



Knowledge Organiser

Autumn Term

VTCT Level 2 Diploma in Professional Cookery

Lead, Believe, Create, Succeed

Catering Autumn Term 1 UHC50M – The catering and hospitality industry

Section A: Vocabulary

Commercial sector



These are private organisations who work to make a profit such as hotels, pubs and restaurants. They range from very large international organisations to small local cafés .

Public sector



The main aim of public sector organisations is to provide a service, rather than make a profit. Other public sector organisations may include local government services, schools and colleges .

Sole trader

Owned by one person who has full legal responsibility for the business with unlimited liability.

Partnership

Two or more people own the business together. As with a sole trader the law considers the members of the partnership to have unlimited liability for any debt the business may have.

Franchise

Allows people to buy into an existing business and acquire the right to its business model.

Culture

Food choices, knowledge of different cultures and dietary needs (e.g. vegan,halal) for specific groups religious beliefs that impact dietary choices (Hindu, Jewish, Islam,Rastafarian); respect different beliefs and dietary choices .

Section B: The catering and hospitality industry

Hospitality means to offer friendly and caring treatment to guests .

Catering means the offer of specific facilities to guests , including accomdation ,food and beverages .

The types of catering and hospitality outlets/providers

Contract food service providers – e.g. providers of catering to education, armed forces , healthcare, business and other industries .

Events catering – e.g. festivals, sporting events, conferences and exhibitions, corporate hospitality.

Hospitality services – e.g. transport catering and visitor attraction catering .

Accommodation – e.g. hotels (including branded, budget, boutique and one to five stars), hostels, guest houses, bed and breakfast (B&B), self-catering, including independent, regional, national and international chains.

Membership clubs – e.g. sporting clubs, employment or association clubs .

Licenced premises - Pubs, bars and nightclubs .

Restaurants – e.g. fine dining, fast food, branded, world cuisine , coffee shops and cafés .

Task to do at home

Visit your nearest high street where you live .

Record on paper the different types of hospitality and catering outlets you can see.

Look at what services they offer to the public.

Section C:

Products and services offered by catering and hospitality organisations:

Food – e.g. snacks, breakfast, lunch , afternoon tea and evening meal .

Drink – e.g. alcoholic, non-alcoholic and hot/ cold beverages .

Accommodation, including room service, laundry service and concierge .

Business and conference services, e.g. meetings and seminars

Events and functions, e.g. weddings and parties, birthday. celebrations

Additional services, e.g. tourist information services such as providing information and leaflets about the local area: information on things to do, attractions and local events. Spa, hair and/or beauty salons, leisure facilities and retail outlets .

Internal customers

Colleagues – e.g. people from within the same department, organisation or group .

External customers

Families – which can include different ages, e.g. families with babies, young children, young adults and older adults

Friendship/interest groups – e.g. groups celebrating a special occasion or groups with a particular interest.

These could also include school groups

Business – e.g. individual business people or groups of business people attending a conference or meeting

Couples – including young couples, older and elderly couples, same gender and different gender couples

Customers with specific needs – e.g. dietary needs (allergies, intolerances, preferences), disabilities, non-English speaking, cultural differences

Single occupancy –people staying on their own

Suppliers – e.g. suppliers of food and drink products .

Contractors – e.g. a company may have a contract with a hotel to clean all its windows every week .