

Standards and Ratings

Year 10 Hospitality and Catering - Term 3

Operational activities in the kitchen AC2.1

Rating's give customers an assurance of a high standard of service.

The categories in the H&C industry for which standards and ratings are used include:

- Hotel and guest house rating
- Restaurant rating
- Food hygiene rating
- Environmental rating

Hotel and guest house rating.

Inspectors include: AA, Visit Britain.

Rating given: Stars

What is being inspected: The facilities and service that the establishment provides.



Restaurant rating.

Inspectors include: AA, Michelin guide

Rating given: Rosettes (AA), Stars (Michelin)

What is being inspected: The quality of the food and ingredients.



Food hygiene rating.



Inspectors include: Food standards agency, Environmental health officers.

Rating given: Food hygiene rating 0-5

What is being inspected: Hygiene, food safety and training of the food environment and staff.

Environmental rating .

Inspectors include: The sustainable restaurant association

Rating given: percentage score with stars

What is being inspected: Food source, people, Environment.



Can you give at least 2 reasons why it is important to have good organisation of a catering kitchen.

Why is it important to make sure that customers are treated well?

How can you find out customer needs and wants?



Can you identify the different standards and ratings that are used in the H&C industry? Who are the inspectors? What are the ratings? What is inspected?

Factors that affect success

The success of a H&C business is affected by:

Money

- What it costs to run the business and how much profit it makes.

Employees

- Do they work well together? Are they well trained?

Customer service and satisfaction.

Do customers like the service they get? Do they come back again?

Trends

- Do customers like the service they get? Do they come back again?

Competition

- Are there similar businesses nearby who compete for customers?



Can you identify the factors that affect success?

The good organisation of a catering kitchen is important for making sure that:

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

The operation of front of house AC2.2

The good organisation of the front of house in a restaurant or hotel reception is important for making sure that:

- Customers are treated well and at a high standard so they feel welcome and happy.
- Customers make the business successful by recommending it to other people and becoming regular customers themselves.

Meeting customer requirements AC2.3

- Customers have a variety of needs and wants when they visit a H&C business.

- If a H&C business provides the customers needs and wants well it will be successful.

- H&C businesses can find out customer needs and wants by doing surveys, online reviews and talking to customers.