

Level 1/2 Hospitality and Catering: Unit 1:

The operation of the kitchen (AC2.1)



Operational requirements

To run a successful hospitality and catering business, it is important that the back of house is well designed to allow safe working conditions for the kitchen staff. A good workflow also allows the safe movement of front of house staff between the kitchen and dining room so that customers enjoy efficient food service.

Kitchen workflow

Delivery area	Located at the kitchen entrance. Deliveries are checked against the order and temperatures of high-risk foods are recorded.
Storage area	Cool area: contains fridges and freezers for storing high-risk foods, as well as space for storing fresh fruit and vegetables. Dry area: for storing canned and dry goods.
Staffing area	A separate area where employees can change into work clothing. Staff toilets and hand washing facilities are provided. This area may also be used as a breaktime lounge.
Preparation area	A large kitchen will have separate areas for the preparation of meat and poultry, fish, fruits and vegetables and pastries and desserts.
Cooking area	A large kitchen will have separate cooking areas for hot wet foods such as soups, sauces and steamed vegetables and a dry cooking area for roasting, baking, grilling and frying.
Serving area	A large kitchen will have separate areas for plating and presenting hot and cold foods. Waiters will collect orders from “the pass” to deliver to customers in the restaurant.
Cleaning area	This area should be separate from the main kitchen. Dirty crockery and cutlery as well as pots and pans from the kitchen are cleaned and stored in this area.
Waste area	This area should be separate from the main kitchen. Food waste and recyclable and non-recyclable waste is sorted and then disposed in the correct bins, which should be located outside.

Back of house dress code

The traditional chef's uniform is designed to show authority in the kitchen. Known as “chef's whites”, they come in many colours. Key uniform items are: a long-sleeved, double-breasted jacket, long trousers, head covering, apron, and non-slip, toe-protected shoes. The clothing and shoes protect the wearer from injury while the head covering protects the food from hair and sweat.