

Please find a list of the topics being covered during your Hospitality written exam on Monday 18th June. Your exam will be 1 hour 15 minutes. The code for your exam is: 4742/01 Hospitality & Catering Unit 4.

Please remember to use the revision notes that I have given you.

You can also visit the following website www.wjec.co.uk for past papers and marking schemes as discussed in class. Remember unit 4

The hospitality industry - all of the establishments included within the industry

Types of service - looking at the different types of establishments

Employment and training – understand the different types of jobs and training available within the industry

Customer care Standards of service – complaints and serving customers

Communication Catering – types of communication used (front of house and kitchen)

The industry – food and drink Job roles – different roles within the various establishments

Specialist equipment (for food preparation, cooking and serving)

Communication and record keeping – legal requirements

Menu planning - menus and restaurants

Preparation and presentation – presentation skills, portion control.

Planning for functions and events - planning your event

Costing menus and events

Teamwork

Environmental considerations – reduce, reuse, and recycle