

Hospitality

**Entry Level 3: Introduction to the hospitality industry
(A/502/4834)**

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Introduction

Our Skilled for Life resources are designed to provide you with ideas for delivering the unit content and engaging tasks and activities that will help learners work towards assessment.

The materials consist of standalone sheets that can be used in a range of ways to suit most situations. Whether you are working in a classroom or a less formal learning environment, with individual learners or with groups, it is hoped that you will find these sheets and the accompanying tutor guidance notes useful.

The sheets are in PDF format; they are downloadable and may be photocopied for use only within your institution. Alternatively, learners can access them on-screen – the write-in sections are interactive so that answers to activities can be recorded electronically.

Each sheet addresses one or more of the assessment criteria in the unit (ACs are clearly marked at the top of each page). Page 1 of each sheet provides a starter stimulus or introductory idea based around the suggested unit content in the specification; it can be used to explain key concepts, or as the basis for a discussion. You could use the stimulus to draw together key learning points and encourage learners to engage with the topic or concept from the outset. There is plenty of scope for you to introduce your own content or ideas as well.

Page 2 of each sheet includes tasks that will consolidate learners' knowledge and understanding and, in some cases, may provide evidence for assessment.

This tutor guidance document provides detailed suggestions for how to use each of the resource sheets in the unit, and includes tips and advice together with suggested extension activities, alternative ideas, useful reference sources and answers to activities where applicable.

Unit overview

This unit will give learners a general introduction to the hospitality industry, including food preparation and cooking, food and drinks services, accommodation services and guest services. Learners will consider the different types of hospitality and catering outlet and discuss the services they provide. The unit will also introduce learners to the different job roles in the sector and encourage them to consider employment and career opportunities.

Learning and teaching activities in this unit

Resource sheet 1: What is a hospitality outlet?

The images on this sheet can be used to stimulate discussion and encourage learners to think about the different types of outlet within the hospitality industry. Before you begin, make sure learners understand the terms 'hospitality', 'outlet' and 'industry'.

As you look at each image, try to cover the full range of outlets. For example, the bed could represent a hotel (one star to five star, budget), a bed and breakfast, self-catering accommodation, or even a pub with rooms. The discussion should also be extended to cover other types of hospitality provision, such as outsourced catering for a school or hospital, or membership clubs.

Activity 1: What's around you?

In this activity, learners should complete the table by listing different types of hospitality outlet and providing an example of each one. Learners should try to choose examples from the local area, but if this is not possible (for example, if there are very few hospitality outlets nearby), they may include outlets in the nearest town or city. Learners can work in pairs or small groups to complete the activity but each learner should fill in their own version of the table.

It may be useful to provide a map of the local area so that learners can identify different outlets on the map. Alternatively, you could provide a town plan or tourist guide, which lists the different places to eat, stay, relax and so on. If you teach learners from several different areas, try to provide relevant information for each area. Depending on the facilities at your centre, you could also use Google Maps™ with Street View™ to explore a wide range of locations and identify other types of hospitality outlet.

Resource sheet 2: Jobs and services

This sheet is intended to introduce learners to the different types of service within the hospitality industry. The job adverts on this sheet can be used to prompt discussion about the range of services available but it is recommended that you provide additional job adverts (preferably from local newspapers) to illustrate other services within the industry. Alternatively – or as well – you could ask learners to conduct their own research by reading, using the internet, or visiting a local job centre or careers adviser.

Learners could work individually or in groups to research the services offered by different types of outlet. This work could be linked to Activity 2: for example, learners could visit the outlets they chose for this activity and find out what services they offer.

Activity 2: Outlets and services

To complete this sheet, learners need to think about the outlets listed in the chart and work out which services are provided by each outlet. Three services have been listed already and it is expected that learners will fill in the remaining rows. They may choose services such as: food (fast food, children's menus), drinks (alcoholic, non-alcoholic, hot, cold), room service, accommodation, leisure facilities, car hire, foreign currency exchange services, travel services, car parking, email, broadband, children's play areas, babysitting services, high chairs, baby cots, baby listening devices, special events packages, drinks packages, services for disabled customers, 24-hour opening or events management.

Answers will vary. For example, a bed and breakfast may or may not provide email or internet access, and some pubs will offer accommodation while others do not. Learners should consider various options and be able to justify the services they have linked with each outlet.



This activity could be repeated for different outlets or services. It would be helpful to consider as many different options as possible.

Resource sheet 3: What do they do?

This sheet is intended to introduce the different working patterns in the hospitality industry. Ask learners to read the job advertisements and discuss the different working patterns mentioned (temporary, permanent, full time, evening and weekend work). Extend the discussion by asking learners to consider other roles that may follow the same working patterns, or alternative working patterns for the roles mentioned. Learners should draw on their own knowledge and experience as well. For example, ask whether they know anyone who works shifts, or part time, and consider what this involves.

If possible, provide a range of other job advertisements or job descriptions to stimulate further discussion. You may find such adverts in local newspapers, or by using the internet or visiting a local job centre.

Discuss shift systems and the need for staff who are willing to work antisocial hours – for example, kitchen staff to prepare breakfast in a hotel, or contract caterers to work over Christmas to prepare food for hospitals. You could also talk about agency staff, who work unpredictable hours as and when the work is available.

Try to organise a visit from a hospitality employer who can talk about jobs and careers in their sector of the industry. This will help to contextualise the discussion.

Activity 3: Job roles in a hotel

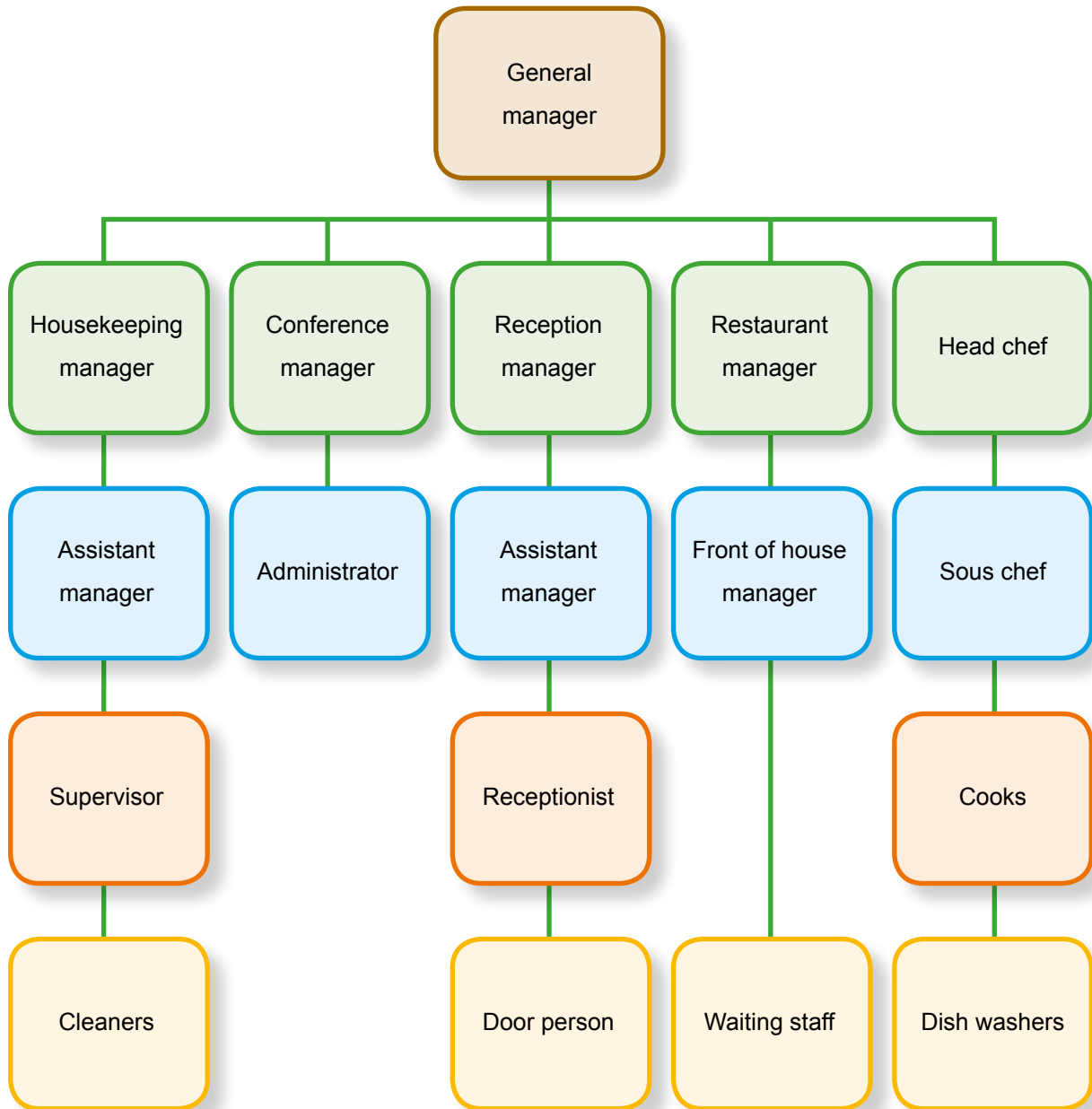
For this activity, you will need Handout 1. Ask the learners to cut out the cards on this handout and decide where they fit into the organisation chart. Learners should then outline (briefly) the types of activity that a person in each role might undertake.

You may wish to fill in a few roles to guide the discussion (using the completed chart below, if necessary), but leave gaps at all levels to encourage learners to consider progression routes and career opportunities.

Learners may work in pairs or small groups, but each learner must fill in their own version of the organisation chart.



Encourage learners to visit a hospitality outlet and speak to the employees there to find out what they actually do. If travelling is problematic, this could simply be a visit to the canteen at your centre (if there is one) so that learners can speak to the kitchen staff.



Resource sheet 4: What will you do?

This sheet is designed to encourage learners to identify the different job roles in the hospitality industry, from operational roles to management positions. Use the words on the sheet to prompt discussion. For example, 'serving' could refer to waitressing, working behind the bar in a pub or club, or working as a front of house manager in a restaurant or hotel. You could expand the discussion by asking learners to consider whom they might be working with in each role and think about other roles they could progress to.

Encourage learners to contextualise the discussion by thinking about the roles available in the local area and which jobs they might like to apply for. For example, if there is a hotel nearby, ask learners whether they have seen any advertisements for jobs there, what other jobs might be available and what they might like to do.

It is recommended that learners look at the websites of major hospitality employers. For example, the McDonald's website (see 'Useful resources' below) has a lot of information about recruitment, training and opportunities with the company, while the Radisson Blu website (also listed below) provides information about career progression routes within the hospitality industry.

Activity 4: Pick a job!

This activity encourages learners to think about hospitality outlets in their area and consider jobs that are available. Use local newspapers or the internet to find a selection of job advertisements, or ask each learner to bring in a range of advertisements that they have found. If possible, learners should visit hospitality outlets in their area and find out what jobs are on offer.

Learners should then choose two job roles they would like to apply for and think about the working pattern for each job.



Ask learners what else they would want to know if they were applying for a job.

Useful resources

Textbooks

Barrows, C., Powers, T. and Reynolds, D. (2011) *Introduction to the Hospitality Industry, 8th Edition*, John Wiley and Sons (ISBN: 978 0 470 39916 3)

Batten, S., Carysforth, C., Dale, G., Holmes, S., Ingle, S., Mead, T., Neild, M., Richer, W. and Wilson, P. (2011) *BTEC Level 2 First Hospitality*, Pearson Education Limited (ISBN: 978 0 435 02659 2)

Journals

Caterer and Hotelkeeper – Reed Business Information

Websites

www.catersource.com

Education, products and news for caterers

<http://nationalcareersservice.direct.gov.uk>

A government website providing careers advice, information and tools

www.education.gov.uk

The Department for Education

www.people1st.co.uk

People 1st – Sector Skills Council for Hospitality, Leisure, Travel and Tourism

www.gov.uk

Government website containing public sector information and services. Visit the 'Working, jobs and pensions' section

www.mcdonalds.co.uk

The official website for McDonald's, which provides information about careers and training opportunities within the company

www.radissonbluedwardiancareers.com

Information about careers with Radisson Blu hotels, including some useful charts showing progression routes

Answers to activities

Answers are provided only for tasks or activities that have a definitive answer or range of suggested answers. For other tasks, accept any suitable answer.

Handout 1: Job roles in a hotel

Administrator

Supervisor

Door person

Reception
manager

Waiting staff

Housekeeping
manager

Sous chef

Receptionist

Head chef

Cooks

Assistant
manager

Restaurant
manager

Assistant
manager

Dish washers

Conference
manager

Front of house
manager

General
manager

Cleaners