

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.

Operational activities In front of house

Reception - Where customers check in and out

Lounge- Social area where guests can relax with a drink or wait for a table

Bar- Where drinks can be ordered

Restaurant/dining area- Where guests sit and eat a meal

Toilets and cloakroom- Where guests can leave coats and use the facilities.

Health and Safety at work Act 1974

- This act covers all aspects of health and safety at work.
- All employers must take care of their own health and safety and not endanger others.
- The health and safety executive (HSE) exists to protect peoples health and safety by ensuring risks are properly controlled.
- **HASWA** also protects other people from risks to their health and safety arising out of the activities of people at work.
- The law applies to everyone at work and anyone can be prosecuted if they do not act safely

Year 10 Hospitality and Catering - Term 4



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 explain what happens in 'Front of house'?

Risk

How likely it is that someone could be harmed by a hazard.

Hazard

Something that can cause harm.

Risk assessment

A way of identifying things that could cause harm in the workplace

Control

A way of reducing the risk of a hazard causing harm.



What is the purpose of the Health and safety at work act?

The operation of the kitchen AC2.1

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.

Operational activities in the kitchen AC2.1

- Receiving and storing kitchen deliveries
- Organising and preparing food ready for cooking
- Cooking, presenting and plating food for service to customers
- Cleaning and maintaining kitchen equipment and premises

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.

Year 10 Hospitality and Catering - Term 5

What is an Environmental Health Officer?

EHOs are personnel qualified in Environmental Health laws, enforcement and inspection methods. They have a 3 year degree in Environmental Health

Many organisations employ EHOs including

- Local councils
- Private companies
- NHS
- Military
- Food Standards agency



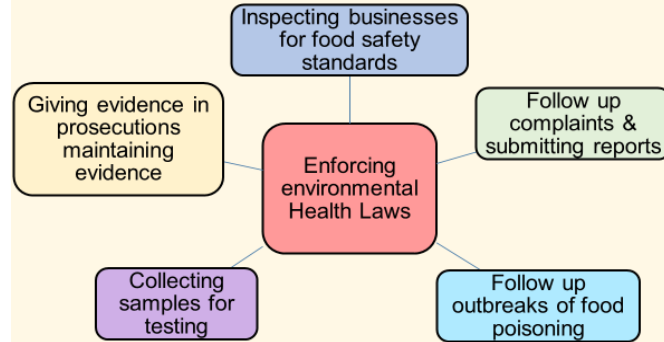
What do EHOs do?

- EHOs deal with a variety of different legislation and enforcement not just related to food.
- EHOs tend to specialise in an particular area of work once qualified- ask Mrs Walker about her MSc



- food safety
- Infectious diseases
- environmental protection
- noise, radiation & pollution control
- water standards
- health and safety at work
- animal welfare
- waste management
- housing standards

EHO roles in the Hospitality and Catering industry



What is the role of the EHO?

What are the 3 different types of hazard?

What does HACCP stand for?

What does CCP stand for?

HACCP- legal requirement

Hazard
Analysis
Critical
Control
Point

Hazard – anything that could cause harm to consumers

HACCP is designed to help food companies to minimise the risk from food hazards

HACCP System

Food companies need to:

- Analyse the hazards to food safety
- Assess the level of risk from each hazard
- Decide the most critical points that require controls
- Implement appropriate controls
- Establish a monitoring system
- Set up procedures to correct problems (corrective action)
- Review the system when operations change

Legislation enforced by EHOs

The Food Safety Act (Temperature Control) Regulations.

Temperatures at which to store or hold food.

- Freezers from -18°C to -24°C
- Chillers from 3°C to 8°C
- Fridges from 1°C to 5°C
- Cooked core temperature at 75°C or above
- Hot holding above 63°C

The Food Composition Regulations.

Specifies what ingredients **CAN** or **CANNOT** be used in the manufacture of foods e.g. bread, breakfast cereals and use of additives

Hazard Analysis

A hazard is something that has the potential to cause harm.....

Type of hazard	Example
Biological	Salmonella in chicken
Chemical	Contamination from cleaning materials e.g. bleach
Physical	Damaged packaging, glass found in food

Critical Control Points

A critical control point is a step which eliminates or reduces the hazard

Control is essential to reduce the risk of food poisoning.

If a caterer gets it wrong they could be breaking the law all stages from purchasing through to preparation and serving is controlled.