

1.1 Hospitality and Catering provision	1.1.1 Hospitality and Catering providers	<input type="checkbox"/> Commercial (residential) <input type="checkbox"/> Commercial (non-residential) <input type="checkbox"/> Non-commercial (residential) <input type="checkbox"/> Non-commercial (non-residential) <input type="checkbox"/> Food service <input type="checkbox"/> Residential service
	1.1.2 Working in the hospitality and catering industry	<input type="checkbox"/> Employment roles and responsibilities <input type="checkbox"/> Personal attributes <input type="checkbox"/> Qualifications and experience
	1.1.3 Working conditions in the hospitality and catering industry	<input type="checkbox"/> Employment contracts <input type="checkbox"/> Working hours <input type="checkbox"/> Remuneration and benefits
	1.1.4 contributing factors to the success of hospitality and catering provision	<input type="checkbox"/> Basic costs (labour, overheads, materials) <input type="checkbox"/> Gross and net profit <input type="checkbox"/> How the economy can impact hospitality and catering <input type="checkbox"/> Environmental needs and impact of Hospitality and catering <input type="checkbox"/> Influence of technology <input type="checkbox"/> Positive and negative impacts of media
1.2 How hospitality and catering provisions operate	1.2.1 the operation of the front and back of house	<input type="checkbox"/> Workflow (FOH, BOH, KB) <input type="checkbox"/> Equipment and materials <input type="checkbox"/> Documentation and administration
	1.2.2 customer requirements in hospitality and catering	<input type="checkbox"/> Customer needs <input type="checkbox"/> Customer rights and inclusion <input type="checkbox"/> Equality
	1.2.3 hospitality and catering to meet specific requirements	<input type="checkbox"/> Customer requirements/needs: lifestyle, nutritional needs, dietary needs, time available <input type="checkbox"/> Customer expectations: service, value for money, trends, competition, media influence, environmental concerns, seasonality <input type="checkbox"/> Customer demographics: age, location, accessibility, money available, access to establishment/provision

Unit 1 Exam – Hospitality and Catering industry

- Exam questions range from 1-12 marks
- The exam is 80 minutes long
- You are not marked generally on spelling, punctuation and grammar. However, you must spell key terms correctly as well as structuring extended responses clearly
- You must be able to apply your knowledge of H&C in different scenarios

1.3 Health and safety in Hospitality and Catering	1.3.1 Health and safety in hospitality and catering provision	<input type="checkbox"/> Responsibilities for personal safety of employers and employees in relation to the following laws: <ul style="list-style-type: none"> <input type="checkbox"/> COSHH 2002 <input type="checkbox"/> HASAWA 1974 <input type="checkbox"/> MHOR 1992 <input type="checkbox"/> PPER 1992 <input type="checkbox"/> RIDDOR 2013 <input type="checkbox"/> Risk assessments <input type="checkbox"/> Safety and security <input type="checkbox"/> Accident forms <input type="checkbox"/> Training
	1.3.2 Food safety	<input type="checkbox"/> Know and understand the principles of a HACCP <ul style="list-style-type: none"> <input type="checkbox"/> Critical control points <input type="checkbox"/> What action to take <input type="checkbox"/> Complete a HACCP <input type="checkbox"/> Complete records
1.4 Food safety in Hospitality and catering	1.4.1 Food related causes of ill-health	<input type="checkbox"/> Allergies <input type="checkbox"/> Bacteria <input type="checkbox"/> Chemicals <input type="checkbox"/> Intolerances <input type="checkbox"/> Food poisoning <input type="checkbox"/> Food labelling laws <input type="checkbox"/> Food safety legislation <input type="checkbox"/> Food hygiene
	1.4.2 Symptoms and signs of food induced ill health	<input type="checkbox"/> Visible signs <input type="checkbox"/> Non-visible signs
	1.4.3 Preventative measures of food-induced ill health	<input type="checkbox"/> Cross contamination <input type="checkbox"/> Correct temperatures <input type="checkbox"/> Physical contamination
	1.4.4 The environmental health officer (EHO)	<input type="checkbox"/> Role and responsibilities of the EHO