**AO2 UNDERSTAND HOW HOSPITALITY AND CATERING PROVISIONS OPERATE**

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| **2.1 The operation of the kitchen** | |
| 1 | What is workflow? |
| 2 | What are the 8 stages of workflow? |
| 3 | Why is workflow important |
| 4 | Explain deliveries in workflow |
| 5 | Explain storage in workflow |
| 6 | Explain food preparation in workflow |
| 7 | Explain cooking in workflow |
| 8 | Explain holding in workflow |
| 9 | Explain food service in workflow |
| 10 | Explain washing up in workflow |
| 11 | Explain waste disposal in workflow |
| 12 | Why is hygienic kitchen design necessary ? |
| 13 | What are the qualities of hygienic work surfaces? |
| 14 | What are the properties of hygienic walls and floor? |
| 15 | What are the properties of hygienic sinks and waste disposal? |

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| **2.1 stock control** | |
| 1 | What does perishable foods mean? |
| 2 | Name 4 classes of perishable foods |
| 3 | What is the rule of stock rotation? |
| 4 | What does staple foods mean? |
| 5 | Name 5 classes of staple foods |

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| **2.1 Documentation and administration** | |
| 1 | Give 5 types of record that should be kept for due diligence |
| 2 | What temperatures should be recorded? |
| 3 | What is recorded on time sheets? |
| 4 | Why is accident recording important? |
| 5 | What food safety records should be kept? |
| 6 | What stock records should be kept? |
| 7 | Give 5 reasons why records and documentation is importatnt |
| 8 | What legislation protects personnel records? |
| 9 | What does this legislation state? |
| 10 | Give 4 qualities that documentation needs to legally be used in evidence |

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| **2.1 Kitchen operation** | |
| 1 | State the role of the chef de cuisine |
| 2 | State the role of the sous chef |
| 3 | State the role of the chefs de partie |
| 4 | State the role of the commis chefs |
| 5 | Give 5 items of clothing in the kitchen dress code |
| 6 | What is the employers responsibility to provide? |
| 7 | What is the role of the kitchen assistant? |
| 8 | What sort of footwear should a chef wear? |
| 9 | Why do chefs jackets have poppers not buttons? |
| 10 | Why are chefs jackets long sleeved? |

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| **2.1 equipment** | |
| 1 | Give 4 knife safety rules |
| 2 | List 5 qualities of large equipment a chef needs to consider |
| 3 | What are the general safety precautions with large equipment ? |
| 4 | List the safety points for ovens and hobs |
| 5 | List the safety points for grills and salamanders |
| 6 | List the safety points for stand mixers |
| 7 | List the safety points for fryers |
| 8 | List the safety points for sous vide equipment |
| 9 | List the safety points for bain marie |
| 10 | List the safety points for hot plates |
| 11 | What are the advantages of large scale ovens? |
| 12 | What are the disadvantages of large scale ovens? |
| 13 | What are the different colour chopping boards for each food ? |
| 14 | Name 5 types of knives chefs use |
| 15 | Explain what sous vide cooking is |

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| **2.2 front of house** | |
| 1 | What are the 3 main styles of service ? |
| 2 | Give 3 examples of table service |
| 3 | Give 3 examples of counter service |
| 4 | Give 3 examples of personal service |
| 5 | Describe the role of the restaurant manager |
| 6 | Describe the role of the head waiter |
| 7 | Describe the role of the sommelier |
| 8 | Describe the role of waiting staff |
| 9 | Give the workflow between customer and kitchen |
| 10 | What items of hand equipment are used front of house |
| 11 | What items of powered equipment are used front of house |
| 12 | What is EPOS and how is it used front of house ? |

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| **2.2 front of house administration** | |
| 1 | Give 5 items that are stock controlled front of house |
| 2 | List the personnel records that may be kept |
| 3 | List the safety and hygiene records that have to be kept |
| 4 | What are 2 ways that booking and reservations can be made |
| 5 | Who is responsible for front of house staff allocation? |
| 6 | Why is a staff uniform important? |
| 7 | What must employers provide for free ? |
| 8 | List safety and security measures for staff and customers |
| 9 | Why should a restaurant carry out risk assessments ? |
| 10 | What sort of insurance should establishments have ? |

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| **2.3 meeting customer requirements** | |
| 1 | Describe leisure customers |
| 2 | Describe local residents as customers |
| 3 | Describe business (corporate) customers |
| 4 | Give 6 things leisure customers require |
| 5 | Give 6 things local customers require |
| 6 | Give 6 things business customers require |
| 7 | What influences customer trends? |
| 8 | Give 4 recent food trends |
| 9 | Define customer service |
| 10 | Give 3 reasons for good customer service |
| 11 | Give 6 examples of good customer service |
| 12 | What right does the customer have under the Food Safety act? |
| 13 | Give 3 rights under the Consumer rights act |
| 14 | What rights does the customer have under the Disability discrimination act ? |
| 15 | What are customer rights under the equality act ? |