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Integrated assignments

Introduction

There are two integrated assignments supporting these materials:

- 1 Hazard analysis
- 2 Plan a menu.

These provide learners with an opportunity to extend and apply the skills they have developed within their vocational course and through the use of these materials. They are structured in a similar style to Key Skills assignments, but the content reflects learning from particular modules.

Introducing the assignments

Teachers should go through the assignments with learners to check that they understand the tasks and have strategies for tackling each one. Learners can be asked to produce an action plan or checklist, to ensure that they are clear about the demands of each task within the assignment. Learners should be made aware of the signposting to the relevant modules within the Embedded Learning materials if they need to look back and check some skills.

Assessing learners

Learners are expected to complete tasks independently with the minimum of teacher input. The marking scheme identifies the units and elements of the National Occupational Standards, Key Skills and the Adult Core Curricula for Literacy and Numeracy.

Learners' performance can be assessed on all three aspects of the task or one specific area. Coverage of the National Occupational Standards includes some performance criteria and/or underpinning knowledge from the NVQ. Additional questioning or observation of tasks may provide sufficient evidence for learner portfolios.

Integrated assignment 1

Hazard analysis

Food hygiene is very important in the workplace. Food can become contaminated or can deteriorate at different stages of storage, preparation and cooking. Everybody involved in food handling should be aware of the critical control points and the action that they must take to minimise the risk of food-related infections.

In this assignment you can show your knowledge of food hygiene issues within your own work area. You will need to complete Parts A–C.

- A** Complete a table for a particular food showing hazards at different control points.
- B** Investigate a disease or illness that can occur as a consequence of not handling food properly.
- C** Present the information to others.

PART A

- 1** Choose a food product that you prepare in your workplace.
- 2** Track it through the relevant control points shown on the Hazard analysis table on the next page.

Think about:

- which control points are relevant to your chosen food
- what could go wrong at these points
- what action could be taken to stop things going wrong
- who is responsible for taking that action.

Write this information in the table.

Tips

- Use information from your own training materials at work.
- For the points that are not relevant to your chosen food, write n/a (not applicable) in the table to show that they do not apply.

If you have any problems with this task you can look at the embedded paper-based materials 'Hazard analysis critical control points' in Module 4: Food hygiene.

Hazard analysis for:			
Control point	Hazard (what could go wrong)	Action (what should be done)	Who is responsible
purchase			
receipt of food			
storage			
preparation			
cooking			
cooling			
hot-holding			
reheating			
chilled storage			
serving			

PART B

- 1 Find out as much as you can about a disease or illness that could occur if your chosen food is not handled correctly.

You can find information in these places:

- the Internet
- medical leaflets or books
- work-based materials such as books or training materials.

Tip

You can find information on the Internet by typing in the name of the illness or disease.

2 Gather information and make notes about the following areas:

- what the symptoms of the illness or disease are
- how many people get the illness or disease per year (you might want to choose two particular years to show a comparison)
- what the treatment is for the illness or disease
- a case study or newspaper reports about someone with this illness or disease.

Tip

You can:

- print information
- photocopy useful pictures or reports.

PART C

Present the information you collected for Part B to others.

You can:

- sit round a table with other members of the group and share the information

OR

- give details about the disease or illness to one other person

OR

- give a short presentation to the whole group.

Tips

Present your information in a more interesting way by using any of these things:

- pictures or photographs
- a collage of newspaper headlines, pictures and stories about people with the illness or disease
- information on Powerpoint or overhead projector
- a typed handout of the information for others to keep for information
- a health and safety poster or leaflets about the illness or disease
- amazing facts about the number of people who get the disease
- a poster made by you giving information about the disease and instructions about how to avoid getting it / passing it on.

Catering Integrated assignment 1: Hazard analysis

This assignment relates to Unit 3FPC19 of the Occupational Standards and practises the skills developed in Module 4: Food hygiene of the Embedded Learning materials.

Part A: Complete a table for a particular food showing hazards at different control points.

NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved	Achieved with support
2GEN3 K2 K4 K5	<ul style="list-style-type: none"> Maintain food safety when storing, preparing and cooking food. 			Wt/L1.2 HD1/E3.4	<ul style="list-style-type: none"> Judge how much to write and the level of detail to include. Organise and represent information in different ways so that it makes sense to others. 		

Part B: Investigate a disease or illness that can occur as a consequence of not handling food properly.

NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved	Achieved with support
2GEN3 K3 K5	<ul style="list-style-type: none"> Maintain food safety when storing, preparing and cooking food. 			Rt/L2.2 Rt/L1.4 Rt/L1.5 Rt/L2.8 Wt/L1.2	<ul style="list-style-type: none"> Read and understand a range of information from different sources. Use organisational and structural features to locate information. Use different reading strategies to find and obtain information. Summarise information from longer documents. Judge how much to write and the level of detail to include. 		

Part C: Present the information to others.							
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved	Achieved with support
2GEN3	<ul style="list-style-type: none"> Maintain food safety when storing, preparing and cooking food. 			SLlr/L1.3	<ul style="list-style-type: none"> Express clearly statements of fact, explanations, instructions, accounts and descriptions. <p>These areas might also be covered if the information is passed on in a well-organised way and uses any visual aids.</p> <ul style="list-style-type: none"> Present information and ideas in a logical sequence and include detail and develop ideas where appropriate. Infer meaning from images that is not explicit in the text. 		
Key Skills: Successful completion of this assignment will cover the following Key Skills: Part A and Part C – Level 1 C1.3 Write two different types of documents ... Part B – Level 2 C2.2 Read and summarise ..., C2.3 Write two different types of documents ...; C2.1b Give a short talk.							

Integrated assignment 2

Prepare a menu

Planning menus is an important part of catering. It involves many skills and a good knowledge of food and the methods required to prepare it. You also need to think about the customers' needs and any special requirements they may have.

In this assignment you will:

- A Research a menu for an 80th birthday celebration.
- B Design and present your menu to others.
- C Order the ingredients for one of the dishes on the menu.
- D Work out a preparation plan for one of the dishes.
- E Adjust the quantities of one of the recipes.

PART A

Research a menu for an 80th birthday celebration.

CONGLEMERE HOTEL FUNCTION INSTRUCTIONS SHEET	
EVENT TYPE: 80th birthday party (Mr George Barrett) VENUE: Dickens Suite ORGANISER: Mary O'Hara HOTEL CONTACT: Brian Cole	EVENT DATE: 25th November 7.30 ACCOUNT: Mary O'Hara DEPOSIT: 50% deposit in advance NUMBERS: 24
Flowers: gold theme Menus: yes Place cards: yes Table plan: yes Special Instructions / layout Horseshoe table layout I vegetarian I allergic to nuts	Menu @ £22.50 per person Starter *** Main course *** Sweet *** Coffee and mints

- 1 Read the Function instructions sheet.
- 2 Design a menu for Mr George Barrett's 80th birthday party.
 - Plan a starter, main course and sweet.
 - Plan alternatives for the vegetarian and nut-free meal.
 - Copy the recipes and methods for each course.

Tips

You can:

- Word process the recipes to make them easy for others to read.
- If possible, laminate the recipes so that they are better able to stand up to wear and tear in the kitchen.

If you have problems with this task you can look at embedded paper-based materials 'Understanding different layouts' and 'Reading information' in Module 1: The working environment, and 'Product knowledge' in Module 3: Fast food.

Sources of recipes:

- cookery books
- the Internet
- workplace recipes

Think about:

- *who the meal is for*
- *the type of event.*

PART B

Design and present your menu to others.

- 1 The Function instructions sheet states that the organiser wants printed menus for the occasion.

Use your IT skills to design a suitable menu to be put on each table.

Include the dishes you have decided on for the celebration.

Tip

Read the other information on the Function instructions sheet before you decide on a theme for your menu.

- 2 Explain your menu to a colleague, assessor or supervisor.

Include the following in your explanation:

- a description of each dish
- why you chose these dishes
- how you will organise the cooking with your own kitchen in mind
- special notes about ingredients, methods or dietary requirements.

PART C

Order the ingredients for one of the dishes on the menu.

- 1 Choose one of the dishes on your menu.
- 2 Fill out an order form for the ingredients needed to make it for the birthday dinner.

If possible use a copy of a workplace order form to complete this task.

Otherwise, use the sample form on the next page.

Order form (food items)		
Item	Quantity	Delivery check

PART D

Work out a preparation plan for one of the dishes.

- 1 Make a preparation plan for one of the dishes on the menu.

Serve	

Tip

Start with the time when the dish will be served and work backwards through the stages of preparation.

If you have any problems with this task look at the embedded paper-based materials 'Cooking times and timers' in Module 2: Food preparation and cooking.

PART E

Adjust the quantities of one of the recipes.

- 1 Use the recipe for one of the dishes you have chosen and write a list of ingredients that you would need to make it for four people.
- 2 Fill in the appropriate column in the table below.
- 3 Repeat the process for eight, 40 and 400 people.

If you have any problems with this task look at the embedded paper-based materials 'Adjusting quantities' in Module 2: Food preparation and cooking.

Name of dish:				
Ingredients	4 people	8 people	40 people	400 people

Catering Integrated assignment 2: Prepare a menu							
Part A: Research a menu for an 80th birthday celebration.							
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved	Achieved with support
	<ul style="list-style-type: none"> Will apply to several of the Food Preparation and Cooking Standards, depending on the learner's choice of dishes; e.g. 1FP3 will apply if one choice of food for the menu is sandwiches. 			Rt/E3.5	<ul style="list-style-type: none"> Understand and use organisational features to locate information (e.g. contents, index, menus). 		
				Rt/E3.6	<ul style="list-style-type: none"> Skim read title, headings and illustrations to decide if material is of interest. 		
				Rt/E3.8	<ul style="list-style-type: none"> Obtain specific information through detailed reading. 		
				Wt/E3.1	<ul style="list-style-type: none"> Plan and draft writing. 		
				Wt/E3.3	<ul style="list-style-type: none"> Sequence chronological writing. 		
Part B: Design and present your menu to others.							
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved	Achieved with support
	<ul style="list-style-type: none"> Will apply to several of the Food Preparation and Cooking Standards, depending on the learner's choice of dishes. 			Wt/E2.1	<ul style="list-style-type: none"> Use written words and phrases to record or present information. 		
				SLc/L1.3	<ul style="list-style-type: none"> Express clearly statements of fact, explanations, instructions, accounts and descriptions. 		
				SLc/L1.4	<ul style="list-style-type: none"> Present information and ideas in a logical sequence and include detail and develop ideas where appropriate. 		

Part C: Order the ingredients for one of the dishes on the menu.						
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved with support
	<ul style="list-style-type: none"> Will apply to several of the Food Preparation and Cooking Standards, depending on the learner's choice of dishes. 			HD1/L1.2	<ul style="list-style-type: none"> Collect, organise and represent discrete data (e.g. in tables, charts, diagrams and line graphs). 	
				N1/L1.1	<ul style="list-style-type: none"> Read, write, order and compare numbers, including large numbers. 	
Part D: Working out a preparation plan for one of the dishes.						
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved with support
	<ul style="list-style-type: none"> Will apply to several of the Food Preparation and Cooking Standards, depending on the learner's choice of dishes. 			MSS1/L1.2	<ul style="list-style-type: none"> Read, measure and record time in common date formats and in the 12-hour and 24-hour clock. 	
				MSS1/L1.3	<ul style="list-style-type: none"> Calculate using time. 	
				MSS1/L1.6	<ul style="list-style-type: none"> Add and subtract common units of measure in the same system. 	
				HD1/L1.2	<ul style="list-style-type: none"> Collect, organise and represent discrete data (e.g. in tables, charts, diagrams and line graphs). 	

Part E: Adjust the quantities of one of the recipes.							
NOS/NVQ refs	Performance criteria	Achieved	Achieved with support	Core curriculum refs	Core curriculum elements	Achieved	Achieved with support
	<ul style="list-style-type: none"> Will apply to several of the Food Preparation and Cooking Standards, depending on the learner's choice of dishes. 			N1/L1.7 HD1/L1.2	<ul style="list-style-type: none"> Work out simple ratio and direct proportion. Collect, organise and represent discrete data (e.g. in tables, charts, diagrams and line graphs). 		
Key Skills : Successful completion of this assignment will cover the following Key Skills: Part A – C1.2 Read and obtain information from at least one document. Part B – C1.1 Take part in a one-to-one discussion or a group discussion. Parts B, C and D – C1.3 Write two different types of document. Parts D and E – N1.2 Carry out and check calculations. Parts C, D and E – N1.3 Interpret the results of your calculations and present your findings in two different ways using charts or diagrams. Part A – ICT1.1 Find and select relevant information. Part B – ICT1.2 Enter and develop information to suit the task. ICT1.3 Develop the presentation so that the final output is accurate and fit for purpose.							

Mapping information for Integrated assignments 1 and 2

Adult Core Curriculum	Key Skills	National Occupational Standards/NVQ
Rt/E3.5, Rt/E3.6, Rt/E3.8 SLlr/L1.3 SLc/L1.3, SLc/L1.4, Rt/L1.3 Wt/E2.1 Wt/E3.1, Wt/E3.3 N1/L1.1, N1/L1.7 MSS1/L1.2, MSS1/L1.3, MSS1/L1.6 HD1/L1.2	C1.1, C1.2, C1.3 C2.1, C2.2, C2.3 N1.2, N1.3 ICT1.1, ICT1.2, ICT1.3	2GEN3 Maintain food safety when storing, preparing and cooking food.

Source material

Contents

Job description (1:1–1:2)	0:01
Contract of employment (1:1–1:2)	0:02
Guidelines regarding food served to specific religious groups (1:5–1:6)	0:03
Guidelines regarding vegetarians and vegans (1:5–1:6)	0:04
Working time regulations (1:7–1:8)	0:05
Contents page from the staff handbook (1:9–1:10)	0:06
Organisation chart (1:9–1:10)	0:07
Function instruction sheet (1:9–1:10)	0:08
Lunch menu extract (1:9–1:10)	0:09
Duty rota (1:9–1:10)	0:10
Fire extinguisher information (1:15–1:16)	0:11
Accident report form (1:17–1:18)	0:12
Personal statement (1:23–1:24)	0:13
Hazard analysis critical control points (2:1–2:2, 4:15–4:16)	0:14–0:15
Hazard data sheet (2:1–2:2)	0:16
Fire safety (2:1–2:2)	0:17
Clothing (2:1–2:2)	0:18
Date coding (2:5–2:6, 4:9–4:10)	0:19

Vegetarian pizza recipe (2:9–2:10)	0:20
Cold temperatures recording sheet (2:17–2:18)	0:21
Equipment monitoring sheet (2:17–2:18)	0:22
Role-play cards – customer service (3:1–3:2)	0:23
Customer service guidelines 1 (3:1–3:2)	0:24
Customer service guidelines 2 (3:1–3:2)	0:25
Shift rota (3:3–3:4)	0:26
Role-play cards – customer complaints (3:5–3:6)	0:27
Fire alarm procedure (3:7–3:8)	0:28
Procedure for making French fries (3:9–3:10)	0:29
Procedure for making a Texan sandwich (3:9–3:10)	0:30
<i>What's in our food?</i> leaflet (3:11–3:12)	0:31–0:32
Food allergy chart (3:11–3:12)	0:33
Dining area observation checklist (3:17–3:18)	0:34
Drawing of a service station (3:17–3:18)	0:35
Food hygiene regulations (4:7–4:8)	0:36–0:37
Quo-burgers label (4:9–4:10)	0:38
Hazards analysis flow chart – critical control points (4:15–4:16)	0:39
Pest identification table (4:17–4:18)	0:40–0:41

Job description

The Broomfields Carvery

Job description

POSITION Kitchen porter

RESPONSIBLE TO: Chef de Partie and Head Chef

KEY ROLES

- To help unload food deliveries and other equipment
- To clean work areas and equipment
- To keep the kitchen area hygienic, clean and safe
- To dispose of rubbish
- To assist kitchen staff in the preparation of consumables as required

KEY RESPONSIBILITIES

1. General duties

- I. Clean work surfaces, cookers, kitchen appliances and other kitchen machinery.
- II. Wash cutlery and dishes using a dishwasher and by hand.
- III. Wash pots and pans by hand.
- IV. Put away dishes, cutlery, pots, pans and other utensils and equipment in the correct locations.
- V. Sweep and mop floors at the end of the shift.
- VI. Clear spillages as requested by chefs.
- VII. Clean and store mops, cloths and scourers correctly.
- VIII. Use and store cleaning fluids correctly.
- IX. Collect waste material and carry it to the refuse bins.
- X. Unload food deliveries and other equipment for use in the kitchen.
- XI. Help prepare basic food (e.g. vegetables and salads) as required, working as part of the kitchen team.

2. Other duties

- I. Follow the directions of the Head Chef, Deputy Head Chef and Chef de Partie to maintain the highest standards of hygiene and cleanliness.
- II. Carry out duties in a safe manner and follow the Company's Health and Safety Policy.
- III. Follow Company Emergency Procedures as laid down in Company Regulations.
- IV. Attend training sessions in Kitchen Hygiene and NVQ Level 1 in Kitchen Portering as required.
- V. Take pride in your work.

CAREER DEVELOPMENT

Once you have been in post for an appropriate length of time, there will be opportunities to develop to Assistant Chef, on the recommendation of the Head Chef.

Contract of employment

CONTRACT OF EMPLOYMENT

GIVEN PURSUANT TO THE EMPLOYMENT RIGHTS ACT 1996

EMPLOYER: **The Broomfields Carvery of 12 London Road, Winbury**
(Hereafter referred to as 'the Company')

EMPLOYEE:

JOB TITLE:

1. INTRODUCTION

Any changes in the terms of employment will be notified to the Employee in a written statement within one month of any such change.

2. COMMENCEMENT OF EMPLOYMENT

.....

3. PROBATIONARY PERIOD

3.1 The Employee's employment hereunder is subject to a probationary period of 3 months.

3.2 The Company reserves the right to extend the initial 3 months probationary period, subject to clause 3.4.

3.3 If the Company wishes to terminate the Employee's employment during the probationary period, it will be required to give him/her 1 week's written notice.

3.4 The probationary period is used to determine if performance is satisfactory and if employment should be continued. It may be extended for a further 3 months based on the assessment of the Head Chef and in consultation with the General Manager.

4. JOB DESCRIPTION

Employees are given a written Job Description under separate cover, which **MUST** be read and understood before signing this Contract. Acceptance of this Contract is acceptance of the duties as described on the Job Description.

5. PAY

Pay on commencement of the probationary period will be at a basic rate of £..... per annum, rising to £..... per annum on successful completion of probation, paid into the Employee's designated bank/building society account. The normal payment day is the last day of each month. If this falls at a weekend, payment will be made on

the following Monday or the next working day in the case of public holidays.

6. HOURS OF WORK

The Employee's normal hours of work are from to Monday to Friday with a 45-minute break, plus such additional hours as are reasonably required for the proper performance of the Employee's duties.

7. NOTICE

Except where the Employee is on probation, if the Company wishes to terminate the employment, 4 weeks' written notice shall be given. The Employee shall give 4 weeks' written notice of termination of employment.

8. HOLIDAYS

The Employee is entitled to 20 days' holiday in each complete year of his/her employment in addition to the normal bank or public holidays. Where bank or public holidays are worked, time off in lieu will be granted.

9. SICKNESS AND INJURY

If the Employee is absent from work because of sickness or injury he/she must ensure that his/her supervisor is informed as soon as possible and no later than the shift was due to start. The Company's Self Certification Form must be completed in respect of absences of 7 days or fewer, immediately upon return to work. Medical certificates must be provided to cover all absence from the 8th day on. You will be paid in accordance with the Statutory Pay Scheme, where entitled.

10. TRAINING

The Company believes in 'ongoing' training and attendance of courses. Employees will be asked and expected to attend such appropriate training/venues as required by the Employer.

I acknowledge that this Contract constitutes the entire agreement and understanding between the Employee and the Company. I confirm that I have read and understood it.

Signed Date

Guidelines regarding food served to specific religious groups

Guidelines regarding food served to specific religious groups

Individual food choice may be based on:

- ☐ religious guidelines ☐ personal decisions ☐ health requirements.

The following foods are considered **not suitable** for serving to the following groups of people.

Buddhists

- Many choose not to eat **meat** of any kind, and some may choose not to eat **eggs** or **fish**.
- Anything that contains **alcohol** should not be served.

Hindus

- Food containing **beef** or **beef products** should never be served.
- It is important to make sure that all food (including desserts) is free from beef products, e.g. **gelatin**.
- Many choose not to eat any **meat** or **meat products** and some choose not to eat **eggs**, **dairy products** or **fish**.

Jews

- Food containing **pork** or **pork products** should never be served.
- Beef, mutton and lamb may be served *only if butchered and prepared in a particular way (kosher)*.
- It is important to make sure that all food (including desserts) is free from animal-derived ingredients that may not be kosher, e.g. **gelatin**.
- Do not prepare recipes in which **milk and meat are cooked together**.
- Do not serve **milk and meat at the same meal**.
- Do not serve **fish without fins or scales** (such as **shellfish**).

Muslims

- Food containing **pork** or **pork products** should never be served.
- Beef, mutton and lamb may be served *only if butchered and prepared in a particular way (halal)*.
- It is important to make sure that all food (including desserts) is free from beef products, e.g. **gelatin**.
- Anything that contains alcohol should not be served.
- **Bloody meat** or **any product made with blood** or **blood products** should not be served.
- Do not serve **fish without fins or scales** (such as **shellfish**).

Sikhs

- **Meat that has been ritually slaughtered or prepared for another religion** – such as **kosher** or **halal** meat – should never be served.
- Anything that contains **alcohol** should not be served.
- Many choose not to eat any **meat** or **meat products** and some choose not to eat **eggs**, **dairy products** or **fish**.

Guidelines regarding vegetarians and vegans

Pesco vegetarians

- Food containing **meat or poultry** SHOULD NOT BE SERVED.
- Food containing *fish, seafood, dairy products* and *eggs* may be served, in addition to *fruit, vegetables, nuts, pulses* and *grains*.

Lacto-ovo vegetarians

- Food containing **meat, fish or poultry** SHOULD NOT BE SERVED.
- Food containing *dairy products* and *eggs* may be served, in addition to *fruit, vegetables, nuts, pulses* and *grains*.

Ovo vegetarians

- Food containing **meat, fish, poultry or dairy products** SHOULD NOT BE SERVED.
- Food containing *eggs* may be served, in addition to *fruit, vegetables, nuts, pulses* and *grains*.

Lacto vegetarians

- Food containing **meat, fish, poultry or eggs** SHOULD NOT BE SERVED.
- Food containing *dairy products* may be served in addition to *fruit, vegetables, nuts, pulses* and *grains*.

Vegans

- Food containing **meat, fish, poultry, eggs, dairy products or honey** SHOULD NOT BE SERVED.
- Food containing *fruit, vegetables, nuts, pulses* and *grains* may be served.

Working time regulations

Your guide to working time regulations – workers and employers

All workers are covered by the regulations.

A worker is:

- Someone who has a contract of employment, or
- Someone who is paid a regular salary or wage and works for an organisation, business or individual. Their employer usually provides the worker with work, controls how and when the work is done, supplies them with tools and other equipment and pays tax and National Insurance contributions. This includes part-time and temporary workers and the majority of agency workers and freelancers, or
- Someone doing in-house training or a trainee on work experience – for example doing a National Traineeship. A young worker is someone who is above the minimum school leaving age but under 18.

Working time limits

- Workers cannot be forced to work for more than 48 hours a week on average.
- Young workers may not ordinarily work more than 8 hours a day or 40 hours a week, although there are certain permitted exceptions (please see section entitled 'Special daily and weekly working time limits').
- Working time includes travelling where it is part of the job, working lunches and job-related training.
- Working time does not include travelling between home and work, lunch breaks, evening classes or day-release courses.
- The average weekly working time is normally calculated over 17 weeks. This can be longer in certain situations (26 weeks) and it can be extended by agreement (up to 52 weeks).
- Workers can agree to work beyond the 48 hour limit. The agreement must be in writing and signed by the worker. This is generally referred to as an opt-out. It can be for a specified period or an indefinite period. There is no opt-out available from the young workers limits.
- Workers can cancel the opt-out agreement whenever they want, although they must give their employer at least seven days notice, or longer (up to three months) if this has been agreed.
- The working time limits do not apply if workers can decide how long they work.

Employers must check:

- What counts as working time
- How much time each worker spends working
- If a worker is working more than an average of 48 hours a week, whether to reduce his or her hours or whether the worker wishes to sign an opt-out from the working time limit
- What records need to be kept.

More detailed information

If you are an employer, you must take all reasonable steps to ensure that workers you employ are not required to work more than an average of 48 hours a week, unless they have signed an opt-out agreement.

What is 'working time'?

The Working Time Regulations state that working time is when someone is 'working, at his employer's disposal and carrying out his activity or duties'.

This includes:

- working lunches, such as business lunches
- when a worker has to travel as part of his or her work, for example a 24-hour mobile repairman or travelling salesman
- when a worker is undertaking training that is job related
- time spent abroad working if a worker works for an employer who carries on business in Great Britain.

This does not include:

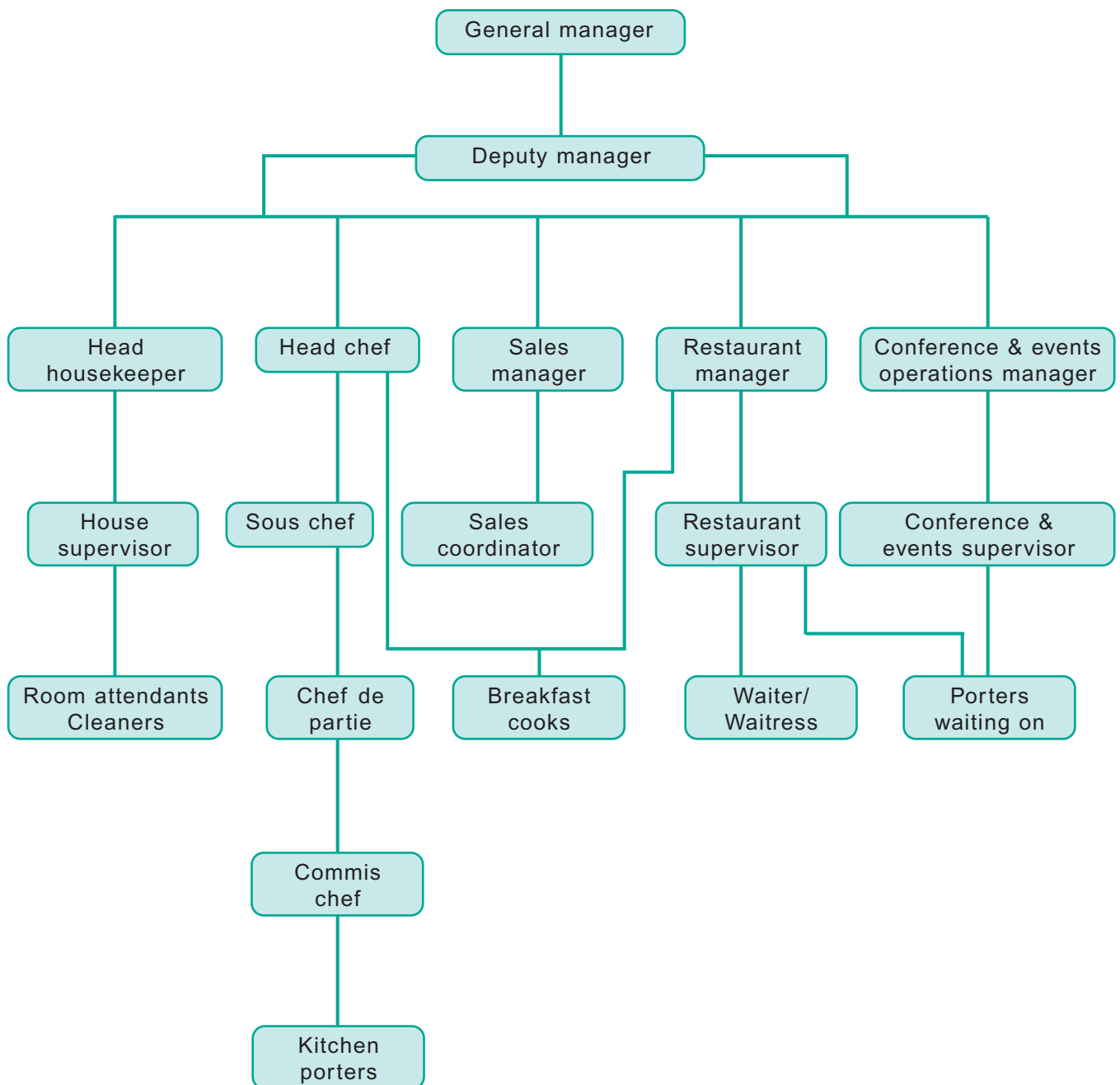
- routine travel between home and work
- rest breaks when no work is done
- time spent travelling outside normal working time
- training such as non-job-related evening classes or day-release courses.

Contents page from the staff handbook

STAFF HANDBOOK

Contents	Page
 Company history	1
 Organisation chart	5
 Company regulations	8
 Staff policies	10
 Salaries	11
 Annual/public holidays	12
 Maternity leave and pay	14
 Leave of absence	15
 Sick pay scheme	17
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Organisation chart



Function instruction sheet

CONGLEMERE HOTEL FUNCTION INSTRUCTION SHEET	
EVENT TYPE: <i>Dinner (private party)</i>	EVENT DATE: <i>23rd July</i>
VENUE: <i>Wedgewood Suite</i>	ACCOUNT: <i>Norton Golf Club</i>
ORGANISER: <i>Calista Mohanna</i>	DEPOSIT: <i>100% deposit in advance</i>
HOTEL CONTACT: <i>Martin Parry</i>	NUMBERS: <i>22</i>
Flowers: <i>Usual</i>	Menu @ £49.50 per person Boudin of Spicy Cornish Crab with Watercress Butter Sauce * * * Roast Rump of English Lamb, Provençale Vegetables, Thyme-scented Jus * * * Apple and Rosemary Tart Tatin with Clotted Cream * * * Coffee and Petits Fours
Menus: <i>No</i>	
Place cards: <i>Yes</i>	
Table plan: <i>Yes</i>	
Special instructions/layout: <i>U-shape table layout</i>	

Lunch menu extract

Conglemere Hotel

LUNCH MENU

*Sandwiches**

Beef and horseradish	£4.50
V Cheese and pickle	£3.50
V Cheese	£3.50
Egg mayonnaise	£4.00
N Turkey & chestnut stuffing	£4.00
Chicken and bacon	£4.50
BLT	£4.50
Seafood	£4.50

*All served with crisps and side salad

Buffet lunch

- Quiche Lorraine
- V Vegetable quiche
- Ham and mushroom pizza
- V Four cheese pizza
- V N Mushroom nut balls
- V N Nutty breadsticks

Working Lunch

Choose 4
items from
the list for
£4.50
per person!

Duty rota


Weekend Evening Duty Rota – July									
Date	Kitchen porter		Commis chef			Chef de partie		Sous chef	Head chef
	Martin	Steve	Paul	David	Lucy	Joanna	Michael	Matt	Mark
Sat 2nd	7–finish	4–10	5–10	X	X	3–9.30	5–finish	6–finish	6–finish
Sun 3rd	7–finish	X	X	X	X	6–finish	6–finish	5.30–9.30	X
Sat 9th	6–finish	5–10	X	4–10.30	3–9.30	X	4–9.30	6–finish	6–finish
Sun 10th	7–finish	X	5–10	6–finish	6–finish	X	X	5.30–finish	X
Sat 16th	X	6–finish	4–9.30	5.30–10.30	4–9.30	6–finish	5–finish	X	6–finish
Sun 17th	X	6–finish	6–finish	X	6–finish	5–finish	5–finish	X	X
Sat 23rd	7–finish	6–10.30	X	4–10	5.30–10.30	6–finish	X	6–finish	6–finish
Sun 24th	5–9.30	7–finish	6–finish	5.30–finish	X	6–finish	X	6–9.30	X
Sat 30th	6–finish	X	6–finish	X	5–10	5–10		6–finish	6–finish
Sun 31st	4.30–9	6–finish	X	X	6–finish	6–finish	6–finish	5–9.30	X

Fire extinguisher information


CO₂

Fire extinguisher

FOR USE ON CLASS



Flammable liquids




Live electrical equipment

Do not use in a confined space


FOAM

Fire extinguisher

FOR USE ON CLASS




Wood, Paper, Textiles, etc.




Flammable liquids

Do not use on




Live electrical equipment




THIS EXTINGUISHER CONTAINS

WATER



Safe for use on Wood, Paper, Textiles, etc.



Do not use on live electrical equipment

Do not use on flammable liquid fires

Do not use on flammable metal fires

9 LITRE WATER
FIRE EXTINGUISHER

TO OPERATE

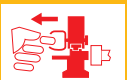
1. REMOVE SAFETY PIN
2. AIM NOZZLE AT BASE OF FIRE
3. SQUEEZE HANDLE TO OPERATE
RELEASE HANDLE TO INTERRUPT

2KG CARBON DIOXIDE
FIRE EXTINGUISHER


KEEP UPRIGHT

1. REMOVE SAFETY PIN
2. AIM NOZZLE AT BASE OF FIRE
3. SQUEEZE HANDLE TO OPERATE
RELEASE HANDLE TO INTERRUPT


6 LITRE FOAM SPRAY
FIRE EXTINGUISHER



KEEP UPRIGHT AS YOU PULL OUT THE SAFETY PIN



AIM NOZZLE



SQUEEZE LEVERS

Accident report form

ACCIDENT REPORT

1. About the person who had the accident

Name _____

Address _____

_____ Postcode _____

Occupation _____

2. About the person filling in this report

Fill this in only if you are **not** the person who had the accident.

Name _____

Address _____

_____ Postcode _____

Occupation _____

3. About the accident

Say when it happened.

Date _____ Time _____

Say where it happened. _____

Describe how it happened and any injury caused.

Sign and date the record

Signature _____

Date _____

4. For the employer only

Complete this box if the accident is reportable under RIDDOR.

How was it reported? _____

Date reported _____

Signature _____

Personal statement

Element 1DS2.1

Prepare and serve drinks and accompaniments

What you must do

To meet the national standard you must

1. greet and deal with your customers promptly
2. provide your customers with accurate information about drinks and identify their requirements
3. dispense and serve drinks in the correct measures and at the recommended temperature
4. promote additional products as appropriate
5. serve drinks in line with the appropriate service style and legal requirements

What you must cover

This Element covers:

1. Customers
 - a) with special requirements
 - b) without special requirements
2. Drinks
 - a) bottled drinks
 - b) draught drinks
 - c) dispensed drinks
 - d) hot drinks
3. Drink accompaniments

ice	food garnishes for drinks
accompaniments for hot drinks	decorative items for drinks

On Tuesday, my supervisor asked me to look after the bar area while he went off to a meeting. A group of three ladies came in, I smiled and said hello and gave them the drinks menu to look over. They ordered 1 glass of orange juice, 1 coffee and 1 milkshake. I couldn't find any clean high-ball glasses so I served the orange juice in a half-pint glass and the milkshake in a pint glass.

The orange juice was still in jugs left over from breakfast so I didn't need to use the juice dispenser; the supervisor had refilled the coffee machine before he left so the coffee was nice and easy to serve. Couldn't find any straws anywhere so I served the milkshake on a plate with a spoon instead. There weren't any cut orange slices so I served the orange juice with ice and nothing else. With the coffee I served white and brown sugar, the lady already said that she wanted cream so I gave her a small jug of cream and a spoon. When I took the drinks out to the table, one of the guests wasn't happy about having a milkshake served in a large glass without a straw but when I told her the problem, she said it was ok. Once I had served the drinks, I made sure everything on the bar was clean and tidy.

Hazard analysis critical control points

CONTROL (1)

- 1.1 Always use the approved suppliers.
Specify maximum temperature at delivery.

CONTROL (2)

1 Delivery

- 1.1 Check delivery vehicles.
- 1.2 Check foods look, smell and feel right.
- 1.3 Check temperature is right.
- 1.4 Record temperatures.
- 1.5 Check date marks.
- 1.6 Check for signs of infestation.

CONTROL (3)

1 Refrigerated foods

- 1.1 Store away immediately.
- 1.2 Stock rotation.
- 1.3 Ensure all raw meats are kept separate from all cooked foods.
- 1.4 Ensure refrigerators are serviced regularly.
- 1.5 Check temperature of fridges regularly (must be below 5°C).
- 1.6 **Always use approved suppliers**
(Control 1).

2 Frozen foods

- 2.1 Ensure items are stored within 15 minutes of delivery to appropriate freezer.
- 2.2 Take weekly temperature on all freezers, in-between packs and boxes (temperature should be -18°C or colder, -15°C for ice-creams). Record in Temperature monitoring book.
- 2.3 **Always use approved suppliers**
(Control 1).

3 Dry goods

- 3.1 Ensure products are not damaged/torn etc.

- 3.2 Check 'best before' and 'use by' dates.
- 3.3 Check for signs of pests or foreign bodies.
- 3.4 Store away immediately in cool dry storage cupboard.
- 3.5 **Always use approved suppliers**
(Control 1).

CONTROL (4)

1 Preparation of food

- 1.1 Defrost under controlled conditions.
- 1.2 Keep raw and cooked food separate.
 - Always ensure there is soap at the wash hand basin in the kitchen and water closet. Check at the beginning of shift.
 - Always ensure you WASH YOUR HANDS REGULARLY using anti-bacterial soap.
 - Ensure correct colour-coded knives and chopping boards are used when preparing food to avoid cross-contamination:
 1. **YELLOW** → **COOKED FOOD**
 2. **BLUE** → **RAW FISH**
 3. **RED** → **RAW MEAT**
 4. **WHITE** → **BREAD AND DAIRY PRODUCTS**
 5. **GREEN** → **SALADS AND VEGETABLES**
 - The chopping board colour coded with **RED** is used to prepare **raw meat** only.

2 Cooked foods

- 2.1 Cook rolled joints, chicken and re-formed meats (e.g. burgers) so that the thickest part reaches at least 75°C. Sear the outside of other solid meat cuts (e.g. joints of beef, steaks) before cooking.
- 2.2 Avoid reheating if possible.
- 2.3 Reheat only once.
- 2.4 Reheated food to reach 75°C minimum temperature throughout food.

/continued

3 Cooked-chilled foods (e.g. rice)

- 3.1 Food that is being cooled down prior to refrigeration **must not** be left at room temperature for more than 90 minutes.
- 3.2 Store in refrigerator, keep covered, date code.
- 3.3 Avoid contact with raw food.

4 Cold foods: salads and desserts

- 4.1 Ensure salads and vegetables are thoroughly washed and dried and free of insects and foreign bodies.
- 4.2 Avoid contact with raw meat.

CONTROL (5)

1 Serve

- 1.1 Serve high-risk cold foods ASAP after removing from fridge to avoid them getting warm.
- 1.2 Serve high-risk hot food ASAP to avoid cooling.

CONTROL (6)

1 Washing up

- 1.1 Plates and cutlery, etc. are cleaned in the dishwashing machine. The dishwashing machine is serviced by an authorised mechanic.

CONTROL (7)

1 Cleaning

- 1.1 All cleaning duties must be carried out at the end of both AM and PM shifts; the Manager/ Head Chef will check after each shift.
- 1.2 Ensure all cleaning materials are stored away in the **chemical store room**.
- 1.3 Always read the labels first – and if transferring cleaning liquids into spray containers, always write the chemical clearly on the bottle.
- 1.4 Deep cleaning of kitchen (i.e. extractor fans, hood, walls, etc.) will be carried out by the **kitchen staff** twice a month and once a year by an authorised company.

CONTROL (8)

1 Waste

- 1.1 All the overproduction is thrown away at the end of the day.
- 1.2 All waste is cleared away twice per day.
- 1.3 An authorised company carries out pest control monthly. Controls are recorded in a handbook supplied by the pest control company.

Remember!

The food **you** handle will be sold to members of the public.
Food hygiene is **your** business. Report all breaches of the controls to your manager.

Hazard data sheet

EQUIPMENT:	WALK-IN COLD ROOM
HAZARDS:	Cross-contamination Food poisoning Food spoilage Staff trapped inside
CONTROL POINTS:	Daily check to discard unwanted food. Correct loading. Regular cleaning. Regular service. Do not put in warm/hot food. Temperature control 4°C. Check air vents not blocked. Check compressor not blocked. Good lighting. Unpack food from boxes. Do not overload. Store food above 12 inches from floor. All food should be covered. Check door release system from inside. Check no-one in cold room before locking up.
CLEANING:	Warm soapy water. Rinse dry. Care should be taken not to splash food.
STORAGE:	Holidays – empty if possible. Keep door closed if on. Door open if turned off. Before refilling make sure working temperature has been reached.
MACHINE FAILURE:	Remove all stock to other chillers. Call engineer. Put in repairs book. Discard perished food.
POSSIBLE RESULT OF FAILURE TO COMPLY:	Food poisoning Hypothermia Food spoilage
ACTIONS TO BE TAKEN IF SYSTEMS FAIL:	Accident book – if '3' day injury Report to Health and Safety Executive Food poisoning: EHO

Fire safety

1. What are the main causes of fire?

A fire starts when flammable material is ignited by a source of heat:

- electrical equipment/circuits
- heating appliances
- cigarettes or matches.

Poor housekeeping can increase the risk of fire, for example:

- allowing waste to accumulate
- storing easily flammable materials incorrectly (i.e. aerosols, liquid propane gas).

The risk of fire occurring can be reduced by controlling these hazards.

2. Key safety points

- Know the fire drill.
- Display the fire drill.
- Identify the fire risks.
- Carry out fire safety checks and record.
- Report electrical faults immediately.
- Adhere to smoking policies.
- Check work area at the end of the shift.
- Act promptly and follow fire procedures in the event of a fire.
- Maintain good housekeeping standards.

3. Fire – arrangements/responsibilities

The arrangements and responsibilities relating to fires are:

3 (1) Employees' responsibilities

Employees must:

- Report potential fire hazards to the manager.
- Check work area at the end of each shift for potential fire risks.
- Report damaged electrical equipment and fire fighting equipment to manager.
- Demonstrate awareness of procedures of fire evacuation.
- Act promptly and follow procedures in the event of a fire.
- Understand how fire fighting equipment works.
- Appreciate the importance of fire doors.

Clothing

Make sure your work clothes are always clean

1 PROTECTIVE CLOTHING

Protective clothing is intended to prevent food from being contaminated by food handlers and their clothing.

The correct method of putting on protective clothing is detailed in the induction video.

Not using protective clothing is taken very seriously by the Management.

- 1.1** All personnel entering food production, storage and associated areas must wear the specific protective clothing as issued by the Company.

Depending on the department in which you work, protective clothing may include:

- head coverings
- gloves and gauntlets
- aprons and overalls
- face masks and goggles
- shoes
 - slip-resistant overshoes
 - shoes to provide protection against items dropped on the feet.

- 1.2** Protective clothing must be correctly worn and fastened to ensure their protective function is fully and safely achieved. The sleeves and cuffs of personal clothing must be completely covered.
- 1.3** Protective clothing must be worn in the area for which it is designated and for the duties specified.
- 1.4** Where operations are particularly dirty, a disposable plastic apron should be worn on top of protective clothing. It should be discarded into the bin provided.

- 1.5** Protective clothing should not be worn outside the kitchen unless your job specifically requires you to do so (i.e. in the staffroom, in the toilets or anywhere else away from the food production area). Personnel must not sit on the ground while wearing protective clothing.

1.6 HEAD COVERING

1.6.1 Hairnets must be worn by all personnel in food preparation areas, so that the hair and ears are fully covered. At a minimum they should be discarded at the end of each week. Cloth caps are to be worn over hairnets, and are to be changed daily.

1.6.2 Beards and moustaches must be fully covered by a snood.

1.6.3 Order of dressing before approaching wash hand basin:

- a) hairnet
- b) hat
- c) overall.

1.7 GLOVES

1.7.1 Where the operator requires gloves while handling food, Company-issued disposable gloves only are to be used.

1.7.2 Food handlers must use new gloves each time they enter the food production area.

1.7.3 Gloves must not be taken out of the kitchen. They must be discarded in the receptacle provided when leaving the kitchen. Gloves must not be left on work surfaces.

1.7.4 Do not use damaged or split gloves.

Date coding

USE BY dates are found on highly perishable foods that could present a health hazard if eaten after that date. **It is a criminal offence** to sell, or display for sale, food after its USE BY date has expired. It is also an offence to alter, obscure or remove the date. USE BY labels come in two different forms:

■ USE BY followed by a date **e.g. USE BY 20 OCT**

This is a legal requirement. This item must be sold or removed from customer display by close of trade on 20th October.

■ USE BY followed by a number and then a date e.g. **USE BY (3) 20 OCT**

This is a legal requirement. This item must be sold or removed from customer display by close of trade on 17th October. This is calculated by subtracting the number shown in brackets from the date.

$$20 \text{ OCT} - 3 \text{ days} = 17 \text{ OCT}$$

This item can be sold to Staff/Staff Restaurant up until close of trade on 20th October.

Note: we can be prosecuted if either of these items is offered for sale to customers or staff/staff restaurant after 20th October.

BEST BEFORE, DISPLAY UNTIL or **SELL BY** dates are marked on almost all other packaged foods. They have slightly different meanings.

■ BEST BEFORE followed by a date **e.g. BEST BEFORE 20/10/05**

This item must be sold or removed from customer display by close of trade on 13th October 2005 (1 week before the date shown).

■ BEST BEFORE followed by a number and then a date **e.g. BEST BEFORE (4) 20 OCT**

This item must be sold or removed from customer display by end of trade on 16th October (4 days before 20th October).

■ BEST BEFORE END **e.g. BEST BEFORE END OCTOBER 2005**

This item must be sold or removed from customer display by close of trade on 30th September (1 month before the date shown).

■ DISPLAY UNTIL or SELL BY **e.g. DISPLAY UNTIL 20 OCT** or **SELL BY 20 OCT**

This item must be sold or removed from customer display by close of trade on 20th October.

Each of these items can be sold to Staff/Staff Restaurant after this date but freshness and quality need to be checked to ensure that the item is still fit for sale.

Note: it is not an offence to sell food after the BEST BEFORE, DISPLAY UNTIL or SELL BY date has expired. However, these dates enable us to ensure that food is of good quality. It is an offence to sell food which is not of the quality that the buyer would expect.

Vegetarian pizza recipe

VEGETARIAN PIZZA

4 PORTIONS



DOUGH

Flour	300 g
Soya flour	10 g
Pinch of salt	
Warm water (32°C)	180 ml
Fresh yeast	10 g
Ascorbic acid	5 g

TOPPING

Onions, finely chopped	200 g
Cloves of garlic, crushed	2
Sunflower oil	4 tbsp
Tomatoes, skinned, deseeded and diced	400 g
Tomato purée	50 g
Fresh parsley, chopped	10 g
Fresh basil, chopped	10 g
Cooked artichoke hearts	2
Pine kernels	25 g
Sesame seeds	10 g
Capers	10 g
Green olives (stoned)	8
Black olives (stoned)	8
Sultanas	25 g
Mozzarella cheese	50 g

- 1 Sieve the flour, soya flour and pinch of salt into a basin.
- 2 Warm the water. Place in a separate basin with the yeast. Disperse the yeast in the warm water. Allow sufficient flour to make a light batter. Sprinkle a little flour over the ferment. Cover with a damp cloth and allow the ferment to break through the flour.
- 3 When the ferment is ready, pour into the rest of the flour.
- 4 Add the ascorbic acid. Incorporate the flour until a smooth elastic dough is obtained.
- 5 Turn out onto a floured surface and continue to knead the dough until smooth.
- 6 Return to the basin, cover with a damp cloth and allow to prove in a warm place until double in size.
- 7 Knock back the dough to bring the yeast back into contact with the dough and to equalise the dough.
- 8 Roll out the dough into 15 cm rounds, or in a rectangle and cover a lightly greased swiss roll tin.
- 9 Allow to prove for 10 minutes in a warm atmosphere.
- 10 Bake for 4–5 minutes in a preheated oven at 200°C.
- 11 Sweat the onions and garlic in oil.
- 12 Add the tomato concassé and purée. Stir well.
- 13 Add the chopped parsley and basil. Cook out the tomatoes for about 15 minutes. Season.
- 14 Spread this tomato mixture on the pizza base.
- 15 Arrange the artichoke hearts neatly on top. Sprinkle on the pine kernels, sesame seeds, capers, olives and sultanas.
- 16 Finally, sprinkle with grated Mozzarella cheese.
- 17 Bake in oven for about 15 minutes at 200°C. Serve very hot.

Cold temperatures recording sheet

Cold Temperatures Recording Sheet										
W/C: Monday ____ / ____ / ____ Signed as correct (by a manager) _____										
Max (air) operating temperature: Fridges +5°C, Ice cream conservators -12°C, Freezers -18°C										
Day	am/pm	Initials	Fridges			Ice cream conserv.		Freezers		Comment must be made where the recorded air temperature exceeds the guidelines stated
			1	2	3	4	5	6	7	
Mon	am									
	pm									
Tue	am									
	pm									
Wed	am									
	pm									
Thu	am									
	pm									
Fri	am									
	pm									
Sat	am									
	pm									
Sun	am									
	pm									

Equipment monitoring sheet

Equipment monitoring sheet								W/C: Sunday ____/____/____
Day	Fryer	Multi-fat fryer	Heat chute	Holding unit (top)	Holding unit (bottom)	Freezer	Chiller	Comment must be made where the recorded temperature is outside the guidelines stated
	177°C ± 3°C	182°C ± 3°C	79°C ± 6°C	107°C ± 3°C	91°C ± 3°C	Max -18°C	1-4°C	
Sun	am							
	pm							
Mon	am							
	pm							
Tue	am							
	pm							
Wed	am							
	pm							
Thu	am							
	pm							
Fri	am							
	pm							
Sat	am							
	pm							

Role-play cards – customer service

EMPLOYEE CARD

1

You are serving a customer at the counter. Don't look at the customer while you speak, and mumble so that it's difficult to hear what you are saying.

CUSTOMER CARD

1

You have hearing problems and cannot hear anything that the other person is saying. However, do not interrupt or explain you cannot hear. Wait to see how long it takes the other person to notice!

EMPLOYEE CARD

2

You are giving a customer information about the different choices of food or drinks you serve. Give the information all at once without stopping. Don't worry about the order you give it in.

CUSTOMER CARD

2

You are finding it difficult to understand the information you are being given. When the employee has finished talking, ask, 'What did you say first?'

Customer service guidelines 1

Customer service

PREPARATION

Good product knowledge helps you to answer questions and advise customers.

You should also:

- have clean hands
- check your appearance
- make sure there are enough stocks.

1 GREET THE CUSTOMER

- ☒ Smile and make eye contact.
- ☒ Be yourself.
- ☒ Use positive body language and posture.
- ☒ Give a personalised greeting.

2 TAKE THE ORDER

- ☒ Listen to the complete order and be patient.
- ☒ If you can't hear or tell what a customer is saying, ask the customer to repeat or get help.
- ☒ Clarify or check the order to make sure you heard it correctly.

TOP TIP

Make children feel welcome.
Talk to them at their level.

3 ASSEMBLE THE ORDER

- ☒ Drinks
- ☒ Cold food items
- ☒ Hot food items

TASTE OF QUALITY

If it's not right, don't serve it.

4 PRESENT THE ORDER

Present food in a way that shows care and attention:

- ☒ Trayliner facing the customer
- ☒ Correct bag size
- ☒ Fries upright
- ☒ Condiments
- ☒ Order placed neatly on a tray
- ☒ Bag neatly double folded away from the customer with the logo facing them

Asking for and receiving payment

- ☒ State the amount clearly.
- ☒ Lay notes across the till draw whilst giving change.
- ☒ Acknowledge payment politely using 'please' and 'thank you'.

Thanking the customer/ repeat business

- ☒ Smile and keep eye contact.
- ☒ Use your own words to thank customers and invite them to return.
- ☒ Use the customer's surname and title if you know it.

Customer service guidelines 2

HOSPITALITY				
What the customer expects ... ✓ Real welcome ✓ Cleanliness ✓ Hospitality gestures ✓ Manager as the hospitality ambassador ✓ Accuracy of order				
F	Be F riendly You set the tone	✓ Use sincere greetings and offers of service	✓ Treat people like they're guests in your home	TOP TIP If you're friendly, customers will generally be friendly back
A	A pppearance counts	✓ Uniform should be neat, clean and ironed	✓ Neat personal appearance creates a positive first impression to customers	TOP TIP Maintain good posture, as it communicates confidence
C	C ustomise your hospitality	✓ Make children feel welcome – talk to them at their level ✓ Older customers may appreciate a more formal welcome	✓ Think of ways to make the customer's visit special, e.g. carrying their tray	TOP TIP Don't be a robot! 80% of our customers' experience depends on your attitude
E	E ye contact	✓ Make positive eye contact with each customer	✓ Use about 50% eye contact with each customer	TOP TIP Use eye contact to show sincerity and build trust
S	S mile Make each customer S mile	✓ Smiles are contagious – smile at someone and they will smile with you	✓ For many customers a smile is all that is necessary	TOP TIP Keep a smile in your voice – customers can hear it, even in the drive-thru

Shift rota

SHIFT: DAY / NIGHT
DATE: WED 14TH SEPT

SHIFT MANAGER: Becky 7-4

SERVICE MNGR.....
FLOOR MNGR.....
FLOOR MNGR.....

PRODUCT MNGR.....
FLOOR MNGR.....
FLOOR MNGR.....

TILLS

BACKERS

1 Emin 6-2

2 Kristy 11-6

3 Dan D 11-7

4

5

6

DINING AREA 1

Netty 8-4.30
(Sunil 4.30-10.00)

DINING AREA 2

CUSTOMER CARE

LITTER PATROL

BIRTHDAY PARTIES

Time	Name	No	Cakes	Hostess	Helper
3.45	Johnson	12	B/Day	Ali	Adrienne

DRIVE THRU WINDOW 1

Dan C 6-2
Rona 2-10

DRIVE THRU WINDOW 2

DRIVE THRU WINDOW 3

Marc 9-5
(Richie 5-12)

DRINK PULLERS

WRAP AND CALL

Manager: Daz 5.30-2
Sunil 2-4.30

STAGERS

FRY AREA

FISH & PIES

CHICKEN NUGGETS & SANDWICHES

Eddie 10-6
Sue 2-8

SALADS / PIZZA

BACKROOM & HYGIENE

Frankie 9-5

DAILY PRODUCT SAFETY CHECKLIST

Time	Mngr Responsible
Prior to open	
Prior to change over	Jez
Afternoon	Becky
Evening	
Midnight	

REG GRILL

Robyn 8-4

REG BUNS

Liam 8-4
(Colin 4-11)

REG DRESS

Liam 8-4
(Colin 4-11)

QTR GRILL

Julie 9-5

QTR BUNS

Emma 10-6

QTR DRESS

Emily 10-6

OPENERS / CLOSERS

Name	Area

Role-play cards – customer complaints

CUSTOMER CARD

1

This is the first time you have complained about anything and you are feeling quite embarrassed about it. You don't want to cause a scene, but you don't want to be walked over either!

CREW MEMBER CARD

1

You have hearing problems and cannot hear anything that the other person is saying. However, do not interrupt or explain you cannot hear. Wait to see how long it takes the other person to notice!

CUSTOMER CARD

2

You often have to make complaints in this restaurant about the food and the service. This latest problem has really annoyed you and you are not going to take any more!

ASSISTANT CARD

2

The policy in your restaurant is that the Crew member should deal with complaints and not involve managers unless it is essential. Can you satisfy the customer without involving the manager?

Fire alarm procedure

Fire alarm procedure

1. On discovery or suspicion of fire, go immediately to one of the nearest fire alarm call points, situated by every fire exit, and activate the alarm.
2. On hearing the fire alarm:
 - 2.1 If safe to do so, turn off or unplug appliances.
 - 2.2 If safe to do so, close doors and windows.
 - 2.3 Do not stop to collect personal belongings.
3. Evacuate the building.
 - 3.1 Do not run.
 - 3.2 Do not use the lift.
 - 3.3 Do not open a door if you suspect a fire is on the other side.
 - 3.4 Follow instructions of employee with fire training.
 - 3.5 Direct customers and new staff.
 - 3.6 Follow special arrangements for physically disabled.
 - 3.7 Follow special arrangements for those with difficulty seeing or hearing.
 - 3.8 If possible check public areas.
4. Assemble outside the building at a nominated location.
Do not re-enter the building until advised to do so by the House Manager.

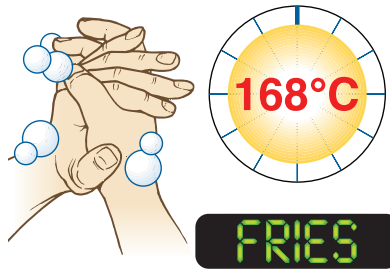
Procedure for making French fries

French fries

What the customer expects ...

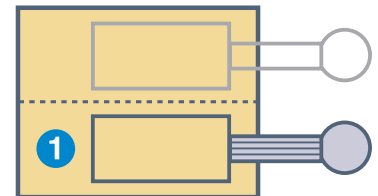
- ☒ Hot, fresh, tasty
- ☒ Lightly salted
- ☒ Full bag or box

Prep



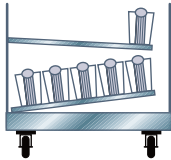
- ☒ Clean hands

1 Timer set to fries.



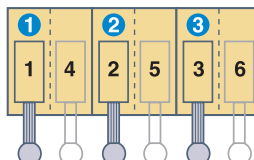
- ☒ Oil 1–2 cm above normal level

2 Remove basket.



- ☒ Cook as close as possible to frozen for best quality
- ☒ Load setting correctly
- ☒ Load using TLC
- ☒ Remove bottom left to right

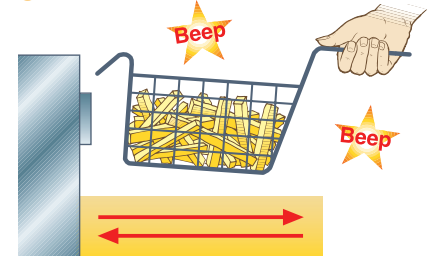
3 Place in vat.



Do not drop two baskets into the same vat at the same time. Second basket added after 30 seconds.

- ☒ Product fully submerged
- ☒ Fry 3 minutes

4 Shake when timer beeps.



Lift and shake after 30 seconds.

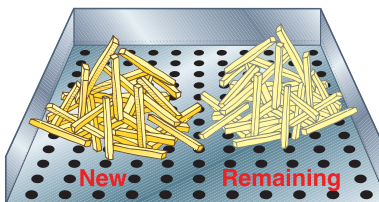
- ☒ Fries not stuck together

5 Remove fries and deactivate timer.



- ☒ Golden brown, moderately crisp exterior
- ☒ Mealy and slightly moist interior
- ☒ Slight separation of exterior from interior

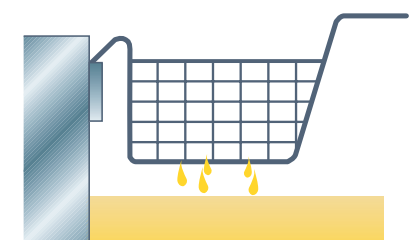
6 Empty fries into salting tray.



- ☒ FIFO

Do not mix remaining and new fries.

7 Return and drain basket over vat.



- ☒ Old fries removed
- ☒ Skim vats frequently

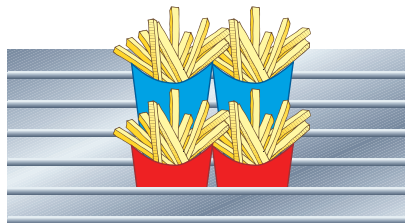
New Procedure

8 Salt immediately. Dispense one shot.



- ☒ Mixed well?
- ☒ 20 cm above the French fries
- ☒ Clean scoop every 30 minutes

9 Full bag or box.



First in, first out.

- ☒ Full bag or box

10 Serve within 5 minutes.



Discard fries after 5 minutes.

- ☒ Hot and fresh

Procedure for making a Texan sandwich



Texan Sandwich

SHELF LIFE To order

TOOLS Sauté pan, chopping board, serrated bread knife

PLATE Oval

STANDARDS Bread must be golden brown, not burnt, with the turkey well mounded to increase height.
Bread must be carefully buttered to the edges.

INGREDIENTS

Corn bloomer 20 mm cut
Turkey (14 slices)
BBQ coleslaw
Swiss cheese
Butter
Fries
Cajun beans

WEIGHT/MEASURE

2 slices
140 g
84 g
2 slices
1 bullet (28 g)
112 g
84 g

PROCEDURE

Cook

- 1 Butter bread
 - use soft butter
 - spread evenly to the edge of the bread.
- 2 Put bread together butter to butter and rest Swiss cheese on non-butter side.
- 3 Put a dry sauté pan onto the heat.
- 4 Rearrange bread so that butter is on the bottom and Swiss cheese on top of both slices.
- 5 When pan is hot, add both slices butter-side down
 - you should hear the butter sizzle.
- 6 Simultaneously put turkey in microwave for 30 seconds.
- 7 Flip bread over
 - bread should be golden brown.

- 8 Remove one slice of bread from the pan and quickly put turkey on cheese and BBQ coleslaw on turkey.
- 9 Put second slice on top of first and cut diagonally with serrated bread knife.

Presentation

- 1 Place on plate with sandwich at top of oval, one point over the end.
- 2 Put fries on at 6 o'clock.
- 3 Place Cajun beans to left of the fries.

CHECK

- Ensure that the coleslaw is the top layer as this will allow excess dressing to run off the turkey and not into the bread.
- Ensure a minimum of 14 slices of turkey are in the sandwich.
- Ensure turkey is layered individually to add height.

Nutritional information

We think it's important for you to know what's in our food and how our meals fit within a balanced children's diet.

	girls	boys	meal 1	meal 2	meal 3
Calories (kcal)	1545	1715	470	420	514
Protein	20g	20g	12.9g	21.6g	21.6g
Carbohydrate	193g	214g	65.2g	55.3g	58.3g
Fat	60g	67g	18g	12.1g	22.4g
Salt	3g	3g	1.18g	1.32g	0.92g

What should children be eating?

The dietary reference values on this table show recommended daily consumption for kids aged 4–6 years who have the recommended level of exercise. A meal should be about one third of these values and this is how our suggested meal combinations measure up:

MENU ITEM	ENERGY		PROTEIN		CARBOHYDRATE		FAT		FIBRE	SALT	
	(Kjoules) Per Portion	(Calories) Per Portion	(grams) Per Portion	(grams) Per Portion	(grams) Per Portion	of which sugars (grams) Per Portion	(grams) Per Portion	of which saturates (grams) Per Portion	(grams) Per Portion	(grams) Per Portion	(grams) Per Portion
Hamburger	1064	991	253	235	32.8	30.6	9.4	8.7	7.7	7.1	3.3
Cheeseburger	1258	1035	299	246	33.1	27.2	9.6	7.9	11.5	9.5	5.9
Chicken	558	816	141	196	10	13.4	5	7.4	0.14	0.2	9
Fish Fingers	685	928	163	221	9.9	13.5	14.9	20.2	0.2	0.3	7.1
French Fries	863	1108	206	265	2.9	3.8	28.3	36.3	0.4	0.5	9.0
Fruit Bag	183	229	43	54	0.2	0.3	10.0	13.0	10.0	13.1	0.1
Ketchup	113	558	26	131	0.3	1.4	6.2	31.2	5.5	27.4	Tr
Orange Juice	523	209	123	49	0	0	29.3	11.7	25	10	0
Organic Milk	514	206	124	49	8.5	3.4	12.5	5.0	12.5	5.0	4.3
Fruit Drink	40	20	10	5	0.2	0.1	1.6	0.8	1.6	0.8	Tr
Small Strawberry Milkshake	1673	498	395	118	10.8	3.2	67.2	20	62.8	18.7	9.9

Tr = trace

For more information about our food visit our website. The interactive menu planner will help you calculate the nutritional content of your child's favourite meal combination.

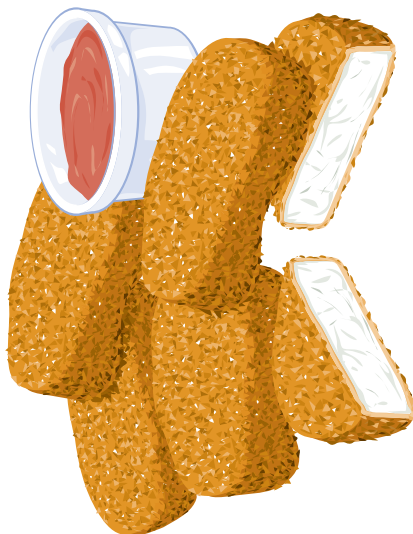
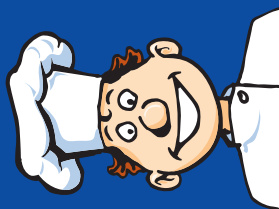


what's in
our food?
taste ■ choice ■ fun



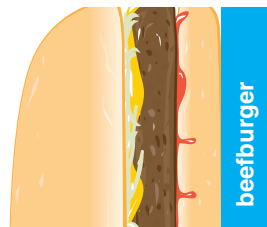
meals for kids

Our children's meals give you a choice of fun and tasty food and drinks that your children will love! This leaflet tells you about the nutritional content of our meals and passes on some useful information about children's diets.



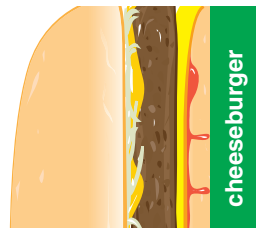
try our new breast meat chicken

The only meat used is succulent breast meat.



beefburger

Made with 100% beef, onion, pickle, mustard and delicious ketchup in a lightly toasted bun.



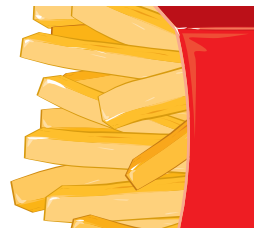
cheeseburger

Also made with 100% beef. The cheeseburger includes a tasty cheese slice.



fish fingers

Made with the highest quality cod caught in the cold, clear water of the North Atlantic, and hoki from the clean waters of the southern hemisphere.



French fries

French fries are produced from the finest quality potatoes.

mix & match!

Why not try these balanced Meal combinations? You can check out the nutrition scores for each on the back page.

meal 1

- chicken
- small fries
- pure orange juice

meal 2

- hamburger
- fruit bag
- organic semi-skimmed milk

meal 3

- chicken
- small fries
- organic semi-skimmed milk
- fruit bag



Blackcurrant and Apple with no added sugar



100% pure and unsweetened



Natural mineral water

juicy

Staying hydrated by drinking 6-8 glasses of fluid a day will help children digest food properly and keep concentration levels up.



organic milk

Our fresh organic semi-skimmed milk is a great source of calcium for active, growing kids.



fruit bag

Pieces of fresh fruit, washed and ready to eat. Why not swap French fries for a fruit bag? ... at no extra cost!

come and play

An hour of moderate exercise a day will help a child's healthy development. Whether it's football, dancing, cycling, hoola hoop or walking, it doesn't have to be taken in one go, but it does have to be fun!

fruity

Fruit and vegetables are rich in vitamins, minerals and fibre, which help keep kids healthy and boost their immunity. The World Health Organisation recommends 5 portions a day. One child portion is roughly the amount they can hold in their hand or 250 ml of pure orange juice.

Food allergy chart

	Contains eggs	Contains nuts	Contains seafood	Contains wheat	Contains gluten	Contains milk protein	Contains soya protein	Contains sesame seeds	Suitable for vegetarians
Bacon	No	No	No	No	No	No	No	No	No
Beefburger (without bun)	No	No	No	No	No	No	No	No	No
Chicken burger	Yes	No	No	Yes	Yes	No	No	No	No
Chicken chunks	Yes	No	No	Yes	Yes	Yes	No	No	No
Egg (free range)	Yes	No	No	No	No	No	No	No	Yes
Fish fingers	No	No	Yes	Yes	Yes	No	No	No	No
Fish	No	No	Yes	Yes	Yes	No	No	No	No
Chips	No	No	No	No	No	No	No	No	Yes
Hash browns	No	No	No	No	No	No	No	No	Yes
Pancakes	Yes	No	No	Yes	Yes	Yes	No	No	Yes
Pork sausages	No	No	No	No	No	No	No	No	No
Vegetable burger	No	No	No	Yes	Yes	No	Yes	No	Yes
Grilled chicken	Yes	No	No	Yes	Yes	Yes	No	No	No
Leaf salad	No	No	No	No	No	No	No	No	Yes

Dining area observation checklist

Dining Area Observation Checklist

Quality

- Check all service areas are well stocked with straws, napkins, condiments and utensils.
- Information boards should be stocked with only up-to-date literature.
- Music must be set at an audible level but not be intrusive.
- Monitor which food and/or drinks are being left in the dining area only half or part consumed.

Safety and cleanliness

- This area should be kept clean using red cloths for tables, highchairs and trays only. Blue cloths are used for dirty tasks and cleaning the seats. Cloths must be changed every 30 minutes.
- 5/10/15 minute cleaning tasks should be carried out when possible.
- Check tables and bins regularly to ensure the dining area is kept tidy.
- Any floor spillages must be mopped up IMMEDIATELY.
- When mopping floors, always use hot water and floor cleaner. Wet floor caution signs should always be used, and removed when the floor is dry.
- Doors, windows and glass should be polished as required.
- Brown trays should be collected, washed and returned to the front counter after every use.
- Litter picking inside and outside the restaurant should be carried out.

Drawing of a service station



Food hygiene regulations

The Food Safety (General Food Hygiene) Regulations 1995

<i>Made</i>	<i>12th July 1995</i>
<i>Laid before Parliament</i>	<i>12th July 1995</i>
<i>Coming into force</i>	<i>15th September 1995</i>

ARRANGEMENT OF REGULATIONS

1. Citation and commencement
2. Interpretation
3. Application of provisions of these Regulations
4. Obligations upon proprietors of food businesses
5. Persons suffering from certain medical conditions
6. Offences and penalties
7. Application of provisions of the Act
8. Enforcement and execution
9. Amendments of other Regulations
10. Revocations

SCHEDULES

1. Rules of hygiene
 - Chapter I General requirements for food premises
 - Chapter II Specific requirements in room where foodstuffs are prepared, treated or processed
 - Chapter III Requirements for movable and/or temporary premises
 - Chapter IV Transport
 - Chapter V Equipment requirements
 - Chapter VI Food waste
 - Chapter VII Water supply
 - Chapter VIII Personal hygiene
 - Chapter IX Provisions applicable to foodstuffs
 - Chapter X Training
2. Amendments to other Regulations
3. Revocations

Statutory Instrument 1995 No. 1763

The Food Safety (General Food Hygiene) Regulations 1995

SCHEDULE 1

Regulation 4(2)

RULES OF HYGIENE

Chapter I

General requirements for food premises (other than those specified in Chapter III)

1. Food premises must be kept clean and maintained in good repair and condition.
2. The layout, design, construction and size of food premises shall:
 - (a) permit adequate cleaning and/or disinfection;
 - (b) be such as to protect against the accumulation of dirt, contact with toxic materials, the shedding of particles into food and the formation of condensation or undesirable mould on surfaces;
 - (c) permit good food hygiene practices, including protection against cross-contamination between and during operations, by foodstuffs, equipment, materials, water, air supply or personnel and external sources of contamination such as pests; and
 - (d) provide, where necessary, suitable temperature conditions for hygienic processing and storage of products.
3. An adequate number of washbasins must be available, suitably located and designated for cleaning hands. An adequate number of flush lavatories must be available and connected to an effective drainage system. Lavatories must not lead directly into rooms in which food is handled.
4. Washbasins for cleaning hands must be provided with hot and cold (or appropriately mixed) running water, materials for cleaning hands and for hygienic drying. Where necessary, the provisions for washing food must be separate from the hand-washing facility.
5. There must be suitable and sufficient means of natural or mechanical ventilation. Mechanical air flow from a contaminated area to a clean area must be avoided. Ventilation systems must be so constructed as to enable filters and other parts requiring cleaning or replacements to be readily accessible.
6. All sanitary conveniences within premises shall be provided with adequate natural or mechanical ventilation.
7. Food premises must have adequate natural and/or artificial lighting.

Quo-burgers label

COOKING INSTRUCTIONS

Remove all packaging. Do not overcook.
For best results cook from frozen.



To grill

Pre-heat grill to a medium setting. Brush burgers with a little oil.
Cook for 8–10 minutes on a middle rack position, turning occasionally.



To fry

Fry in a little pre-heated oil for 8–10 minutes over a medium/high heat, turning frequently.



To microwave

Place one burger on a non-metallic plate. Cover with microwaveable film, pierce film in several places and cook on full power for:

WATTAGE	B/550W	D/750W
Cooking time	2 mins	1.5 mins
Standing time	1 min	1 min

Quo-burgers



To barbecue

Brush burgers with a little oil. When the coals have turned white, cook burgers for 8–10 minutes, turning frequently.



SUITABLE FOR VEGETARIANS

WARNING:

MAY CONTAIN TRACES OF NUTS

Not to be used after this date

BEST BEFORE END
OCT 05

200g e



NUTRITION INFORMATION

Uncooked, typical values

Per 100g

(and per serving)

Energy – KJ	458
– kcal	109
Protein	12 g
Carbohydrate	6.9 g
– of which sugars	1.2 g
Fat	3.7 g
– of which saturates	2.2 g
Fibre	4.9 g
Sodium	0.6 g

CONTAINS EGG, WHEAT & MILK

NO ARTIFICIAL COLOUR

INGREDIENTS

Mushroom protein (47%), rehydrated egg white, onion, flavourings, rehydrated textured wheat protein, palm kernel and rapeseed oil, milk protein, tapioca starch.

STORAGE INSTRUCTIONS

Keep frozen.

**** Food Freezer

Until Best Before date

Until Best Before date

**

1 month

*

1 week

Ice-making compartment

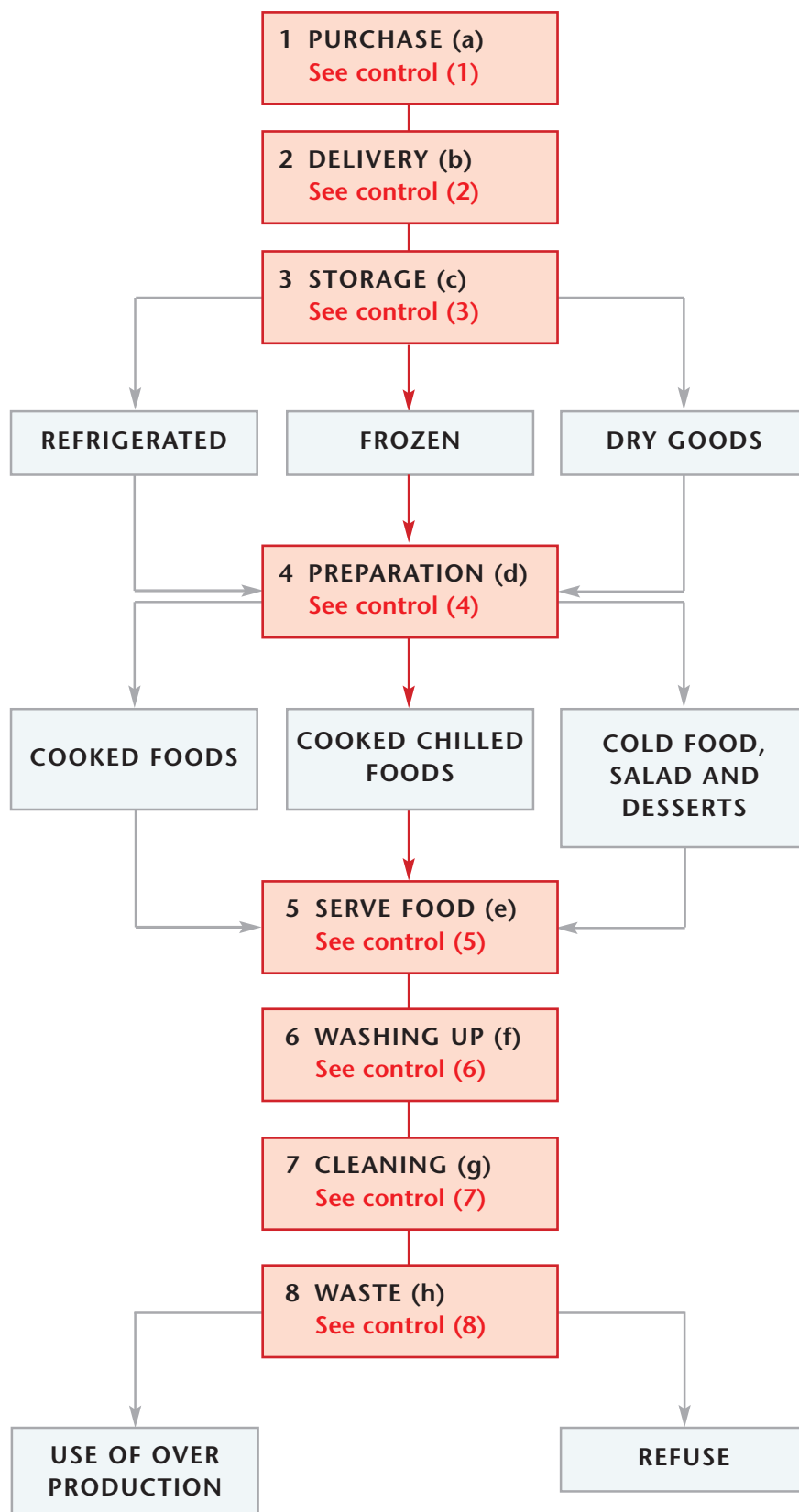
3 days

Refrigerator

24 hours

DO NOT REFREEZE AFTER DEFROSTING

Hazard analysis flow chart – critical control points



HAZARDS

(a) Purchase – food contaminated with food-poisoning bacteria or toxins

(b) Delivery – food contaminated with food-poisoning bacteria or toxins

(c) Storage

• Refrigerated

- Growth of food-poisoning bacteria or toxins
- Further contamination and cross-contamination

• Frozen

- Growth of food-poisoning bacteria or toxins
- Further contamination and cross-contamination

• Dry Goods

- Growth of food-poisoning bacteria or toxins
- Further contamination and cross-contamination


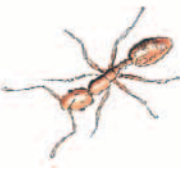





(d) Preparation








- Cooking – Survival of food-poisoning bacteria
- Chilling – Growth of surviving spores or food-poisoning bacteria
- Production of poisons by bacteria
- Contamination with food-poisoning bacteria
- Cold food – Growth of food-poisoning bacteria

(e) Serving

- Growth of food-poisoning bacteria
- Contamination

Pest identification chart

Pest	Identification	Characteristics	Hazards	Signs of infestation
Ant (black)		Also known as garden ants Feed on sweet food	<ul style="list-style-type: none"> • Spread pathogenic organisms • Dead bodies may contaminate food 	<ul style="list-style-type: none"> • Live insects in and around food • Dead insects in and around food • Nests
Ant (pharaoh)		Pale yellow; smaller than black ants Feed on sweet foods and high protein foods such as meat	See black ant	See black ant
Fly – bluebottle		Feed by regurgitating substances onto food and then sucking it up Feed on rubbish, human and animal faeces and foodstuffs	<ul style="list-style-type: none"> • Carry pathogens on their bodies • Defecate on food as they eat • Regurgitate food that could be contaminated • Lay eggs on food • Maggots hatch from eggs • Die in food 	<ul style="list-style-type: none"> • Live insects in and around food • Dead insects in and around food • Maggots on food
Fly – fruit fly		See bluebottle	See bluebottle	See bluebottle
Fly – greenbottle		See bluebottle	See bluebottle	See bluebottle
Fly – house		See bluebottle	See bluebottle	See bluebottle
German cockroach		Yellow brown, flat body, 15 mm in length Like damp conditions Feed on waste food	<ul style="list-style-type: none"> • Carry pathogens including <i>Salmonella</i> • Egg cases, faeces and dead bodies found in food 	<ul style="list-style-type: none"> • Live and dead insects • Faeces • Egg cases or larvae • Odour
				/continued

Pest	Identification	Characteristics	Hazards	Signs of infestation
Oriental cockroach		Brown, flat body, 25 mm long Like humid conditions Feed on waste food	See German cockroach	See German cockroach
Wasps		Feed on sweet foods Common in late summer and early autumn	<ul style="list-style-type: none"> • Can carry pathogens picked up from rubbish • Dead bodies may contaminate food 	<ul style="list-style-type: none"> • Live and dead insects in and around food • Presence of nests in premises though these may be difficult to detect
Black rat		Prefer fruit and vegetables Pointed nose, long tail and large ears	<ul style="list-style-type: none"> • Carry pathogenic and spoilage organisms • Droppings, urine, fur or dead bodies may be deposited in food 	<ul style="list-style-type: none"> • Droppings and urine smears • Fur • Dead bodies • Sightings of live animals
Brown rat		Prefer cereal foods Larger and more common than the black rat	See black rat	See black rat
House mouse		Prefer cereal foods Small with pointed head, large ears and a very long tail	See black rat	See black rat
Birds		Most often pigeons or sparrows but any bird is a pest	<ul style="list-style-type: none"> • Carry pathogenic bacteria, including <i>Salmonella</i> • Leave contaminated droppings and feathers in food • Dead birds can contaminate water supplies if they fall into tanks 	<ul style="list-style-type: none"> • Live and dead birds • Droppings • Nest • Feathers
Grain weevils		Infest pasta and flour Lay eggs in food and pupae feed on it as they hatch	<ul style="list-style-type: none"> • Not a direct health hazard but can leave eggs, pupae and bodies in food stuff 	<ul style="list-style-type: none"> • Live and dead insects

Glossary

- abbreviate** cut short or reduce
- abbreviation(s)** shortened forms of written words
(e.g. on a form 'Tel' is often written instead of 'telephone', 'DOB' instead of 'date of birth')
- abdominal** to do with the abdomen or belly
- acceptance** agreement with
- in accordance with** in agreement with
- accurate** correct and precise
- acknowledge** respond to
- Act** piece of legislation, statute, part of the law
- activate** set off
- additive** preservative, stabiliser, chemical ingredient added to food
- allergy** (plural: **allergies**) a bad physical reaction to a particular substance
- amend** make changes, alter, revise
- analysis** investigation, breaking down into small steps
- appliance** piece of equipment
- application** how something should be used
- appropriate** suitable for the situation, correct
- approx** approximately (abbreviation)
- approximate cooking times** estimated time that an item will take to cook
- approximately** about
- arthritis** disease causing painful swelling and stiffness of the joints
- asap** as soon as possible
- assess** consider, weigh up performance
- assessment** a review or check to make sure you can do something
- assist** help
- at least** not less than
- au** (French) with, in the style of, e.g. Steak au poivre, steak with pepper
- audible** easy to hear
- bacteria** (singular: **bacterium**) one-celled organisms, some of which cause disease
- bactericide** a substance used to destroy bacteria
- batches** groups, sets or amounts
- batted (bat out)** a technique in which slices of raw meat are flattened with a cutlet bat
- bias** favour towards one side of an argument for personal reasons
- biocide** a substance used to kill living organisms
- biological** to do with living things; a biological hazard might be bacteria or rats
- body language** the signals we give to others through gestures and facial expressions
- borne** carried, e.g. air-borne disease, disease carried by air
- brackets** in writing, the symbols used at either end of some extra information in a phrase or sentence
- broil** American term for browning under a grill
- bye-law** (by law) local law made by a local authority; it is only applicable in the area in which it is made
- bystanders** people nearby
- canteen** dining hall, cafeteria
- carbon dioxide** a gas used in some fire extinguishers
- cash takings** how much money you have received in cash from customers
- Celsius** a scale of temperature where water freezes at 0 degrees and boils at 100 degrees; named after a Swedish astronomer called Anders Celsius
- centigrade** a scale of 100 degrees (the same scale as Celsius)
- chemical** to do with chemicals (e.g. chemical hazards might be cleaning materials or fly sprays that accidentally contaminate food)
- citation** quote, the way the Act should be referred to
- clarify** make clearer
- clasp** hold on to, grip
- clinical thermometer** a thermometer used to measure body temperature
- CO₂** the chemical symbol for carbon dioxide
- code of practice** an explanation of how a law should be enforced; recommended standards
- colleagues** people you work with
- commencement** beginning
- commensurate** in proportion, corresponding in size or amount
- comment** an explanation
- competence** skill, ability
- comply (with)** to follow rules or act according to rules
- concassé** a technique in which fresh tomatoes are peeled, de-seeded and coarsely chopped
- condiments** substances such as salt and pepper used to add flavour to food
- confidential** private and secret
- confined** small, enclosed
- confined space** small, enclosed space with not many windows and doors

confit a preserving technique in which meat is cooked and preserved in its own fat (e.g. Confit of duck)

consistency texture, level of thickness or runniness

consistently time after time, reliably

consumed eaten

consumption the act of eating or drinking

contaminant something that contaminates

contaminated infected, made dirty

contamination when unwanted items or bacteria are present in food

context setting, theme

Contract of Employment legal document with the details of your job, holidays, pension, etc.

contracted caught or developed (a disease)

cover meal or serving for one person

covers catering term for meals

Critical Control Point (CCP) the step in the preparation of food that *has* to be carried out correctly to make sure that a hazard is removed or reduced to a safe level

cross-contamination when micro-organisms are moved from one place to another on a vehicle of contamination (e.g. hands)

culinary to do with cookery, food preparation

cutlet bat a tool for flattening meat

dash short horizontal mark used like a bullet point
de (French) of

deactivate switch off

deduct subtract, take away from

deductions amounts subtracted from your wages, such as income tax and National Insurance contributions

defecate discharge faeces from the body

deglaze to use liquid such as stock, water or wine to dissolve food particles that are left in a pan after roasting or frying

degree a unit of measurement of temperature

demi-glaze brown stock reduced to a light consistency

demonstrated shown, proven

denomination amount of currency, e.g. £50 is the highest denomination note and 1p is the lowest denomination coin

designated to be used for a particular purpose

diagonally from one corner to the opposite corner

diagram detailed drawing

dice cut food into small cubes

dietary to do with diet, the types and amounts of food eaten

dietary reference value dietary requirements for one person for one day

direct straight

directive instruction, order, command (e.g. European Directive – an instruction from the European Union to a member state to tell them to introduce new laws or change their old ones)

discard throw away

discharge empty; carry out (discharge a duty)

disposable able to be thrown away

disposed (of) thrown away

drizzle to drip a liquid such as a sauce or dressing over food

due diligence a defence in law where the accused can show that they have done everything possible to prevent an offence occurring

duties the things you have to do for your job

effective efficient, good, right

efficiently working in a well-organised and professional way

e.g. 'for example', from the Latin *exempli gratia*

EHO Environmental Health Officer

emphasis put stress on a word or phrase to make it stand out

emphasise make a word or phrase stand out as important

en papillote a method of cooking in which food is wrapped, sealed and cooked in a parcel of greaseproof paper or foil (e.g. Truite (trout) en papillote)

ensure make sure

entire all

entitled allowed, permitted

escalope a thin slice

estimate a rough calculation

etc. 'and the rest', from the Latin *et cetera*

evacuate leave

evidence ways of showing something, proof

exceeds is more than

excess extra

exterior outside

external outside

extinguish put out

factual based on real life, not made up or exaggerated

faeces waste matter that remains after food has been digested; it is discharged from the bowel

Fahrenheit a scale of temperature where water freezes at 32 degrees and boils at 212 degrees; named after German physicist Gabriel Fahrenheit

fibres threads from which animal or vegetable tissue is formed

FIFO First In First Out (abbreviation)

fire blanket equipment used to put out or stop a fire

fire extinguisher equipment used to put out or stop a fire

firm solid, not easy to press into

flambé add alcohol to a dish and then set fire to it to burn off the alcohol and produce an intense flavour (e.g. Crêpes Suzette)

flammable easily burnt

float a sum of money used for change at the start of a shift or period of trading

formal following accepted rules in official situations

format the way the text is set out or looks on the page

fortify add spirits to wine to make fortified wines such as port, sherry, Madeira, Marsala

fungicide a substance used to destroy fungi

g short for gram

germicide a substance used to kill germs

gist the general idea of what something is about

gross annual pay amount earned each year *before* tax and National Insurance contributions have been subtracted

gross pay pay *before* deductions such as tax and National Insurance contributions have been subtracted

gross weekly pay amount earned each week *before* tax and National Insurance contributions have been subtracted

guideline(s) a general rule or piece of advice

harbour hide, conceal

hazard a danger or risk

highly perishable foods that have a short shelf life (e.g. foods without preservatives)

holiday entitlement the holiday time you are allowed

hourly rate the amount paid to you for each hour that you work

humid hot and damp

hydrated having enough fluid in the body

hyphens punctuation marks that join words together or separate phrases in notes

i.e. 'that is', from the Latin *id est*

immediate straight away

immunity resistance to infections

imperatives commands or instruction words

Imperial old-fashioned system of measure: units for *length* are *inches*, *feet* and *yards*; units for *capacity* are *fluid ounces*, *pints* and *gallons*; units for *weight* are *ounces*, *pounds* and *stones*

in lieu (of) in place of

in line with following or in accordance with (e.g. 'in line with legal requirements and suitable

workplace procedures' means 'following legal requirements and suitable workplace procedures')

incubate develop without outward signs (especially a disease)

incubation period the time it takes for a disease to develop

induction the period of introduction to a new job

infestation large numbers of unwanted pests

inhaling breathing in

insert put in

interior inside

interlace entwine, link

interlock link, join

interpretation help with understanding something

italics letters written in sloped writing *like this*

jargon specialist, technical words used by a particular group or profession

job description a document describing the exact tasks in your job

juices liquids that come out of meat during cooking; liquids from fruits or vegetables

jus-lié (French) thickened gravy

Kcalories a measurement of the amount of energy in food; commonly called calories

Kjoules a measurement of the amount of energy in food

larva (plural: **larvae**) young insect, e.g. a caterpillar

layout overall plan, design or arrangement that helps you to tell where something is at a glance (e.g. room layout shows where chairs, tables, etc. go)

legislation laws

line manager member of staff in charge of you and your work

literature reading materials such as leaflets, notices, posters and other customer information

litter rubbish dropped on the floor

live electrical equipment machines and equipment that use electricity and are plugged in

location place

log record

logical using reason, good sense

Madeira a fortified white wine from the island of Madeira

Madière French for Madeira

maintain keep up

- mandatory** compulsory, must be done, required by law
- mange tout** French for 'eat everything'; type of pea where the pod is eaten as well as the peas
- Marsala** a dark, sweet fortified wine produced in Sicily
- max** maximum (abbreviation)
- maximum** the highest or largest amount
- maximum (air) operating temperature** the highest acceptable air temperature within the food storage unit
- method** way of doing something
- metric** system of measures based on units of 10, 100 and 1000; units for *length* are *millimetres*, *centimetres* and *metres*; for *capacity*, *millilitres*, *centilitres* and *litres*; for *weight*, *kilograms* and *grams*
- micro** small
- min** minimum (abbreviation)
- minimum** the least or lowest amount
- minimum wage** the lowest hourly rate of pay allowable by law
- minus number** negative amount
- mobile** moveable
- moist** slightly wet or damp, not dried out
- multiple** many
- national** all over the country
- National Insurance contributions** money collected from your wages by the government that goes towards your old age pension
- negative numbers** numbers less than zero
- net pay** pay *after* deductions such as tax and National Insurance contributions have been subtracted; it is the amount of money that you receive
- non-metallic** not made of metal
- nutritional** to do with the value of food, the benefits or otherwise of eating certain foods
- nutritional values** the amount of different types of vitamins, minerals and other types of nourishment in a particular food
- obligation** something that somebody must do
- observation** watching, inspection
- operating temperature** the temperature at which a machine is working (e.g. the correct operating temperature for a refrigerator is between +1°C and +5°C)
- opinion** a personal view or belief, not necessarily a fact
- opt (for, to)** choose, make a choice, decide on
- opt out** choose not to take part in something
- optional** possible, chosen
- organism** an individual animal, plant or single-celled life form
- oxygen** the gas that feeds fires
- palm** inner surface of the hand between the wrist and the fingers
- particle** bit, piece
- pasteurise** to sterilise wine, milk, etc., usually by heating to a particular temperature
- pathogenic** relating to micro-organisms that cause illness
- pathogen(s)** very small forms of life that cause illness
- per** for each
- performance** the way something is done
- pesticide** a substance used to kill pests
- physical** to do with real, touchable things; a physical hazard might be a hair clip or a piece of metal from machinery that falls into food
- plus** and, above
- poach** to cook in hot liquid over a gentle heat so that the liquid is barely bubbling
- policy** course or general plan of action
- pommes nouvelles** (French) new potatoes
- portfolio** collection of work, file
- portion** serving for one person
- positive numbers** numbers more than zero
- posture** the positioning of the body
- PPE** Personal Protective Equipment (abbreviation)
- priority** highest in importance, the thing that must come first
- pro rata** proportional
- procedure** particular method or way of doing things
- proportionally** in relation to something else
- proprietor** owner
- protrude** stick out, overhang
- provision** something supplied or provided
- punnet** small container or basket for fruit, especially strawberries
- pupa** (plural: **pupae**) the stage in the life of an insect between larva and adult
- purée** when food is made into a smooth paste by boiling it into a pulp and then rubbing through a sieve
- qualification** proof that a certain level of competence has been achieved
- quiche** a type of tart made with eggs, cheese and other ingredients
- range** extent, different situations in which a person may be expected to perform competently
- reactive** unplanned, in response to something else

recorded written down
recyclable material that can be used again
refresh to plunge food into cold water to prevent further cooking
regulation rule, explanation of the way an act is to be interpreted; can become part of the law
regulo used before a numeral to indicate a setting on a temperature scale in a gas oven
regurgitating bringing swallowed food back up
rehearse practice
relevant needed; appropriate
responsibility a thing you are required to do as part of your job, a legal duty
rested left after cooking before slicing or eating
rights things due to you in law
risk the likelihood that a hazard will occur
rosti potato cakes
rotational turning, round and round

s'il vous plaît (French) please
salmonella bacterium that occurs mainly in the gut and may cause food poisoning
salsa verde a chunky green sauce
sanitiser a product that cleans and disinfects
sauté the cooking of food in a single layer in a small amount of fat until it browns or softens
scan look quickly through a piece of writing to find particular words or phrases
schedule a timetable or order of events
serrated jagged, like a saw
shelf life the length of time that a food item is safe to eat
shielded protected
shift rota a table or chart that shows all the jobs that need to be done and the people who will do each job
signed off signed by your assessor to say that you have completed this section
simulation a pretend situation, something that is like real life
simultaneously at the same time
sincere truthful and friendly, not pretending or acting
skim read a piece of text very quickly to get the general idea of what it is about without needing to read every word
slaw short for coleslaw
smothering suffocating, stifling
soiled dirty
source starting place, cause
spatula a tool with a broad, flat, blunt blade used in cookery for lifting food
specific exact

spore a small single-celled unit from a plant or fungi that is capable of reproducing asexually; a hard, resistant body formed within the bacterial cell
standard(s) level(s) of competence
stated said or written down
statute a law
sterilise clean thoroughly, make germ free
stock rotation using stock so that the oldest is used first
strategies ways of or approaches to doing something
subject main topic or purpose of a text
succulent moist, tender
summarise sum up by giving the main point or points of something
sunken having sunk back
sushi dishes that use vinegared rice, and may also include cooked or raw ingredients such as fish or vegetables
symbols marks that have a particular meaning (e.g. '&' means 'and')

tandoori (Indian) cooking by dry heat in a clay oven called a tandoor (e.g. Tandoori chicken, naan bread)
tax money collected from your wages by the government, that goes towards the running of the country
technique method, skill
temperature control a system for limiting or preventing the growth of bacteria
text written or printed work
textiles materials such as cloth or fabric
thawed defrosted, no longer frozen
thermometer an instrument used to measure temperature; it can be digital, infra red, analogue
thread the ridges on a screw and the grooves on the nut or plate into which the screw fits
thrive blossom, increase
TLC Tender Loving Care (abbreviation)
toxin a poison produced by some bacteria and moulds
trace a small amount
translucent semi-transparent, allowing light to pass through it

UHC Universal Holding Cabinet (abbreviation)
unnecessary not required or important for understanding
unpasteurised not treated to kill bacteria
unsupported not proved, based on opinion without evidence

utensil(s) tool, gadget such as knife, spatula or bowl

veau French for veal, the meat from a calf

vehicle **i** a thing used for transporting people or goods on land

ii a means of expressing something

vehicle of contamination an object, person or animal on which micro-organisms can move from one place to another

velouté a basic white sauce made from white stock and a blond roux

venue place or room

verification proof, confirmation

vice versa the other way round

visualise imagine, see in your mind's eye, create a mental picture

vocational to do with particular jobs, occupations and employment

waft blow, wave, fan

whisk to beat air into a mixture until it is soft and fluffy

