

UV21082

Investigate the catering and hospitality industry

The aim of this unit is to develop your knowledge and understanding of the size, scope and scale of the catering and hospitality industry. You will learn about the different sectors of the industry and investigate key factors that have impacted on its development.

You will investigate the national and international employment opportunities available in the hospitality industry and the differences in job roles and working conditions between sectors.

Level

2

Credit value

4

GLH

20

Observation(s)

0

External paper(s)

0



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Learning outcomes

On completion of this unit you will:

1. Understand the hospitality and catering industry
2. Understand the national and international employment opportunities available in the hospitality industry

Evidence requirements

1. *Knowledge outcomes*
There must be evidence that you possess all the knowledge and understanding listed in the Knowledge section of this unit. In most cases this can be done by professional discussion and/or oral questioning. Other methods, such as projects, assignments and/or reflective accounts may also be used.
2. *Tutor/Assessor guidance*
You will be guided by your tutor/assessor on how to achieve learning outcomes in this unit. All outcomes must be achieved.
3. *External paper*
There is no external paper requirement for this unit.

Developing knowledge

Achieving knowledge outcomes

You will be guided by your tutor and assessor on the evidence that needs to be produced. Your knowledge and understanding will be assessed using the assessment methods listed below*:

- Projects
- Observed work
- Witness statements
- Audio-visual media
- Evidence of prior learning or attainment
- Written questions
- Oral questions
- Assignments
- Case studies
- Professional discussion

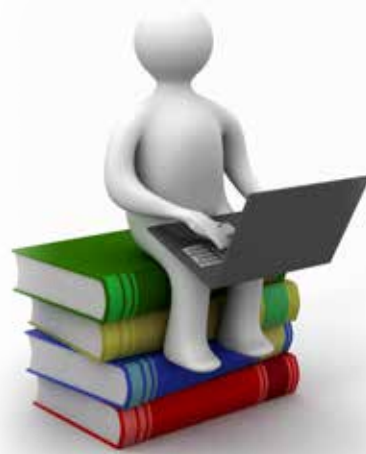
Where applicable your assessor will integrate knowledge outcomes into practical observations through professional discussion and/or oral questioning.

When a criterion has been orally questioned and achieved, your assessor will record this evidence in written form or by other appropriate means. There is no need for you to produce additional evidence as this criterion has already been achieved.

Some knowledge and understanding outcomes may require you to show that you know and understand how to do something. If you have practical evidence from your own work that meets knowledge criteria, then there is no requirement for you to be questioned again on the same topic.

**This is not an exhaustive list.*

Knowledge



Learning outcome 1

Understand the hospitality and catering industry

You can:	Portfolio reference
a. Compare and contrast the features of establishments in hospitality and catering by explaining the different features of the different sectors	
b. Assess the impact of key influences on the industry by describing the key influences	
c. Describe the terms 'hospitality' and 'catering'	
d. Identify the structure, scope and size of the hospitality and catering industry	
e. Describe the key influences on the development of the hospitality and catering industry	
f. Explain the differences between types of operations	
g. Explain the different features of the commercial and service sectors	
h. Explain the importance of the industry to the national economy	



Learning outcome 2

Understand the national and international employment opportunities available in the hospitality industry

You can:	Portfolio reference
a. List the main job roles in catering establishments	
b. Explain the difference in staff roles and conditions in the industry including legal requirements	
c. Describe the main job roles in a catering establishment	
d. Describe the differences in staff roles and conditions in the different sectors	
e. Identify the legal requirements to work within the law	
f. Identify sources of information about the hospitality and catering industry	
g. Describe the functions of professional associations related to catering occupations and describe their functions in relation to national and international context	

Unit content



This section provides guidance on the recommended knowledge and skills required to enable you to achieve each of the learning outcomes in this unit. Your tutor/assessor will ensure you have the opportunity to cover all of the unit content.

Outcome 1: Understand the hospitality and catering industry

Hospitality and catering sectors:

Contract food service providers (education, defence, healthcare, business and industry), events (festivals, sporting events, conferences and exhibitions, corporate hospitality, holiday parks), hospitality services (transport catering, visitor attraction catering), hostels, hotels (budget, one-five star, boutique, branded, independent), membership clubs (sporting clubs, employment or association clubs), pubs, bars and nightclubs, restaurants (fine dining, fast food, branded, ethnic), self-catering accommodation.

Features of establishments: Size of business, ownership (independent, national, international), staffing, diversity of products and services offered (food and beverage, accommodation), leisure service, prices charged, range of customer, opening times, differences between different types of operation.

Terms 'catering' and 'hospitality': Definition of catering and of hospitality.

Structure of the hospitality industry: Commercial sector, public sector, hospitality and catering sectors (hotels, restaurants, contract catering services), types and size of company within each sector (regional, national, international, partnership, independent, franchise, limited company).

Size and scope of the hospitality industry: Size of the industry, number of businesses, numbers employed, economic value of the industry, turnover.

Key influences on the industry: Political (legislation, tax policy, government type and stability), economic (inflation, unemployment and employment rates, interest rates, exchange rates, monetary policy), social and cultural (demographics, lifestyle changes, fashions and fads, health and welfare), technology (new discoveries and development, the internet, reduced costs of materials), influence of the media, impact on the catering and hospitality industry.

Different features of the commercial and service sectors: Aims and objectives, purpose, types of customer, products and services offered, pricing considerations.

Importance of the industry to the national economy: Economic value, employment opportunities, contribution to GDP and taxation, transferability of skills, contribution to the tourism product.



Outcome 2: Understand the national and international employment opportunities available in the hospitality industry

Main job roles in catering

establishments: Manager, supervisor, craft roles, waiter, chef, room attendant, receptionist, bartender, room service attendant, reservation clerk, porter, restaurant manager, housekeeper, executive chef, reception manager, concierge, patisserie, chocolatier, duties and responsibilities, hours of work.

Difference in staff roles and conditions

in the industry: Level of responsibility, level of authority, qualifications and entry requirements, working conditions, pay scales, progression opportunities, working hours, type of contract (salary, hourly paid, job perks, permanent, live-in, seasonal, full-time, part-time, freelance, agency staff), personal qualities and skills.

Legal requirements to work within

the law: Equal opportunities, working time regulations, health and safety at work, control of substances hazardous to health legislation, data protection, visa requirements.

Sources of information: Professional magazines, local and national newspapers, the internet and company websites, job centres and employment agencies, job fairs.

Functions of professional associations:

Associations (Institute of Hospitality, British Hospitality Association, British Institute of Innkeeping), functions (promoting the industry, providing advocacy for the profession).