

A.C. 2.1. The operation of the kitchen


Storage area
Suitable temperature, humidity & ventilation.
Cool, dry area to store the fridge and freezers.

Preparation and cooking area
Wet cold area – fish, veg and meat
Hot area for cooking
Hand washing sink separate to food sinks


Serving
Where food is presented/plated
Hot hold to keep food warm – maintained at 63°C

Dirty/waste
Waste bins and pot washing
Pest control (including bin lids to prevent pests)
Should be away from storage & prep area

Staff room – an area away from prep area
– for changing into uniform etc.

Kitchen Layout

Stock control


Jobs for stock controller:
- Stock ledger/inventory - list & quantities
- Current price for budget
- Keep logs and receipts
- Find best prices


Stock should be organised using FIFO (first in, first out) to prevent foods at the back going out of date and wasted.
Perishable – high risk foods which spoil quickly so need weekly supply.
Staple – can be kept at ambient temperature so ordered in advance
Daily use – not perishable as such but foods like bread.

Equipment & materials
Large
i.e. Ovens, cooking range, walk in freezer/fridges, floor standing mixer, deep fat fryer, blast chillers


Small and hand held
i.e. Jugs, bowls, sieve, knives

Mechanical (move)
i.e. Mincer, processor, mixer

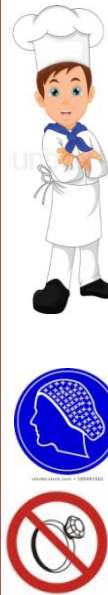
Food safety equipment
Coloured chopping boards, tongs, knives – day of the week stickers


Dress Code

A uniform shows customer staff represent company
- Professional, clean, neat and tidy

Purpose of chef uniform;
Protect from burns and splashes
Comfortable
Sweat absorbent
Easy to wash and iron
Hygienic barrier



Must change into
Daily change

Chef uniform
Hat /toque - absorb sweat
Hair net for long hair - prevent contamination/fire
Long sleeves - prevent scalds, splashes from pans
Knee length apron – protect uniform
Cotton trousers – keep cool but protected
Non slip shoes with toe protectors – prevent slips and drops onto toes
No jewellery, make up, nails or perfume to avoid contamination/ odours



Documentation & admin

Staff documentation
Training logs
Sickness & accident log
Employment log


Health and safety
Building and COSHH risk assessments
Customer feedback
Financial documents
Stock logs/inventories
Food safety certificates/
Temperature control logs (i.e. Fridge)

Safety – fire, trips, slips, equipment (blender), cuts, burns, heavy items falling



Materials
Cleaning – cloths, mops, brushes and detergents
Preparation – foil, bags
Waste – bags, bins
Maintenance – filters, bulbs
Employee welfare– toilet roll, hand wash, fire extinguisher

Maintenance of equipment
Servicing - Clean - PAT tested


Rules for kitchen layout
Ventilated - comfortable to work in
Extractor fans – remove any smoke etc.
Air conditioning to keep cool (hot area!)
Non slip floors
Easy to clean joints on benches (harbour bacteria in cracks!)
Correct storage areas (separating high risk food)
Adequate water supply available
Space to move around – especially around hobs/equipment.




Workflow
It should be logical! Order of flow:
Entrance delivery > Storage area > Preparation area > Cooking area > Plate up > Orders to serve > To dining room (meal eaten) > Dirty dishes/leftovers back to kitchen > Waste food disposed > Pot wash and return to equipment area > Waste collection and recycling




A.C. 2.3 Meeting customer requirements

Customer Needs Forms the start of relationship with customer and business. I.e. need a meal, or accommodation

Customer Expectations Factors which decide whether or not the customer is satisfied with the service provide. I.e. the customer service, standard of comfort, how the meal is in terms of quality or value for money

Customer Wants
The business needs to find out what a customer requires – they can do this by carrying out market research.
I.e. – surveys - verbal feedback from customers
- online or paper feedback - - reading about trends


Trends
Customer trends need to be identified to ensure success

- Online services – want fast, instant, user friendly technology
- Messaging – through social media
- Online comparison
- Social media advertising/menus
- Availability & delivery service
- Competition - find out what it is
- Personalised service
- Environmentally friendly
- Self service now popular with customers, rather than dealing with a person face to face


Equality & customer rights
- **Customer Rights Act** – Ensures products purchased must be of satisfactory quality, fit for purpose and as described. (*protects customer*)
- **Consumer protection act 1987** – prevents unsafe products sold, health & safety messages (*protects customer*)
- **Trade descriptions act** – no misleading advertising/ incorrect descriptions (*protects customer*)
- **Equality act 2010** – Ensures equal treatment regardless of age, race, religion, disability, gender and sexual orientation (*protects customer*) & employee

Customer service Important for:
- Satisfaction
- Loyalty and repeat business
- Reputation – more customers
- Employee pride and confidence = job satisfaction
- Few complaints

Quality of service/experience
Ingredients & materials – foods, bedding
Consistency – of service, foods, accommodation
Customer service – helpful, polite
Availability – opening hours suitable, food available
Environment – comfortable, suitable temperature
Accessibility – disabled access/toilets

Dietary requirements
- Nutritional information should be available
- Allergy & intolerance information must be displayed
- Dietary needs (vegan etc.)
Usually using keys i.e. GF for gluten free



Customer Types
Leisure/tourist
For holiday/ experience
Near attractions
Reviews more important
Gym - Spa – Bar


Business/Corporate
Corporate = large business
May require hospitality & catering for:
-Conferences/meetings (*Meeting rooms, suitable IT, pens & paper, refreshments & meals – usually buffet*)
- Award ceremonies (*Temporary restaurants, bars, VIP lounges*)
- Staff training or team building days
- Trade shows


Local residents The hospitality & catering industry can boost local economy:
- Increase tourism
- Employ local people
- Local people can use the facilities
- Build relationships with them by
•Preventing noise levels
•Provide parking so they don't park in local streets
•Provide security
•Set reasonable pricing for local events i.e. Proms, fetes


A.C. 2.2 The operation of front of house

Layout
Front of house refers to restaurant or hotel entrance/reception


Entrance/reception
- Customers are greeted
- First impression (smile, eye contact etc)
- Should be a pleasant environment
- Menus on display
- Disabled access


Waiting area
-Customer waits at busy times, (might be annoyed so comfort is important)
- Offer drinks


Dining area
- Serve & enable socialising (table layouts)
- Stations to divide up waiting staff

Factors to consider:
Temperature - Smells - Space - Comfortable Chairs - Menu which meets all needs - Toilets – clean and disabled access

Workflow
Seat customer
Menu given/explained
Take drink order
Serve drinks
Take food order
Serve food
Check customer is happy
Clear plates
Offer desserts
Take order
Serve desserts
Clear plates
Coffee & drinks order
Offer bill
Take payment
Customer leaves
Reset the table


Equipment & materials
Table top – Napkins, cloths, menu holder, condiment, holders/bottles, candles, coaster, bread basket, cutlery, glasses

Service – Dishes, sizzle platter

Waiting at table – Tray, serving spoon, fabric serviettes, bottle opener, ice bucket, notepad and pen, tablets


Seating – Chair, stool, high chair, outdoor seating

Organisation – Rope barrier, direction sign, menu holders, wine racks, shelving

Safety – First aid kit, signs, extinguisher, alarms, lighting

Bar – Measures, fridge, bottle openers, blenders, chalkboard and chalk

Safety & Security
Hazards - Electric leads – Unmarked steps – Low ceiling – No fire extinguisher – No fire exits – Candles – Low lighting

Security – Data protection - CCTV - Changing room & lockers for staff - Customer assault - Well lit access -Photo ID


Materials
Cleaning – detergents, glass cleaning, washing up, brushes, mops


Materials for food service – disposable napkins, individual sachets or environmentally friendly refillable pots, condiments, candles, table decorations, flowers

Waste disposal – bags and bins

Employee welfare – first aid, hand towels, toilet paper

Maintenance - replacement for broken stuff i.e. Glasses

Dress code
Consistent colour theme

Important as:
- Creates first impression
- Sets a standard
- Stops employees wearing inappropriate clothes
- Part of team
- Pride – better work ethic
- Customer can identify


Key Terms

Hot hold – when cooked or reheated food is **held hot** prior to and during service to consumers

Pest control - regulating **pests** from entering the food preparation area (i.e. Flies, rats, mice, cockroaches)

Work flow – the sequence of events in a kitchen for it to operate efficiently

Stock control – the process of ensuring that appropriate amounts of stock are maintained by a business at a minimum cost.

Stock ledger/inventory - show how much stock you have at any one time, and how you keep track of it

Logs - systematic recording of events, or measurements i.e. Training log, temperature log

FIFO – ‘First in, first out’ - first foods that are bought/produced are the first that are sold/used to ensure that you use what you have before it gets outdated

Perishable - foods likely to decay or go bad quickly – usually stored in a fridge (i.e. Milk, meat, cheese)

Staple - a **food** that is eaten routinely - a dominant portion of a standard diet i.e. Pasta potatoes, rice

Mechanical equipment – equipment that has a part which moves i.e. Mixer, tin opener

Contamination - making something unsuitable by contact with pathogenic bacteria or something unclean

PAT test - Portable appliance **testing** - a process in which electrical appliances are routinely checked for safety.

COSHH - Control of Substances Hazardous to Health Regulations. - require employers to control exposure to hazardous substances to prevent ill health

Covers - refers to a diner who eats or a meal that is served

Market research - the action or activity of gathering information about consumers' needs and preferences

Corporate - a large company/business or group

Local resident – people who live in the local community who might benefit from a business

Reputation - the beliefs or opinions that are generally held about a company

