

<b>LO 1: Understand the environment in which hospitality and catering providers operate</b>			
	Red	Amber	Green
<b>AC 1.1.1- Hospitality and Catering providers</b>			
I can identify and describe types of provider: residential, non-residential, commercial and non-commercial.			
I can identify and describe different types of service including table, counter and personal			
I can describe advantages and disadvantages of types of suppliers to the industry			
I can identify and describe residential service including rooms, refreshments, conference and function and leisure facilities			
I understand the different types of standards and ratings used in hotels			
I understand the different types of standards used to rate restaurants			
<b>AC1.1.2: Working in the Hospitality and Catering industry</b>			
I can describe and understand the employment roles and responsibilities in the following areas: <ul style="list-style-type: none"> <li>• Front of House</li> <li>• Housekeeping</li> <li>• Kitchen Brigade</li> <li>• Management</li> <li>• </li> </ul>			
I know and can describe the personal attributes for different job roles			
I know the type of training required within the industry			
I know the qualifications and experience required to work in the industry			
<b>AC1.1.3: Working conditions in the hospitality and catering industry</b>			
I know and can describe the difference between different employment contracts			
I know and can explain working hours			
I understand and can explain about rates of pay			
I know and can explain about holiday entitlement			
I know and can explain about pay remuneration (tips, bonus payments, rewards)			
I know understand the fluctuating needs of the industry including; <ul style="list-style-type: none"> <li>• Supply and demand</li> <li>• Staffing during peak times</li> <li>• Large events</li> <li>• Seasonal times</li> <li>• Location of provision</li> </ul>			
<b>AC1.1.4: Contributing factors to the success of hospitality and catering provision</b>			
I know and can explain about costs which affect profitability; labour, material, overheads			
I know and can explain about gross and net profit			
I know and can explain about how the economy affects success <ul style="list-style-type: none"> <li>• Strength of the economy</li> <li>• Value added tax (VAT)</li> </ul>			

<ul style="list-style-type: none"> <li>• Exchange rate (value of the pound)</li> </ul>			
I know and can explain about environmental issues which affect success <ul style="list-style-type: none"> <li>• Seasonality</li> <li>• Sustainability- reduce, reuse and recycle</li> </ul>			
I know and can explain about how new technology can affect success <ul style="list-style-type: none"> <li>• Cashless systems</li> <li>• Innovative digital technology (apps, web-booking, key card access, digital menu)</li> <li>• Software</li> </ul>			
I know and can explain about customer demographics, lifestyle and expectations			
I understand and can explain about the positive and negative impacts that follow media types <ul style="list-style-type: none"> <li>• Printed media (newspaper and magazines)</li> <li>• Broadcast (TV, radio)</li> <li>• Internet (social media, websites)</li> <li>• Competitive (other establishments)</li> </ul>			

LO 2: How hospitality and catering provisions operates			
	Red	Amber	Green
<b>AC 1.2.1: The operation of the front and back of house</b>			
I know and can explain about work flow of the front of house (reception, seating area, counter service and bar)			
I know and can explain about work flow of the catering kitchen (delivery, staffing area, wash area, storage area, preparation and cooking area, serving area and cleaning area)			
I know and can explain about equipment and materials: Large equipment			
I know and can explain about equipment and materials: Materials for cleaning, first aid kits and safety materials			
I know and can explain about equipment and materials: Small equipment and utensils			
I know the dress code requirements of front and back of house staff			
<b>AC 1.2.2: Customer requirements in hospitality and catering</b>			
I know and can explain about how hospitality and catering provision meets: Customer needs (catering, equipment, accommodation)			
Customer rights and Inclusion			
Equality			
<b>AC 1.2.3: Hospitality and catering provision to meet specific requirements</b>			
I know and understand hoe h&c provision adapts to satisfy the ever changing customer climate :			
<ul style="list-style-type: none"> <li>Customer requirements/ needs; lifestyle, nutritional needs, dietary needs, time available</li> </ul>			
<ul style="list-style-type: none"> <li>Customer expectations; service, value for money, trends, awareness of competition, media influence/interest, environmental concerns, seasonality</li> <li>Customer demographic; age, location, accessibility, money available, access to establishment</li> </ul>			

<b>LO 1.3: Health and safety in hospitality and catering</b>			
	Red	Amber	Green
<b>AC 1.3.1: Health and safety in hospitality and catering provision</b>			
I understand the responsibilities for personal safety in the workplace of employers and employees in relation to;			
Health and Safety at Work Act 1974			
Reporting of injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) 2013			
Control of Substances Hazardous to Health Regulations (COSHH) 2002			
Manual Handling Operations Regulations (PPER) 1992			
Personal Protective Equipment at Work Regulations (PPER)			
Risks to health and security including the level of risk (low, medium, high) in relation to employers, employees, suppliers and customers			
I understand and can complete the following documentation; <ul style="list-style-type: none"> <li>• Accident forms</li> <li>• Risk Assessments</li> </ul>			
I know that employers are responsible for the health and safety training needs of all staff			
<b>AC 1.3.2 Food Safety</b>			
I know and can explain about the principles of Hazard Analysis Critical Control Point (HACCP)			
I can identify any critical control points and ensure risks are removed or reduced to safe levels			
I can decide on what actions to take if something goes wrong			
I can complete a HACCP document			
I can explain what records are used and show that procedures are working			

LO 1.4: Food Safety in Hospitality and Catering			
	Red	Amber	Green
<b>AC 1.4.1: Food related causes of ill health</b>			
I know and can <b>explain</b> about the different causes including:			
Allergies			
Bacteria			
Chemicals			
Intolerances			
I know and can describe the common food poisoning causes of; <ul style="list-style-type: none"> <li>• bacillus cereus,</li> <li>• campylobacter,</li> <li>• clostridium perfringens,</li> <li>• e-coli,</li> <li>• listeria,</li> <li>• salmonella,</li> <li>• staphylococcus aureus</li> </ul>			
I know and understand the main food allergens; <ul style="list-style-type: none"> <li>• cereals (gluten)</li> <li>• crustaceans</li> <li>• dairy products</li> <li>• eggs</li> <li>• fish</li> <li>• fruit and vegetables</li> <li>• lupin</li> <li>• molluscs</li> <li>• nuts</li> <li>• peanuts</li> <li>• sesame seeds</li> <li>• soya</li> <li>• wheat</li> </ul>			
I know and understand the main food intolerance. <ul style="list-style-type: none"> <li>• Gluten</li> <li>• Lactose</li> <li>• Aspartame</li> <li>• MSG (monosodium glutamate)</li> </ul>			
I know and can describe food labelling laws and regulations			
I know and can explain about the Food Safety (General Food hygiene Regulations)			
I understand and can explain about food hygiene			
<b>AC 1.4.2: Symptoms and signs of food-induced ill health</b>			
I know and can describe the visible symptoms of food induced ill health including; anaphylactic shock, bloating, breathing difficulties, chills, diarrhoea, facial swelling, pale or sweating skin, rash, vomiting, weight loss			
I know and can describe the non-visible symptoms of food induced ill health including; constipation, feeling sick, painful joints, stomach-ache, weakness, wind/flatulence			
<b>AC 1.4.3: Preventative control measures of food-induced ill health</b>			

I know and understand the control measures to prevent food-induced ill health; <ul style="list-style-type: none"> <li>• Cross contamination</li> <li>• Correct temperature in delivery, storage, preparation and service</li> <li>• Physical contamination</li> </ul>			
<b>AC 1.4.4: The environmental Health Officer (EHO)</b>			
I know and can <b>explain</b> about the role the EHO has in enforcing environmental health laws			
I know and can explain about the responsibilities the EHO has in:			
Collecting evidence including samples for testing, photographs, interviews			
Enforcing environmental health laws and following up complaints			
Following up outbreaks of food poisoning			
Inspecting businesses for food safety standards			
Giving evidence in prosecutions			
Maintaining evidence			
Submitting reports			