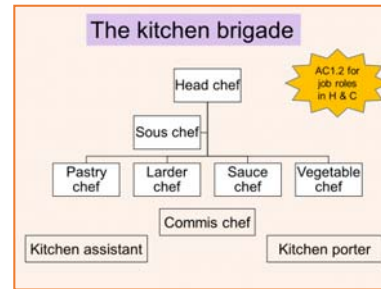
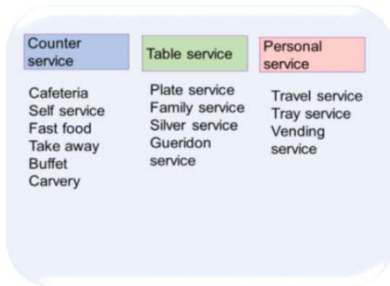
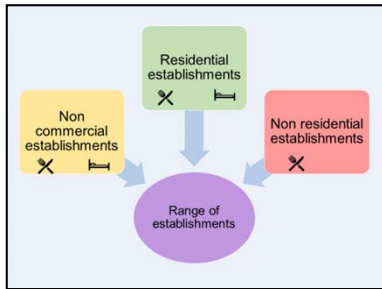


# Year 10- Knowledge Organiser Autumn Term 1: Unit 1 LO1- Understand the environment in which H&C providers operate



## Key Words

Caterer, Catering, Establishment, Hospitality, Commercial, Non-Commercial, Residential, Non-Residential, Roles and Responsibilities, Kitchen Brigade, Standards and Ratings.

### Residential establishments

- Hotels
- Guest houses
- Bed and breakfasts
- Farmhouses
- Motels
- Holiday parks
- Some public houses

Services and food provided varies by price charged

### Non commercial establishments

- Hospitals
- Prisons
- Meals on wheels
- Residential care homes
- Armed services

Services and food provided varies by the situation and the needs of the clients. Not required to make a profit

### Non residential establishments

- Restaurants
- Fast food outlets
- Public houses
- Bars
- Delicatessens
- Take away outlets
- School meals
- Burger vans

Services and food provided varies by the situation and price charged

### Michelin stars

Anonymous inspectors visit establishments and have a meal and write a review of the establishment can award stars for excellence.

Out of 3,600 establishments inspected in Great Britain and Ireland they awarded:

3 stars: 3  
2 stars: 23  
1 star: 143

### AA Rosettes & Stars

Inspectors visit restaurants or hotels and write a review of the establishment -award rosettes for restaurants, stars for hotels.

Restaurants: 12 Rosettes, 38 Stars, 173 Stars

### Good Food Guide

Members of the general public who have visited the establishment fill in a review which is compiled into a guide. Award points for excellence.

### Types of ratings

Michelin guide, AA guide, Good food guide, Online and written reviews

### Poor reviews

What could this do for their reputation? How could they address these?

"The prix-fixe lunch for \$20 was not much of a deal with food that was as insipid as unwaxed dental floss."

"An amuse bouche brings a..."

"Nicotise salad... seemed to have been assembled by a..."

### Benefits of ratings?

- A good establishment could see an increase in business from people wanting to try the food.
- It generates publicity for the establishment.
- Customers might come from further away to dine.
- Customers can identify less good establishments.

### Online review sites

- There are a number of online review sites where anyone can post their reviews of an establishment.
- with a large number of reviews, a restaurant's average score is likely to be reasonably accurate.
- There are guidelines to clamp down on establishments that give away freebies for a good review or give themselves good reviews!

tripadvisor, yelp, OpenTable, Harden's, SquareMeal

### Suppliers

- Hospitality and catering establishments usually need to purchase supplies in large quantities.
- From glassware to custard powder to meat to bed sheets and bathroom soap.
- Establishments use wholesalers and specialist markets where the price charged for large quantities is lower and the VAT is calculated by the establishment so not added to the cost.

### Suggested research to look at (resources/websites):

Basic Food Hygiene and Health and Safety in food.  
BBC Good Food  
Sensory Vocabulary  
WJEC Hospitality and Catering Course Book (Specification A)



## Homework Schedule:

1. Pupils to research the commercial and non-commercial H&C businesses in their local area and identify if they are residential or non-residential.
2. Pupils to bring in the ingredients needed to make minestrone soup, they must remember to bring in a suitable container to store and take home.
3. Pupils to research and define 8 French terms used in cooking (Bain-marie, Canapé, Coulis, Jus lie, Ragout, Roux, Sauté and Vol-au-vent).
4. Pupils to bring in the ingredients needed to make cottage pie, they must remember to bring in a suitable container to cook it in and take home.
5. Pupils to complete a day in the life of task. Interview someone who works in the H&C industry, then write a short report about their typical day.
6. Pupils to bring in the ingredients needed to make cheese cake/crunch style desert, they must remember to bring in a suitable container to store and take home.

