



What BIG IDEAS will you cover in this topic?

1.2.1 The operation of the front and back of house

1.2.2 Customer requirements in hospitality and catering

1.2.3 Hospitality and catering provision to meet specific requirements

Students should know and understand:

- The operational requirements of: workflow of the front of house and workflow of the catering kitchen
- The documentation and administration requirements used in a catering kitchen
- reception, seating area, counter service, bar
- How hospitality and catering provision meets the requirements of:

Students will reflect on practical sessions and look at areas for improvement, and celebrate successes. In the practical sessions, students will look at cross-contamination, they are reminded about correct knife skills (bridge and claw method), look at different skilled dishes, and learn to up-skill dishes. Throughout all of this, the students learn time management.

What important prior knowledge will you use from your prior learning?

- Looked at safety and hygiene in the food room
- The 4C's (cleaning, cooking, chilling and cross-contamination)
- Taught correct knife skills (bridge and claw method)
- Looked at different types of cooking methods
- Freezing temperatures and chilling temperatures
- The danger zone
- HACCP
- EHO
- Looked at nutritional requirements
- Allergies and intolerances.
- RIDDOR, HASHAWA, MHOR, PPE

Where does this topic fit into the curriculum plan for this subject?

Students will follow up on having a more in-depth look at allergies and intolerances. RIDDOR, HASHAWA, MHOR, PPE. Commercial, non-commercial, residential, non-residential, kitchen brigade, and working contracts. They have looked at the bridge and claw skill

What other key concepts, knowledge and skills will you learn in this topic?

Listen with maintained attention and show understanding of what they hear during class discussions.
 Experiment with ingredients to help enhance flavours in the dishes.
 Students will look at:

- workflow of the front of house-reception, seating area, counter service, bar
- workflow of the catering kitchen – delivery, staffing area, wash area, storage area, preparation and cooking area, serving area, washing/cleaning area.
- large equipment: large conventional oven, glass chiller, floor standing food mixer, deep fat fryers, hot water urns, walk-in fridge freezer, standing bain marie, steamers, pass-through dishwasher and glass washer, hot plates materials for cleaning, first aid kit and safety materials
- small equipment and utensils.
- customer needs (catering, equipment, accommodation) customer rights and inclusion (disability) equality.
- customer requirements/needs: lifestyle, nutritional needs, dietary needs, time available
- customer expectations: service, value for money, trends, awareness of competition from other providers, media influence/interest, environmental concerns, seasonality
- customer demographics: age, location, accessibility, money available, access to establishments/provision.

Successfully complete practical dishes to a good standard – working safely at all times during practical lessons.

- What constitutes high-quality
- Collating the correct equipment
- Equipment, uses, and health & safety
- Peer and self-evaluation
- Basic revisiting of cooking skills
- Time management

Assessment:

How and when will you be assessed on this topic?

What will the success criteria be?

Listen with maintained attention and show understanding of what they hear during class discussions.
 Discuss experiences of healthy eating in everyday life.
 Select and use basic equipment correctly.
 Experiment with ingredients to help enhance flavours in the dishes.
 Work to time limits and improve time management.
 Learn about the operation of the front and back of house, customer requirements in hospitality and catering and Hospitality and catering provision to meet specific requirements
 Complete higher-skilled practical dishes to a good standard – working safely at all times during practical lessons.

Grade	Percentage
Level 1 Pass	20%
Level 1 Merit	30%
Level 1 Distinction	40%
Level 1 Distinction*	50%
Level 2 Pass	60%
Level 2 Merit	70%
Level 2 Distinction	80%
Level 2 Distinction*	90%

<p>for chopping and looked at cross-contamination, danger zone, all of which are fundamental skills used in each year moving forward. They will look at the operation of the front and back of house, customer needs, wants, and requirements.</p>	
<p>What is the key <u>vocabulary</u> that you will need to know in this topic?</p> <ul style="list-style-type: none"> • As defined in objectives, activities, and outcomes through writing, speaking, listening, and reading. • Through the activities in this unit, pupils will be able to understand, use, and spell correctly words relating to: Front of house, demographics, large equipment, workflow 	<p>What is the structure of learning/lessons in this topic?</p> <p>Theory- Commercial kitchen equipment Practical- Skilled dishes Theory- Workflow Practical- Panacotta practical Theory- Dress code Theory- Customer needs and wants 1 Practical- Flakey pastry-Handmade Theory-Customer needs and wants 2 Practical- Skilled dishes Theory- Consolidation/revision questions Theory- Assessment</p>