

The background of the cover is a photograph of several chefs in white uniforms and hats working in a professional kitchen. They are focused on their tasks, with one chef in the foreground using a knife on a piece of food. The image is slightly blurred to make the text overlays stand out.

WJEC Level 1/2 Vocational Award

Hospitality & Catering

(Technical Award)

Study & Revision Guide

2nd Edition

**Knowledge check and
Practice exam questions
answers**

**Stretch and challenge
questions guidance**

Answers to Knowledge check and Practice exam questions plus guidance for Stretch and challenge questions

Please note: Guidance provided for Stretch and challenge questions outlines the topics to include in answers to achieve a good mark (if you gave them with details, reasons and examples) in an exam. This guidance is designed to help and instruct you but should not be considered to be the only answers you could give.

Unit 1: The Hospitality and Catering Industry

1.1 Hospitality and catering provision

1.1.1 Hospitality and catering providers

Knowledge check questions – page 11

1. What 'hospitality' means?

Hospitality is providing people with accommodation, meals and drinks.

2. What 'catering' means?

Catering is providing people with food and drink in a variety of places.

3. Five types of place where hospitality is provided?

- Hotels
- Guest houses
- Bed and breakfasts
- Inns and pubs
- Farmhouses
- Holiday camps and parks, family cabins
- Luxury camping (glamping)
- Cruise ships
- Long-distance trains
- Airlines
- Motorway services
- Youth hostels

4. Five types of place where catering is provided?

- Restaurants
- Bistros
- Dining rooms and canteens
- Cafes, tearooms and coffee shops
- Takeaway and fast food outlets
- Pubs, inns and bars
- Clubs and casinos
- Street food stalls, pop-up restaurants, mobile/roadside food vans
- Motorway services
- Visitor and tourist attractions (theme parks, museums, zoos, etc.)
- Sport stadiums
- Concert/gig venues
- Hospitals
- Schools
- Prisons
- Care homes
- Customers' own homes (parties, funerals, etc.)

5. Five things that suppliers provide the hospitality and catering industry with?

- Agency staff / employees (temporary and permanent)
- Cleaning materials
- Drinks
- Equipment
- Flower arrangements
- Food
- Furniture
- Laundering services (washing and drying clothes and bed sheets, etc.)
- Tableware – knives, forks, spoons, glasses, plates, etc.
- Uniforms
- Waste disposal

6. Three different ways in which food is served to customers in different places?

- Counter service: carvery, cafeteria, free-flow, seated counter service, multi-point, buffet, fast food
- Table service – waiting staff
- Gueridon – trolley/moveable service
- Transport catering
- Vending system

7. Three hospitality and catering services provided by residential commercial businesses?

- Accommodation
- Housekeeping
- Turn down bed
- Room food and drink service
- Packed lunches
- Formal meals
- Study and training facilities
- Conference rooms and meeting facilities
- Internet access
- Transport catering service

8. Three hospitality and catering services provided by non-residential commercial businesses?

- Eat-in or takeaway food and drinks
- Private rooms for business or celebrations
- Training facilities
- Meeting rooms
- Internet access

9. Two hospitality and catering services provided by residential non-commercial businesses?

- Accommodation
- Food and drinks throughout day and night

10. One hospitality and catering service provided by non-residential non-commercial businesses?

Food and drinks

11. Three things that are inspected in hotels and guest houses when they are given a rating?

- Open all year or seasonally
- Number of guest rooms
- En suite facilities
- Reception facilities
- Customer care
- Environment (noise levels, friendliness, atmosphere, cleanliness)
- Facilities for disabled people
- Staff – numbers / attitude / knowledge
- Catering standards
- Insurance cover
- Health and safety
- Security
- Maintenance of facilities
- Extra facilities, e.g. gym, swimming pool
- Internet availability, TV, etc.
- Car parking
- Whether or not it is licensed for the sale of alcohol

12. Three things that are inspected in restaurants when they are given a rating?

- Type/range of food
- Quality of food and ingredients
- Where food comes from (provenance)
- Standard of cooking, flavour, presentation, quality
- How skilful and creative the chefs are

13. Three things that are inspected during food hygiene checks in catering businesses when they are given a rating?

- How hygienically the food is handled during preparation, cooking, re-heating, cooling, storage, presentation
- Cleanliness and condition of kitchen and buildings
- Pest control
- Ventilation
- Hand-washing and toilet facilities for staff
- Training of staff in food safety
- How food safety is managed – HACCP

14. Two things that are inspected during environmental sustainability checks in catering businesses when they are given a rating?*Food:*

Is food sourced locally? / Less meat and dairy foods – more plant foods? / Sustainably caught fish? / Support for farmers and fair trade?

People:

Are employees treated equally and fairly? / Can employees develop their skills? / How involved is the business in the local community?

Care of environment:

Healthy balanced meals produced? / Energy efficient equipment used? / Water not wasted? / Food waste reduced? / Materials recycled where possible?

15. Why it is good for a hospitality and catering business to be given a high rating?

- A hospitality and catering business with a high rating will attract more customers
- Ratings give customers an assurance of a high standard of service

Practice exam questions – page 12**Short-answer questions**

1. Hospitality and catering businesses provide a range of services.
List four services provided by each of the following:

a) A large inner-city hotel [4 marks]

Any of the following:

- Accommodation
- Housekeeping (including laundering clothes)
- Turn down bed
- Room food and drink service
- Packed lunches / formal meals
- Tourist information
- Study and training facilities
- Conference rooms
- Internet access

b) A family holiday park [4 marks]

Any of the following:

- Accommodation
- Packed lunches / family meals
- Cycle hire
- Childcare facilities
- Organised activities for different age groups
- Tourist information
- Internet access

c) A cruise ship [4 marks]

Any of the following:

- Accommodation
- Housekeeping (including laundering clothes)
- Turn down bed
- Cabin food and drink service
- Formal meals
- Entertainment
- Tourist information
- Gym / swimming pool
- Organised activities

2. Food is served to customers in a variety of different food service systems. Describe how customers receive their food in the following systems:

a) Cafeteria [2 marks]

Any of the following:

- Customers choose food from a display
- Customers queue to pay before they eat the food
- Food can be eaten in the place or taken away

b) Buffet service [2 marks]

Any of the following:

- Food is displayed in containers at an open counter or a central serving station
- Customers pick up a plate or bowl and help themselves to food and drinks
- Some foods may be served to customers

c) Table service [2 marks]

Any of the following:

- Waiting staff take food orders and serve customers who are seated at a table
- Large restaurants divide tables into areas called stations
- At banquets, wedding receptions, etc., guests are served by teams of waiting staff

d) Seated counter service [2 marks]

Any of the following:

- Customers sit at the counter on stools
- Food is served from behind the counter by staff or on a conveyor belt (e.g. sushi bar)
- Used in places such as sushi bars, stations and airports

Stretch and challenge question – page 12

A restaurant has been taken over by a new management team. The restaurant is located in the centre of a small country town that attracts many tourists. It has previously received only average ratings for its food, customer service and food hygiene standards.

The new management want to improve these ratings.

Suggest a variety of ways in which the management could help the restaurant to score high ratings for:

a) The food they offer [4 marks]

- Check where food comes from and how it is produced – provenance
- Use locally grown/caught
- Use organically produced
- Use foods in season
- Source local specialities, e.g. cheeses, meats, pies, etc.
- Always offer a varied menu that includes a range of vegetarian/vegan choices
- Offer food that is home-made / freshly cooked on the premises
- Offer a range of portion sizes to suit smaller and larger appetites
- Produce popular menu dishes that have good flavour, appearance, quality and creativity

b) Food hygiene standards [4 marks]

- Thoroughly deep clean and re-decorate the kitchen and food storage areas
- Make sure food storage equipment (refrigerators and freezers) are working correctly
- Re-fit the kitchen where needed
- Make sure staff personal hygiene facilities are of a good standard
- Develop and provide evidence of a HACCP
- Ensure all staff are up to date with food hygiene training
- Make sure pest control measures are working

c) Customer service [4 marks]

- Set up good IT services that customers can use and business can use to attract customers
- Take note of customer feedback and act upon it
- Make sure front-of-house staff are smartly dressed, welcoming to customers and knowledgeable and efficient at their jobs
- Provide information to customers about the food, menus, possible allergens in foods, prices, etc.
- Set up a good workflow so that customers are not kept waiting for too long for their food and drinks

1.1.2 Working in the hospitality and catering industry**1.1.3 Working conditions in the hospitality and catering industry****Knowledge check questions – page 20****1. What a seasonal worker is?**

People who work in the hospitality and catering industry at busy times of year, e.g. summer holiday season, Christmas and New Year.

2. Five things (personal attributes) a person needs to be/have to work successfully in the hospitality and catering industry?

- Hard working
- Usually on time and reliable
- Willing to learn and develop skills
- Able to take the lead in a situation
- Helpful / friendly / easy to talk to
- Able to take criticism and respond positively to it
- A good team member
- Calm and unlikely to get angry
- Always keen to complete a task
- Good ability to talk and listen to people
- Interested and keen
- Flexible / adaptable to different situations

3. Three types of skill/knowledge a hotel receptionist needs?

- Good computer skills
- Good local knowledge to answer customer questions and provide advice and information
- Good knowledge of the business and how it is run
- Good organisational skills
- The ability to do more than one thing at a time (multi-task)
- An ability to deal with any problems that occur

4. Three types of skill/knowledge a chef needs?

- A wide range of good practical cookery skills
- Good knowledge of food
- Good knowledge of food safety and hygiene
- Good organisational skills
- An ability to present food creatively
- An ability to use a variety of tools and equipment
- An ability to multi-task

5. Three types of skill/knowledge a barista needs?

- A good knowledge of coffee and other drinks
- A good knowledge of food safety and hygiene
- Good organisational skills
- An ability to present drinks creatively
- An ability to use a variety of tools and equipment
- An ability to multi-task

6. Three types of skill/knowledge a kitchen stockroom manager needs?

- Good computer skills
- A good knowledge of food safety and hygiene
- Good organisational skills

7. The maximum numbers of hours a week a person can be expected to work?

48 hours

8. What the National Minimum Wage means?

The minimum amount of money a person is paid each hour, for most workers over school-leaving age.

9. What a tip is?

Money given to someone by a customer to say thank you for good service (may be shared out between staff).

10. What a service charge is?

An amount of money added to a customer's bill to reward the employees who have given the customer a good service.

Practice exam questions – page 20**Short-answer questions**

1. There are many different types of jobs in the hospitality and catering industry.

a) List four personal attributes that someone needs (what type of person they need to be) to be able to work successfully in the hospitality and catering industry. [4 marks]

Any of the following:

- Hard working
- Usually on time and reliable
- Willing to learn and develop skills
- Able to take the lead in a situation
- Helpful / friendly / easy to talk to
- Able to take criticism and respond positively to it
- A good team member
- Calm and unlikely to get angry
- Always keen to complete a task
- Good ability to talk and listen to people
- Interested and keen
- Flexible / adaptable to different situations

b) List three things a person needs to be able to do or know for each of the following jobs:

i) Head Chef [3 marks]

Any of the following:

- A wide range of good practical cookery skills
- Good knowledge of food
- Good knowledge of food safety and hygiene
- Good organisational skills
- The ability to present food creatively
- The ability to use a variety of tools and equipment
- The ability to do more than one thing at a time (multi-task)

ii) Front-of-house Manager in a hotel restaurant [3 marks]

Any of the following:

- Good knowledge of the business and how it is run
- Good customer service skills
- Good knowledge to answer customer questions and provide advice and information about the menus, food, drinks, etc.
- Good organisational skills
- Good staff management skills
- The ability to do more than one thing at a time (multi-task)
- The ability to deal with any problems that occur
- Good computer skills

iii) Night porter in an inner-city hotel [3 marks]

Any of the following:

- Good customer service skills
- The ability to deal with any problems that happen
- Knowledge and training on how to deal with security issues that may arise
- Knowledge and training on how to deal with difficult or aggressive customers / members of the public

1.1.4 Contributing factors to the success of hospitality and catering provision

Knowledge check questions – pages 27–28

1. Three things that affect the success of a hospitality and catering business?

- Money – how much it costs to run a business and how much money it makes (profit)
- Employees – do they work well together to help the business be successful? Are they well trained and happy?
- Customer service and satisfaction
- Trends
- Competition

2. Five things that a hospitality and catering business needs money for?

- Food/ingredients
- Equipment
- Health and safety (equipment, staff training, signage, insurance)
- Staff wages, pensions, National Insurance payments
- Cleaning materials and equipment
- Waste and waste disposal
- Pest control
- Administration (paperwork): insurance, licences, printing, advertising, phone bills, taxes, ICT support, etc.
- Heating, lighting, gas supply
- Maintenance work, gardening, decorating
- Breakages and repairs

3. What a gross profit is?

The difference between how much the ingredients in a menu item cost and how much the item is sold for

4. What a net profit is?

The profit made once all the costs of running a restaurant have been taken out

5. Five things that affect how much profit a hospitality and catering business makes?

- Efficient ordering of ingredients and materials to prevent wastage and loss of profit
- Wastage
- Trained and skilled workforce
- Popular menu choices
- Range of services provided
- Breakages and repairs
- Careful planning for events
- Feedback/reviews from customers
- The economy of the country

6. Four things that make customers in a hotel or restaurant happy?

- A business that provides a high-quality, quick and well-run service
- A business that provides what customers expect
- A business that takes action on customer feedback
- Staff who are well trained, helpful, cheerful, smiling and friendly
- Staff who listen to customers and answer their questions
- Staff who understand customers' needs and wants
- Staff who aim to solve customer complaints promptly and politely

7. Two trends in computer technology that will attract customers to a restaurant?

- Satellite technology and beacons – to show people their location or directions / help them choose what to eat or drink
- Customer Relationship Management systems (CRMs) for customers to make online bookings, order food and drink, etc.
- Social media – to receive feedback from customers
- Smart devices linked to smartphones to enable customers to place orders for food, unlock their hotel room, control their hotel room heating, etc.

8. Two ways in which hospitality and catering businesses can become more environmentally sustainable?

- Use renewable energy, e.g. electricity generated from solar panels
- Use automatic switches to control lighting and air conditioning
- Use water-saving washing machines and dishwashers
- Reduce, reuse and recycle any waste they create

9. Two ways in which hospitality and catering businesses can reduce their use of food packaging?

- Buy food with minimum amounts of packaging
- Buy food with biodegradable packaging that will naturally break down in the soil
- Not use individual sachets/packets of sauces, sugar, butter, etc. / use refillable dispensers for sauces, spreads, salad dressings, etc.

10. Two ways in which hospitality and catering businesses can reduce food waste?

- Reduce portion sizes served to customers to limit left-overs that cannot be reused
- Provide bags for customers to take left-over food home to eat later
- Pass on good quality left-over foods to food charities to make into meals
- Turn food waste into compost to grow vegetables and herbs
- Make stock from vegetable peelings, off-cuts and poultry and meat bones
- Store food correctly so that it doesn't get wasted

11. Two ways in which hospitality and catering businesses can reduce their use of plastics?

- Not use disposable plastic cutlery and drinking straws / use metal cutlery and paper drinking straws
- Not use disposable plastic plates, dishes, tablecloths, etc. / use reuseable plates, dishes, tablecloths, etc.

12. Two products made from recycled materials that a hospitality and catering business could use?

- Paper hand towels and toilet rolls made from recycled paper
- Plastic chairs and containers made from recycled plastics
- Bottles and glasses made from recycled glass

13. Four products/services that a hospitality and catering business could offer to help make it successful?

- Wedding ceremonies and receptions
- Birthday and celebration parties (e.g. Bar/Bat mitzvahs, wedding anniversaries, company dinner and dance)
- School and college proms
- University graduation ceremonies
- Conferences and training courses
- Quiz nights and other competitions
- Special food events, e.g. curry nights, Christmas meals, food, beer and wine festivals
- Craft fairs and other community events
- Special sports event viewings and celebrations, e.g. national and international rugby games, world athletic events, etc.
- Offer a range of catering services, menus and cultural food events

14. Three things a hospitality and catering business *should* do to help make it successful?

- Reply to customer enquiries and give them a price quote within 24 hours
- Make sure the business has a detailed, reliable, user-friendly and regularly updated website
- Carry out market research to find out the number and types of other businesses that it will compete with
- Find out about the local population, e.g. how many people there are, their age groups, their lifestyles, their needs and wants

15. Three things a hospitality and catering business *could* do to help make it successful?

- Advertise in different ways and places, using good-quality images and clear explanations of the services on offer and the prices
- Offer competitive prices, group discounts, customer loyalty schemes (e.g. collect tokens to earn a free meal)
- Offer meal deals, e.g. discounts for pensioners, free bottle of wine with a meal, buy two meals and get third one free
- Offer competitive/discounted accommodation for guests

16. Two ways in which social media can have a positive effect on hospitality and catering businesses?

- A very large number of customers (a customer base) can be contacted.
- Specific customer groups can be targeted with advertisements and special offers, e.g. young adults, families with young children, business customers.
- Customers feel they have a personal connection with a business, which many people like. They are more likely to trust the business.
- Customers can communicate directly with someone from a business if they have a problem – they feel they are being listened to.
- Businesses can regularly communicate with their customers, which increases customer loyalty and satisfaction.
- Paid advertising on social media is good value for money for businesses.
- Satisfied customers can provide free advertising if they mention the business on social media.
- Businesses can get reliable and fast feedback from their advertising and customers.

17. Two ways in which social media can have a negative effect on hospitality and catering businesses?

- hospitality and catering employees may say something negative about the business, which will rapidly reach many people through re-tweets, comments, likes and shares. This may damage its reputation and good name (and the employee may lose their job).
- Negative feedback and complaints from customers about the service they have received from a hospitality and catering business will reach a lot of people who may then decide not to use the business.
- If messages and statements (e.g. confidential information about the business) are sent by mistake on social media, they will spread very rapidly and are almost impossible to put right.
- Putting information onto social media and using it takes up a lot of time, which costs a business money.

Practice exam questions – page 28**Short-answer questions**

1. The amount of profit that a hospitality and catering business makes is affected by a variety of things.

State one reason why each of the following affects the amount of profit made:

- a) Wasted food [1 mark]

Wasted ingredients/food have had to be paid for, so the money they cost to buy is lost if they are thrown away.

- b) Feedback and reviews from customers [1 mark]

Good feedback and reviews will encourage new and returning customers to use the business (vice versa for poor feedback and reviews).

- c) The range of services provided [1 mark]

Any of the following:

- Some services cost more than others to provide so varying profit is made.
- The more services that are provided, the more it will cost the business.

2. There is a lot of competition between hospitality and catering businesses to attract and keep regular customers.

Suggest four ways in which a hospitality and catering business can attract people to become regular customers [4 marks]:

Any of the following:

- Offer a range of different products and services to attract different groups of customers
- Reply to customer enquiries and give them a price quote within 24 hours
- Make sure the business has a detailed, reliable, user-friendly and regularly updated website
- Carry out market research to find out the number and types of other businesses that it will compete with
- Find out about the local population
 - How many people are there?
 - What are their age groups?
 - What are their lifestyles?
 - What are their needs and wants?
- Advertise in different ways and places, using good-quality images and clear explanations of the services on offer and the prices

- Offer competitive prices, group discounts, customer loyalty schemes (e.g. collect tokens to earn a free meal)
- Offer meal deals, e.g. discounts for pensioners, free bottle of wine with a meal, buy two meals and get third one free
- Offer competitive/discounted accommodation for guests

3. There are different groups of people who use the services that hospitality and catering businesses provide.

For each of the following groups of people, identify two ways in which a hospitality and catering business can provide their needs and wants:

a) Families with young children [2 marks]

Any of the following:

- Inexpensive restaurant that has a children's menu
- Cots, small beds, highchairs, en suite bathrooms (with a bath)
- Outdoor/indoor play area, games, swimming pool
- Organised activities for children

b) Business customers [2 marks]

Any of the following:

- Meeting places / conference rooms
- Smart screens to show films and presentations
- Internet access throughout
- Video-conferencing facilities
- Smartphone charging points
- Business lunches
- Refreshments available throughout the day

c) Travellers and tourists [2 marks]

Any of the following:

- Single/double rooms / dormitories (large room containing beds for numerous people)
- En suite toilet, shower and bath facilities
- Space to store bicycles, walking boots, body boards, etc.
- Laundry services
- Arranged local tours, walks, theatre trips, etc.
- Swimming pool, gym, beauty therapy, spa
- Packed breakfasts and lunches
- Hot food and drinks available out of set meal times
- Vending machines selling snacks and drinks

Stretch and challenge question – page 28

A new bar and restaurant is opening in a city centre in which many people in the millennials age group live and work.

The management want to provide services that will appeal particularly to this group. Suggest three services they could provide, giving details and reasons for your answers. [4 marks for each suggestion = total 12 marks]

Any of the following:

- Research shows that this group like to eat 'on the go', so businesses could provide 'grab and go' packed breakfasts and lunches; hot food and drinks available out of set meal times; vending machines selling snacks and drinks to provide quick access to food on the way to or from work.
- This group also like to eat locally produced, healthy, fresh food, so businesses could buy their supplies for their healthy menu dishes from local growers and farms, and also sell their products for customers to buy and take home. They could also produce information sheets and webpages to tell customers about their suppliers.
- Millennials like to use all types of social media, digital and computer technologies, so the bar and restaurant should have Internet access throughout and smartphone charging points. They could also have Apps to enable takeaway food to be pre-ordered, tables to be booked, etc., which many people prefer for convenience. They could also provide exciting, well-designed, user-friendly social spaces in the bar/restaurant to meet with friends with computer technology available throughout.

- Research shows that millennials want to buy and use environmentally friendly and sustainable services and products, so businesses should show that they are producing food sustainably by:
 - Using a minimal amount of plastics
 - Providing and using recycling bins
 - Providing menus that include food that is mainly plant based and that has been produced sustainably
 - Using biodegradable products such as cleaning products and paper drinking straws

1.2 How hospitality and catering providers operate

1.2.1 The operation of the front and back of house

Knowledge check questions – page 35

1. Three main activities that happen in the front of house in a restaurant?

- Customers are welcomed and taken to a table
- Customers are served drinks at the bar before a meal
- Customer orders for food are taken and sent to the kitchen
- Customers are served meals at the table
- Tables are cleared and re-set for new customers

2. Three important points for the design and layout of a restaurant?

It should:

- Be easy for staff and customers to move around in – not too many tables and chairs
- Be easy, pleasant and comfortable to work and eat in
- Have clearly signposted emergency exits

3. How the dining area in a restaurant is divided up?

- The dining area is usually divided into sections called stations.
- Each station has one or more waiter(s) who serve customers at a set number of tables, so customers will be served as soon as possible, because the waiter(s) are concentrating only on them and not the whole restaurant.

4. Three things that make a dining area a pleasant place to be in?

It should:

- Be a comfortable place to sit – not too hot or cold, good chairs, etc.
- Be a pleasant place to be in, e.g. nice decorations, plant/flower displays, background music, pictures on the walls, not too noisy, etc.
- Be away from strong smells and fumes from the kitchen
- Have enough space for customers and for waiting staff to move around freely
- Have a menu that suits customers' different needs and wants
- Welcome disabled customers and their guide/assistance dogs

5. Why it is important that front-of-house staff smile and are polite and helpful to customers?

- To give a good impression of the business
- To make customers feel welcome and relaxed
- So customers feel comfortable in asking the staff questions

6. Five groups of equipment that are used in a restaurant, with three examples for each group?

1. Table top

- Table covers
- Menu holders
- Salt and pepper mills
- Table signs and numbers
- Knives, forks, spoons
- Place mats
- Glasses

2. Food service

- China plates, dishes, serving dishes
- Stainless steel bowls and plates
- Wooden platters
- Cups, saucers
- Individual oven-to-table dishes, e.g. pie dish

3. Waiting at table

- Trays, tray stands
- Serving spoons and tongs
- Bottle openers
- Customer order notepads and pens
- Computer-generated customer ordering equipment, e.g. smartpad or tablet
- Candle lighter

4. Customer seating

- Chairs, stools
- Benches
- Picnic tables and benches
- Highchairs for babies
- Booster seats for children
- Armchairs and sofas
- Sunshades and garden seats

5. Organisation

- Rope barriers for queueing
- Direction signs
- Menu posters and blackboards
- Cutlery storage trays
- Wine racks and glass holders
- Cupboards and drawers

6. First Aid and Safety

- First aid kit
- Safety and emergency exit signs
- Fire extinguishers
- Smoke and gas alarms
- Safety lighting

7. Bar area

- Drinks measures
- Refrigerators
- Ice bucket and tongs
- Bottle openers
- Food blender/juicer
- Coffee machine
- Panini maker
- Frappuccino ice maker (often used in coffee shops)
- Glasses
- Washing up equipment
- Till

7. Three types of materials that are used in a restaurant?

- Cleaning materials
- Materials for food service, e.g. serviettes, candles, table decorations, seasonings, sauces
- Waste disposal materials, e.g. bins, bags
- Employee welfare materials, e.g. first aid, hand wash liquid, paper towels, toilet paper, feminine hygiene disposal bags
- Maintenance materials, e.g. replacement light bulbs, till rolls, glasses, china plates

8. Three reasons why front-of-house staff wear a uniform?

- It gives customers an important first impression – smart-looking staff give a good impression of the business.
- A uniform sets a standard and avoids staff working in unsuitable clothes.
- It makes the employees feel part of a team.
- It makes staff take care and pride in their appearance and work.
- Customers will know who is a member of staff if they need to ask them something.

9. Four rules about wearing a front-of-house uniform?

- Staff should change into their uniform at their workplace and should not wear their uniform in public areas such as on buses and trains.
- The uniform should be changed every day and washed and ironed before wearing it again.
- False nails, nail polish and false eyelashes should not be worn.
- Strong scents and after shave lotions should not be worn.

10. Two possible security issues in a restaurant?

- Stealing personal items from staff area
- Stealing equipment from the business
- Stealing stored ingredients, alcohol and materials from the business
- Vandalism of buildings (deliberately damaging buildings)
- Arson (deliberately setting fire to a place)
- Problems with alcohol and drug misuse among the staff
- Possible drunk and/or aggressive customers, or customers who argue with the staff about a problem, e.g. with their bill or the quality of the food

Practice exam questions – page 35**Short-answer questions**

1. The front-of-house area in hotels and restaurants is divided up into areas where different activities take place. For each of the following areas, give one activity that takes place and one reason why the quality of the area is important for the success of a hospitality and catering business:

a) Entrance/reception area [2 marks]

1. An area to welcome customers before they are taken to a table.
2. A customer's first impression of a restaurant is really important to make sure that they enjoy their visit and return for another, so the entrance reception needs to be welcoming, clean and tidy and the staff who work there need to smile and be welcoming and polite. There should be a menu to look at before the customer goes into the restaurant. Disabled customers (and their assistance dogs) should have good access into the restaurant.

b) Bar area [2 marks]

1. The bar area is the place where customers have a drink and meet people before and after they have their meal.
2. It should be a relaxing, warm and comfortable place to keep customers happy.

c) Dining area [3 marks]

1. This is where customers are served their meal and drinks, either by waiting staff or from a buffet.
2. The dining area should be a place that customers recommend to other people and want to come back to another time. It should:
 - be a comfortable place to sit – not too hot or cold, good chairs, etc.
 - be a pleasant place to be in, e.g. nice decorations, plant/flower displays, background music, pictures on the walls, not too noisy, etc.
 - be away from strong smells and fumes from the kitchen
 - have enough space for customers and for waiting staff to move around freely
 - have a menu that suits peoples' different needs and wants
 - welcome disabled customers and their guide/assistance dogs.

2. The safety and security of the staff and customers are important in the front of house. For each of the following situations, suggest one way in which the management of a hospitality and catering business could help to prevent or manage the risks:

a) A customer in the bar area drinks too much alcohol and starts shouting and behaving in an aggressive manner. [1 mark]

The bar manager would need to talk to the customer to try to calm them down and call for assistance from the security staff (if they have any) and/or call the police.

b) A customer has their mobile phone stolen while they are eating their meal. [1 mark]

Closed circuit television (CCTV) cameras could help the police to identify the thief. The management would need to take all the customer's contact details and record the incident in a logbook, in case they are asked to give evidence to the police or a court.

- c) The fire alarms go off in a restaurant and the customers and staff all have to leave the building by the emergency exits. [1 mark]

The management need to assist customers towards the emergency exits and outside to the assembly points, then make sure that no-one is left in the building. They need to make sure that the customers are kept safe while the incident is investigated.

Knowledge check questions – page 46

1. Three main activities that happen in a catering kitchen?

- Storage of equipment, materials and food
- Preparation of food ready for cooking
- Cooking and presenting food
- Cleaning and maintaining the kitchen and equipment

2. What is the most important priority in a catering kitchen?

Food safety is the most important priority in the operation of a catering kitchen.

3. The names of three areas of a catering kitchen and what happens in them?

- **Storage area:** for ingredients; cool area for freezers and refrigerators; dry area for canned and packaged foods
- **Preparation and cooking areas:** wet area for preparing fish, meat, vegetables and cold dishes; hot dry area for grilling, roasting, frying, baking, microwaving; hot wet area for steaming, boiling, poaching
- **Serving area:** for plating up and presenting food
- **Dirty area:** for waste food, rubbish, washing up
- **Staff rest area:** to store personal belongings, toilet and hand-washing facilities

4. What 'workflow' means?

The way that food passes through the kitchen from delivery of ingredients to the customer

5. Three important points for the design of a catering kitchen?

It should:

- Be easy, pleasant and comfortable to work in
- Have a low risk of cross-contamination by bacteria
- Have plenty of storage space for food
- Have the dirty area well away from food preparation areas
- Have equipment, ingredients and water supply within easy reach for the chefs
- Be well lit, not too hot and always have plenty of fresh air
- Have steam, fumes and heat extracted from the kitchen
- Be easy to clean and maintain

6. Four groups of equipment that are used in a catering kitchen?

- Large equipment – ovens, freezers, steamers, grills, floor-standing processors and mixers, etc.
- Mechanical equipment – mincer, food processor, dishwasher, etc.
- Small handheld utensils and equipment – jugs, pans, knives, sieves, chopping boards, etc.
- First aid and safety equipment – first aid kit, signs, fire extinguishers, smoke alarms, emergency lighting, etc.

7. Five points to consider when choosing equipment for a catering kitchen?

- The size
- Where it will go in the kitchen
- How much noise it makes when being used
- How easy it is to clean and maintain
- How easy it is to use
- How safe it is to use
- How well it is made
- How many different jobs it can do
- How much energy/water it uses
- How long the manufacturer's warranty lasts

8. Three types of materials that are used in a catering kitchen?

- **Cleaning materials:** Detergents for washing dishes, cutlery, clothes, dishcloths, oven gloves, etc. Scourers, washing up cloths, floor cloths, mops, dustpans and brushes, brooms, buckets
- Chemicals to clean walls, equipment, toilets and floors
- **Food preparation materials:** Kitchen paper, foil, baking paper, food labels, food storage boxes and bags, cloths for dishwashing, oven gloves, disposable gloves
- **Waste disposal materials:** Waste bags and bins, recycling bags and bins
- **Employee welfare materials:** First aid kit, handwash liquid, paper towels / hand driers, toilet paper, feminine hygiene disposal bags, fire extinguishers and smoke/gas alarms
- **Maintenance materials:** Filters for extractors, oil for greasing machines, light bulbs and batteries

9. Three jobs that a stock controller has to do?

- Order ingredients, materials and equipment
- Keep a list of current prices for all stock
- Store stock (especially food) correctly
- Keep stock tidy, clean and well organised
- Prevent stock being damaged by pests (e.g. insects), water, heat, etc.
- Keep a detailed list of the stock in the business
- Know how much stock has been bought and how much has been used
- Check all stock orders and deliveries
- Keep all receipts, delivery notes, emails from supplier, etc. in order
- Make sure there is always enough stock available
- Prepare and send out orders for each department in the business

10. Four types of information that have to be completed, signed and dated, and kept in a catering kitchen?

- Staff employment and training information
- Staff health checks, sickness and accident records
- Health and safety documents and certificates
- Risk assessment documents
- Food safety documents and certificates
- Environmental Health and Trading Standards information
- Stock orders, supplier invoices and delivery notes
- Financial and budget documents
- Customer feedback and information
- Events, advertising and media information

11. Two reasons why a chef wears a uniform?

- To be professional
- To represent the business
- To form a hygienic barrier between the food and the chef
- To protect them from heat, burns, scalds and damage to the feet from falling objects
- To be comfortable in a hot, steamy kitchen

12. Two reasons why a chef should wear a hat?

- Protects hair from smoke and oil
- Allows air to cool the head
- Stops hair falling into food

13. Two reasons why a chef should wear a cotton jacket?

- Protects body from burns and heat from ovens and grills
- Makes a clean barrier between the chef and the food
- Absorbs sweat

14. One reason why a chef should wear an apron?

- Protects lower body from burns or hot liquids (scalds)

15. Two reasons why a chef should wear sturdy, well-fitting shoes?

- Protect feet from burns and falling objects
- Help prevent slips and falls

16. Five rules about wearing a chef's uniform?

- Change into the uniform at work
- Do not wear the uniform in public places to prevent contamination by microbes
- Change the uniform for a clean one every day
- Wash and iron the uniform regularly
- Do not wear jewellery (plain wedding rings are allowed)
- Do not wear heavy makeup, false nails, nail varnish or false eyelashes
- Do not wear strong scents (as can affect the taste and smell of food)
- Wear a hairnet if hair is longer than collar and/or a beard net if necessary

17. Three possible safety issues in a catering kitchen?

- Risk of fire or electrocution
- Risk of trips, slips and falls
- Risk of injury from machinery, e.g. electric food slicer, steamer
- Risk of cuts, burns and scalds
- Risk of heavy stored items falling from shelves or cupboards

18. Three possible security issues in a catering kitchen?

- Stealing personal items from staff area
- Stealing equipment, e.g. knives, small electrical items and utensils from the business
- Stealing stored ingredients, alcohol and materials from the business
- Vandalism of buildings (deliberately damaging buildings)
- Arson (deliberately setting fire to a place)
- Problems with alcohol and drug misuse (a big problem in the hospitality and catering industry)

Practice exam questions – page 46**Short-answer questions**

1. Catering kitchens are divided up into areas where different activities take place.

a) Give two reasons why good organisation in a catering kitchen is important. [2 marks]

Good organisation in a kitchen will ensure that:

(Any of the following)

- Good quality and safe food is made for customers
- Ingredients and equipment are used properly and economically
- Employees work effectively

b) List three things that a stock controller has to do in a catering kitchen. [3 marks]

A stock controller has a variety of jobs to do in a catering kitchen, including:

(Any of the following)

- Order ingredients, materials and equipment
- Keep a list of current prices for all stock
- Store stock (food and materials) correctly to make sure it is safe and not wasted
- Keep stock tidy, clean and well organised
- Prevent stock from being damaged by pests (e.g. insects), water, heat, etc.
- Keep a detailed list of the stock in the business
- Know how much stock has been bought and how much has been used
- Check all stock orders and deliveries to make sure they are correct and of good quality
- Keep all receipts, delivery notes, emails from supplier, etc. in order
- Make sure there is always enough stock available
- Prepare and send out orders for each section in the catering kitchen

Stretch and challenge question – page 46

An inspection of a hotel kitchen by Environmental Health Officers has revealed the following personal safety and food hygiene problems:

1. Several chefs not following the rules of food hygiene practice
2. Faulty refrigerators that are not keeping food cool enough
3. Evidence of insect and mouse infestation in the kitchen and store rooms
4. Detection of gas leaking from a pipe from one of the gas cookers
5. Not enough smoke alarms in the kitchen
6. Very few hygiene and safety warning signs displayed in the kitchen
7. Torn vinyl flooring in various places in the kitchen

For each of the problems above, list the documents and pieces of information (e.g. certificates) that hospitality and catering businesses are required to keep and which the Environmental Health Officers will demand to see, to check whether or not the hotel managers have been complying with health and safety and food safety law. [7 marks]

Problem number (see above) and documents required:

1. Staff employment and training information
Staff health checks and sickness records
2. HACCP
3. Records of pest control checks and prevention
4. Gas safety certificate and record of appliance servicing
5. Fire safety certificate
6. Health and safety documents and certificates
Environmental Health and Trading Standards information
7. Risk assessment documents
Premises maintenance record
Staff accident log/reports

1.2.2 Customer requirements in hospitality and catering

1.2.3 Hospitality and catering provision to meet specific requirements

Knowledge check questions – page 53

1. The three levels for what customers need, want and expect, with an example for each in a restaurant or hotel?

i) Essential (expected by customers):

Restaurant:

- A variety of menu choices
- Information about the ingredients used (e.g. for people with food allergies)
- Toilets and hand washing facilities
- Access and facilities for disabled people
- Internet availability

Hotel:

- A bar or vending machine serving hot and cold drinks
- Food available at different times of day
- Help with carrying luggage to room
- Lifts to upper floors
- Access and facilities for disabled people
- Internet availability

ii) Desirable (nice to have):

Restaurant:

- Some foods (appetisers) to eat before the meal, e.g. olives, nuts, flat bread, etc.
- A mint chocolate or biscuit to go with a cup of coffee
- A choice of cream, ice cream, yogurt or custard to go with the chosen dessert
- A children's play area or table activities to occupy young children, e.g. colouring book and crayons

Hotel:

- Toiletries (e.g. shampoo, shower gel, soap) in the bathroom of the hotel room
- A refrigerator to keep drinks, etc., cold
- Air conditioning
- Facilities to make hot drinks in the room
- A hairdryer
- A television/radio

iii) Extras (not expected, but happy to be given):

Restaurant:

- Vouchers for a free meal next time
- A free bottle of wine with their meal
- Free coffee refills at the end of the meal

Hotel:

- Free transport to and from an airport or train station
- Money-off vouchers for a future stay at the hotel
- Free bottle of water, packet of sweets, nuts or biscuits

2. Two good quality points for the environment of a hospitality and catering business?

- Comfortable
- Warm
- Friendly
- Accessible to people with disabilities

3. Two good quality points for the ingredients and materials used in a hospitality and catering business?

- Good-quality food
- Good-quality toilet and bathroom facilities
- Comfortable furniture and beds

4. Four benefits of good customer service?

- Customer satisfaction and loyalty
- More customers
- Staff feel more confident and happy
- Staff enjoy their job
- Fewer staff leave the job
- Fewer complaints from customers

5. Two trends in the ways in which customers choose and use products and services?

- Self-service: for food and drinks from vending machines
- Online services: for booking a restaurant table or accommodation, ordering food to be delivered
- Social media / Messaging: to find out and share information/reviews about a hospitality and catering business, and attract customers

6. Three things that customers expect hospitality and catering businesses to provide with their products and services?

- Businesses to be available all the time, e.g. to order takeaway food online for delivery at any time of day or night
- A personalised service, e.g. to be able to find the type of restaurant they like, close to where they are, on their mobile phone
- Dietary information, e.g.:
 - Nutritional information about meals – available on menus and/or online
 - Food allergy and intolerance information to be shown clearly on the menu
 - How suitable menu choices are for particular dietary needs, e.g. vegetarian, vegan, dairy free, low salt, etc.

7. Two laws that protect customers when they buy products and services?

- Trade Descriptions Act 1968
- The Consumer Protection Act 1987
- Consumer Rights Act 2015

8. Three types of events that businesses and corporates run?

- Conferences
- Meetings
- Exhibitions
- Team-building events
- Trade shows
- Award ceremonies

9. Three products and services that the Hospitality and Catering industry can provide for business events?

- Meeting and conference rooms
- IT and other equipment
- Temporary restaurants and cafes for trade shows and exhibitions
- Food and drinks for gatherings after a meeting or conference
- Special events, e.g. wine tasting, cooking demonstrations, etc.

10. Two ways in which an hospitality and catering business can meet the needs and expectations of local residents?

- Employ local people
- Keep noise from customers, music and cars to a low level, especially late in the evening
- Provide parking for customers to prevent traffic problems in local streets
- Employ security officers to maintain order and use CCTV cameras to monitor the local area
- Offer reasonable prices for hosting local events such as fetes, school proms and festivals

11. Two needs and wants for each of the following groups of people who are customers of a hospitality and catering business?**a) Families with young children**

- Value for money
- Suitable accommodation and facilities for families
- Activities suitable for young children
- Creche

b) Business customers

- Meeting places / conference rooms
- Smart screens to show films and presentations, internet access throughout, video conferencing facilities, smartphone charging points
- Business lunches, refreshments available throughout the day

c) Travellers and tourists

- Suitable, reasonably priced accommodation
- Activities
- Flexible availability of food

d) Couples/small groups of people

- Short leisure breaks
- Reasonably priced or luxury accommodation
- Leisure facilities suitable for different age groups
- Spa

Practice exam questions – page 53**Short-answer questions**

1. Customers have different needs, wants and expectations when they use a hospitality and catering business.

List three essential needs that customers using a sports and leisure centre café would have.

[3 marks]

Any of the following:

- A counter or vending machine serving hot and cold drinks to eat in or takeaway
- A variety of food and drink choices
- Information about the ingredients used, e.g. for people with food allergies
- Food available at different times of the day
- Toilets and hand washing facilities
- Parent's room and baby-changing facilities

- Access and facilities for disabled people
- Internet availability

2. List three essential needs for restaurant customers who have a physical disability. [3 marks]

Any of the following:

- Appropriate access into the restaurant
- Suitable seating arrangements for a range of disabilities
- Appropriate toilet and hand-washing facilities
- Information about the ingredients used, e.g. for people with food allergies or certain medical conditions
- Access for assistance dogs
- Internet availability

Graduated lead-in questions

3. A new bar and restaurant has opened in a small town, and is situated in a residential area where there are lots of homes occupied by families with young children. The bar/restaurant will open seven days a week, from 2 p.m. until 11 p.m., except on Sundays when it will open from 4 p.m. until 10 p.m.

a) Suggest two ways in which the managers of the bar/restaurant can prevent local residents from being disturbed at night and when customers leave. [2 marks]

- Make sure the windows and doors have double glazing to prevent noise from being heard outside the bar/restaurant
- Make sure that background music level is low enough so that it cannot be heard outside the bar/restaurant
- Put up signs near the bar exit to politely remind customers that it is a residential area and to keep quiet as they leave.

b) Describe two ways in which the managers of the bar/restaurant could encourage local residents to become customers. [2 marks]

- Offer local residents reasonable prices for hosting events such as birthday parties and other celebrations
- Offer local residents an incentive scheme to use the bar/restaurant, where they can have a free meal after collecting a certain number of tokens

4. The local town council in the town of Ashburness is going to host a ceremony at the Town Hall for local people who have each received an award for their work with local charities. The event will be sponsored by several large businesses, and there will be guests invited to attend the ceremony from a range of organisations.

Suggest two products/services that a hospitality and catering business could provide at the event. [2 marks]

Any of the following:

- Canapés and welcoming drinks for guests
- IT and other equipment to showcase the work of the charities and businesses
- Buffet and drinks halfway through the ceremony to be eaten at tables
- Cloakroom facilities for guests to store their coats, etc.

Stretch and challenge question – page 54

An organisation based in a large inner city is opening an after school and school holiday club for children aged 4 to 14 years old.

The club will provide activities for children to do and will employ a catering manager to run the catering kitchen and provide meals for the children and staff throughout the day.

1. Write about three things the catering manager will have to consider and do to make sure that the dietary and food safety needs and requirements of all the children and staff are met. Give reasons for your answers.

They will have to consider:

- Whether any children have food allergies. Reason: to ensure that they are not exposed to foods/ingredients that may put them at risk of an allergic reaction
- Whether any children have food intolerances. Reason: to ensure that they do not eat any foods/ingredients that may make their health problems worsen
- Providing parents/carers with information about the menu. Reason: so they can inform the catering manager of any problems their children may have

- The nutritional balance of the menu. Reason: to make sure it is suitable for the growth and development of young children
- Providing suitable equipment and seating for children. Reason: so that they are able to eat their food safely and without difficulty
- Providing suitable foods to meet the dietary rules for different religions. Reason: to respect the religious diversity of the children and ensure that the parents' wishes are met
- Make sure all staff are trained in food safety. Reason: so that they all follow the rules about preventing cross contamination, personal and food hygiene, correct storage of food, correct storage and cooking/chilling temperatures, cleaning and sanitation of equipment and facilities, etc. in order to prevent an outbreak of food poisoning Provide hand washing facilities for staff and children. Reason: so that they prevent cross contamination of bacteria from the hands to the food they will eat

[6 marks]

2. Suggest and describe two activities that the catering manager and club leaders could organise and run for children in the catering kitchen to help them learn about food.

- Identify different foods, e.g. from pictures or actual foods with word cards
- Food tasting sessions to encourage children to try new foods (being careful to check food allergies and intolerances)
- Teaching children about where different foods come from both locally and from further away
- Cooking sessions for different age groups to learn about how to prepare, cook and serve different foods
- Poster making, e.g. to encourage children to learn about healthy food options
- Food from different cultures, e.g. have an event that showcases food that is prepared and eaten on a special day in the calendar, a festival, a religion, a cultural event, etc.
- Games/puzzles/quizzes with a food theme, e.g. 'bingo', card games, word searches

[4 marks]

1.3.1 Health and safety in hospitality and catering provision

Knowledge check questions – page 57

1. Three main causes of accidents/injuries in the workplace?

- Slips, trips and falls
- Lifting/handling a heavy or awkward object
- Being hit by an object
- Being injured by a machine

2. Two things an employer must do under the Health and Safety at Work Act?

- Protect the health, safety and welfare of their employees and other people (e.g. customers, people making deliveries)
- Minimise the risks that could cause injury or health problems in the workplace
- Give information to employees about risks in the workplace and how they are protected
- Give health and safety training to all employees

3. Two things an employee must do under the Health and Safety at Work Act?

- Take care of other people they work with who might be affected by what an employee does or does not do
- Always follow the health and safety instructions they are given by their employer
- Go to health and safety training sessions
- Use safety equipment properly
- Report any safety or health hazards and problems with equipment, etc., to their employer

4. Two things an employer must do under the Control of Substances Hazardous to Health Regulations?

- Make sure that employees are not exposed to things and substances that are unsafe and/or harmful (hazardous) to their health, including cleaning chemicals, fumes, dust, etc.
- Train their staff
- Provide safety equipment for their employees to wear
- Put up warning signs so employees are aware of possible safety hazards.

5. Two things an *employee* must do under the Control of Substances Hazardous to Health Regulations?

- Go to training sessions
- Carefully follow the instructions for using hazardous substances
- Always wear safety equipment, e.g. gloves, masks, goggles, etc. that their employer gives them to use
- Make sure they learn the international symbols for different types of substances and how they can harm people

6. Two things an *employer* must do under the Manual Handling Operations Regulations?

- Avoid risky manual handling operations if at all possible
- Assess any manual handling operations that cannot be avoided
- Reduce the risk of injury as far as possible, e.g. by using equipment such as fork-lift trucks
- Store heavy equipment, e.g. a food mixer, so that it is easy to take out and use, e.g. on a worktop or on a low shelf in a cupboard or storeroom

7. Two things an *employee* must do under the Manual Handling Operations Regulations?

- Go to training sessions on how to lift and handle loads
- Be aware of their own strengths and weaknesses
- 'Think before they lift'
- Do not take unnecessary risks
- Ask for help if needed
- Check the load before attempting to lift or move it – is it hot, cold, sharp, hard to grip, heavy, likely to become unbalanced if it is moved?
- Check the work area – is there enough room to lift something properly? / Is the flooring uneven, slippery or unstable? / Are there steps or obstructions?
- Follow the advice on lifting heavy and large objects to avoid injury

8. Three types of Personal Protective Equipment (PPE) used in the Hospitality and Catering industry?

- Face masks
- Hard hats and reinforced shoes
- Goggles / eye shields
- Thick/protective clothing

9. Two things an *employer* must do under the Personal Protective Equipment at Work Regulations?

- Give employees PPE where it is needed
- Train employees so they understand the importance of PPE
- Put up signs to remind employees to wear PPE
- Make sure 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

10. Two things an *employee* must do under the Personal Protective Equipment at Work Regulations?

- Go to 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, e.g. flour, icing sugar, powdered nuts
 - Protective gloves when using cleaning chemicals
 - Chain mail (metal) hand and arm protection gloves when using large sharp knives in butchery, e.g. boning and jointing a meat carcass
 - Reinforced and closed kitchen clogs or shoes to protect the feet from being injured by falling heavy objects or hot liquid spills

Practice exam questions – page 59

Short-answer questions

1. In the UK every year many employees have accidents or injuries while at work.

a) State two main causes of accidents and injuries in the workplace. [2 marks]

Any of the following:

- Slips, trips and falls
- Lifting/handling a heavy or awkward object
- Being hit by an object
- Being injured by a machine

b) Identify the government department that enforces health and safety rules in the workplace. [1 mark]

The Health and Safety Executive

c) List two additional types of accident/injury that could happen to a food handler working in a kitchen. [2 marks]

Any of the following:

- Knife cut
- Scalding from hot water or steam
- Burns from a cooker or grill
- Burns from hot oil
- Damaging skin when using a grater or zester

Knowledge check questions – page 68

1. What a hazard is?

A hazard is something something that could damage a person's health or cause an accident that would physically hurt them.

2. What a personal safety risk is?

A personal safety risk is how likely it is that someone's health will be damaged, or they will be hurt by a hazard.

3. What a risk assessment is?

A risk assessment is a way of showing how much risk is involved in an activity, a situation or when using an object.

4. What a control measure is?

A control measure is an action or object that is used to reduce the risk of a hazard damaging a person's health or physically hurting them.

5. Two things an employer should do to prevent health hazards and risks in the front of house?

To prevent muscle strain and injury:

- Give employees training on how to lift and carry heavy objects properly
- Provide equipment, e.g. trolleys, to assist with moving equipment and materials
- Design customer service areas to limit the amount of twisting, reaching up, bending down and carrying that employees have to do.

To prevent over-tiredness:

- Limit the amount of repetitive work and standing for long periods of time that employees have to do
- Provide employees with sit-stand stools and anti-fatigue mats to stand on.

To prevent stress:

- Encourage good relationships between people in the workplace
- Encourage employees to report work problems, and make changes where needed
- Deal with workplace bullying and harassment when it is reported
- Use counselling and support services for employees who are stressed.

6. Two things an *employee* should do to prevent safety risks in the front of house?

- Wear non-slip shoes
- Wipe up any spills when they happen
- Make sure items are put away and drawers and doors are closed
- Avoid blocking passageways with boxes, equipment, etc.

7. Two things an *employer* should do to prevent security risks in the front of house?

- Employ security staff and enable other staff to contact them quickly from any part of the building
- Install closed circuit television cameras (CCTV)
- Install security lighting outside the building, e.g. where bins are located near the back entrance to the kitchen
- Give staff security passes to go into the building and secure places to store their personal belongings when they are working

8. Four things an *employer* should do to prevent health hazards and risks in the back of house?

- Give employees personal protective equipment to wear, e.g. rubber gloves, eye protection and masks, insulated gloves and clothing to work in cold areas
- Train employees to store and use chemicals safely and follow COSHH guidelines
- Make sure the kitchen is well ventilated and has air conditioning
- Make sure employees always have water to drink when they are working
- Make sure that the kitchen layout is designed so work stations are away from sources of heat
- Make sure employees take plenty of rest breaks in a cool place
- Make sure employees are trained how to lift and carry heavy objects correctly
- Provide equipment, e.g. trolleys, plate dispensers, conveyors, etc. to help move heavy items and materials
- Provide machines for, e.g. mixing, kneading, cutting, slicing and peeling, to reduce strains to employees' hands and wrists
- Make sure there are foot rails so employees can move their body weight and reduce the stress to their back and legs
- If possible, workbenches of different heights should be provided for food preparation, to avoid back strain when bending or reaching
- Make sure that the kitchen and storerooms are regularly inspected and pests are controlled

9. Three things an *employer* should do to prevent safety risks in the back of house?

Make sure that:

- All work areas are well lit, free from obstructions and floors are in good condition
- Equipment, e.g. a ladder, is provided, so employees can get equipment safely from high shelves, cupboards, etc.
- All machinery has safety guards fitted
- Splatter guards are fitted around deep fat fryers to stop hot oil burns
- Guards are fitted around hot surfaces
- Hot liquids can be drained from large pans rather than being tipped out by hand
- Gas ovens, grills and hobs are regularly tested, e.g. for gas leaks and correct burning of the gas
- Electrical wiring and equipment are safe to use and regularly tested
- There are enough electrical safety switches and sockets so the wiring is not overloaded
- Electrical equipment is kept away from water and wet areas
- There are plenty of warning and safety signs to remind employees about safety
- Employees are trained to use all equipment correctly
- Employees are trained to do first aid in case of an injury
- All emergency exits are working properly and do not have any obstructions that would stop people being able to get out in an emergency.

10. Four things an *employee* should do to prevent safety risks in the back of house?

- Wear non-slip shoes
- Wear personal protective equipment and clothing
- Wipe up any spills when they happen
- Pick up any food that has fallen on the floor
- Make sure equipment is put away properly and drawers and doors are kept closed
- Avoid blocking passageways with boxes, equipment, etc.
- Carry and use knives safely

11. Two things the *managers* of a business should do to prevent security risks for customers?

- Employ security staff and enable other staff to contact them quickly from any part of the building
- Install closed circuit television cameras (CCTV)
- Install security lighting outside the building, e.g. in the car park
- Make sure that all customer payments are processed in front of the customer
- Make sure customers are provided with secure places to leave their belongings, e.g. a secure cloakroom, a digital safe in hotel bedrooms

12. Two things *employees* should do to prevent security risks when suppliers deliver goods to the back of house?

- Check the identity of all callers to the kitchen
- Lock away their personal belongings, out of sight in a secure place

Practice exam questions – page 68**Short-answer questions**

1. There are numerous personal safety risks that employees, employers, customers and suppliers may face in the hospitality and catering industry. List three personal safety risks. *[3 marks]*

Any of the following:

- Being trapped under or inside something
- Slipping or tripping and falling over
- Falling off something
- Being hit by something
- Being cut by something
- Being burned by something
- Being electrocuted
- Damaging their hearing by loud noise
- Damaging their lungs by breathing in something
- Becoming unwell because of too much heat
- Getting frostbite by working in a very cold place
- Injuring themselves by picking up or moving something heavy

2. A hazard is something that could damage a person's health or cause an accident that would physically hurt them. List three hazards that might be found in a catering kitchen. *[3 marks]*

Any of the following:

- Fine particles of flour, nuts, icing sugar, etc.
- Oil, water or food dropped on the floor
- Items left on the floor that could be tripped over, e.g. electrical leads, boxes, equipment
- Bare or loose electrical wires on a piece of equipment
- Slicing and chopping equipment
- Sharp knives, skewers, etc.
- Heated elements or flames in an oven or grill
- Heavy items of equipment
- Hot liquids, steam
- Cleaning chemicals

Graduated lead-in question

3. In recent weeks, several front of house bar staff in a busy city bar and restaurant have been unable to work due to a number of health problems, including muscle strain and back problems, excessive tiredness and stress. The management of the business are concerned and decide to investigate what control measures they can take to protect the health of their staff and enable all the staff to work without these health risks.

- a) Identify one reason for each of the following problems that have been reported by bar staff: *[3 marks]*

Muscle strain and back problems

- Lifting and/or carrying heavy items
- Moving furniture and equipment

Excessive tiredness

- Long working hours (shifts), leading to increased risk of injury
- Standing for long periods of time

Stress

- Excessive workload
- Problems between employees who work together
- Bullying from another member of staff

b) Suggest two control measures that the management could introduce to prevent each of these problems from happening in future: *[6 marks]*

Muscle strain and back problems

- Give training on how to lift and carry heavy objects properly
- Provide equipment, e.g. trolleys, to assist moving equipment and materials
- Design customer service areas to limit the amount of twisting, reaching up, bending down and carrying that employees have to do

Excessive tiredness

- Limit the amount of repetitive work and standing for long periods of time that employees have to do
- Provide bar staff with sit-stand stools and anti-fatigue mats to stand on

Stress

- Encourage good relationships between people in the workplace
- Encourage employees to report work problems and make changes where needed
- Deal with workplace bullying and harassment when it is reported
- Use counselling and support services for employees who are stressed

c) Explain why it is important for the success of a hospitality and catering business to carry out risk assessments and put control measures in place for the personal safety and security of their front-of-house employees. *[3 marks]*

- Employees will appreciate that their problems are being taken seriously by the management and are likely to work more efficiently.
- Employees will feel more confident about their personal safety and security.
- The business is less likely to lose money from having to employ temporary staff because fewer staff will be absent from work due to health problems.
- The business will earn a reputation as a good employer, so employees are more likely to be loyal and want to contribute to its success.

1.3.2 Food safety

Knowledge check questions – page 72

1. What HACCP is?

- Hazard Analysis of Critical Control Points (HACCP) – a food safety management system that is used to identify possible hazards to food safety.

2. Three examples of critical control points in a food business?

- – Buying food
- – Storing food
- – Preparing food
- – Cooking food
- – Cooling cooked food for storage
- – Reheating cooked and chilled foods
- – Keeping food hot or cold before serving to customers
- – Washing up and cleaning
- – Getting rid of rubbish and food waste
- – Cleaning the kitchen

Practice exam questions – page 72

1. Food Hygiene Regulations require food businesses to use a food safety management system called HACCP.
 - a) What does HACCP stand for? [1 mark]
 - Hazard Analysis of Critical Control Points
 - b) Explain what is meant by critical control points. [1 mark]
 - Critical control points are stages in a food production operation where food safety could go wrong.
 - c) Who will check that a food business is obeying food safety laws? [1 mark]
 - An Environmental Health Officer.

1.4.1 Food-related causes of ill health

1.4.2 Symptoms and signs of food-induced ill health

Knowledge check questions – page 79

1. What a microbe is?

Microbes are tiny plants and animals that you can only see under a microscope

2. Two types of microbe?

- Bacteria
- Yeasts
- Moulds

3. Four places where microbes are found?

- Air
- Water
- Soil, dust, dirt
- Sewage
- Food, food packaging
- Clothes
- Rubbish
- Surfaces
- Equipment
- People
- Insects, animals, birds

4. Three things that microbes need to grow and multiply?

- The right temperature
- Water (moisture)
- Food to eat
- Time to grow
- The correct amount of acid or alkali (pH)

5. Why microbes make food unsafe and unfit to eat?

- Harmful (pathogenic) microbes put waste products and poisons into the food.
- If people eat these, they become ill with food poisoning.
- Large numbers of microbes in a food can make people ill because they irritate the digestive system.

6. Two ways that food handlers can prevent the cross-contamination of microbes into food?

- Washing their hands before handling food; after handling raw meat, poultry, fish; after visiting the toilet; after putting food waste in the bin; after sneezing into a tissue.
- Keeping raw and cooked foods separate during storage and using separate equipment to prepare them.
- Using colour-coded boards and knives to prepare different types of food.

7. What happens to microbes when food is frozen?

Microbes will become inactive (dormant) but will still be alive.

8. What happens to microbes when food is stored in a refrigerator?

Microbes will still grow and multiply, but only very slowly.

9. Three signs (symptoms) of food poisoning that cannot be seen?

- Headache
- Feeling cold and shivery
- Bad stomach ache
- Feeling sick (nausea)
- Do not want to eat food
- Aching muscles

10. Two signs (symptoms) of food poisoning that can be seen?

- Diarrhoea
- High body temperature
- Being sick (vomiting)
- Dizziness

11. Two groups of people for whom food poisoning is very dangerous?

- Young children
- Pregnant women
- Elderly people
- People who have been ill
- People who have a weak immune system

12. The names of two bacteria that cause food poisoning?

- Bacillus cereus
- Campylobacter
- Escherichia coli (E. coli)
- Salmonella
- Listeria
- Staphylococcus aureus (S. aureus)
- Clostridium perfringens

13. Two foods where salmonella is often found?

- Raw poultry
- Raw meat
- Untreated (not heat treated) milk
- Raw eggs

14. How moulds start to grow on foods?

- Moulds send out tiny spores ('seeds') which land on the surface of food
- The spores germinate (start to grow) and send down roots into the food if the conditions are correct

15. What bacteria do in the temperature danger zone?

Bacteria multiply quickly

16. Why stainless steel pans are used in food preparation?

Pans made from stainless steel do not react with acids in foods.

17. Why food should be cooked to at least 70 °C?

To make sure harmful bacteria in foods are killed

18. Why cleaning chemicals must not be stored near foods in unlabelled containers?

Cleaning chemicals, e.g. bleach, which are stored near food in an unlabelled container may be added by mistake to a food and cause poisoning.

Practice exam questions – page 79

Short-answer questions

1. List two main causes of food-related illness. [2 marks]

Any of the following:

- Microbes
- Chemicals
- Metals
- Poisonous plants
- Food allergies
- Food intolerance

2. State two reasons why microbes make food unfit to eat. [2 marks]

Any of the following:

- Microbes multiply in food in the correct conditions and put waste products and poisons into it
- The waste products and poisons cause food poisoning.
- Large numbers of microbes in a food can make people ill because they irritate the digestive system.
- Microbes can make the food look, smell and taste bad.

3. Suggest three ways in which food handlers can stop microbes making food unsafe. [3 marks]

Any of the following:

- Prevent cross-contamination of microbes by:
 - washing their hands before handling food; after handling raw meat, poultry, fish and eggs; after visiting the toilet; after putting food waste in the bin; after sneezing into a tissue
 - keeping raw and cooked foods separate during storage and using separate equipment to prepare them
 - using colour coded boards and knives to prepare different types of food.
- Cook food to a high temperature (at least 70°C) which will kill many microbes.
- Cool food to a low temperature (0–5°C in a refrigerator). Microbes will still grow and multiply, but only very slowly.
- Freeze food (minus 18°C to minus 24°C in a freezer). Microbes will become inactive (dormant) but will still be alive.
- Dry food by taking out moisture, which will kill many microbes.
- Cover food and store it correctly to stop microbes getting into it.
- Preserve food by killing microbes:
 - in acid (e.g. vinegar in pickles)
 - in salt (e.g. dried salted fish)
 - in sugar (e.g. jam).

4. Explain why the following practices are important:

a) Keeping hot chicken curry above 63°C in serving dishes at a buffet.

- Chicken curry is a high risk food.
- Below 63°C, any harmful bacteria in the curry will start to grow and multiply, which could lead to food poisoning.

b) Keeping fresh cream cakes at 0°C to 5°C in a bakery shop.

- Fresh cream is a high risk food.
- Above 5°C, any harmful bacteria in the cream will start to grow and multiply, which could lead to food poisoning.

Knowledge check questions – page 84

1. What a food allergy is?

A food allergy is a condition where the body's immune system reacts to certain foods, which causes a range of symptoms.

2. What food intolerance is?

Food intolerance is a long term health condition where certain foods make a person unwell.

3. Two things that a food handler should do to help people who have food allergies or intolerances?

- Avoid contaminating foods with food allergens (ingredients that people are allergic to) when preparing food.
- Tell customers about the ingredients in the food they are selling or serving them.
- Make sure that menus show all the ingredients they contain, so that customers avoid buying foods they know they cannot eat.
- Recognise and know what to do if a customer becomes ill with a food allergy.

4. Three visible signs (symptoms) that someone is having an allergic reaction to food?

- Skin becomes red
- A raised, red/pink itchy rash (called hives) shows on the skin
- The skin swells – often on the face
- The nose and eyes itch
- The lips and eyelids swell
- The person cannot breathe, speak or swallow properly

5. Five of the most common foods that cause allergies?

- Celery
- Celery
- Citrus fruits
- Eggs
- Fish, shellfish and crustaceans
- Kiwi fruit
- Milk and dairy foods
- Mustard
- Nuts, e.g. almonds, cashews, macadamias, walnuts, brazil nuts, hazel nuts, pistachios and pecans
- Peanuts (also called groundnuts)
- Seeds, e.g. linseeds, poppy seeds, sesame seeds
- Some food preservatives
- Soya
- Strawberries
- Lupin beans/flour

6. Three visible or non-visible signs (symptoms) that someone has a food intolerance?

- Muscle and joint aches and pain
- Pain and bloating (swelling due to fluid or gas) in the abdomen
- Nausea (feeling sick)
- Constant tiredness and weakness
- Diarrhoea
- Eczema and dry skin conditions

7. Two signs (symptoms) that someone has lactose intolerance?

- Bloating (swelling) of the abdomen (belly/tummy)
- Flatulence (wind/gas), abdominal (belly/tummy) pain
- Diarrhoea
- Nausea (feeling sick)

8. Two foods someone with lactose intolerance should not eat?

- All dairy foods: milk, cheese, yogurt, cream, butter, crème fraîche, sour cream, cream cheese, whey and milk powder

- Any foods that contain dairy foods, e.g. cakes, biscuits, desserts, some snack foods and sweets, some ready meals, sauces, custard, chocolate, some vegetable fat spreads, ice cream, etc.

9. Two foods that someone with coeliac disease should not eat?

- Cereals, e.g. wheat, barley, oats, rye
- Food products that contain these cereals, e.g. pasta, bread, pizza, cakes, pies, pastries, buns, croissants, biscuits, snack bars, crackers, seasonings and spice mixes, breakfast cereals, sausages, burgers and other processed meats, couscous, semolina, soy sauce, noodles, malt vinegar, some beers and ales

10. Two visible or non-visible signs (symptoms) that someone has coeliac disease?

- Anaemia
- Children will not grow properly
- Lack of energy
- Tiredness
- Weight loss

Practice exam questions – page 84

Short-answer questions

1. Suggest one way in which a waiter in a restaurant can help a customer who has food allergies to choose food from a menu? [1 mark]

Make sure that they know all about the dishes on a menu so that they can advise customers which foods are safe for them to eat and which foods to avoid.

2. How are food allergens shown on a food label? [1 mark]

Foods/ingredients that are known to cause food allergies are shown in bold lettering on a food label in the ingredients list.

3. List three foods that someone who has lactose intolerance cannot eat. [3 marks]

Any of the following:

- All dairy foods: milk, cheese, yogurt, cream, butter, crème fraîche, sour cream, cream cheese, whey and milk powder
- Any foods that contain dairy foods, e.g. cakes, biscuits, desserts, some snack foods and sweets, some ready meals, sauces, custard, chocolate, some vegetable fat spreads, ice cream, etc.

4. List three foods that a person with coeliac disease cannot eat. [3 marks]

Any of the following:

- Grains containing gluten: wheat, barley, oats and rye
- Any food products that contain wheat, barley, oats and rye, e.g. pasta, bread, pizza, cakes, pies, pastries, buns, croissants, biscuits, snack bars, crackers, seasonings and spice mixes, breakfast cereals, sausages, burgers and other processed meats, couscous, semolina, soy sauce, noodles, malt vinegar, some beers and ales

Stretch and challenge question – page 84

A catering company has been asked to prepare a cold buffet lunch for a group of twenty people on a training course. Four of the people have coeliac disease.

Plan a menu for:

- Four savoury main course dishes, plus three side dishes / accompaniments
- Two desserts, plus two accompaniments.

The menu must include some dishes that people with coeliac disease will be able to eat.

Explain which dishes are suitable for people with coeliac disease and why.

Explain how the catering company will enable people with coeliac disease to identify and choose the dishes that are suitable for them to eat.

Answer should include:

- Details of which ingredients that are suitable for people with coeliac disease will be used in which dishes
- Details of how these dishes and ingredients will be identified by the catering company.

1.4.3 Preventative control measures of food-induced ill health

Knowledge check questions – page 90

1. One way that food safety laws protect consumers?

- Helps to stop them getting food poisoning
- Makes sure all food businesses have high food-safety standards
- Takes action if a food business breaks the law

2. One way that food safety laws protect food businesses?

- Makes sure all food handlers are trained in food safety
- Makes sure working conditions are good so food handlers can obey the law
- Prevents consumers making false claims about being ill after eating some food

3. Two things that all food businesses must do under the Food Safety Act?

All food businesses must make sure that all the food they produce for sale or to give away free is:

- Safe to eat
- What people expect it to be
- Not labelled, advertised or presented in a way that is confusing and not true.

4. Two things that all food businesses must do under the Food Hygiene Regulations?

- Make sure food is handled, supplied and sold in a hygienic way.
- Identify possible food safety hazards in all the operations and activities of the food business.
- Know which stages in their food handling activities are critical for food safety, i.e. the stages at which things could go wrong – the critical control points.
- Decide what controls can be put in place to prevent risks to food safety.
- Make sure that food safety controls are in place, are always followed by everyone and are regularly maintained and reviewed.

5. Three things that food premises must be?

- Clean and well maintained
- Hygienic
- Easy to keep clean
- Free from pests
- Well lit
- Well ventilated with air

6. Three personal hygiene rules that food handlers must follow?

- Do not sneeze or cough over food
- Cover cuts and sores with a clean dressing and wear disposable gloves
- Wear clean clothes
- Avoid wearing jewellery
- Keep fingernails short and clean
- Do not wear nail varnish or false nails
- Tie back / cover hair (including beards)
- Do not lick fingers when preparing food
- Wash hands regularly and dry them thoroughly
- Do not put shoes onto surfaces where food is prepared

7. Two rules about cooking food safely?

- Cook food thoroughly to a core temperature of 70 °C or hotter for at least 2 minutes, using a food probe.
- Hot cooked food must be kept at 63 °C or above.
- Left-over hot cooked food should be cooled to 5 °C or cooler within 1½ hours.
- Left-over cooked food must only be re-heated once to a minimum core temperature of 70 °C for at least 2 minutes.

8. Two rules about food labels?

Food labels must be:

- Clear and easy to read
- Easy to understand
- Easy to see
- Truthful about the food inside.

Practice exam questions – page 90

Short-answer questions

1. List five responsibilities of food handlers to make sure that food is safe to eat. [5 marks]

Any of the following:

- Do not sneeze or cough over food.
- Cover cuts and sores with a clean dressing and wear disposable gloves.
- Wear clean clothes.
- Avoid wearing jewellery.
- Keep fingernails short and clean.
- Do not wear nail varnish or false nails.
- Tie back /cover hair.
- Do not lick fingers when preparing food.
- Do not put shoes onto surfaces where food is prepared.
- Always wash hands thoroughly before handling food and after using the toilet; coughing, sneezing, blowing your nose; touching money; handling rubbish / rubbish bins; touching animals/insects; coming in from outside; handling raw foods.
- Keep raw and cooked foods separate.
- Keep foods covered to prevent flies /dust going onto the food.
- Defrost frozen food thoroughly in a refrigerator on a tray or plate to catch drips.
- Cover the food with a lid.
- Store food correctly as soon as possible after buying it.
- Do not leave high-risk foods for any length of time in a warm place such as a car boot on a sunny day.
- Check use-by and best-before dates regularly. Use up older foods first.
- Refrigerators and freezers, regularly:
 - Check internal temperatures (0°C to 5°C refrigerators, minus 18°C to minus 22°C freezers);
 - Check door seals are working;
 - Defrost regularly to keep them working properly;
 - Place away from the cooker or boiler in a kitchen so they can work normally;
 - Do not leave refrigerator doors open for any length of time.
- Cook food thoroughly:
 - Use a food probe to check core temperature is at 70°C or hotter for at least 2 minutes;
 - Hot cooked food must be kept at 63°C or above;
 - Left-over hot cooked food should be cooled to 5°C or cooler within 1½ hours;
 - Left-over cooked food must only be reheated once to a minimum core temperature of 70°C for at least 2 minutes.
- Use different utensils to serve different foods to prevent cross-contamination.

2. Food storage is a critical control point in food production. It is very important that food is stored correctly to keep it safe to eat.

- a) What will happen to bacteria in chilled foods if they are not stored at the correct temperature (i.e. too warm)? [1 mark]

They will grow and multiply slowly.

- b) State three controls and checks that a food business should use to prevent a food safety risk in frozen and refrigerated foods. [3 marks]

Any of the following:

- Refrigerator and freezer temperatures should be checked every day and recorded in a logbook.
- The temperature in refrigerators should be 0°C to 5°C (up to 8°C in Wales and Scotland).
- The temperature in freezers should be minus 18°C to minus 22°C.
- Refrigerator and freezer motors and door seals should be regularly checked and serviced to make sure they work properly.
- Alarms that make a warning noise if the inside temperature goes up too much should be fitted to the refrigerators and freezers to warn the kitchen staff.
- The dates on all stored foods should be regularly checked and older foods used up first (FIFO – first in, first out).

Stretch and challenge question – page 90

The temperature of food during cooking, serving, chilling and storage is a critical control point. Food probes are often used in a kitchen to check the temperature of foods.

a) Justify why a food probe should be used to check the temperature of food. [1 mark]

- A food probe uses digital technology to give a very accurate measure of the temperature of food.

b) Explain how to use a food probe to check the temperature of some oven-baked chicken legs. [5 marks]

1. Sterilise the metal probe with either a sterile wipe or boiling water.
2. Reset the food probe to zero °C.
3. Insert the probe into the centre (core) of the cooked chicken legs but do not touch the hot baking tray with the probe.
4. Allow the core temperature to stabilise to a minimum of 70°C for 2 minutes.
5. Clean and sterilise the probe after use.

c) Describe how you should safely cool, store and re-use left-over cooked meat curry. [4 marks]

1. Cool the curry to 5°C or cooler within 1½ hours.
2. Refrigerate the curry at 0°C to 5°C (up to 8°C in Wales and Scotland).
3. Re-use the curry within two to three days.
4. Re-heat the curry only once to a minimum core temperature of 70°C (minimum 82°C in Scotland) for at least 2 minutes.

1.4.4 The Environmental Health Officer (EHO)**Knowledge check questions – page 93****1. Four reasons why food businesses are inspected by EHOs?**

To make sure that:

- Food is stored, handled and cooked hygienically and safely
- Food is safe to eat
- Food handlers are trained in food safety
- Food handlers have good personal hygiene
- Pests cannot contaminate the food
- The food business building is in good condition and regularly cleaned
- The food business is using HACCP.

2. Four things that EHO can do by law when they inspect a food business?

- Enter a food business without an appointment for an on-the-spot inspection
- Check the use-by and best before dates on foods being stored in the business
- Watch how the food is handled during storage, preparation, cooking and serving
- Take food samples away to test for bacteria
- Take photographs/videos of what is seen during an inspection
- Look at all the records the business keeps, e.g. staff training, refrigerator temperatures, etc.
- Take food away if it is unsafe to eat

3. What an EHO can do if the food business is dangerous to the health of customers?

Close the business immediately if it is dangerous to the health of customers

4. What an EHO can do if there are a few things that need improving in a food business?

Tell the business to make hygiene improvements by a certain date

Practice exam questions – page 93

Short-answer questions

1. State three reasons why Environmental Health Officers inspect food businesses. [3 marks]

Any of the following:

To check that:

- Food is stored, handled and cooked hygienically and safely
- Food is safe to eat
- Food handlers are trained in food safety
- Food handlers have good personal hygiene
- Pests cannot contaminate the food
- The food business building is in good condition and regularly cleaned
- The food business is using HACCP.

2. State three things that an Environmental Health Officer is allowed to do by law during the inspection of a food business. [3 marks]

Any of the following:

- Enter a food business without an appointment for an on-the-spot inspection
- Check the use-by and best before dates on foods being stored in the business
- Watch how the food is handled during storage, preparation, cooking and serving
- Take food samples away to test for bacteria
- Take photographs/videos of what is seen during an inspection
- Look at all the records the business keeps, e.g. staff training, refrigerator temperatures, etc.
- Take food away if it is unsafe to eat
- Tell the business to make hygiene improvements by a certain date
- Close the business immediately if it is dangerous to the health of customers

3. Apart from inspecting food businesses, Environmental Health Officers have other duties. State two other duties that they have. [2 marks]

Any of the following:

- Giving evidence to a judge if a food business is taken to court for breaking the law
- Granting licences for food businesses
- Deciding the hygiene rating for a food business
- Giving talks at public enquiries, meetings and exhibitions
- Educating and training people about food safety and environmental health