality**
- **catering.**

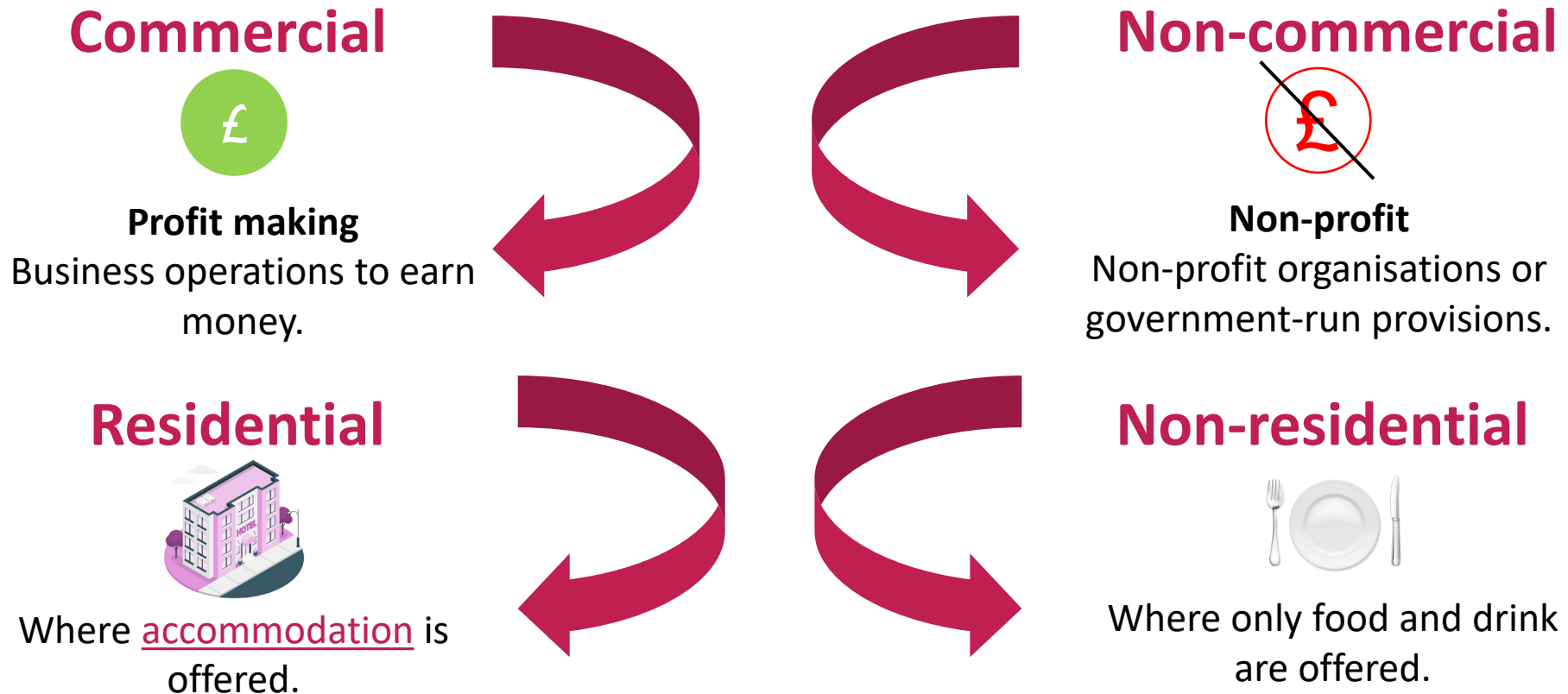
Watch me!



1.1.1 Hospitality and catering providers

The hospitality and catering industry is diverse and constantly evolving, offering its customers a wide range of choices to suit various needs and budgets.

Hospitality and catering provisions can be divided into:



TYPES OF HOSPITALITY AND CATERING PROVISIONS

Commercial residential provisions

ACTIVITY: THINK, PAIR, SHARE

List as many commercial residential provisions as possible.

Discuss your answers with a peer/in a small group.

Share your findings with the class.

Commercial residential provisions (Accommodation establishments that DO make a profit)	
Bed and breakfast (B&B)	Holiday parks, lodges, pods and cabins
Guest houses and Airbnb	Hotels, motels and hostels
Campsites and caravan parks	Cruise ships

TYPES OF HOSPITALITY AND CATERING PROVISIONS

Non-commercial residential provisions

ACTIVITY

Highlight the establishments below that you think are non-commercial residential provisions.

In pairs or a small group, identify **two** other non-commercial residential provisions.

Non-commercial residential provisions (Accommodation establishments that do NOT make a profit)			
Boarding schools	Pop-up restaurant	Takeaway	Care homes
Cruise ship	Hospice	University residences	Bars
Colleges	Budget hotel	Armed forces	Campsite
Cafés	Prisons	Fast food outlets	Hospitals

TYPES OF HOSPITALITY AND CATERING PROVISIONS

ACTIVITY

Place the establishments under the correct heading: Commercial non-residential provisions or Non-commercial non-residential provisions.

- Cafés, tea rooms and coffee shops
- Schools, colleges and universities
- Charity run food providers
- Mobile food vans, street food truck
- Fast food outlet
- Restaurants and bistros
- Concert halls and tourist attractions
- Canteens in working establishments
- Pop-up restaurants
- Airlines
- Vending machines
- Takeaways
- Public houses, bars
- Meals on wheels

Commercial non-residential provisions

Commercial non-residential provisions
(Food and drink only provisions that DO make a profit)

Non-commercial non-residential provisions

Non-commercial non-residential provisions
(Food and drink only provisions that do NOT make a profit)

TYPES OF HOSPITALITY AND CATERING PROVISIONS

Customers

Customers are important for a business to be successful. Without them, businesses cannot survive or thrive.

It is essential that provisions identify the types of customers who are likely to visit the establishment.

We can group customers based on factors such as their age, occupation, religion/culture and purpose of visit (pleasure).

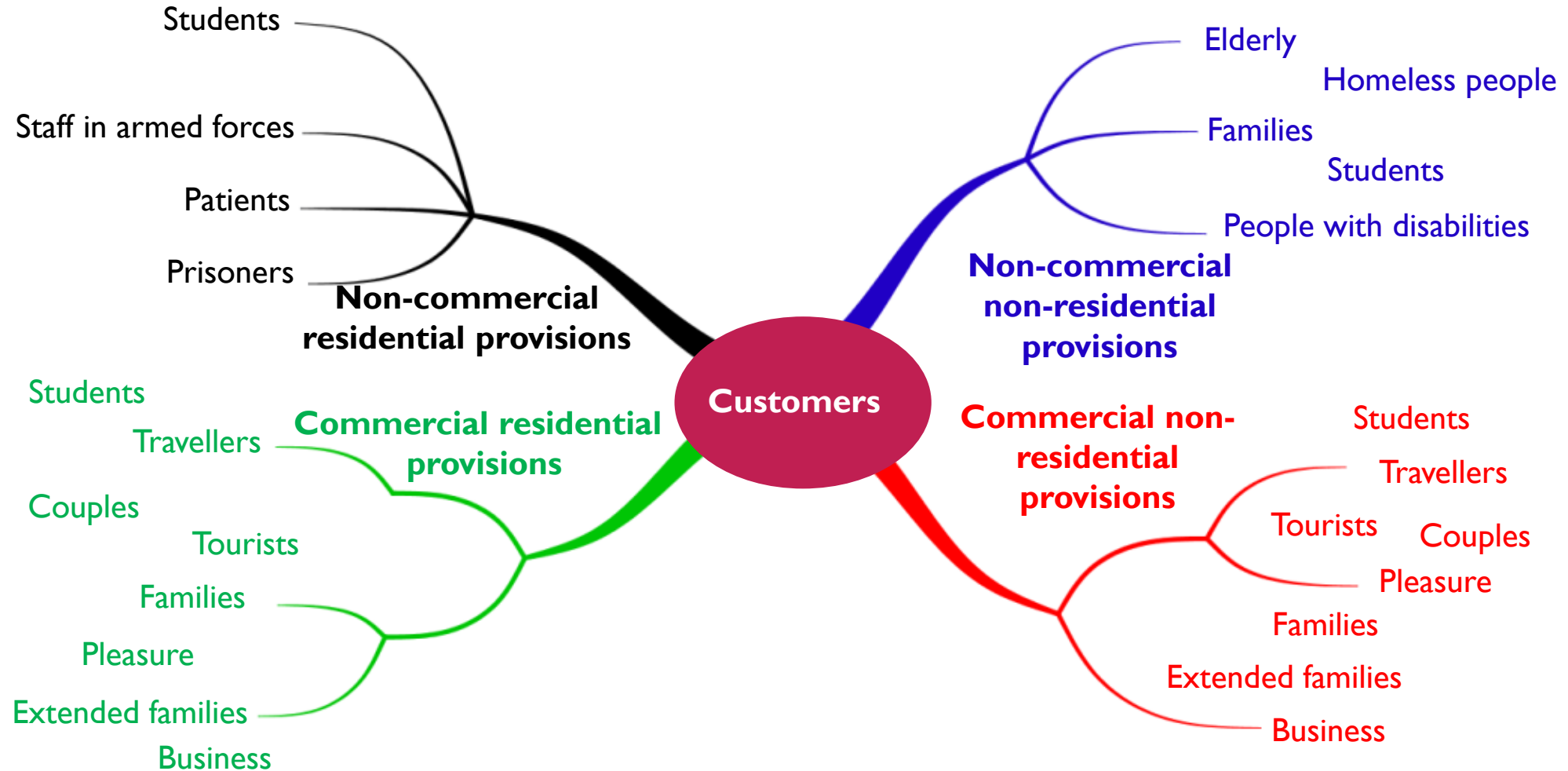
ACTIVITY

Think about the different types of customers who are likely to visit hospitality and catering provisions.



TYPES OF HOSPITALITY AND CATERING PROVISIONS

Customers



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Residential (accommodation) services

The type of services offered in the hospitality and catering industry varies to ensure that they meet individual needs, expectations and budgets of customers.

A **single bedroom** in residential accommodation may be used for business or pleasure purposes; one occupant (person) will use this room, and the room itself would be compact. A single room in a hotel would include an en-suite, which is different to what you would expect in a bed and breakfast or guest house where facilities may be shared.



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Residential (accommodation) services

Double rooms can be used by a single occupant who requires extra space or by two people. Double rooms are typically larger than single rooms and most of them include en-suite facilities.



King-size rooms are typically used for double occupancy (two people) with a king-size bed. A king-size bed is approximately 15cm (six inches) wider and usually longer than a double bed.



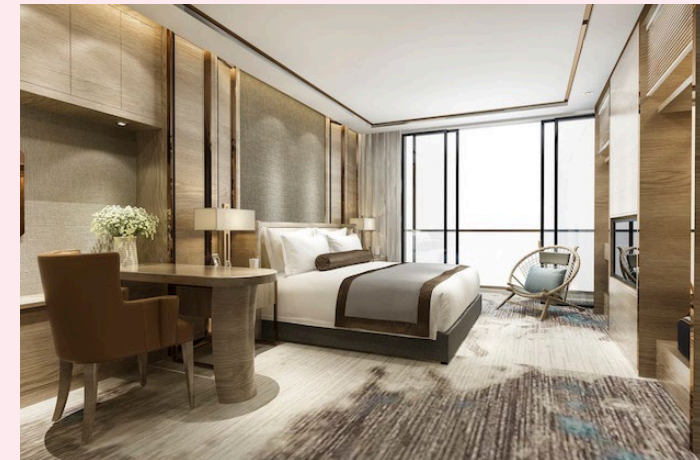
TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Residential (accommodation) services

Generally, a **family room** accommodates four people. However, many provisions will allow additional guests in a family room and provide cots on request. A family room is often required to meet the needs of families, parents and children. These rooms will usually have more space and will include extra beds or a pull-out sofa and en-suite.



A **suite** is a spacious, luxurious option that will cost more than any other room; most suites have an additional room separate from the bedroom. The extra room will usually offer a living area with a range of amenities such as a TV, sofa and dining area. A suite will include a large en-suite room with toilet, bath and shower. Suites can also be different in size – junior, residential and presidential. Suite rooms are usually offered by larger hotels.



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Other types of residential services

Residential provisions offer a range of other services which differ depending on the provision and standard.

A guest house may provide breakfast, but this may be at an additional charge; breakfast is included as part of the price of B&B accommodation. Both provisions may offer other meals during the day, depending on the individual establishment and most chain hotels and larger hotels will offer breakfast, lunch, evening meals and room service.

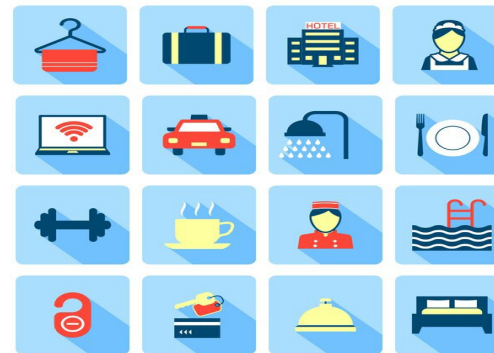
TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Residential (accommodation) services

ACTIVITY

You work in the marketing department of a 5-star hotel.

Create a leaflet suitable for handing out to potential customers promoting all the hotel's services and facilities.



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Food services

A wide variety of food services are offered which vary depending on the provision and customer needs/requirements.

Food is served the following ways:

- ❑ Counter service
- ❑ Table service
- ❑ Personal service





TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Food services

ACTIVITY

- Discuss your own personal experience of different food services.
 - Consider the characteristics listed below to help you.
-
- Location/customer/chef skills?
 - How do you order food?
 - How is food served to customers? Is there more than one way?
 - Types of foods offered?
 - Speed of service (the time it takes to receive the food)?
 - The time spent in establishment?
 - Portion sizes?
 - Cost – reasonable/cheap/expensive?
 - What do you think are the benefits/disadvantages of this style of food service?

Establishment	Characteristics of food service
 <p>McDonald's</p>	
 <p>Family birthday party</p>	
 <p>School canteen</p>	

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Counter service: cafeteria

In a cafeteria, customers wait in a row at a counter and choose from a variety of foods.

Advantages include:

- Large numbers of people can be served quickly.
- It is cost-effective as fewer servers are required.
- A variety of hot and cold foods are offered.
- All foods are on display.



Which establishments are likely to offer a cafeteria counter service?

- ❖ Education establishments
 - ❖ Work canteens
 - ❖ Hospitals
- ❖ Charity run provisions
- ❖ In-store restaurants





TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

There are **three** types of buffets:

1. **Sit-down buffet:** where a customer chooses their food and sits at a setup table.
2. **Standing or fork buffet:** where there is no setup table, and the food can be eaten standing up with a fork.
3. **Finger buffet:** where customers select their food from the buffet or server and do not require a table to eat.

with hot and cold
and place it on a

choice for customers.

- It caters for many people.
- A variety of dishes can be created.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Counter service: fast food

Fast food outlets typically offer a counter service. A counter service is when the customer goes to the counter and orders from a menu displayed on the digital menu board.

Advantages include:

- It is quick and cheap.
- Less staff are required.
- There is a limited menu.
- The customer understands the expectations of the menu.



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Counter service: self-service

A self-service counter is like a cafeteria and a buffet. An example of this is a carvery where all the food is on display; a chef will carve the meat, and the server will plate up the customer's choice of meat.

Advantages include:

- Not many staff are needed, which means that it is cheaper to manage this type of service.
- This service will usually be relatively fast.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Counter service: bar service or seated counter service

This is a partial self-service snack bar service where the customer will eat on a stool at the counter. This type of service is popular in pubs, airports and some restaurants.

Advantages include:

- A limited number of staff are required.
- The service is fast.

ACTIVITY

Year 11 are planning their end of year prom. What type of provision and food service would you recommend? Justify your answer.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Table service: plate and waiting service

This service is usually used in restaurants or at events, such as weddings. The meal is placed on a plate in the kitchen and given to the customer at the table. A service that places the meal on a plate gives the chef an opportunity to show off their culinary and presentation skills.

Advantages include:

- It is a formal service ideal for a more exclusive setting.
- It is easier and less stressful for the customers as there is no need to queue.
- There is less food waste, and the meals are pre-portioned.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Table service: family-style service

This service is less formal than a plated service, but more formal than buffet and has become more popular. The serving staff will bring the food to the table in large dishes, and each person can help themselves, passing the dishes around the table.

Advantages include:

- It offers a personalised dining experience that can be enjoyed as a group.
- There is less food waste.
- Customers can try new dishes.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Table service: silver service

The serving staff will serve food from a serving dish using a fork and spoon to each customer. Weddings and other significant formal events tend to use this type of service, as well as high-end restaurants.

Advantages include:

- This is a good option for formal events.
- It offers an excellent customer experience.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Table service: Gueridon (tableside)

As part of the Gueridon service, specialist trained staff will prepare and/or cook the food at the table for the customer.

Advantages include:

- The food is prepared in front of you in an entertaining manner.
- The food will be served at the perfect temperature.
- It is a good selling point for a restaurant.
- It creates a sophisticated atmosphere for diners and offers a refined dining experience.
- The service is very personal.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Table service: banquet

A banquet is an elegant, grand and formal meal that includes speeches. A banquet is held on a specific date, with the menu and number of places (people) arranged in advance.

Advantages include:

- It is an event for celebration.
- It represents a happy occasion and often, an individual is honoured as part of the occasion.

ACTIVITY

What is the difference between table service and counter service and what are the advantages of both?

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Personal service: tray or trolley

A tray or trolley service is popular for long-distance journeys and in hospitals. The meals are placed on top of each other inside the trolley on trays and served to the customers. Other trolley services include dessert and cheese trolleys, which are pushed out on display for customers to choose from.

Advantages include:

- The customers do not need to get up at all.
- All types of specialist diets are catered for.
- There is less waste.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Personal service: vending machine

The simple vending machine has become a popular choice in many places. Customers will either pay with cash or card and type in their choice. Vending machines are popular in many places, from motels to some schools.

Advantages include:

- They are convenient and cheap.
- There is a wide variety of food and drink available.
- It is a good choice when it comes to getting hold of something quickly.
- You can now use a contactless debit/credit card in most new vending machines.
- Branded snacks and drinks are available.



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Personal service: home delivery

Usually, customers will order through an app or by phone, place their order, pay and then a delivery person will take the food to them within a certain time frame.

Meals on wheels is also an example of a home delivery service.

Advantages include:

- Customers do not have to leave the house.
- If you are unable to leave the house, then this is a great service.
- Many places offer a home delivery service.



TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Personal service: takeaway



Takeaway services are services where a customer orders or collects food, pays for the food, and takes the food somewhere else to eat.

Advantages include:

- It is a convenient and easy service.
- There is a large selection of foods available.
- Customers can try new dishes.

ACTIVITY

On a map of your local area, find **three** hospitality and catering provisions, describe the different types of services offered by them and why customers would use them.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

Food service

ACTIVITY

Explain what type of customers each food service is suitable for.

Discuss the **disadvantages** of each food service.

Example answer:

A buffet service would be suitable for children and adults because they can choose the foods they like, leading to less waste. One of the disadvantages of a buffet service is that it could be unhygienic, because if customers have not washed their hands and they pick up the foods and return them, other customers could then pick up those foods and eat them.

TYPES OF SERVICES IN COMMERCIAL AND NON-COMMERCIAL PROVISIONS

The importance of standards and ratings

Customers can understand the standards and services of the provision from the number of stars awarded to it; this means the customer can make an informed choice. Hospitality and catering provisions need to apply for star rating awards. Therefore, this standards reading can give a business a boost as it shows that the provision has reached the standards for each star.

STANDARDS AND RATINGS



AA hotel star ratings

In the UK, hotels are rated from one to five stars. Star ratings are assessed on nine key areas.




ACTIVITY


Think about the areas you think will be assessed when awarding star ratings.

The six most critically assessed are in bold.

STANDARDS AND RATINGS

AA hotel star ratings: criteria

Star rating	Requirements for each star rating
	<ul style="list-style-type: none"> ▪ At least five letting bedrooms, all with en-suite or private facilities. ▪ Open seven days a week. ▪ Clearly defined reception area. ▪ Restaurants serving breakfast seven days a week, and evening meals five days a week. ▪ A licenced bar. ▪ Guests always have access to the provision.
	<p>All of the requirements above, plus...</p> <ul style="list-style-type: none"> ▪ Higher standards of hospitality, cleanliness and maintenance.
	<p>All of the requirements above, plus...</p> <ul style="list-style-type: none"> ▪ Once registered, customers always have access during the day and evening without the use of a key. ▪ Access available before 7:00am and after 11:00pm via reception or key. ▪ Food served six evenings a week, with snacks on the seventh evening. ▪ Room service for drinks and snacks during the day and the evening. ▪ En-suite facilities in every bedroom. ▪ Internal telephone system. ▪ Wi-Fi in all public areas.

Star rating	Requirements for each star rating
	<p data-bbox="649 258 1309 297">All of the requirements above, plus...</p> <ul data-bbox="649 337 2359 679" style="list-style-type: none"> ▪ 24-hour room service (breakfast and dinner). ▪ Restaurant open to residents and non-residents for breakfast and dinner every day of the week. ▪ Higher staffing levels. ▪ Wi-Fi in bedrooms. ▪ 24-hour access. ▪ En-suites with thermostatic showers. ▪ Enhanced service such as afternoon tea, assistance with luggage or meals at lunchtime.
	<p data-bbox="649 709 1309 748">All of the requirements above, plus...</p> <ul data-bbox="649 788 2188 1230" style="list-style-type: none"> ▪ Excellent customer care and services with well-structured and committed teams. ▪ Multilingual <u>receptionists</u>. ▪ Additional facilities, e.g. dining area, business centre, spa and permanent luxury suite. ▪ Enhanced services such as valet parking, concierge and afternoon tea. ▪ Restaurant open every day for all meals. ▪ Baths in at least 80% of the bathrooms. ▪ Open all year round. ▪ A range of towels including bath sheets, robes and face cloths. ▪ A wider range of luxury toiletries and bathroom accessories for guests.

FOOD RATINGS

The Good Food Guide

- The AA rosette award and Good Food Guide rating systems are the most recognised in the UK, along with the famous Michelin star rating, which is recognised worldwide.
- Being included in the Good Food Guide is a reward in itself. The Good Food Guide gives a score from one to 10, and includes an additional rating, 'local gem', which recognises simple cafes, bistros and pubs that are among the best local places to eat throughout the country.
- This guide is available online and is updated every year.
- [The Good Food Guide](#)

AA rosette award

The AA rosette award scheme assesses the quality of food served in restaurants and hotels.



One rosette

Restaurants need to achieve standards that are higher in their local area. One rosette is awarded to the best restaurants that serve food prepared with care, showing understanding and skill, and using high-quality ingredients.



Two rosettes

To get two rosettes, the standards need to be outstanding in the local area. The cooking will be precise and quality ingredients will be chosen.



Three rosettes

A restaurant needs to meet higher standards that will be recognised outside the local area. The cooking is reinforced by choosing the best quality ingredients. The timing, seasoning and flavour combinations will be of excellent quality. One should be able to show good customer service and a carefully selected wine list.



Four rosettes

The cooking should be recognised nationally. These restaurants will have intense ambition, food excellence and evidence of a high-level technical skill.






Five rosettes

Five rosettes are awarded where the cooking is recognised to be the best in the world. These restaurants set the standards that others aspire to.

STANDARDS AND RATINGS

Michelin star rating

Michelin stars represent outstanding food and another goal for many chefs and restaurants. Michelin inspectors are anonymous, and most of them are former chefs that have received a high-level of training.

Michelin star rating	Requirements for each star rating
	Very good cooking in its category, the food is of a consistently high standard, and visiting the restaurant is well worth your time.
	Excellent restaurant and cooking – the food and preparation skills are of a high quality. The restaurant is well worth a visit.
	An excellent restaurant, and the cooking, food and preparation skills are of a high quality. The restaurant is worth a visit for a very special occasion.

STANDARDS AND RATINGS

The Good Food Guide

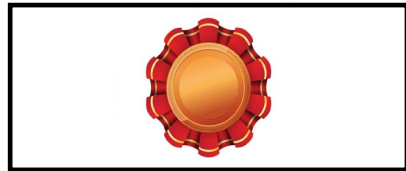
ACTIVITY

1. Using the internet, find the **two** Michelin-starred restaurants closest to you. Create an Instagram post with an image of the dishes served there and describe the foods they have on offer.
2. Visit The Good Food Guide website. Research a restaurant with a score of 1 and a restaurant with a score of 10. Explain the differences between the two.

STARTER/PLENARY ACTIVITY

Instructions: Using the pictures to help you; fill in as much information as you can about what it is related to.

Topic: Standards and ratings



The Good
Food Guide



STARTER/PLENARY ACTIVITY

Instructions: Identify the many facilities and services the establishments below may offer.

Topic: Services

5* Hotel	Budget hotel	Fast food restaurant	Café

STARTER/PLENARY ACTIVITY

Instructions: Read the definitions below and decide what the key word(s) is.

Topic: *Hospitality and catering provision*

Key word(s)	Definition
	A business that aims to make a profit from its services, for example a restaurant.
	A profit-making business that offers accommodation, for example a hotel.
	A profit-making business that offers food but does not offer accommodation, for example a cafe.
	A non-profit business that offers accommodation, for example a care home.
	A non-profit catering business that offers food but does not offer accommodation, for example meals on wheels.

STARTER/PLENARY ACTIVITY

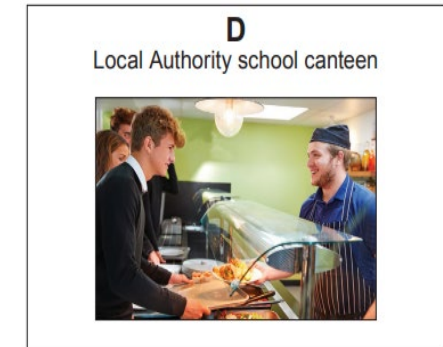
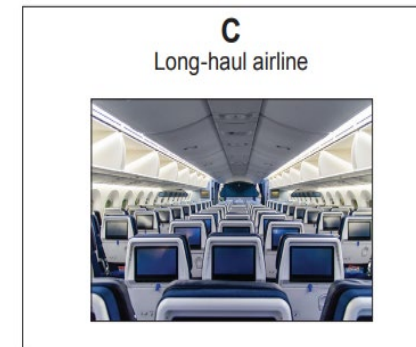
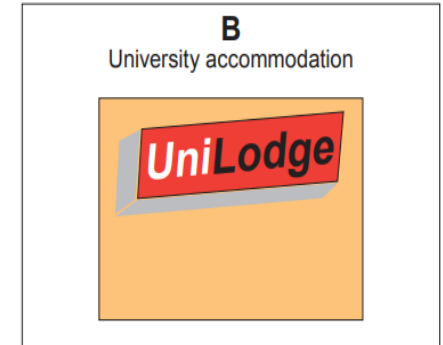
PAST PAPER QUESTION

The hospitality and catering industry is made up of commercial and non-commercial establishments.

Identify which hospitality and catering establishments are commercial, and which are non-commercial. [4]

Place the correct letter into the boxes.

Question	Answer	Mark
1. (a)	<p>Identify which hospitality and catering establishments are commercial, and which are non-commercial.</p> <p>Award 1 mark for each correct response up to a maximum of 4.</p> <div style="border: 1px solid black; padding: 5px; margin-bottom: 10px;"> <p>Non-commercial</p> <p>A</p> <p>B</p> <p>D</p> </div> <div style="border: 1px solid black; padding: 5px;"> <p>Commercial</p> <p>C</p> </div>	4



Non-commercial establishments	Commercial establishments
<p>.....</p>	<p>.....</p>

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Hospitality and catering provisions can be commercial and non-commercial.

(a) Classify the hospitality and catering establishments into commercial or non-commercial.

Place the correct letter into the correct box below.

[4]

A	B	C	D
Pizza Hut	RAF (Armed forces)	B+B (Bed and Breakfast)	HM Prison

Commercial provision	Non-commercial provision
.....
.....

Answers	Marks						
<p>Drag and drop the correct hospitality and catering establishments into the right Column, Commercial or Non-commercial.</p> <p>Award 1 mark for each provision placed in the correct column commercial or non-commercial.</p> <table border="1"> <thead> <tr> <th style="text-align: center;">Commercial provision</th> <th style="text-align: center;">Non-commercial provision</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">Pizza Hut A</td> <td style="text-align: center;">RAF (armed Forces) B</td> </tr> <tr> <td style="text-align: center;">B+B bed and breakfast C</td> <td style="text-align: center;">HM Prison D</td> </tr> </tbody> </table>	Commercial provision	Non-commercial provision	Pizza Hut A	RAF (armed Forces) B	B+B bed and breakfast C	HM Prison D	4
Commercial provision	Non-commercial provision						
Pizza Hut A	RAF (armed Forces) B						
B+B bed and breakfast C	HM Prison D						

STARTER/PLenary ACTIVITY

PAST PAPER QUESTION

The LV 5-Star Hotel and Restaurant is promoting a special offer for couples, for Valentine's Day.



The LV 5-Star Hotel and Restaurant

Valentine's Day Offer
Romance at the LV Hotel and Restaurant
Enjoy a glass of champagne & 4-course Gourmet meal for two with a one-night stay in one of our 5-star bedroom suites.

Only £250

- (a) Explain any additional services the LV 5-star Hotel and Restaurant would offer their customers. [4]

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Question	Answer	Mark
3. (a)	<p>Explain any additional services the LV 5 Star Hotel and Restaurant would offer their customers.</p> <p>Award 0 marks where a response is not creditworthy.</p> <p>Award 1 mark for a limited description which shows little knowledge and understanding explaining additional services the LV Hotel and restaurant would offer their customers. Response may be a list.</p> <p>Award 2 marks for a basic explanation which shows some knowledge and understanding of additional services the LV Hotel and restaurant would offer their customers.</p> <p>Award 3 marks for a good explanation which shows knowledge and understanding of additional services the LV Hotel and restaurant would offer their customers.</p> <p>Award 4 marks for a very good explanation which shows detailed knowledge and understanding of additional services the LV Hotel and restaurant would offer their customers.</p>	4

Answers may include:

Additional services a 5-star hotel should provide customers:

- Evening service to turn down the beds.
- 24-hour access to on duty staff
- 24-hour room service
- Additional dining area (more than 1)
- At least one restaurant open to residents and non-residents for all meals seven days per week.
- Baby-sitting service
- Baths in 80% of rooms
- Bottled water
- Breakfast included
- Business centre
- Butler
- Chocolates (pillow mints)
- Choice of pillows
- full concierge service provided.
- door person/man
- Dressing gowns
- Enhanced service
- Entertainment
- Escort to bedroom
- First time guests shown to their bedroom.
- Flowers
- Free WIFI
- Fruit
- Good security
- Guest accounts well explained and presented
- Guests greeted at hotel entrance
- Gym
- High quality menu
- High quality wine list
- Mini bar
- Movies
- Multilingual receptionist
- Music system
- Open all year round
- Outstanding customer care
- Parking
- Permanent luxury suite
- Personal gifts
- Proactive service
- Remote-control television, direct-dial telephone at bedside and desk
- Restaurant open every day for all meals
- Restaurant open all year around
- Spa
- Special offers for local attractions
- Swimming pool
- Toiletries
- Turn down service
- Welcome snacks/drinks
- Wi fi in all rooms.

Credit any other valid response.

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION



“Go Wild”, an animal adventure park, has opened in Blindly. Go Wild would like to attract families with all types of budgets to the park. To make sure that families have the full day to enjoy the animal adventure park, Go Wild has decided that it would like to provide a place for families to eat lunch, and to buy snacks and drinks. They would like the provision to be “budget friendly” for those families who don’t want to spend too much on food.

(a) Recommend **three** types of hospitality and catering provisions suitable to meet the needs of the visitors to Go Wild. [6]

1.
.....
.....
.....
2.
.....
.....
.....
3.
.....
.....
.....

Answers

Up to 2 marks available for each type of provision suitable to meet the needs of the visitors to Go Wild.

Type of *provision* can relate to :

Types of outlets that would be found in a theme park – cafes, coffee shops, fast food outlets, vending machines, pubs etc.

Types of services that could be provided at outlets within a theme park may also be credited

Award 1 mark for type of provision recommended.

Award 2 marks for type of provision recommended and description of how this provision will meet the needs of the visitor.

Sample answers

Recommendation of a café for the Go Wild customers. (1 mark)
Recommendation of a café for the Go Wild customers as it can be somewhere for the families to go to have a coffee and a snack with the children. (2 marks)

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

(b) Justify the most suitable hospitality and catering provision for Go Wild.

[7]

Review suggestions for hospitality and catering provision for Go Wild animal park and **justify**, which one is most suitable to meet the needs of the visitor's.

Up to 7 marks available for justification of the most suitable hospitality and catering provision for Go Wild.

Responses can be in relation to types of positive or negative factors for justification of choice.

Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.

Award 1-2 marks.

Outlining in general proposed idea for hospitality and catering setting with some basic justification for choice. Response has limited detail, mainly listed or described.

Award 3-5 marks.

Detailed justification of the choice of the hospitality and catering provision for Go Wild animal park. Some application to the scenario.

Options are communicated in logical structure and the response has attempted to use appropriate tone and style.

Award 6-7 marks.

Clear and detailed justification for the reasons of choice of catering facility provision for Go Wild, this is based on information sourced from the statement. Options will be communicated with a logical clear structure, using appropriate tone and style of language. Key points highlighted from the scenario. Selection and rejection would be evident and reasoning as to why. The main structure for the reason would be based on the information that Go Wild want to attract more families and therefore the reasons selected would reflect this statement.

Please note learners will give different reasons for the provision. These provisions do not need to be the same as the sample selection. (These are a guide only of the justification the marks that can be awarded.)

Sample Responses

Award 2 marks

I have chosen a restaurant for the Go Wild animal adventure park, as there will be a place for all the family to go and have a meal. The restaurant would provide smaller meals for the children and somewhere the whole family can go.

Sample Responses

Award 5 marks

I have chosen a café for my catering provision for Go Wild animal adventure park. I have chosen a café as its less formal than a restaurant and therefore would be cheaper too. As there will be a lot of families with young children visiting the park, the café would be an idea environment where parents can have a quick break and the children would not get bored waiting for their food. The café would provide snacks and drinks which has a quick turn around so that they would be able to serve everyone who visits. There would not be a long wait for food and food that is served would be snacks therefore the visitors would not stay in the venue for long. This means the café can serve more customers.

Sample Responses

Award 7 marks

I have chosen a fast food outlet as a catering provision for Go Wild. The park want to attract more families, a fast food outlet as the main place to eat would be better as children are often fussy on what they like to eat and often chicken nuggets/burgers from fast food provision are always the most popular. Also this type of food provision is often the cheapest alternative as they are quick and cheap to make, keeping the cost down for the park and the families buying the food. This provision also gives the park an opportunity to offer children's meals that are themed to the park and the animals. This will attract more families to the fast food outlet. A fast food outlet will also be able to get through all the visitors quickly, as a restaurant may get full at peak times and the turnaround for space available is a lot slower than a fast food outlet. With the fast food outlet, they could place benches outside so families could take the food away on a nice day and eat it outside. The fast food outlet could also have a children's area in order to keep children entertained whilst parents eat or have a coffee and a snack.

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Gemma is a student with limited money. She would like to visit Scotland and is looking for a place to stay.

- (a) Suggest **two** suitable types of accommodation for Gemma. [2]

Answer

Award 1 mark for each correct answer, these may include:

- Bed and breakfast
- **Budget** hotel (these maybe named, eg. Premier Inn, Travelodge however, only 1 mark to be awarded for any named budget hotel.)
- Hostel
- Tourist apartments

- (b) Explain how **one** of the types of accommodation suggested would meet Gemma's needs. [4]

Award 0 marks. No marks response or quality of response not sufficient or a mark to be awarded.

Award 1-2 marks. Outlining in general terms (basic) how the accommodation meets Gemma's needs. This maybe bullet point with some or little description.

Award 3-4 marks. Giving clear details of how one of these suggestions would meet Gemma's needs.

Sample: 1 mark

A bed and breakfast is cheap as Gemma is a student.

Sample: 4 mark
A youth hostel would be the best place for Gemma to stay, as it is one of the cheapest accommodations, so would fit into Gemma's budget as she is a student and wouldn't have a lot of money to spend on accommodation.

Please note: Bed and breakfast, youth hostel, rent apartment or budget hotel is an acceptable answer.

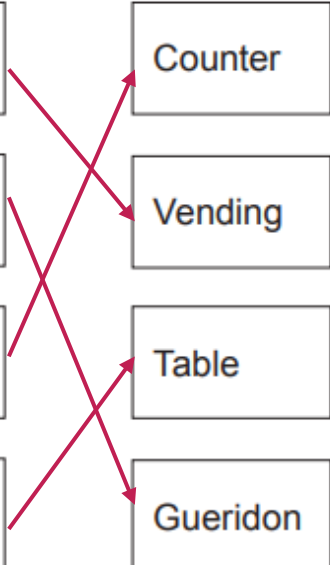
STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Match the correct definition to the most appropriate food service method.
Draw a line to match up the correct boxes.

[4]

Definition	Food service method
(i) Hot and cold drinks or snacks on the go sold from a machine.	Counter
(ii) Food cooked at the table for the customer.	Vending
(iii) Customers collect their own meal from display area.	Table
(iv) Service staff will come and take your order.	Gueridon



STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

The hospitality and catering industry is made up of commercial and non-commercial establishments.

Identify the type of establishment shown below.

Tick (✓) **one** box per establishment.

Award **1 mark** for each correct response up to a maximum of 4.

	Non-Commercial	Commercial
A		✓
B	✓	
C	✓	
D		✓



Non-commercial

Commercial

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Bella Bejour is a holiday resort in France. The holiday resort attracts visitors all year around as it has snow in the winter and gets very hot in the summer. Bella Bejour caters directly for families.



Bella Bejour is looking to expand on their catering provisions around the resort to meet the families' needs.

(a) Suggest **three** catering provisions the Bella Bejour resort should consider. [3]

(i)

(ii)

(iii)

Answer

Bella Bejour is a holiday resort in France. The holiday resort attracts visitors all year around as it has snow in the winter and gets very hot in the summer. Bella Bejour caters directly for families.

Bella Bejour is looking to expand on their catering provisions around the resort to meet the families' needs.

*Suggest **three** catering provisions the Bella Bejour resort should consider.*

Award 0 marks where a response is not creditworthy.

Award 1 mark for each correct type of (catering) provision suggested. [3x1]

*Please note responses must be linked to catering provision (as in the question) and **NOT** accommodation.

Answers may include:

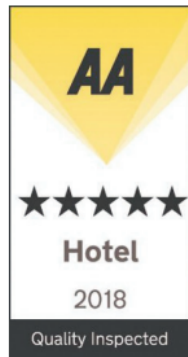
- Mobile caterers (hotdog van, burger/food van etc)
- Contract caterers
- Café
- Coffee shop / tearoom
- Restaurant/buffet
- Pubs/bars
- Takeaways/Chinese/Indian/vending machine
- Bistro
- Fast food outlets.

Credit any other valid response.

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

The UK has a 1-5 star rating for hotels, which is accredited by the AA. The Guitar Hotel and restaurant has been awarded 5 stars.



(a) Name **three** services the Guitar Hotel and restaurant provide in order to have been awarded 5 stars. [3]

(i)

(ii)

(iii)

Answer

Name 3 services the Guitar Hotel and restaurant provide in order to have been awarded 5 stars.

Award **1 mark** for each correct response up to a maximum of 3.

Indicative content

- Open all year round
- Proactive service
- Outstanding customer care
- Multilingual receptionist
- Additional dining area (more than 1)
- Business centre
- Spa
- Permanent luxury suite
- Baths in 80% of rooms
- Restaurant open every day for all meals
- Enhanced service
- Parking
- Escort to bedroom
- Wi-fi in all rooms
- 24 hour room service
- 24 hour access to on duty staff
- High quality menu
- High quality wine list
- Breakfast included
- First time guests shown to their bedroom.
- Multilingual service.
- Guest accounts well explained and presented.
- Porterage offered.
- Guests greeted at hotel entrance; full concierge service provided.
- At least one restaurant open to residents and non-residents for all meals seven days per week.
- Last orders for dinner no earlier than 10pm.
- Evening service to turn down the beds. Remote-control television, direct-dial telephone at bedside and desk,
- A range of luxury toiletries,
- Robes.
- En suite bathroom incorporating fixed overhead shower and WC.

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

(b) Identify and describe what this symbol stands for.



[2]

Answer

Identify and describe what this symbol stands for.



Award 0 marks

No marks response or quality for response not sufficient for a mark to be awarded

Award a maximum of 2 marks.

Award **1 mark** for a basic description

Award **2 marks** for basic detailed description.

Sample 1 (1 mark)

This is rosette award

Sample 2 (1 mark)

This is given to restaurants as award for their food quality.

Sample 3 (2 marks)

Rosette award is given to restaurants based on the quality of the food served.

Sample 4 (2 marks)

This is a rosette award is given to restaurants by an inspector, who will judge the restaurant based on the quality and technical skills of the food.

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION



4. Royal Blue is a catering service provider. They have recently taken over one floor of a large shopping centre in Birmingham. They plan on creating a number of different catering services for visitors to the centre.
- (a) Explain what type of service would best suit the Royal Blue catering floor. [2]

Explain what type of service would best suit the Royal Blue catering floor.

Award 0 marks

No marks response for quality of response not sufficient for a mark to be awarded

Award **1 mark** for limited response: mention of service only

Award **2 marks** for detailed response. Response should include the correct service for establishment.

Sample 1 (1 mark)

Counter service

Sample 2 (2 marks)

Counter service would be the best service for Royal Blue, as it would save money, as they wouldn't need to employ waitering staff.

Sample 3 (2 marks)

Counter service as it is normally a quicker and easier process.

Indicative content.

Counter service

Cafeteria

Free flow

Seated

Buffet

carvery

Plated

Vending

Waited/table

Response may include:

Saves money

Less staff

Quicker

Makes more money

Customers can sit down

Suitable for families

Avoid queuing

Fast

Cheap

Know the menu (fast-food)

Order snacks or small meals

Menu for children

Food on display

Easy menu

More choice

Fuller range of foods

Eat as much as you like (open buffet)

Special diets catered for

Vegetarian/vegan choice

Less waste

Glossary

A

Accommodation – A room, group of rooms or building where someone can live or stay.

Glossary

C

Catering – Providing food and drink to customers.

Glossary



Commercial – A business that aims to make a profit from its services, for example a restaurant.

Glossary



Commercial non-residential provision – A profit-making business that offers food but does not offer accommodation, for example a cafe.

Glossary



Commercial residential provision – A profit-making business that offers accommodation, for example a hotel.

Glossary

C

Customer – A person who pays for services in a hospitality and/or catering provision.

Glossary

H

Hospitality – The act of being friendly and welcoming to guests or visitors.

Glossary

M

Menu – A list of all food and drink (with descriptions) available to the customer/client.

Glossary

N

Non-commercial non-residential provision – A non-profit catering business that offers food but does not offer accommodation, for example meals on wheels.

Glossary

N

Non-commercial residential provision – A non-profit business that offers accommodation, for example a care home.

Glossary

P

Provision – A type of business that offers hospitality and/or catering services.

Glossary

R

Ratings – Awards given to hospitality and catering provisions that meet certain levels of standards.

Glossary

R

Receptionist – A person responsible for greeting guests and taking orders and payments in commercial (residential) provision.

Glossary

R

Residential – An establishment that offers accommodation.

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