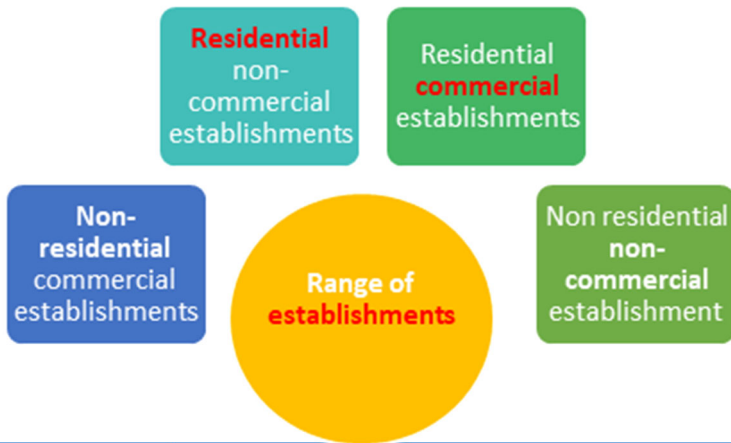


Catering - Year 9 Knowledge Organiser

1

Types of **Provider**



Establishment	Services provided	Examples
Commercial residential	Accommodation, house keeping, food, beverages, conference or training facilities	Hotels, guest houses, campsites, bed and breakfasts, holiday parks, farmhouses.
Commercial non-residential	Food and beverage to eat in or take away, areas to sit eat and drink.	Restaurants, cafes, tea rooms, coffee shops, fast food outlets, pubs and bars, street food and pop up restaurants, mobile vans.
Non-commercial residential	Accommodation, food and beverages	Hospitals, care homes, prisons, armed forces, boarding schools, colleges, universities.
Non-commercial non-residential	Food and beverages	Canteens in offices, day-care centres, schools and nurseries, charity food suppliers e.g. soup kitchen

2

Front of House roles

Reception

Receptionist: meet customers and direct them to the correct person or place; they manage visitor lists and booking systems

Porter/ Concierge; assist hotel guests by making reservations, booking taxis and booking tickets for local attractions and events.

Restaurant and bar

Restaurant manager (Maître d'Hotel): The restaurant manager is in overall charge of the restaurant,; they take bookings, relay information to the head chef, complete staff rotas, ensure the smooth running of the restaurant

Head waiter (ess): Second in charge of the restaurant,. Greets and seats customers, relays information to the staff, Deals with complaints and issues referred by the waiting staff.

Waiting staff Serve customers, clear and lay tables, check the customers are satisfied with the food and service. May give advice on choices from the menu and special order foods

Wine waiter- Le sommelier: Specialises in all areas of wine and matching food, advises customers on their choices of wine, Wine waiters serve the wine to the customer and can advise customers on their choices as well

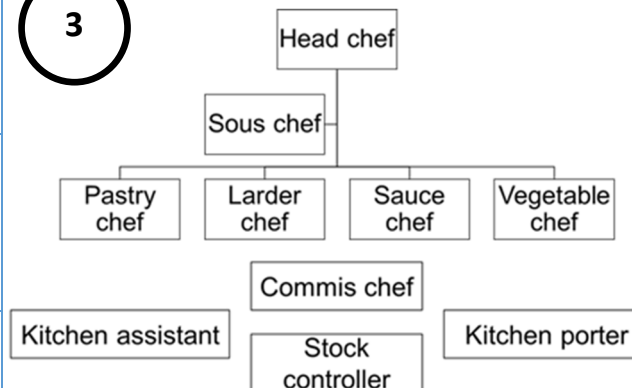
Bar staff serve drinks and take food orders , wash up, clear tables, change barrels and fill shelves.

Baristas make and serve hot and cold beverages, in particular different types of coffee such as espresso, cappuccino and latte.



3

The Kitchen brigade- Back of House



Environmental Health Officer (EHO)

4

The EHO is responsible for carrying out measure to protect public health and to provide support to minimise health and safety hazards.

EHO Responsibilities

Check food producers handle food hygienically.

They check food is being stored at the correct temperature.

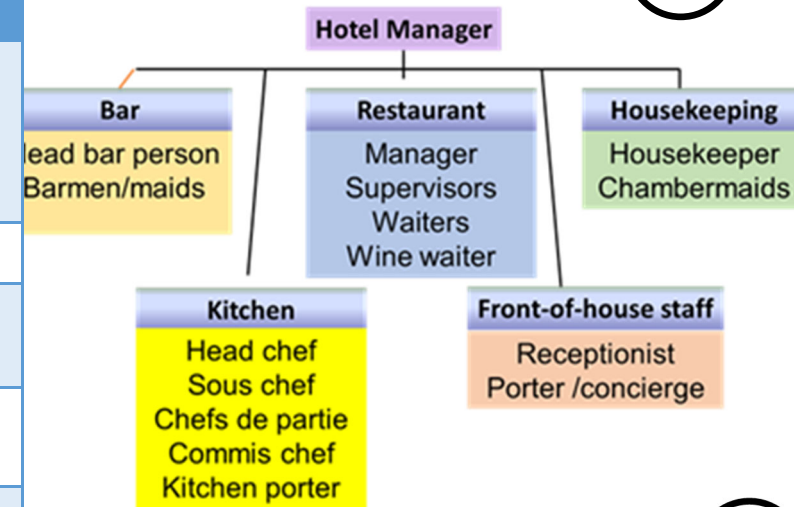
They review processes sin the workplace e.g. use of correct equipment such as coloured chopping boards.

Food service	Description
Formal food	Food is usually served to customers by waiting staff. Plate —the meal is plated up and brought to the customers table by waiting staff. Waiting service —the food is served to the customers at the table by waiting staff. Gueridon - the customers food is cooked at the table, usually for dramatic effect.
Street food	Ready-to-eat food or drink sold on the street or in a public place such as a market or festival.
Self-service	Customers help themselves to food, for example, a carvery where the meat is on display and carved by a chef, then the customers help themselves to vegetables and gravy.
Fast food	Food is made to order very quickly and can be taken away from the restaurant or stall to eat. Seats and tables are often provided.
Cafeteria	Small and inexpensive restaurant or coffee bar, serving light meals and refreshments.
Takeaway	Takeaway restaurants take an order and deliver the food to the customers home, customers can also order at the restaurant and take the food away to eat.
Buffet	A selection of dishes is laid out for the customers to help themselves. Different buffet styles include: Sit-down buffet —once the customer has chosen their food from the buffet, they can sit down at a table to eat it. Stand-up or fork buffet —once the customer has chosen their food, they stand to eat it; this allows guests to circulate and meet other guests. Finger buffet - all the food is prepared to be eaten with fingers (without the need for a knife and fork). Foods are normally bite-size and easy to eat.
Automatic vending	Drinks and snacks are stored in a machine with a glass front and items are selected by the customer. They are often coin operated and placed in establishments where it may not always be possible to get access to food.
Transport catering	A variety of food service options are available on train, planes and ships.
Hotel	Provides overnight accommodation and food and drink options. Many hotels offer breakfast, evening meals, bar snacks, lunch and room service.
Bed & Breakfast	Offers overnight accommodation and breakfast. Often these are private family homes where rooms are made available to guests. Breakfast is usually served in a dining room or the owners kitchen.

4

Staff structure in a hotel

6



5

Proposing ideas

You need to be able to match different types of visitors to suitable types of catering and/or accommodation. The different types of visitors include:

- ◆ Families with children under 12
- ◆ Families with teenage children
- ◆ Groups of people, for example a school group
- ◆ Old age pensioners (OAP's)
- ◆ Overseas visitors
- ◆ Single people
- ◆ Couples

A range of information must be gathered to be able to make a structured proposal for catering and accommodation for a specific requirement such as: Budget, type of occasion, type of venue, number of people, information about the area.