

# Check your understanding

1. Write a definition of hospitality (2 marks)

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2. Write a definition of Catering (2 marks)

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3. Explain what is workflow? (2 marks)

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4. What are the 8 stages of workflow? (8 marks)

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5. Explain FIFO? (2 marks)

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6. What is the safe 'holding' temperature for food? (1 mark)

7. Give 4 examples of 'perishable' foods (4 marks)

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8. Under each image below – name each piece of equipment and state if it is at front of house or kitchen? The first one has been done for you **(14 marks)**

Amend this box

used

			
Mixer/kitchen	Water oven/Kitchen	Grill/Kitchen	Tandoori oven/kitchen
			
Oven/ Kitchen	Cutlery/ Front of house	Coffee maker/front of house	Drinks cooler/ front of house

9. Name 3 important knife safety rules. **(3 marks)**

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10. The James family want to stay in a hotel in London. Mr James is a wheelchair user, and he has two children, one aged 6 years and the other 18 months. This is the family's first visit to the city and they want to make the most of the attractions. Explain how the accessibility in this hotel will need to meet the needs of the James family **(6 marks)**

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11. Explain how the free Wi-Fi service in this hotel will meet the needs of the James Family **(4 Marks)**

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12. Establishments have a legal responsibility to work safely and hygienically. Records must be kept to prove this and in case of due diligence proof. List 4 different types of documents that should be kept: **(4 Marks)**

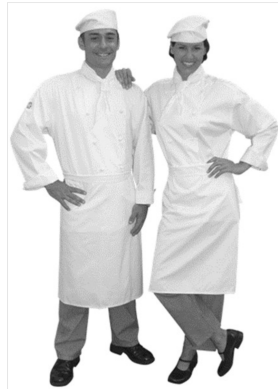
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13. Dress code: Label the diagram with the correct names for each item identified **(6 marks)**



14. Why is staff uniform important? **(2 marks)**

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15. What does EPOS stand for?**(1 mark)**

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16. How is EPOS used by front of house staff? **(3 marks)**

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17. Why is customer service important in the hospitality industry?(6 marks)

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18. List 6 measures that establishments should carry out to ensure the health and safety of customers (6 marks)

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19. Write down 4 adjustments you can make to your hospitality facility to make it accessible to all of your customers (4 marks)

A wheelchair user

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Someone with a visual impairment

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Someone who doesn't speak English as their first language

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Families with babies

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