

The working environment

Introduction to Module 1

All new entrants to the hospitality industry, and especially those who work for large chains or companies, will undergo an induction period. This may be a formal process that is standardised for all staff, or it may have a less formal approach, as you would expect in a small family run business.

During this initial period of employment, trainees will receive large quantities of information about health and safety, company policies and procedures and working systems in their work environment. This information is usually given verbally, but will also be available in text in a staff manual or similar document.

It is important that this information is understood, not only to maintain a safe working environment but also to protect the rights and responsibilities of both the employee and the employer.

The themes in this module support learners to read and understand important information at work. It includes:

- finding information in a staff handbook
- understanding information at work
- following instructions
- health and safety at work
- reporting incidents
- understanding the NVQ and finding evidence.

Every workplace will be different and learners will need support to apply the skills in this module to their own settings. Where possible, learners should be encouraged to identify similar sources of information at work. The Word version of these Embedded Learning materials provides opportunities to adapt and customise materials where appropriate.

Hospitality – Module 1: The working environment					
Theme	Page reference	NOS/NVQ	Literacy	Numeracy	Key Skills
Information at work	Hos 1:1–1:4	2GEN1	Rt/L1.4; Rt/L2.6; Rt/L2.7		
Health and safety information	Hos 1:5–1:6	1GEN1	Rt/L1.2; Rt/L1.4; Rt/L1.5		C1.2; C2.2
Finding the information you need	Hos 1:7–1:8	1GEN4	Rt/L1.5; Rt/L1.4; Rt/L1.2; Rw/L1.2		C2.2
Following instructions	Hos 1:9–1:10	1GEN4	Rt/L2.1; Rw/L2.1; Rw/L2.2; Rw/L2.3; Rt/L2.3; Rt/L2.7; Wt/L1.2		C2.2
The staff handbook	Hos 1:11–1:12	1GEN4	Rw/L1.1; Rw/L1.2; Rt/L1.4; Rt/L1.5; Rt/L2.7; Rt/L2.8		C1.2
Dealing with problems	Hos 1:13–1:14	1GEN1.2	Rt/L1.3; Rt/L1.4; Wt/L1.3; SLd/L1.1; SLlr/L1.2; SLc/L1.1; SLc/L1.3; Rt/L2.2		C1.1; C1.2; C1.3
Following procedures	Hos 1:15–1:16	1GEN1.2	Rt/L1.1; Rt/L1.2; Rt/L1.4; Rt/L1.5; Rs/L1.1; Rw/L1.1; Rw/L1.2; Wt/L1.2; SLlr/L1.1; SLlr/L1.2		C1.1; C1.2; C1.3
Incident report forms	Hos 1:17–1:18	1GEN1.2	Wt/L1.1; Wt/L1.2; Wt/L1.3; Wt/L1.4; Wt/L1.5; Wt/L1.6; Rt/L1.1; Rt/L1.4; Rt/L1.3		C1.3
Signs and symbols	Hos 1:19–1:20	1GEN1	Rt/L1.3; Rt/E3.9		C1.2
Safety equipment information	Hos 1:21–1:22	1GEN1.2	Rt/E3.3; Rt/E3.9; Rw/L1.1; Rw/L1.2; Rt/L1.2		C1.2
What's an NVQ	Hos 1:23–1:24	All units at level 1 and 2 1GEN4.3	Rt/L2.1; Rt/L2.3; Rt/L2.6; Rt/L2.8; Rw/L2.1; Rs/L2.1		C2.2
Evidence for NVQ	Hos 1:25–1:26	1GEN4.3	Wt/L2.4; Wt/L2.2; Rt/L2.1; SLlr/L2.3; Rw/L2.1		C2.2; C2.3