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Food and Beverage Service

FOR THE LEVEL 2 TECHNICAL CERTIFICATE

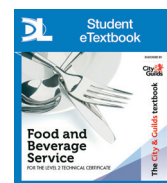
John Cousins, Suzanne Weekes
CONSULTANT EDITOR: **Andrew Bisconti**



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INTRODUCTION TO THE HOSPITALITY INDUSTRY

This chapter covers Unit 201 Introduction to the hospitality industry

| Learning outcome | Topics covered in this chapter | Page |
|--|--|------|
| 1. Understand the scale and diversity of the hospitality industry | 1.1 Sectors of the industry 1.2 Economic importance of the industry | |
| 2. Understand career development within food and beverage service | 2.1 Departments and job roles 2.2 Methods of career development 2.3 Job applications and interview preparation | |
| 3. Understand employability skills required for the hospitality industry | 3.1 Work ethics 3.2 Managing online presence | |
| 4. Understand the impact of the food service industry on the environment | 4.1 Impact of the food service industry on the environment 4.2 Responsible sourcing of food | |

Learning outcomes for each chapter are made clear to allow learners to assess their understanding and progression through the course.

INTRODUCTION

The purpose of this chapter is to help you develop an understanding of the hospitality industry, the way in which food and beverage service links to the overall industry, and the skills and information you require to seek employment within the industry. This is a knowledge unit that will provide you with a broad understanding of the industry prior to commencing the technical food and beverage units.

This chapter will help you to:

- identify the sectors and establishments that offer food and beverage careers
- understand why the hospitality industry is important to the economy
- identify which job opportunities are available in the hospitality industry
- develop the skills you need to find employment in the hospitality industry
- know how foods are produced and the ethical and sustainability issues involved.

Key terms are clearly explained to aid understanding

KEY TERMS

Hospitality – the friendly and generous treatment of guests and strangers.

Catering – offering facilities to people, especially the provision of food and beverages.

Food service – means the same as catering; this word is becoming used more often.

1 THE SCALE AND DIVERSITY OF THE HOSPITALITY INDUSTRY

Wherever there are groups of people, there is likely to be some kind of hospitality provision – in other words, somewhere where people can obtain food, drink and accommodation.

The word **hospitality** encompasses all aspects of the hotel and catering (or food service) industry. It is a relatively modern word meaning the friendly and generous treatment of guests and strangers. The word **catering** refers to offering facilities to people, especially the provision of food and beverages. The more internationally understood term **food service** (which can also be written as 'foodservice') means the same as catering in the UK and is becoming used more often.

1.1 SECTORS OF THE INDUSTRY

Subheadings in each chapter follow the structure of the topics within the Level 2 certificate

The hospitality industry consists of all businesses that provide any combination of the following three core services for their customers: food, drink and accommodation. While there is a clear overlap with tourism, there are a number of sectors within the hospitality industry that are sometimes regarded as separate from tourism, for example industrial catering and those aspects of hospitality that attract only the local community.

Some sectors are considered to be **commercial** (for profit) while other are classed as **service** (or **cost provision**).

A general summary of the different sectors is shown in Table 1.1, although the contracting out of catering and other services has blurred the division between commercial (for profit) and service (cost-orientated) establishments.

| COMMERCIAL | | SERVICE |
|---|-------------------------------------|--------------------------------|
| Profit orientated (public or private ownership) | | Cost provision |
| Food service as main or secondary activity | | |
| Industrial catering (contract) | Hotels and other accommodation | Schools |
| Night clubs | Restaurants | Hospitals |
| Membership clubs | Pubs and wine bars (licenced trade) | University and colleges |
| Travel and transport services | Leisure attractions | Prisons |
| Private welfare | Events/conferences/exhibitions | Industrial catering (in-house) |
| | | HM Armed Forces |



▲ **Figure 1.1** Golf courses usually have bars, serve food and offer a range of other hospitality services

▲ **Table 1.1** Summary of sectors in the hospitality industry

Commercial sector

Hotels and other accommodation

Hotels provide accommodation in private bedrooms. Many also offer services such as restaurants, bars and room service.

The level of service offered by a hotel will depend on what type of hotel it is and how many stars it has. Hotels are rated from five star (indicating a luxury hotel) to one star (indicating more basic accommodation).

The hotel sector is mainly independently owned and hotels come in all shapes, sizes and locations. More than three-quarters of them have fewer than 20 rooms and are often family run. There are many international hotel chains in the five-star hotel market, including the Hilton, Radisson, Mandarin Oriental and Intercontinental. There are also budget hotels, guest houses, and bed and breakfast accommodation.



▲ Figure 1.2 The Savoy is a luxury hotel

To attract a wide a range of guests, many hotels offer a variety of services, for example office and IT facilities (internet access, fax machines, a quiet area to work in), gym and sports facilities, swimming pool, spa, therapy treatments, hair and beauty treatments, and so on.

The hotel sector can be divided into distinct categories: luxury, business, resort, town house and budget properties. Each of these categories has its own characteristics.

- **Business hotels**, as the name suggests, are geared towards corporate travellers and the emphasis therefore tends to be on functionality. These hotels will usually have a dedicated business centre, up-to-date communications technology in the bedrooms and ample conference and meeting facilities. Business hotels are more likely to be chain operated, often with a strong brand element.
- **Town houses** are notable for their individuality, intimacy and emphasis on service. These hotels are usually small and, as the name suggests, located in converted town houses with a domestic feel that is emphasised by their decor.
- The fastest-growing sector is **budget hotels** (for example Travel Lodge and Travel Inn), where the accommodation is often co-located with a food

operation such as Little Chef. Budget hotels tend to be built near motorways, railway stations and airports. They are aimed at business people and tourists who need somewhere inexpensive to stay overnight. The rooms are reasonably priced and have tea- and coffee-making facilities. No other food or drink is included in the price. Budget hotels do not employ many members of staff and there is often no restaurant other than breakfast. They are usually located close to shops, cafes, restaurants or pubs, which are often run by the same company as the hotel.

Other establishments that offer accommodation include:

- **Country house hotels** – these are usually located in attractive old buildings, such as stately homes or manor houses, in rural areas and areas popular with tourists. They often have a reputation for good food and wine, and offer a high standard of service. Country house hotels may also offer the additional services mentioned above.



▲ **Figure 1.3** Country house hotels are usually located in attractive buildings

- **Guest houses and bed and breakfasts** – there are guest houses and bed and breakfast establishments all over the UK. They are small, privately owned businesses. The owners usually live on the premises and let bedrooms to paying customers, many of whom are regular customers. Some guest houses offer lunch and an evening meal as well as breakfast.
- **Farms** – the rural tourism industry is important in the UK. Farmers understand this and have formed a national organisation called the Farm Stay UK. The farms in the organisation usually offer bed and breakfast and holiday cottages. Most members of the organisation have invested money to improve their bedrooms to meet the standards required by the national tourist board. The accommodation is usually on or near a working farm.
- **Youth hostels** – the Youth Hostels Association runs hostels in various locations in England and Wales. These establishments cater for single people, families and groups travelling on a limited budget. They mainly provide dormitory accommodation but some also have private rooms. In some locations they offer a number of sports and leisure facilities. Basic, wholesome meals are provided at a low cost in some hostels and they all

have a kitchen that can be used by visitors to store and prepare their own food.



▲ **Figure 1.4** Youth hostels provide budget accommodation

Consortia

Consortia is the plural of **consortium**. A consortium is a group of independent hotels that have an agreement to buy products and services together. For example, they might all pay a specialist company to do their marketing (advertising and so on). This might mean, for example, that the members of the consortium could gain access to international reservation systems to help them compete against the larger hotel chains.

Food and beverage provision

The provision of food and beverage services varies greatly between establishments. Again, some general differences can be seen between the various hotel categories.

- Upmarket hotels are likely to provide a full range of services, usually with at least one *à la carte* restaurant, 24-hour room service and a well-stocked bar.
- Town house properties generally provide little or no food.
- Budget hotels are characterised by the presence of a family restaurant. This is often a stand-alone, branded outlet that also draws custom from the surrounding area.

Recently many hotels have been re-examining the place of food and beverages in their operations. While many town houses open with no restaurant at all, other hotels believe that food and beverage provision is an essential guest service. This has led them to consider alternative methods of running a restaurant, such as **contracting out** to a third party or introducing a **franchise** operation.

Some hotels have speciality restaurants. It may specialise in steaks, sushi or seafood, or a high-profile or celebrity chef may run a restaurant, for example Alyn Williams at The Westbury or Alain Ducasse at The Dorchester.

The contracting out of food and beverage services to third parties will continue to be a major trend in the hotel catering sector over the next few years, although it is likely to be stronger in London than in other areas of the UK. As many hotels remain slow to respond to growing consumer demand for food and beverages, and the intense competition from the high street, outsourcing food and beverage services will become increasingly appealing.

Outsourcing is not always a straightforward option for hotels, however. To attract walk-in dining customers, a hotel needs to be located where there is easy access to the restaurant, and the location of the hotel itself (city centre, countryside, and so on) needs to fit with the type of customers being targeted – that is, the product must be attractive to passing trade. Despite these constraints, the number of outsourced restaurants is expected to increase considerably.

With increased consumer interest in food and eating out, hotels are becoming more focused on developing attractive food and beverage facilities in-house. The success of in-house catering depends on the willingness of hotels to deliver a product that is attractive to the outside market, and to maintain this product so that it evolves with changing consumer tastes and trends. According to human resource specialists within the hotel sector, key factors holding back further development are that food and beverage managers in hotels tend to be hoteliers rather than restaurateurs, as well as a shortage of experienced culinary and service staff.

Restaurants

Restaurants make up approximately 40 per cent of the commercial hospitality market in the UK, with small establishments employing fewer than ten staff making up the majority of the industry. The South East of England has the highest concentration of catering and hospitality outlets.

The restaurant sector includes everything from exclusive restaurants and fine-dining establishments to a variety of mainstream restaurants, fast-food outlets, coffee shops and cafes.

Many restaurants specialise in regional or national food styles, for example Asian, Mexican and Caribbean, as well as a range of European-style restaurants. New restaurants and cooking styles appear and become popular all the time. Moderately priced speciality restaurants are very popular.

In order for a restaurant to succeed, the manager must understand what customers want and plan a menu that will attract enough customers to make a good profit. A successful caterer is one who gives customers what they want; they will be aware of changing trends and adapt to them. The most successful catering establishments are those that are able to sell food over a long service period, throughout the year.

KEY TERMS

Consortium – a group of independent hotels with an agreement to buy products and services together.

Contracting/outsourcing – obtaining services from an outside supplier.

Franchise – an agreement where a person or group of people pay a fee and some set-up costs to use an established name or well-known brand.



▲ **Figure 1.5** Restaurant often specialise in regional or national food styles

Chain organisations

Many of the most popular restaurants, coffee shops, stores and shops with restaurants appear on British high streets up and down the UK and are known as chain organisations. Many of these chains have more than one outlet in a city and some have outlets in other countries too. These chains are well known and advertise widely. They often serve morning coffee, lunches and teas, or they may be run as a snack bars or cafeteria.

Fast food and takeaways

Many customers prefer the option of popular foods at a reasonable price, with little or no waiting time. Fast-food establishments offer a limited menu that can be consumed on the premises or taken away. Menu items are quick to cook and may have been partly or fully prepared beforehand, often at a central production point.

Fast food and takeaways include:

- **Drive-ins and drive-thrus** – the concept of drive-ins and drive-thrus came from America. As the name suggests, at a drive-in the customer enters a parking area and the server comes to their car to take and deliver the customer's order. At present, there are no drive-ins in the UK. Drive-thrus are common, however, with the most well-known being McDonald's. Customers stay in their vehicles and drive up to a microphone where they place their order. As their car moves forward in a queue, their order is prepared and is ready for them to pick up at a service window.
- **Delicatessens and salad bars** – these offer a wide selection of salads and sandwich fillings to go in a variety of bread and rolls at a made-to-order counter. The choice of breads might include panini, focaccia, pitta, baguette and tortilla wraps. Fresh salads, homemade soups and chilled foods may be offered, as well as a hot 'dish of the day' and baked potatoes with a variety of fillings. With such a variety of choice on offer, these establishments can stay busy all day long, often serving breakfast as well.



▲ **Figure 1.6** Fast food is often available as a takeaway

Licensed public houses

There are tens of thousands of licensed public houses (pubs) in the UK and almost all offer some type of food. Pub food is ideal for many people as it is usually quite simple, inexpensive and served quickly in a comfortable atmosphere. In recent times, many pubs have moved into selling food, revisiting their product offer (that is, what they have to offer the customer) and the total pub experience for their customers in order to stay in business, for example by adding restaurants, offering more bar snacks and putting on live entertainment.

There is now a great variety of food available in pubs, from those that serve ham and cheese rolls to those with exclusive *à la carte* restaurants (known as gastropubs).



▲ Figure 1.7 Many pubs now offer food

Nightclubs and casinos

Most nightclubs and casinos are open to the public rather than to members only. As well as selling drinks to their customers, many also provide food services, such as restaurants.

Membership clubs

Private clubs are usually run by managers who are appointed by club members. People pay to become members of private clubs and what most members want from a club in Britain, particularly in the fashionable areas of London, are good food and drink, and informal service.

Event catering

Hospitality operations may have separate event planning departments but there are also many organisations that specialise in providing event management services. Event management involves planning and organising events such as weddings, parties, dinners, business meetings and conferences. The event management company will be responsible for hiring a venue, organising staff,

providing food and drink, music, entertainment and any other requests the client may have.

Corporate hospitality

Corporate hospitality is hospitality provided by a business, usually for its clients or potential clients. The purpose of corporate hospitality is to build business relationships and to raise awareness of the company. Corporate entertaining is also used to thank or reward loyal customers.

Outside (or outdoor) catering (ODC)

When events are held at venues where there is no catering available, or where the level of catering required is more than the caterers can manage, then a catering company may take over the management of the event. This type of catering is known as **outside catering** – in other words, a business providing services in a location that is not its own. Examples of such functions include garden parties, agricultural and horticultural shows, the opening of new buildings, banquets, parties in private houses, military pageants and sporting fixtures such as horse racing, motor racing, football and rugby.

There is a lot of variety in outside catering work, but standards are usually very high and people employed in this area need to be adaptable and creative. Sometimes specialist equipment will be required, especially for outdoor jobs, and employees need to be flexible as the work involves a lot of travel, remote locations and outdoor venues.

Holiday parks

Holiday parks (sometimes referred to as holiday centres or holiday complexes) around the UK provide leisure and hospitality facilities all on one site and cater for families, single people and groups of people. Many holiday centres have invested large amounts of money to improve the quality of the holiday experience they offer. Center Parcs, for example, offers sub-tropical pools and other sporting and leisure activities that can be used even if the weather is bad. Holiday centres usually have a range of different restaurants and food courts, bars and coffee shops. They operate all year round with many people enjoying short holidays and weekend breaks at holiday centres throughout the year.

Leisure

The leisure sector covers a variety of establishments, including cinemas, theatres and sporting events, all of which are likely to offer some form of catering service.

Theme parks

Theme parks are extremely popular for a family day out or even a full holiday. Larger theme parks have several different eating options, ranging from fast food to fine dining. Some include branded restaurants such as McDonald's and Burger King. Theme parks are also used for corporate hospitality and conferences, and many have conference and banqueting suites for this purpose. Larger theme parks may even have their own hotel.

Health clubs and spas

Health clubs and spas are often luxury establishments, sometimes within a hotel, that offer their clients a variety of health and beauty treatments. They have become very popular in recent years. Many people have busy lifestyles and like to visit a health club or spa to relax. In addition to therapies and activities designed to improve fitness, health and general well-being, these establishments may offer healthy food.



▲ **Figure 1.8** Health clubs and spas often offer healthy food

Museums

Museums provide much more than just interesting exhibits, and most will have at least one cafe or restaurant catering for visitors. Some museums run events such as lunchtime lectures, family events and children's discovery days, where food is provided as part of the event. Museums may also be used as a venue for private events and banqueting during the hours they are closed to the general public. Sometimes outside caterers are employed for the occasion, but many museums have their own catering team able to provide a wide range of food.

Historic buildings and visitor attractions

Numerous historic buildings and places of interest have food outlets such as cafes and restaurants. In the UK many specialise in light lunches and afternoon tea for the general public. Some are also used as venues for large private or corporate events.

Hampton Court Palace and Kew Gardens are categorised as visitor attractions and have refreshment outlets serving a variety of food and drinks. Some, like



Kew Gardens, also stage large theatrical events and concerts in the summer months.

▲ **Figure 1.9** Attractions such as Hampton Court Palace often have food outlets

Retail

Many retail operations offer catering services alongside the retail operation. This can range from vending machines and takeaway services through to full-service restaurants. Some retail operations include a branch of a well-known coffee chain or other popular restaurant brand. Independent food and beverage operations may also be located within shopping centres and retail parks.

Cruise liners and ferries

Passengers, their cars and freight lorries can cross to Ireland and mainland Europe by ferry from several ports in the UK. Catering for passengers (and crew) on cruise liners and ferries is becoming increasingly important in today's competitive markets. As well as competing against each other, ferry companies also compete against airlines and, in the case of English Channel crossings, Eurostar and Eurotunnel.

In order to win customers, ferry companies have had to invest in their passenger services, with most offering several shops, bars, cafes and lounges on board. Some also have very good restaurant and leisure facilities, fast-food restaurants and branded food outlets. These may be run by contract caterers on behalf of the ferry operator. More recently, well-known chefs have become involved in providing top-quality restaurants on popular ferry routes.

Cruise ships are floating luxury hotels and people are increasingly opting for a cruise when booking their holiday. The food provision on a large cruise liner is of a similar standard to the food provided in a five-star hotel and is usually high-quality, banquet-style cuisine. Many shipping companies are known for the excellence of their cuisine.

As cruising becomes more popular, cruise companies are investing in increasing numbers of large cruise liners. On cruises where the quality of the food is of paramount importance, other factors such as the dining room's ambience, refinement and elegance are also of great significance. Ship designers generally



try to avoid Las Vegas-style glittery dining rooms, but also those that are too austere. Ships must be designed with easy access to the galley so that waiting staff are able to serve food quickly and easily.

▲ **Figure 1.10** Modern cruise liners often have a choice of dining rooms and offer a range of cuisines

Dining is one of the most important selling points for cruise lines. People who take cruises want to dine well and generally they do, though cooking dinner for 800 people per sitting and giving people what they want takes skill and good management.

Many modern cruise liners are giant ships that have many different dining rooms. On such ships passengers can eat more or less whenever they want in the dining room of their choice, giving passengers maximum freedom.

As well as luxury liners, catering at sea includes smaller cargo and passenger ships and giant cargo tankers. The food provision for crew and passengers on these ships will vary from good restaurants and cafeterias to more industrial-style catering on tankers. On all types of ship, extra precautions have to be taken in the kitchen in rough weather.

Service sector

Public sector organisations that need catering services include schools, hospitals and halls of residence.

While the aim of catering in hotels, restaurants and other areas of the leisure and travel industry (known as the **private sector**) is to make a profit, the aim of public sector catering is to keep costs down by working efficiently. These organisations are often working within the constraints of a given budget, known

KEY TERMS

Public/secondary service sector – organisations such as schools and hospitals that provide a service.

Private sector – organisations that aim to make a profit.

Cost provision – a budget that an organisation must work within.

Tender – when companies compete to win a contract.

as the **cost provision**. Companies will often compete to win a contract to provide the catering for these organisations.

Contract food service

The contract food service sector consists of companies that provide catering services to other organisations. This growing sector provides food for a wide variety of people, including those working in business and industry, schools, colleges and universities, private and public healthcare establishments, local authorities, and other non-profit making outlets such as the armed forces, police and ambulance services. (The sector also includes commercial areas such as corporate events and the executive dining rooms of many corporations, as well as special events, sporting fixtures and places of entertainment, and outlets such as leisure centres, galleries, museums, department stores, supermarket restaurants and cafes, airports and railway stations.) Some contractors provide other support services such as housekeeping and maintenance, reception, security, laundry, bars and retail shops.

KEY TERMS

Tender – when companies compete to win a contract.

Many public-sector catering **tenders** are won by contract caterers (contract food service providers) that introduce new ideas and more commercialism (promoting business for profit) into the public sector. Because much of the public sector is now operated by profit-making contractors, it is sometimes referred to as the **secondary service sector**.

The type of menu in the public sector may be different from that in the private sector because the food offered must be suitable for the end consumers. School children, hospital patients and soldiers have particular nutritional needs (they may need more energy from their food, or more vitamins and minerals), so the menu must meet their needs. Menus may also reflect the need to keep costs down.

Schools

School meals play an important part in the lives of many children, sometimes providing them with their only hot meal of the day. A formal school meals service was first introduced in 1879 and came under government control in 1906. In April 2001, for the first time in over 20 years, minimum nutritional standards were reintroduced by the government. These standards are designed to bring all schools up to a measurable standard set down in law. Since this date, local education authorities (LEAs) have been responsible for ensuring that the minimum nutritional standards for school lunches are met. Schools must provide a paid-for meal, where parents request one, except where children are under five years old and only go to school part time. This does not affect the LEA's or the school's duty to provide a free meal to those children who qualify for one.



In 2006 the government announced new standards for school food, covering all food served or sold in schools (including breakfast, lunch and after-school meals) as well as tuck shops and vending machines.

▲ **Figure 1.11** School meals play an important role in providing nutritious food for many children

Hospitals

Hospital caterers need to provide well-cooked, nutritious and appetising meals for hospital patients and must maintain strict hygiene standards. High standards of food in hospitals can contribute to the recovery of patients.

The scale of catering services in the National Health Service (NHS) is enormous. Over 300 million meals are served each year in approximately 1,200 hospitals. NHS Trusts must ensure that they get the best value for money within their catering budget.

As well as providing nutritious meals for patients in hospital (many of whom need special diets), provision must also be made for outpatients (people who come into hospital for treatment and leave again the same day) as well as visitors and staff. This service may be provided by the hospital catering team but is sometimes allocated to commercial food outlets. There may be a combination of in-house hospital catering and commercial catering.

Halls of residence and other residential establishments

Residential establishments include schools, colleges, university halls of residence, nursing homes, homes for the elderly, children's homes and hostels where all the meals are provided. The food and beverages provided have to satisfy all the residents' nutritional needs as the people eating these meals may have no other food provision. Many of these establishments cater for children who may lead energetic lives and will be growing fast, so the food must be well prepared using good ingredients, as well as being nutritious, varied and attractive.

Prisons

Catering in prisons may be carried out by contract caterers or by the Prison Service itself. The food is usually prepared by prison officers and inmates. The kitchens are also used to train inmates in food production so that they can gain a recognised qualification to help them to find work when they are released. In addition to catering facilities for the inmates, there are staff catering facilities for all the personnel (staff) who work in a prison, such as administrative staff and prison officers.

Business and industry

The provision of staff dining rooms and restaurants in industrial and business settings, such as factories, offices and retail operations, has provided employment for many catering workers outside traditional hotel and restaurant catering. Working conditions in these settings are often very good. Apart from the main task of providing meals, these services may also include retail shops, franchise outlets and vending machines. They will also provide catering for meetings, special functions and conferences.

In some cases, a 24-hour, seven-day-a-week service is necessary, but usually the hours are shorter than in other areas of the hospitality industry. Food and drink is provided for all employees, often in high-quality restaurants and dining rooms. The catering departments in these organisations are keen to retain and develop their staff, so there is good potential for training and career development in this sector.

Many industries have realised that satisfied employees work more efficiently and produce better work, so have spent a great deal of money on providing first-class kitchens and dining rooms. In some cases, companies will subsidise (pay a proportion of) the cost of the meals so that employees can buy food at a price lower than it costs to produce.

Travel and transport services

There is considerable provision for people on the move, with numerous food and beverage operations at ports, airport terminals and railway stations.

Airline services

Air travel continues to increase, and so do the opportunities and need for food services catering to the airline industry. Food provision varies greatly from airport to airport and airline to airline.

Airports offer a range of hospitality services catering for millions of people every year. They operate 24 hours a day, 365 days a year. Services include a wide variety of shops along with bars, themed restaurants, speciality restaurants, coffee bars and food courts.

In-flight catering is a specialist service provided by companies located at or near airports in the UK and around the world. The meals provided vary from snacks and basic meals to luxury meals for first-class passengers. Menus are chosen carefully to ensure the food can safely be chilled and then reheated on board the aircraft.

The price of some airline tickets includes a meal served at your seat. Budget airlines usually have a trolley service from which passengers can buy snacks and drinks.



▲ **Figure 1.12** In-flight catering can vary from snacks and basic meals to luxury meals for first-class passengers

Rail services

Snacks can be bought in the buffet car on a train; some train operators also offer a trolley service so that passengers can buy snacks from their seat. Main meals are often served in a restaurant car. However, because of a lack of space in a restaurant car kitchen and the movement of the train, it can be quite difficult to provide anything other than simple meals.

Two train services run through the Channel Tunnel between the UK and France. One is Eurotunnel's Le Shuttle train, which transports drivers and their vehicles between Folkestone and Calais in 35 minutes. Passengers must buy any food and drink for their journey before they board the train. Eurostar is a passenger-only service that operates between London St Pancras and Lille, Paris and Brussels. Eurostar is in direct competition with the airlines, so it provides catering to airline standards for its premier-class passengers: meals are served by uniformed stewards in a similar service to an airline's business class with food and beverages included in the ticket price. Standard-fare travellers usually buy their food separately from buffet cars or trolley services.

HM Armed Forces

Catering in the armed forces includes providing meals for staff in barracks, in the field and on ships. Catering for the armed forces is specialised, especially when they are in the field, and they have their own well-established cookery training programmes. However, like every other part of the public sector, the armed forces need to keep costs down and increase efficiency, so they also have competitive tendering for their catering services. The Ministry of Defence contracts food service providers to cater for many of its service operations.

Each chapter concludes with ten short answer exam-style questions to test and consolidate understanding and prepare for the written theory exam.

Testing your learning

- 1 Name three sectors of the hospitality industry that would fall into the commercial or profit-orientated sector.
- 2 Name three sectors of the hospitality industry that would fall into the service or cost-provision sector.
- 3 As well as accommodation, food and beverages, hotels now offer an increasing range of services/facilities. Name three of these services/facilities.
- 4 Name two types of hotels.
- 5 A 'licensed public house' is also known by another name. What is this name?
- 6 Give three examples of organisations where the catering unit may be operated by a contract food service provider.
- 7 Name three ways the hospitality industry makes a contribution to the economy of the UK.
- 8 Identify three types of employment.
- 9 State three departments of a food service operation.
- 10 Identify six job roles in food and beverage service.

In practice

Visiting and gathering information on two local food and beverage outlets

In practice provides a range of practical activities to prepare learners for the synoptic assignment

When working in a food and beverage environment it is important that you are aware of what is happening within other operations around you. This helps with monitoring trends, changes in customers using the operations, prices, food and beverages on offer, and so on.

Using the template below, visit and collect information about two different types of food and beverage (or food service) operation. The template allows you to organise the information you collect and to compare the similarities and differences between the operations.

| Name of establishment | | |
|---|--|--|
| Which sector of the industry is the operation in (profit orientated or cost provision)? | | |
| What food and beverages are provided? | | |
| What type of food and beverage service is offered (fast food, takeaway, table service, self-service)? | | |
| What is the cheapest item on the menu? | | |
| What is the cheapest item on the beverage list? | | |
| What is the most expensive item on the menu? | | |
| Briefly describe how these establishments are staffed. | | |
| Briefly describe the uniforms. | | |
| Briefly describe the decor and furnishings. | | |

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