

Hospitality and Catering

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| 1. | What is the title of the person in overall control of the kitchen? | The Head Chef |
| 2. | Give 5 of their responsibilities | Menu planning, Food production, Costing and purchasing, Staff work rotas and training, Hygiene of the kitchen and staff, Stock control |
| 3. | What are the responsibilities of a sous chef? | <p>The Sous chef (sous=under in French) is directly in charge of food production, the minute by minute supervision of the kitchen staff, and food production</p> <p>A sous chef will also have many years' experience in all stations of the kitchen and level 4 qualifications gained over years of study.</p> <p>This role is more kitchen based than the head chef which may have office-based duties as well</p> |
| 4. | What is the pastry chef responsible for? | <p><i>Le Pâtissier</i></p> <p>The pastry chef is responsible for the preparation of baked goods such as pastries, cakes, biscuits, macarons, chocolates, breads and desserts and special occasion cakes. In larger establishments, the pastry chef often has team in their own kitchen</p> |
| 5. | What is the sauce chef responsible for? | <p><i>Le Saucier</i></p> <p>Prepares sauces, stews and hot hors d'oeuvres and sautés food to order,</p> <p>After the head chef and the sous chef, the sauce chef is the next in line</p> |
| 6. | What is the vegetable chef responsible for? | <p><i>L'entremetier</i></p> <p>Prepares hot appetisers and often prepares the soups, vegetables, pastas and starches, side dishes</p> <p>Sometimes split into soup (le potager) and vegetable (le legumier) chefs</p> |
| 7. | What does le poissonier do? | Prepares and oversees all fish and seafood dishes. This position usually involves butchering the fish as well. |
| 8. | What does le boucher do? | Prepares meat and charcuterie (cold cooked meats) |
| 9. | What is the role of the commis chef? | Chef in training, helps in all areas of the kitchen to gain experience, and complete training, answers to the chefs de partie for the section they are working on |
| 10. | What is the role of the kitchen assistants? | Kitchen assistants carry out a range of jobs including washing up, fetching and carrying, preparation of vegetables and ingredients. They could be training to be a commis chef |
| 11. | What does front of house mean? | All customer service areas that involve interacting with, serving and cashing out dining guests from the moment they walk into the door until dining is complete and the guest leaves. |
| 12. | What are the responsibilities of the maire d'hôte? | The restaurant manager is in overall charge of the restaurant, |

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| | | Takes bookings, relays information to the head chef, completes staff rotas, ensures the smooth running of the restaurant |
| 13. | What are the responsibilities of the head waiter? | Second in charge of the restaurant, Greets and seats customers, relays information to the staff, deals with complaints and issues referred by the waiting staff. |
| 14. | What is Le sommelier responsible for? | <i>Le sommelier (wine waiter)</i> Specialises in all areas of wine and matching food, advises customers on their choices of wine, Wine waiters serve the wine to the customer and can advise customers on their choices as well |
| 15. | Give 5 personal attributes for front of house staff | Patience, Team player, Personal presentation, Honesty, Initiative, Self-motivation |
| 16. | Why must the staff have good presentation? | Workers must have good standards of personal hygiene, tidy appearance and good posture. Smart dress, tidy hair and non-visible tattoos give a good impression of the establishment |
| 17. | What does patience, tact and diplomacy mean? | You need to be sensitive when dealing with others who have difficult issues, when solving problems or dealing with complaints. Always answer politely and make sure the customer is happy. |
| 18. | Why is it important to be honest? | When dealing with serving drinks and taking payments as well as other working situations, you must be honest and transparent with your job. Telling the truth if something happens and being honest with money are essential |
| 19. | Give 4 types of contract of employment | Full time, part time, temporary, casual |
| 20. | Describe full time contracts | Full- time staff = over 36hrs a week Have permanent jobs and work all year. Contract explaining the terms of their employment. They may work set shifts or have shifts that change daily/weekly/ monthly. They will work a set amount of days over a 7 day week, including weekends. Entitled to sick pay and holiday pay, Entitled to maternity pay |
| 21. | Describe part time contracts | Part- time staff = 4- 16hrs a week Have permanent jobs and work all year. Contract explaining the terms of their employment. They may work set shifts or have shifts that change daily/weekly/ monthly. They will work mostly at the busiest times of the day/week including weekends. Entitled to sick pay and holiday pay (in proportion) Entitled to maternity pay. |
| 22. | Describe temporary contracts | Temporary staff Employed for a specific length of time such as the summer tourist season or the month of December. |

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| | | <p>Temporary staff have the same rights as permanent staff for the duration of their contract.</p> <p>Temporary staff employed for longer than 2 years become permanent by law</p> |
| 23. | Describe casual employment | <p><u>Casual staff / Agency staff</u></p> <p>Work for specific functions and can be employed through an agency.</p> <p>They do not have a contract or set hours of work.</p> <p>They are needed at busier times of the year e.g. At Christmas or for weddings, New Year's Eve.</p> |
| 24. | Give 6 things that full and part time employees are entitled to. | <ol style="list-style-type: none"> 1. A written statement of employment or contract setting out their duties, rights and responsibilities 2. The statutory minimum level of paid holiday 28 days for full time workers 3. A pay slip showing all deductions, e.g. National insurance, tax. Earning above £155 a week 4. The statutory minimum length of rest breaks- one 20 min break for 6 hrs worked 5. Statutory Sick Pay (SSP) £88.45 pw for 26 weeks (some may get full wages for a limited amount of time) 6. Maternity, paternity and adoption pay and leave- 90% of earnings for 6 weeks then £139.58 for next 33 weeks |
| 25. | Give 3 examples of remuneration | Meals, Accommodation, Uniform and Bonuses |
| 26. | Name 4 pieces of legislation to protect workers | <p>Disabled Discrimination Act 1995</p> <p>Equal Pay Regulations 1970</p> <p>Health and Safety at Work 1974</p> <p>National minimum wage</p> <p>Working Times Regulations 1998</p> <p>Part-time workers Regulations 2000</p> |
| 27. | How much annual leave are workers entitled to? | All workers are entitled to 28 days paid leave annually |
| 28. | How many days compulsory break should you have in 7 days? | 24 hours off in each 7 day period |
| 29. | How many days if under 18? | Young workers (15-18) are entitled to 2 days in 7. |
| 30. | How many minutes should a worker have off in 6 hours? | 20 minutes uninterrupted rest if their working day is longer than 6 hours. |
| 31. | How does costs contribute to the success of an establishment? | <p>Every establishments need to make a profit. Consider cost of everything you buy and selling price.</p> <p>Material - Anything involved in making product</p> <p>Labour - Costs of staff</p> <p>Overheads - Anything not connected with making products</p> |
| 32. | How does the economy contribute to the success of an establishment? | When the economy slows down, business have lower sales as consumers eat out less because they have less disposable income |

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| 33. | How does environmental policies contribute to the success of an establishment? | 3 R's, packaging, food waste, global warming, carbon footprint, clean eating |
| 34. | How does the use of technology contribute to the success of an establishment? | Using technology to improve service, delivery and stock control – touch screen customer ordering, EPOS (electronic point-of-sale) systems, stock management, apps for delivery services. |
| 35. | How could the media influence the success of an establishment? | Strong global brand, Good community reputation – children's charities / Ronald McDonald House, celebrity chefs, celebrity endorsements, Masterchef, |
| 36. | What are the benefits of portion control? | Keeps the food costs down Keep losses in food preparation and serving to a minimum Offer a consistent portion to customers - they are getting ' value for money ' and having the same size portion as everyone else. Minimise waste e.g. leftovers To make a profit which is constant The caterer can then determine a selling price (how much should be charged to cover costs and make a profit?) Using standard recipes can help a caterer by determining how many ingredients will make 10, 20, 30 or more portions. |
| 37. | Give 5 methods of portion control? | Scoops for ice cream, potatoes Ladles for soups, sauces, gravies Individual portion sizes Size of serving bowl etc Slices of a food Pre-marked for portions Decorated for portions Pr- portioned |
| 38. | What does HASAWA stand for? | Health and safety at work act 1974 |
| 39. | What does RIDDOR stand for? | Reporting of injuries diseases and dangerous occurrences regulations 1995 |
| 40. | What does COSHH stand for? | Control of substances hazardous to health regulations 2002 |
| 41. | What does PPER stand for? | Personal protective equipment at work regulations 1992 |
| 42. | What does MHR stand for? | Manual handling operations regulations 1993 |
| 43. | What does the HASAWA cover? | This act covers all aspects of health and safety at work |
| 44. | What are the duties of the employee under the HASAWA? | To take care of themselves and others To follow safety advice and instructions Not interfere with any safety device To report accidents To report hazards and risks |
| 45. | What does the HSE stand for? | H.S.E stands for the Health and Safety Executive . |

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| 46. | Who enforces the HASAWA? | Inspectors from the Health and Safety Executive (HSE) Manufacturers; schools and colleges; repairers; specialist places like hospitals and power stations Environmental Health Officers Places where the public go like shops, offices, leisure facilities Fire Officers – just enforce the bits relating to fire safety |
| 47. | What are the rules for the safe use of equipment under the HASAWA? | Only use equipment for which you have been authorised and/or trained Always wear any personal protective equipment such as goggles or gloves if you have been instructed to do so |
| 48. | What are the substances covered by COSHH? | <ol style="list-style-type: none"> 1. Chemicals including cleaning chemicals 2. Micro-organisms 3. Dusts 4. Medicines, pesticides, gases 5. HSE list (Health and safety executive) |
| 49. | What is a safety data sheet? | It is a sheet where hazards are identified. |
| 50. | What sort of items are personal protective equipment | It can include items such as Gloves, goggles, hard hats, hearing protectors, warm clothing (in cold conditions), safety shoes or boots, respirators etc |