

A decorative table setting featuring a large glass candle holder with a white candle, a vase of purple flowers, a bottle, and a plate of food. The setting is arranged on a white tablecloth with a brown runner and a white napkin. The background is a soft, out-of-focus view of a table with similar decorations.

Level 1/2 Hospitality and Catering

1.2 How hospitality and catering provisions operate

1.2.1 The operation of the front and back of house

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

- workflow of the front of house
- workflow of the catering kitchen
- large equipment
- materials for cleaning, first aid kit and safety materials
- small equipment
- utensils
- documentation and administration
- dress code requirements for front and back of house.



Seating area



Reception area



Waiting area or bar

1.2.1 The operation of the front and back of house

Front of house

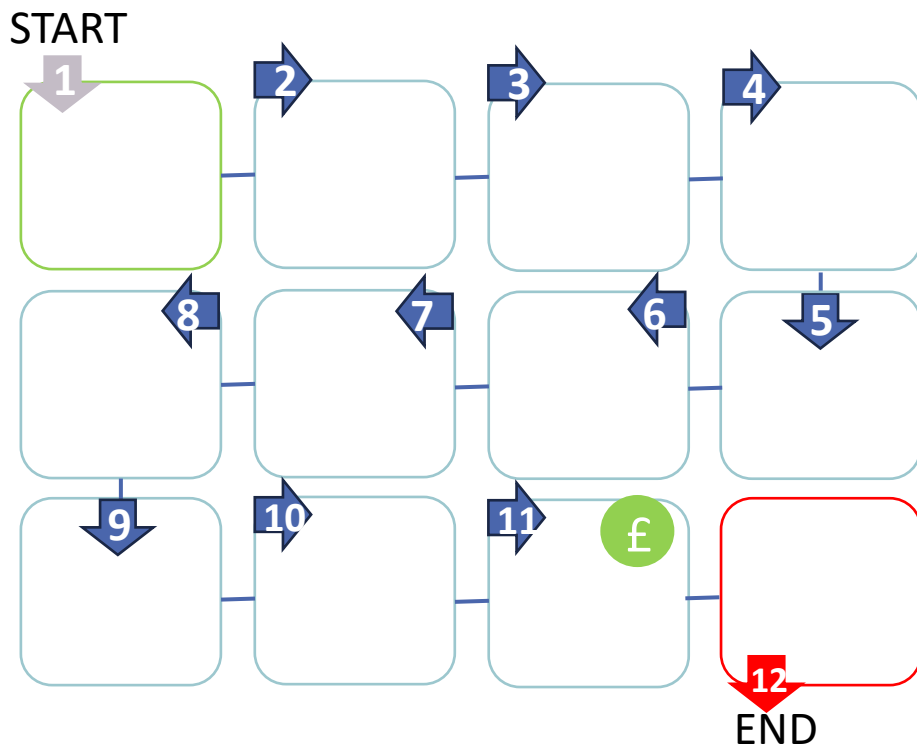
- Front of house refers to the areas customers can visit within a provision, including the reception, lounge, bar, toilets and serving areas.
- Managing the front of house workflow is an essential part of the customer experience.
- If the front of house workflow does not work, the experience for the customer can suffer.

1.2.1 The operation of the front and back of house

Front of house

ACTIVITY

Complete the front of house flowchart for a restaurant by placing the instructions into the correct order.



Take the customers to the table or if it is busy, take them to the bar to wait for a table.

Serve dessert and tea/coffee.

Clear the table and give the bill to the customers.

Talk to the customers to make sure they are satisfied with the meal and the service.

Clear dishes from the table and give customers the dessert menu.

Collect payments from the customers.

Take the drinks order and discuss the specials menu.

Serve the meals and ask the customers if they need any condiments or anything else.

Take the customers to their table and give them the menu.

Serve drinks and take food order.

Greet and welcome the customers in the reception area.

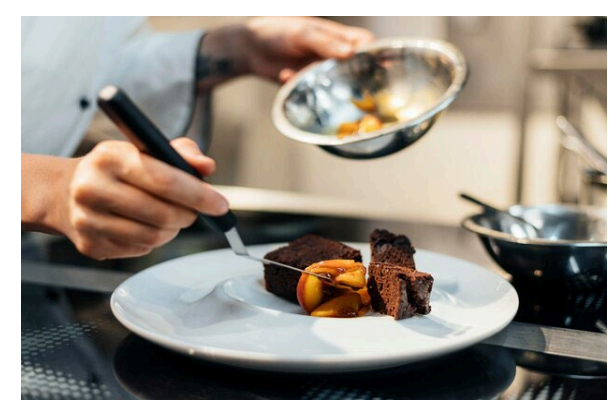
Clear the table, wipe it clean and set it up ready for the next customer.



Storage area



Staff area



Service area



Preparation and cooking area



Wash and clean area

1.2.1 The operation of the front and back of house

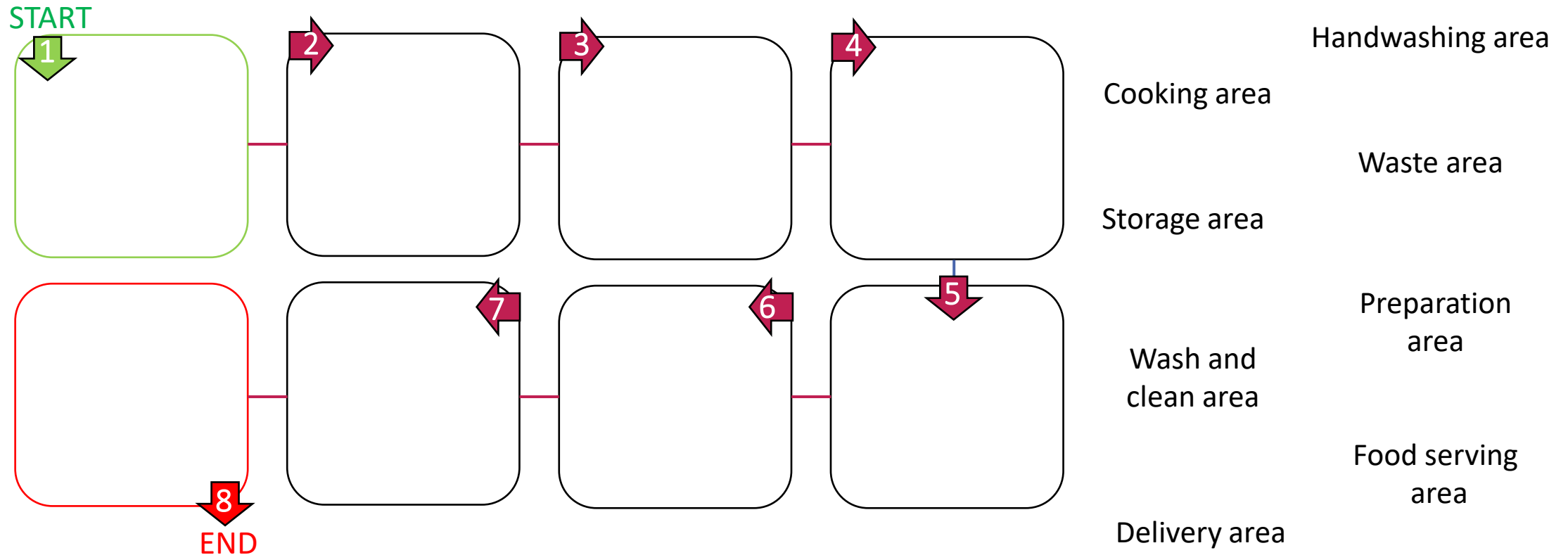
- The back of house area is located behind the scenes and is where most of the preparation will take place.
- Normally, the customers will not see these areas.
- In order for provision to succeed, the back of house must run smoothly and safely; back of house and front of house need to communicate effectively in order to meet customer needs.
- All back of house layouts will have a staffing area and toilet facilities for employees to use.
- A locker should be provided for the staff to be able to store their personal belongings safely.

1.2.1 The operation of the front and back of house

Back of house

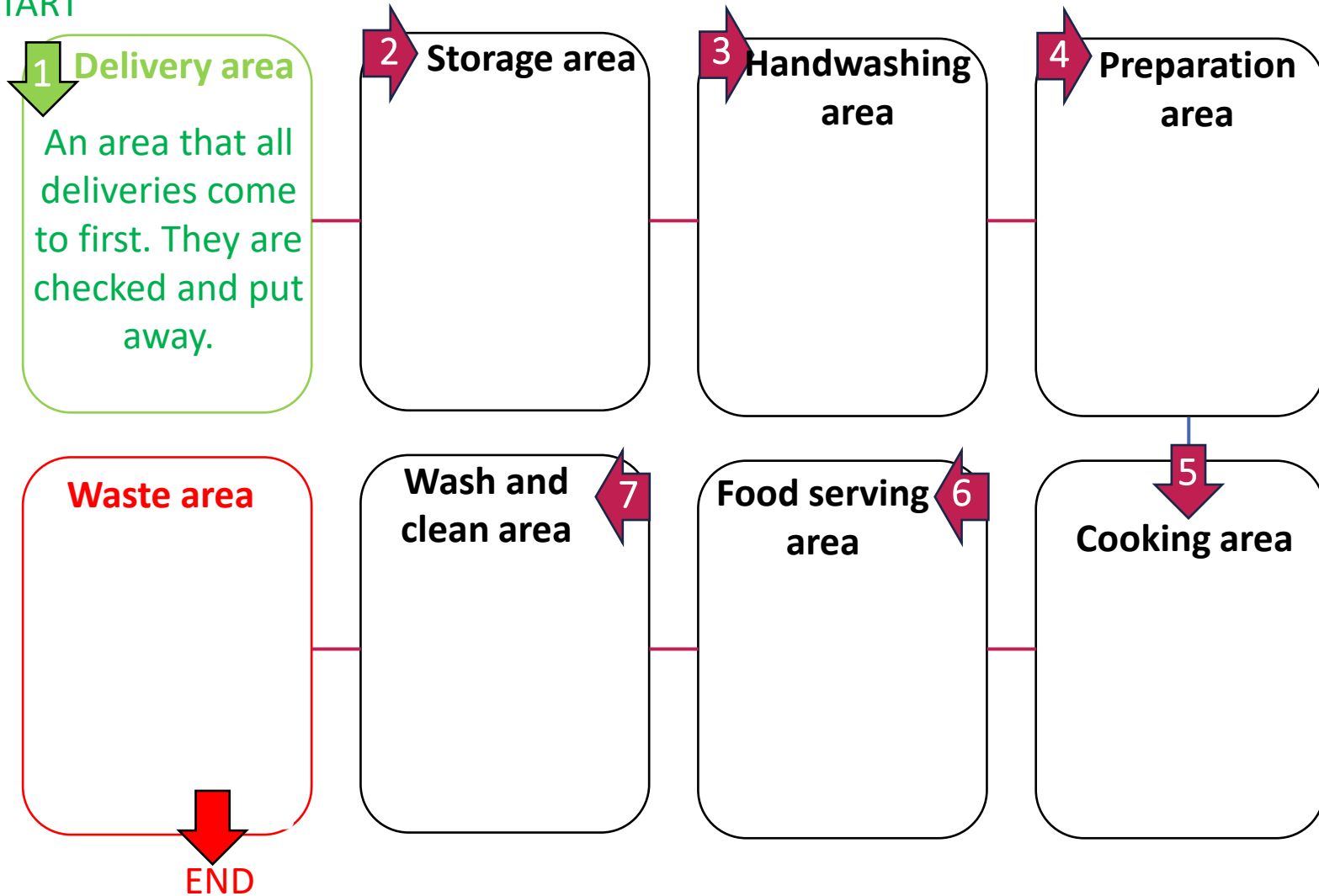
ACTIVITY

Complete the back of house flowchart for a restaurant by placing the back of house areas in order of use.



1.2.1 The operation of the front and back of house

START



Back of house

ACTIVITY

.....

Complete the flowchart by writing an instruction for each of the back of house areas. The first one has been completed for you.

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within catering provision/kitchen

Large equipment

- Industrial equipment is used in large hospitality and catering provisions because it is designed for higher volumes of use and is more robust than domestic equipment.



1.2.1 The operation of the front and back of house



Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment



ACTIVITY

.....
Identify the names of the large equipment commonly used in the catering kitchen.

1.2.1 The operation of the front and back of house



Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment



ACTIVITY

.....

Research on the internet to find out what each piece of equipment is used for, and the health and safety rules that would apply when using each piece of equipment.

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to heat plates to keep the food hot while serving.**

Health and safety points

- Do not overfill the plate warmer.
- Any object dropped into the dispenser should be removed immediately.
- The plate warmer should be maintained in safe working order and checked on a regular basis.
- Only plates of the same diameter should be placed in the warmer.
- Set the thermostat to a safe working temperature to reduce burns and the risk of damage to the plates.
- The plates should be removed from the plate warmer one at a time.

Plate warmer

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to keep water hot.**

Health and safety points

- Do not touch the metal parts of the urn as they will be hot when the urn is in use.
- Be mindful of the hot steam coming from the lid vents.
- Do not leave electrical devices unattended when they are in use.
- You should always place the urn on a clean and level surface.
- You should always switch off and disconnect the urn from the mains before cleaning or when not in use.
- NEVER attempt to move the urn when it is full.
- NEVER OVERFILL THE URN.

Water urn

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to keep food hot and ready for serving.**

Health and safety points

- Do not touch the metal parts of the bain-marie as they will be hot during use.
- Use oven gloves to lift the lids.
- Do not leave electrical devices unattended when they are in use.
- You should always switch off and disconnect the bain-marie from the mains before cleaning or when not in use.
- Do not allow to boil dry.
- NEVER OVERFILL THE BAIN-MARIE.

Bain-marie

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to cook a variety of foods on a large scale.**

Health and safety points

- You should always use oven gloves.
- Do not leave electrical devices unattended when they are in use.
- You should always switch off and disconnect the oven from the mains before cleaning or when not in use.
- Stand back when opening the doors.

Industrial conventional oven

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to deep fry large quantities of food.**

Health and safety points

- Do not overfill with oil.
- Never overload with food.
- Keep water away from fryers containing hot oil.
- Lower the basket gently into the oil.
- Never heat it to a temperature above 200°C as the oil is likely to burn and eventually ignite.
- Wipe the spillages immediately.
- You should turn it off after use.

Deep fat fryer

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to display chilled food items/beverages.**

Health and safety points

- Place the appliance on a clean, level floor.
- Do not use this appliance except for its intended use.
- Do not put your fingers/unsuitable items into any holes.
- This appliance should only be used with the voltage indicated on the cabinet rating label.
- Use extreme caution when moving or transporting it.

Glass chiller

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used for mixing and whisking – helps with food preparation.**

Health and safety points

- Place the appliance on a clean, level floor.
- Never wear loose clothing, jewellery or hairstyles that may get caught in mixer.
- Do not put your hand or anything other than the mixture into the drum or tank when it is rotating.
- Make sure any mixing drums, pots or tanks are secure or have lockable wheels that are securely locked.

**Floor/free standing
mixer**

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to wash and rinse large quantities of glasses quickly and efficiently.**

Health and safety points

- Make sure the glasses are properly placed in the racks.
- Use the glass rack provided.
- You should always place the glasses upside down.
- Place the appliance on a clean, level floor.
- Be careful when emptying as the glasses may be HOT.
- Stand back when opening it.

Glass washer

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to wash and rinse large quantities of dishes quickly and efficiently.**

Health and safety points

- Place sharp items, such as knives, with the sharp points facing downwards in the utensil basket.
- Place glass items carefully to prevent them from breaking/chipping.
- Avoid overloading the dishwasher.
- Allow the machine to cool before reaching into it to prevent burns from the steam.

Pass-through dishwasher

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to store large quantities of food at a safe temperature.**

Health and safety points

- Keep the walk-in unit clean.
- Check the safety release device on the doors regularly.
- Do not overload the shelves.
- Offer workers jackets, hats and gloves when they use the walk-in unit.

Walk-in fridge/freezer

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Large equipment

Use

- **Used to cook large quantities of different food, such as burgers and vegetables.**

Health and safety points

- You should avoid spilling water on the surface.
- Cool the hot plates before cleaning them.
- Dry with a cloth.
- Keep your hands and clothes away from the hot plate.
- You should turn it off after use.
- Never leave the grill unattended.
- Use the correct temperature settings.
- Make sure that the grill pan is clean before use.

Hot plate

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Small equipment

- Small equipment is used in smaller provisions, such as coffee shops and cafes.
- The equipment is usually designed to fit tight spaces.

1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

Small equipment

ACTIVITY

- Identify the names of the small equipment that are often used in the catering kitchen.
- Create a PowerPoint presentation suitable to be given to a trainee chef which explains the use of small equipment often used in the kitchen and the associated health and safety rules.



1.2.1 The operation of the front and back of house

Equipment and materials required, used and managed within the catering provision/kitchen

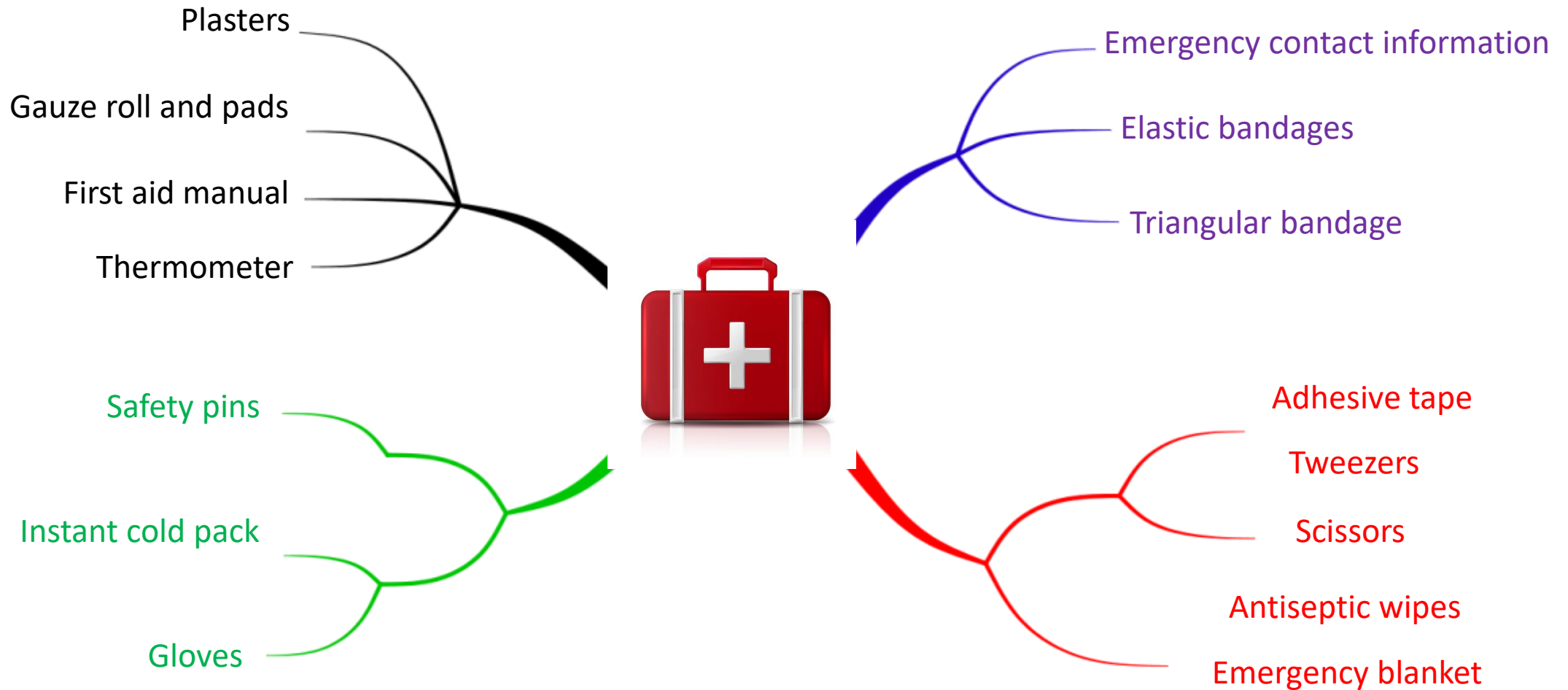


Cleaning and safety materials

- Detergents for washing and removing grease
- Disinfectants which destroy most bacteria
- Bin liners
- Bleach which removes stains and bacteria
- Grill and oven cleaner
- Floor cleaner
- Dishwasher rinse
- Drain unblocker
- Dishwasher detergent
- Dish cloths, sponges and scourers

ACTIVITY

Think about the different items you would expect a first aid box to contain.



1.2.1 The operation of the front and back of house

Documentation and administration requirements used in a catering kitchen

- Keeping documents is important for business success as this helps maintain good organisation, employee and customer safety, and ensures bills are paid on time.
- Documents should be easy to read, filled out correctly and signed and dated.
- Keeping certain documentation, for example gas safety certificate, fire safety certificate and accident reports is a legal requirement.

1.2.1 The operation of the front and back of house

Documentation and administration requirements used in a catering kitchen

Stock control systems

- Large provisions use a digital system with stock control software which automatically scans the stock used and re-orders when necessary.
- The FIFO (first in, first out) system should be used by every provision in order to use stock efficiently.

1.2.1 The operation of the front and back of house

Documentation and administration requirements used in a catering kitchen

Ordering

- A point of sale (PoS) system can be used to order and pay for products.
- There are a variety of ordering systems available; popular ones include a mobile point of sale where the server can take an order or payment on a digital device, card readers, touch screens, smartphones and tablets.

1.2.1 The operation of the front and back of house

Documentation and administration requirements used in a catering kitchen

Delivery notes

- A delivery note is a document that lists all the products that have been ordered.
- Every provision will compare the items that have been delivered against the delivery note to make sure that each item has been delivered correctly.
- If any items are incorrect, the provision will need to contact customer services to resolve the issue.

1.2.1 The operation of the front and back of house

Documentation and administration requirements used in a catering kitchen

Invoices

- An invoice is a commercial document containing item-by-item records of the transaction, costs and quantities. It will be time-stamped. When the buyer gets the invoice, it becomes a bill.

Health and safety documentation

- Risk assessments and accident documentation must be kept by law.

1.2.1 The operation of the front and back of house

Documentation and administration requirements used in a catering kitchen

Food safety documentation

- Hazard analysis and critical control point (HACCP) and risk assessment documentation are legal requirements for all catering provisions.
- All employees' food hygiene certificates should be recorded and kept, as well as monitoring documentation in relation to stock rotation and temperature control.

1.2.1 The operation of the front and back of house

Typical dress code for the front and back of house

Chef/cook dress code

In the hospitality and catering industry, a dress code is followed for front and back of house workers.

ACTIVITY

Label the template using the typical dress code for a chef/cook.

Justify why the chef should wear each item.

The first one has been completed for you.



Chef's hat

The hat is called a toque blanche. It allows heat to circulate, keeping the chef's head cool.

Chef's hat

The hat is called a toque blanche. It allows heat to circulate, keeping the chef's head cool.



Chef's hat
The hat is called a toque blanche. It allows heat to circulate, keeping the chef's head cool.

Double-breasted jacket
With knotted cloth buttons or poppers, which help to remove the whites in an emergency.

Non-slip shoes
The shoes are designed to be comfortable and to protect the feet from spillages and sharp objects.



Hair and beard nets
They are worn to protect the food from physical contamination.

Apron
An apron is tied in the front, and the upper part of the apron is rolled over so that it can be removed easily and prevent it from catching fire. Aprons are worn up to the knee to protect the lower part of the body from spillages and heat. Chef whites and aprons protect the food from physical contamination. A chef's whites offers additional protection against heat, scalding and spills.

Chef trousers
The trousers will usually be loose as there will be less contact with the skin if there is a spillage. Usually, chef trousers have an elastic waist so they can be easily removed in an emergency.

1.2.1 The operation of the front and back of house

Typical dress code for the front and back of house

Front of house dress code

In the hospitality and catering industry, a dress code is followed for front and back of house workers.

ACTIVITY

Label the template using the typical dress code for a front of house worker.

The first one has been completed for you.

Hair tied up
To prevent hair from getting into the food.



Hair tied up

To prevent hair from getting into the food.



Hair tied up
To prevent hair from getting into the food.

Clean, white ironed shirt

Black or white knee length apron

Non-slip shoes
Black socks or nude/black tights with non-slip black flat shoes.



Bow tie or tie
Worn to look smart.

Name tag
So that customers know the name of their server.

Waistcoat

Smart trousers
With pockets to hold a notepad or bottle opener.

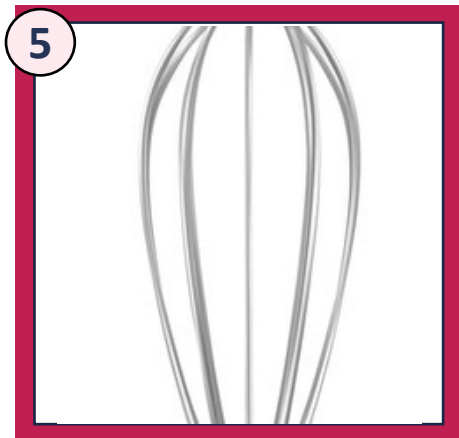
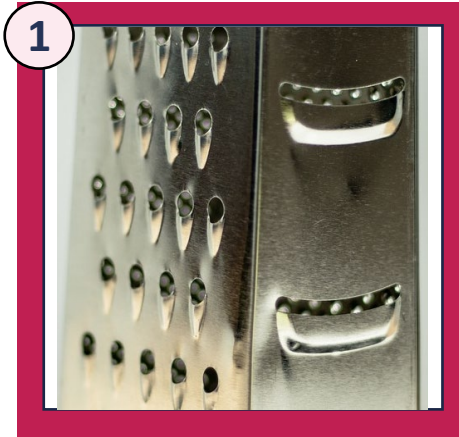
STARTER/PLENARY ACTIVITY

Instructions: Read through the answers provided below and decide which question they could be answering.

	Question	Answer
1		Sieve
2		Measuring spoons
3		Ladle
4		Colour-coded chopping boards
5		Grater
6		Measuring jug

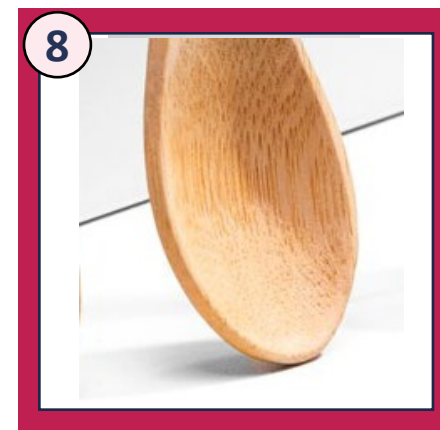
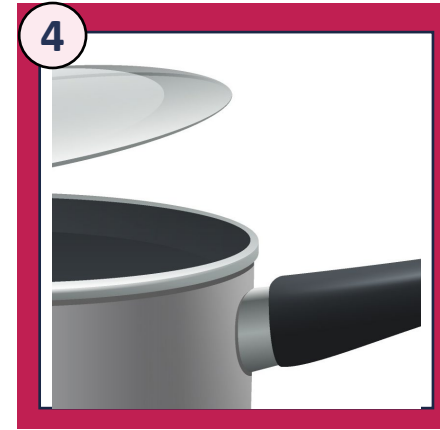
STARTER/PLENARY ACTIVITY

Identify the kitchen utensils.



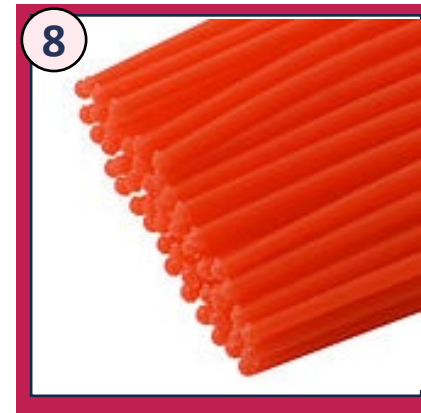
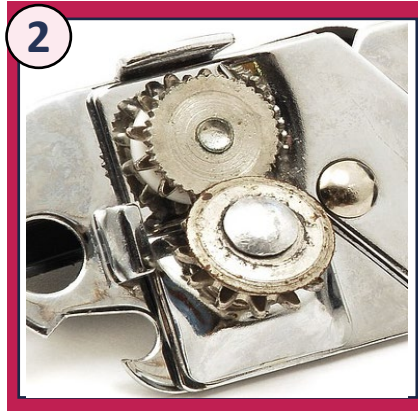
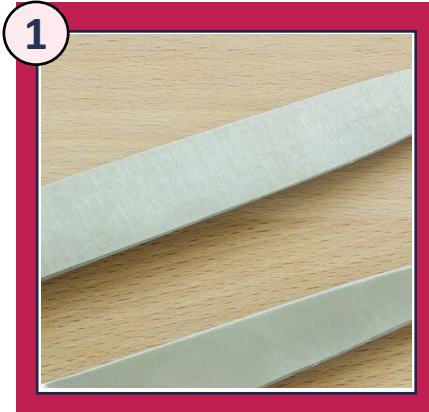
STARTER/PLENARY ACTIVITY

Identify the kitchen utensils.



STARTER/PLENARY ACTIVITY

Identify the kitchen utensils.



STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

1.	(b) Name each piece of equipment. Award 1 mark for each correct response up to a maximum of 4. (i) Deep fat fryer/fryer/chip fryer (ii) Coffee/cappuccino/latte/espresso machine/maker (iii) Urn, hot water canister/tank - water boiler/thermal/insulation/heater, water machine - water dispenser, beverage machine (iv) Salamander/grill/toaster.	4
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Specialist equipment is used in commercial and non-commercial kitchens.

(b) Name each piece of equipment.

[4]



(i)



(ii)










(iii)



(iv)







STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Award 1 mark for each correct stage of the workflow of the delivery.		6
Stages	Images drag and drop	
1	 <p>Check order is correct against invoice.</p> <p>G</p>	
2	 <p>Check delivery items for correct temperature, appearance and quality.</p> <p>F</p>	
3	 <p>Reject any items that are not correct temperature or are damaged.</p> <p>B</p>	
4	 <p>Food products are good need to be placed on trolley to take into kitchen.</p> <p>D</p>	
5	 <p>Place frozen foods away in freezer.</p> <p>A</p>	
6	 <p>Place perishable foods into fridge.</p> <p>E</p>	
7	 <p>Place dry food items (flour, sugar and baking powder) away into sealed containers.</p> <p>C</p>	

- (b) Place the letters in the correct order to show the stages that need to be followed when a delivery of food has arrived at a kitchen in a large hotel. The first one has been completed for you. [6]

Stages	Letter
1	G Check order is correct against invoice.
2	
3	
4	
5	
6	
7	

<p>A</p>  <p>Place frozen foods away in freezer</p>	<p>D</p>  <p>Food products and goods need to be placed on trolley to be taken into the kitchen</p>
<p>B</p>  <p>Reject any items that are not at the correct temperature or are damaged</p>	<p>E</p>  <p>Place perishable foods into fridge</p>
<p>C</p>  <p>Place dry food items (flour, sugar and baking powder) away into sealed containers</p>	<p>F</p>  <p>Check delivery items for correct temperature, appearance and quality</p>

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

(b) Describe the dress code required for Craig when working on reception.

[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 (basic) dress code for hotel receptionist. Maybe 4 points but not described.

Response limited in detail mainly listed/bullet pointed.

Award 3-4 marks.

Describes dress code of receptionist at hotel in detail with justification. maybe just 4 points.

Smart; clean, in uniform, well presented.

Candidates may use a range of responses for the dress code. However, double marks should not be awarded for answers that are the similar/same. For example: tidy/neat.

Sample 4 mark answer

The appearance of a front office receptionist is important; as this is normally the first impression customers will receive.

Personal hygiene must be well attended to, and overall grooming should be neat and orderly. Good hygiene is important, as the receptionist will be seeing and talking to customers all day: bad body odours or grubby appearance, which may put customers off the hotel.

STARTER/PLENARY ACTIVITY





PAST PAPER QUESTION

Answer	Mark
<p>Describe the uniform that you would expect the front of house to wear.</p> <p>Award 0 marks No marks response or quality of response not sufficient or a mark to be awarded</p> <p>Award 1 mark Outlining in general (basic) uniform for staff front of house. Maybe points but not described. Response limited in detail mainly listed/bullet pointed.</p> <p>Award 2 marks for 2 points referring to the uniform with basic description/justification.</p> <p>Award 3 marks for 2 points referring to the uniform with detailed /description justification.</p> <p>Candidates may use a range of responses for the uniform. However double marks should not be awarded for answers that are the similar/same. For example: smart/well presented</p> <p>Sample 1 mark</p> <ul style="list-style-type: none">• T-shirt with logo <p>Sample 2 marks All staff, in order for customers to identify them, should wear name badges and logos on uniform.</p> <p>Sample 3 marks All staff, in order for customers to identify them, should wear name badges and logos on uniform. Uniform should comfortable and breathable for employees to work in.</p>	3

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Award 1 mark for each correct match of the equipment image to description.

 <div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">2</div>	Used for beating cake batter, whisking up egg whites and cream for puddings and even kneading dough.
 <div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">1</div>	Used to blend ingredients or purée food in the container in which they are being prepared. Uses include puréeing soups and emulsifying sauces.
 <div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">3</div>	Use to check internal food temperatures when you cook, re-heat, cool, thaw, and keep foods hot or cold.
 <div style="border: 1px solid black; display: inline-block; padding: 2px 5px;">4</div>	Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.

Specialist equipment is used in commercial kitchens.

- (b) Identify the correct use for each piece of equipment by matching the *number* in the box to the descriptions. [4]



Description	Equipment
Used for beating cake batter, whisking up egg whites and cream for puddings, and even kneading dough.	
Used to blend ingredients or purée food in the container in which they are being prepared. Uses include puréeing soups and emulsifying sauces.	
Used to check internal food temperatures when you cook, re-heat, cool, thaw, and keep foods hot or cold.	
Used for creating the finishing touch to a variety of dishes and desserts such as caramelising sugar toppings, browning meringues and crisping joints of meat.	

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Answer

Mobile caterers are in popular demand especially in larger cities and during large events.

Mobile caterers use specialist equipment when selling food.

Name each piece of equipment below.

- (i) Potato oven / Potato warmer / Jacket potato oven
- (ii) Candy floss/cotton machine
- (iii) Crepe maker machine / Pancake maker or machine / Griddle
- (iv) Hog roast machine / spit roast / barbecue / Hogmaster.

4. Mobile caterers are in popular demand especially in larger cities and during large events.

- (a) Mobile caterers use specialist equipment when selling food.

Name each piece of equipment below.

[4]



(i)



(ii)







(iii)



(iv)

STARTER/PLENARY ACTIVITY

PAST PAPER QUESTION

Answer		Mark
Identify the specialist catering equipment below.		4
(i)	 <p>Equipment</p> <p>Name Large scale dough mixer Or Floor standing mixer Do not accept whisk</p>	
(ii)	 <p>Equipment</p> <p>Name Industrial oven Do not accept oven</p>	
(iii)	 <p>Equipment</p> <p>Name Deep fat fryer</p>	
(iv)	 <p>Equipment</p> <p>Name Industrial fridge/freezers Or walk in fridge/freezer Do not accept fridge</p>	

i. Most large catering services require specialist equipment for the kitchen.

Identify the **specialist** catering equipment below.

[4]



(i)



(ii)



(iii)



(iv)

Glossary

D

Digital systems – Software that allows online booking and ordering.

Glossary

D

Dress code – A set of rules about clothing and appearance in a place of work.

Glossary

F

FIFO (first in, first out) – Using stock, for example ingredients, efficiently to prevent waste.

Glossary

P

Physical contamination – Food containing inedible objects, such as metal or plastic.

Glossary

S

Stock control – Organising and using stock, for example ingredients, efficiently to prevent waste and over-ordering.

Glossary

T

Temperature control –
Keeping food at the correct temperature (hot or cold) to ensure it is safe to eat.

Glossary

W

Workflow – The layout of a hospitality and/or catering provision to make sure customers enjoy organised, efficient service.

Acknowledgements

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