

# GCSE Catering Revision

## Section 1: “The Hospitality Industry” (Jobs, establishments, methods of service)



## Section 2: “Health, Safety and Hygiene”



## Section 3: “Food preparation, cooking and presentation”



## Section 4: “Nutrition, menu planning and costing”



## Section 5: “Specialist equipment, communication, record keeping and the environment”



## Section 6: “Most popular exam questions”



# Theme: The hospitality industry

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# What is the difference between 'profit' and 'not-for-profit' establishments?

- A profit establishment intends to make money for commercial purposes. This is why they exist. Even if they lose money they are still considered to be profit led eg a Restaurant or Cafe
- A not for profit establishment exists to provide a service where the food is either provided free of charge, or made to a budget to keep the price down to a minimum eg Soup kitchen, hospital food or workers canteen



# How does the size of a business affect the way it is run?

- A small business like a family business will often have one person making all the decisions. In this business you may have a few people who are specialised, but most people multi-task. This can prove cost effective if the owner is highly skilled, but can also cause many problems or lack of profitability due to a lack of expertise
- A large business like a hotel will have lots of managers, who have specific expertise. Most staff will do one specific job only. This is potentially more profitable, but the costs are much higher due to staff wages, so a quiet spell could lose the business a great deal.



# Name some examples of forms of catering?

- Not for profit or non commercial
- Profit or commercial
- Residential/non residential (if accommodation is involved – Hotels/B&B)
- Contract catering – which is not based in a static location (eg mobile caterers for a wedding or special event)



# What are the advantages/ disadvantages of cafeteria service?

- Customers are served ready-made food from a counter.
- Advantages are:
  - Don't need many staff, or skilled staff
  - Can serve a huge amount of people very quickly
  - Cost effective for business and cheap for customers
- Disadvantages are:
  - Food needs to be kept hot which is expensive and can cause food to deteriorate, spoil and be thrown away.
  - Customers have to queue
  - The display area can become very untidy and needs constant cleaning/replenishing.



# What are the advantages/ disadvantages of Fast-food service

- In a fast-food outlet, food is being cooked all the time. Customers order at a counter and are given their food straight away.
- Advantages
  - They don't need skilled staff
  - They can serve a lot of customers quickly
  - Easy for customers to grab something quickly if they are out and about
- Disadvantages
  - Lots of very specialist equipment like fryers which need to be on all the time (expensive running costs)
  - Expensive rent for high-street outlets
  - Limited menu options



# What are the advantages/disadvantages of Silver service?

- Silver service is where waiters serve most of the foods at the table and where each item is placed based on the customers request (eg number of potatoes, types of veg). It is done with silver spoons and platters.
- Advantages
  - Highly entertaining, high level of personalised service so people will pay more for their meal
  - Creates a sense of occasion and raises the profile of the establishment
- Disadvantages
  - Staff are highly skilled and therefore cost more to employ
  - Unskilled staff attempting silver service may make mistakes like dropping food on customers.



# Why does a restaurant manager need to be flexible within their working hours?

- A restaurant manager will need to cover for staff who are ill
- They will also extend or shorten their working hours if they are busy or quiet. This is because they have to be in the restaurant for all working shifts, but may choose to change working hours based on periods when they are more or less busy



# What are the advantages/disadvantages of Gueridon service?

- In Gueridon service, the chef finishes some element of the meal at the table. This may be carving, serving and even sometimes cooking the later stages in front of the customer
- Advantages
  - This is a highly entertaining form of service which means business can charge a premium price for their dishes
- Disadvantages
  - It is highly skilled and therefore is very expensive to employ and train people to this standard
  - If not done by experienced professionals can cause health and safety problems.



# What does a sous chef do?

- The sous chef will be responsible for a section of work within the kitchen
- They are 2<sup>nd</sup> in charge so will take over from the head chef when they are away
- They will support the head chef in other managerial roles eg training, supervising etc



# What are the advantages/ disadvantages of Carvery service?

- Carvery service is mainly used for roast dinners. It is a fixed price outcome where apart from the meat, customers can have as much of the remaining components as they wish. It is similar to a buffet, but with less choice.
- Advantages
  - You don't need a lot of staff
  - Customers can be served quickly
  - They can choose exactly what they want
- Disadvantages
  - Specialist staff may be needed to carve meat
  - The method of service can be messy and lead to a lot of waste
  - Food has to be kept hot which can cause it to over cook or dry out



# What are the advantages/disadvantages of vending or vended service?

- Vending machines are found in places where customers may want food or drink at any time of the day
- Advantages
  - They don't employ any staff (other than someone to deliver/stock up)
  - It's quick and easy to use
  - Very hygienic as all foods are packaged and sealed
  - Machines can be used at any time during the day
- Disadvantages
  - Customers have a limited choice
  - Often expensive for customers
  - Machines can break down



# What are the advantages/ disadvantages of in-flight or travel service?

- In flight catering takes place on planes. Food is cooked elsewhere and then reheated 'in-flight'.
- Advantages
  - Customers with special dietary requirements can pre-order their meals
  - Less or no food is wasted as everyone knows exactly what they are having
- Disadvantages
  - Customers have limited choice
  - Cooking facilities are limited which limits the range of foods that can be reheated.



# How can good presentation be achieved in a buffet service?

- Use of raised platforms to display food attractively
- Use of suitable plates, serving dishes, tongs and spoons
- Careful use of garnish and decoration to add colour e.g. dressed salmon with cucumber and lemon, cream gateau with strawberries
- Use of fruit and vegetables to enhance appearance of food
- Regular re-organisation of flats, dishes, to maintain quality and quantity of food
- Use of flags and labels on food
- Constant cleaning down by wait staff
- Food arranged neatly – not cramped
- Hot food separated from cold food (risk of contamination)
- Desserts separated from savoury items



# What is the role of a head chef in a kitchen?

- Manage the pass
- Test the food and assure quality before leaving the kitchen
- Organise the kitchen
- Compile the menu's
- Order the foodstuffs
- Show the required profit
- Engage the staff
- Supervise the kitchen
- Advise on purchase for equipment
- Be responsible for health, hygiene and safety



# What is a chef de partie, provide an example of one

- *The chefs de partie are each in charge of a section of the work in the kitchen*
  - e.g. Pastry chef (le patissier), Roast chef (le rotisseur), Fish chef (le poissonier), Vegetable chef (l'entremetties), Soup chef (le potager) and Grill chef (le grillardin).



# What are the qualities you would expect from a commis (assistant) chef or a trainee?

- Willing to learn
- Punctual
- Clean and tidy
- Good listener
- Able to take on advice
- Basic cooking skills only (prep of veg etc)



# What is the role of a restaurant manager?

- Responsible for organising and supervising all the work in the restaurant.
- Set the layout, décor, style of music.
- Be flexible so that they can cover people who are ill.
- Multitask and multi-skill so that they can do a wide range of jobs and cover a wide range of staff if needed.
- Hire and fire staff.
- Communicate with customers.
- Co-ordinate the efforts of the staff.
- Ensure high standards of practise and hygiene within the restaurant.
- Train, develop and motivate a team of people less experienced/skilled than him/herself.
- Be a leader, and lead by example.



# What does a Sommelie do?

- A Sommelie is a wine waiter who advises on drinks eg which wine would go best with a certain chicken dish.
- They are not just a bar person as they would be responsible for sourcing the wine for the restaurant/hotel and not just serving it.
- The choice of wine with a meal is very important as it can enhance the outcome of the food.



# Describe how a waiter would be effective within their role?

- A waiter should be warm and friendly, making people feel happy and please to be in an establishment
- They should be well dressed and smart, mirroring the expectations of the establishment and providing a clean and hygienic impression to the customers
- They should be clear in the way they speak and listen carefully when taking down orders of answering the phone
- They should be polite when dealing with customers and stay calm when they are busy or dealing with complaints



# Why is communication important within a kitchen/restaurant?

- Good communication will enable clarity of instructions which is essential when getting orders right
- Bad communication will lead to mistakes on people's food which in turn can cause all manner of difficulties for the running of a kitchen/business.
- Likewise how staff communicate with each other will either create positive or negative outcomes which can have an impact on both customers and the business



# What does 'good service' mean?

## How is this achieved?

- A Method of service is the means by which food is served at your table. The 'service' is the human contact that you receive whilst in the establishment.
- Good service is essential in customer satisfaction and is just as important as the meal itself.
- It can be achieved through politeness, the asking of questions, caring for the customer and providing help or assistance when needed.



# What are the advantages/ disadvantages of waited (plated) service?

- Waited or table service is when a waiter takes an order and then delivers a plate of food to a table. The food is plated by a chef and delivered by the waiter
- Advantages
  - It is easy to control the size of the portion
  - It is fast for a chef to plate up as all dishes are the same
  - The waiters need little skill or specialised training so wage costs are low
- Disadvantages
  - There is a lack of entertainment/specialised service which will impact the value of the meal



# How can effective teamwork be realised?

- Recognising strengths and weaknesses
- Delegating roles to people
- Good clear communication
- Setting clear goals
- Reviewing progress
- Rewarding success
- Training/assisting people who need support/help



Name and describe the roles of staff within a Kitchen/restaurant who don't cook or serve customers.

- **ASSISTANT WAITER**
  - Fetching and carrying for the other waiters.
- **KITCHEN PORTER (le garçon de cuisine)**
  - They are responsible for general duties carrying food to/from the chefs
- **SCULLERY (le plongeur de batterie)**
  - Responsible for collecting and washing all the pots and pans.



# What are the advantages/ disadvantages of self/buffet-service?

- Customers serve food to themselves (like in a canteen)
- Advantages
  - Don't need a lot of staff
  - Customers don't have to queue for their food
  - Customers can take as much as they want and have whatever they want
- Disadvantages
  - It is difficult to know what to cook or provide for customers which can lead to a lot of waste
  - It can be difficult to keep an area tidy as the customers are helping themselves



# Theme: Health, Safety and Hygiene

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# Name the symptoms of food poisoning?

- Nausea
- Vomiting
- Diarrhoea
- Fever
- Stomach ache
- These will usually last for 2-3 days



# What are the main causes of food poisoning

- Dirty hands or not washing in between touching high risk foods
- Cross contamination
- Not cooking or reheating till piping hot all the way through
- Incorrect temperature of fridges (too hot)
- Dirty kitchen/equipment
- Food left out for long periods of time (buffet)



# What are the conditions of growth for bacteria?

- Food
- Moisture
- Warmth
- Time



# What is a high risk food?

- High risk foods are moist and often full of protein. They are foods which bacteria will grow rapidly in and therefore are most likely to cause food poisoning.
- Foods include:
  - Meat, fish and poultry
  - Dairy products and eggs
  - Shellfish and other seafood



# What is a low risk food?

- Low risk foods are low in protein and are often dried products. This means they are unlikely to attract or grow bacteria and so give little or no risk of food poisoning.
- Foods include:
  - Dry foods like cereals or dried fruit
  - Foods high in fat or sugar like chocolate and jam
  - Acidic foods like pickles and fruit



# Name examples of food poisoning bacteria and state where they come from

Name of bacteria	Source of contamination	Symptoms of illness
Salmonella	Raw meat and poultry	Diarrhoea, vomiting, abdominal pains
Bacillia Cerius	Rice, cereals, starchy foods	Diarrhoea, vomiting, abdominal pains
Staphylococcus aureus	Skin, humans, nose and throat	Diarrhoea, vomiting, abdominal pains
Clostridium Botulinum	Vacuum packed foods, soil	Difficulty breathing, can result in death



# What is covered under the food safety act?

- This ensures that food is safe to eat
- It also checks that information on a product given to customer is correct (contains nuts)
- Makes sure that the quality and composition of the food is based on what the customer expects (special claims like 'made with 70% cocoa solids' – ensuring this is true)



# What is an Environmental Health Officer, what do they do?

- An EHO is an inspector who ensures that the Food Safety Act is followed within premises.
- They inspect all food establishments and are looking at hygienic practices of staff, the kitchen itself and the ways in which staff handle, store, prepare, cook and serve foods
- EHO's give advice and train staff to help establishments improve on food safety
- They have the power to close, fine and even take legal action for people who do not comply with the food safety act



# What should a hygienic kitchen look like?

- All areas and equipment cleaned regularly
- Bins emptied regularly
- No food spillages in cupboards and fridges
- Somewhere separate for staff to wash their hands
- Free from pests such as flies and rats



# What are the three types of hygiene?

## Name some rules for each.

- Food hygiene
- Kitchen hygiene
- Personal hygiene



# Name as many personal hygiene rules as you can

- Wash hands regularly
- Tie hair back
- Wear chefs hat or hair net
- Wear apron/tunic that is clean
- No nail varnish, perfume or jewellery
- Cover cuts with blue plasters
- Be fit for work (if poorly, stay at home)



# Name as many Kitchen hygiene rules as you can

- Have a cleaning rota
- Empty bins regularly and use tight fitting lids
- Wash floors every day
- Clean surfaces before, during and after work
- Operate a first in first out system of stock control
- Record temperatures in fridges and freezers to monitor how they are working



# Name as many food hygiene rules as you can

- Keep raw and cooked separate
- Check sell by dates
- Cover foods with clingfilm or use tight fitting lids
- Use colour coded chopping boards and knives to eliminate cross contamination
- Keep food at its correct temperature (fridges and freezers)
- Cook foods until piping hot in the middle and check with temperature probes
- Reheat thoroughly
- Don't leave foods out in the danger zone for longer than 90 minutes



# What are the key temperatures involved in food production and storage?

- -18 or below = Freezer
- 0-5 = Fridge
- 5-63 = Danger zone (typical room temp)
- 37 = Optimum temp for bacterial growth
- 63 - 70 = Holding temperature for hot food
- 75 = Core temperature of cooked food



# What does the Health and safety at work act aim to achieve?

- This aims to protect employees at work
- It gives rules for employers to follow
  - Workplace should be well lit
  - It shouldn't be too hot or cold
  - Workers must be properly trained (in relevant health and safety)
  - Equipment is safe to use
  - Suitable measures are in place to stop dangerous equipment from harming staff (oven gloves)
  - The fire and first aid policy is in place



# What Health and safety signs are there in a kitchen?

- Yellow triangle with a black symbol is a warning sign
- Blue circle with a white symbol is a 'must do' sign
- Red circle with a diagonal sign is a 'do not do'
- Green square or rectangle with a white symbol is an emergency sign
- Red square with a white symbol is a fire sign



# Name some rules about knives

- Knives should be stored in a block
- Knives should be kept sharp
- Knives should not be left out on a surface
- They should not be left in a sink
- They should not have greasy handles
- Don't run in a kitchen
- Hold the knife with the sharp point facing down.



# Name some rules regarding the safe use of a deep fat fryer

- Foods should be lowered slowly to avoid splashing the oil.
- Only dry foods should be added into the fryer.
- No water can be allowed to go in the fryer
- Staff should stand back in case the fat spits out
- Oil should only be filled up to the load-line on the fryer



# What should you do if there was a fire in the kitchen?

- SOUND THE ALARM and call the fire brigade
- Turn off electric and gas supply if possible
- Try to put out the fire if it is safe to do so
- Fires should be put out with an extinguisher
- Leave the building and go to the agreed meeting place, closing doors and windows on the way out
- Do not return to the building until told to do so.



# What are the procedures involved if someone falls over in a kitchen?

- If someone is badly hurt, do not move
- If not badly hurt, put into the recovery position
- If they can get up, make them do this slowly as they may feel faint
- If someone does feel faint, tell them to put their head between their knees



# What are the procedures involved if someone cuts themselves?

- Cuts should be washed and dried
- Place a blue plaster over the wound
- Squeeze the area until the cut stops bleeding
- If the cut continues to bleed, go to hospital



# How should you administer first aid to a burn or scald?

- The injured area should be run under a cold tap for 10 minutes until it stops stinging
- Do not put lotions or cream on the burn
- If the burn is bigger than a 10 pence piece, you should go to hospital
- Wrap with clingfilm



# What does HACCP stand for? How is it used?

- Hazard Analysis Critical Control Points
- It is used to analyse a business from the perspective of what can go wrong, so that they can put in place procedures reduce these risks, and also procedures to deal with problems when they arise.



Can you describe a hazard with chicken and how you would prevent it? (following HACCP procedures on an element of a recipe)

- Hazard = Raw/uncooked chicken causing food poisoning
- Critical control point = Use colour coded chopping boards to eliminate cross contamination, store raw away from cooked in a fridge below 5 degrees. Also check with a temp probe to ensure the chicken has cooked in the middle and has reached 75 degrees.



What risks can be associated with eggs and how would you stop them from harming food/customers?

- Hazards (salmonella food poisoning)
  - Out of date/broken shells
  - Uncooked
  - Cross contamination
- CCP's
  - Check dates/condition
  - Check temperatures
  - Keep raw/cooked separate



# Theme: Preparation, cooking and presentation

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# What are the main types of meat?

- Beef, pork and lamb are meats, chicken, duck and turkey are classed as poultry.



# How does the type of meat joint determine how it should be cooked?

- A tough cut of meat has to be chopped into pieces and cooked slowly on a low heat until tender.
- A big joint of meat or whole bird can be roasted in its own juices.
- A tender cut of meat like a steak or a chicken breast can be cooked quickly and fried over a high heat.



# What is a convenience product? What are the advantages/disadvantages of using them?

- A convenience food is something that has had an element of the method done for you.
- The main advantages are that they can save you time and therefore labour costs. They also reduce waste as they have a long shelf life. It also simplifies service for the chefs which is good if they low skill or if the kitchen brigade is small.
- The main disadvantages are that they are very difficult to change and will often have a fixed outcome. Although the outcome is consistent, which is good, it means that chefs cannot adapt the products to meet their own desired outcomes or needs of the customer. Also they will often have preservatives in them to extend shelf life so are not a 'natural' product. Some chefs will say they are not as good as making from scratch (puff pastry), and this is mainly true. They also diminish the skill level of cooks as they are not practicing and making use of their skills.



# Describe the main processes behind the creaming method

- Sugar and butter are beaten together until pale and creamy.
- Eggs are added gradually with a small amount of flour to stop curdling.
- The remaining flour is sieved and then folded in. The batter is the right consistency when it has achieved dropping consistency.
- The all in one method, is when all ingredients are combined at once.



# What is the whisking method? How is it achieved and used?

- The whisking method is when eggs and sugar are whisked together until a foam is formed. This form is ready when a trail from the whisk will stay on top of the mixture. This is called the w or ribbon test. The beating of the eggs causes a mesh to be formed which traps air. There is no additional raising agent in recipes that use the whisking method. Flour is then folded in very carefully to stop any air from being released.



What classifications (types) of fish are there? Name some examples for each.

- White (cod), oily (tuna) and shellfish (prawns)



# What can a microwave be used for?

- Microwaves are generally used for reheating and defrosting foods like ready meals/frozen foods
- They can also heat liquids like milk or melt ingredients like chocolate or butter if needed quickly in a recipe.
- Microwaves can help to steam puddings or vegetables by the addition of clingfilm over the top of a bowl or jug.
- Microwaves can also cook sauces and cakes. By mixing the ingredients together and then heating through, some dishes can be made from scratch and finished without needing any other form of heating.



# What is the rubbing in method? Name some recipes that use this technique?

- The rubbing in method is when fat (butter, lard etc) is rubbed into flour to make fine bread crumbs. This can then be easily made into a dough by adding water. This method can be used within biscuits, pastries (quiche, pie, pasty) and crumbles.



# How can check that fish is fresh?

- Fresh fish should feel firm
- Fresh fish should have clear eyes
- Fresh fish should not be greasy or have a sticky substance coating the fish
- Fresh fish should smell slightly salty like the sea. If it has a strong smell it is not fresh
- Shellfish like muscles should have closed shells.



# What is the melting method?

- The melting method is when fat and sugar (or syrup) are melted together. This mixture is then used to combine other dried ingredients together like flour or oats within cakes and flapjack.



# How can eggs be used within cooking?

- Eggs can be boiled, poached or fried.
- They can also be used within cakes, quiches and sauces. Their working properties enable them to glaze(pastry), set(quiche) and aerate(cakes, Swiss roll, meringue) puddings.



# Describe the process behind making a roux sauce

- A roux sauce is when fat is melted in a saucepan. To this an equal quantity of flour is added, stirred together and the resultant paste is known as the 'roux'. To this warm milk is gradually added whilst being stirred constantly to avoid lumps. After each small amount of milk is added, so the thickness reduces and the paste becomes more sauce like. When the sauce coats the back of the spoon it has achieved the right thickness.



# How is bread made?

- Bread is made using strong plain flour and yeast. These two ingredients enable the bread to be stretchy and elastic, and also to rise and form its distinctive flavour.
- The fat is kneaded into the flour and to this is added salt (for the formation of a crust) and sugar (to feed the yeast and speed up the reaction causing a release of CO<sub>2</sub>).
- The yeast is then mixed with tepid or warm water and then added to the mixture. After a dough has formed through mixing, the mixture will be turned out onto a surface and then kneaded until smooth.
- After this, it will then be shaped and left to prove (rise). Once the bread has doubled in size it is ready to be baked in a piping hot oven.



# What types of pastry are there?

- Short crust
- Pate Sucre
- Rough puff
- Puff
- Filo
- Choux



# How is short crust pastry made? Can you name any top tips?

- Short crust pastry is made by rubbing fat into flour to produce fine breadcrumbs. To this water is added until the mixture forms a ball. Chefs will then often wrap the pastry in Clingfilm and place in a fridge to chill/relax. It is then rolled out to the thickness of a £1 coin before being lifted and lined into a tin, ready for baking blind or filling.
- Key tips include
  - Having cold hands, using only finger tips
  - Use cold fat and hands
  - Making early in the morning
  - Not overworking or re-rolling pastry
  - Use a cold, metal or marble surface when rolling
  - Use flour on the surface, pastry and pin when rolling



# What is the difference between boiling and simmering?

- Boiling and simmering both generally take place in a sauce pan with water. The main difference is the temperature used and desired outcome. Boiling cooks at approx. 100 degrees, whereas simmering is more like 80. The impact this has on the food is huge. Boiling will cook quickly, but this will soften food and can also remove significant vitamin content. Simmering however is slower but this retains more nutrients, flavour and colour.



# Why is it important that hot food is served quickly?

- Serving hot food quickly is key to customer satisfaction this will stop the customers from waiting for their meal. Also it will ensure that the meal is served correctly. The meal will not only be disappointing to customers if it is cold, but this may also change the tastes and textures too. A good way to achieve this is to use plates that have been heated through and also to use heat lamps to keep the meals warm once they have been plated up.



# What foods can be poached and what could you poach that food in?

- Poaching is when you cook food very gently in a poaching liquid. Foods that are poached include fish and eggs. You can either poach in water, a lightly flavoured stock or in milk. When poaching delicate foods in these liquids it stops the foods from breaking or falling apart.



# Name as many cooking methods as you can (cooker based) and state a key fact about each.

- Shallow frying: Using a small to medium amount of oil in a frying pan. This will colour and cook one side only and produce a nice crispy edge and caramelised colour. Food has to be turned.
- Deep-Fat frying: Using a large amount of oil, foods are dipped into fryers which completely immerse the food in hot oil. When hot, clean oil is used it will produce a crispy outside and still keep a moist centre.
- Stir-frying: This uses a small amount of oil in a wok. It is very quick and uses a very hot temperature to flash fry the ingredients. These ingredients need to be moved to avoid being burnt in the pan
- Baking: This takes place in an oven and enables baked products to go brown and crispy. This is a very healthy way of cooking foods as no extra fat is needed. To avoid foods from drying out they are often wrapped in tinfoil.
- Roasting: This is for joints of meat or whole birds like chicken and duck. The dry heat in the oven cooks the meat in its own juices and when extra fat is added this can help to produce colour on the meat and also stop the joint from drying out. Other foods like potatoes and parsnips can also be roasted.
- Grilling: Grilling uses no extra fat and cooks foods on a very hot, direct heat source. During the cooking process the fat drips out of the food and produces a very crisp outer layer for the food being cooked. This process is difficult to achieve even colour and can sometimes leave food burnt on the outside and raw in the middle.



# How and why do we braise or stew a piece of meat?

- We braise/stew meats by cooking them in liquid over a low heat for a long time. This process tenderises tough cuts of meat and softens the fat and sinew elements of cheaper meats. This process is normally carried out in a casserole pan or tagine style dish in an oven. The meats will be cooked in either their own juices, stock or sometimes wine.



# How does a pressure cooker work?

- A pressure cooker is a sealed saucepan and is often used for stews. All ingredients are placed into the pressure cooker and as the temperature rises but the steam cannot escape, so the ingredients are cooked much faster. Despite the fact the ingredients are being cooked at a high temperature, most nutrients are retained.



# Why would a chef blanch vegetables?

- Blanching means to cook vegetables in boiling water for a very short time (2 minutes).
- The chef would then place the food into ice water to immediately stop the cooking process.
- By doing this process, the vegetables will retain their colour, texture and vitamins and when required later in service, they can be reheated quickly without loss of colour, texture or vitamins.



# How can you improve food presentation?

- Adding colour: Variety of colours is essential, all white foods on a plate look boring. This can also be achieved through garnishes and decorations. The final way in which this can be achieved is through the use of interesting plates.
- Texture: This might be the thickness of a sauce or how crispy the top of something looks after being grilled. Every dish should have a variety of textures to provide contrast and interest.
- Flavour: Make sure that food is seasoned and has the right balance of flavours. Make sure that the elements complement each other and work together to form a cohesive outcome.
- Shape and layout: Use of different shapes on the plate is good, also using height by stacking components. Be careful when laying out foods so that the plate is tidy and that the elements are not competing with each other.



# How can you check if fruit and veg are fresh? What should you do when receiving them as stock?

- Fresh fruit and vegetables should feel firm to the touch and have no bruising. They should be stored somewhere cool and dark. If fruit is bruised, discoloured (green potatoes) or has started sprouting, then it is not suitable for consumption.



# How can a buffet be presented in an attractive way?

- Have hot/cold sections for meat, puddings, salads
- Some foods like a chocolate mousse could be portioned individually
- Use labels to name foods and to show special dietary arrangements
- Use height within the display
- Make use of garnishes and decorations
- Regularly top up and keep the display cabinet clean and tidy
- Have separate tools/utensils for each food



# Theme: Nutrition, menu planning and costing

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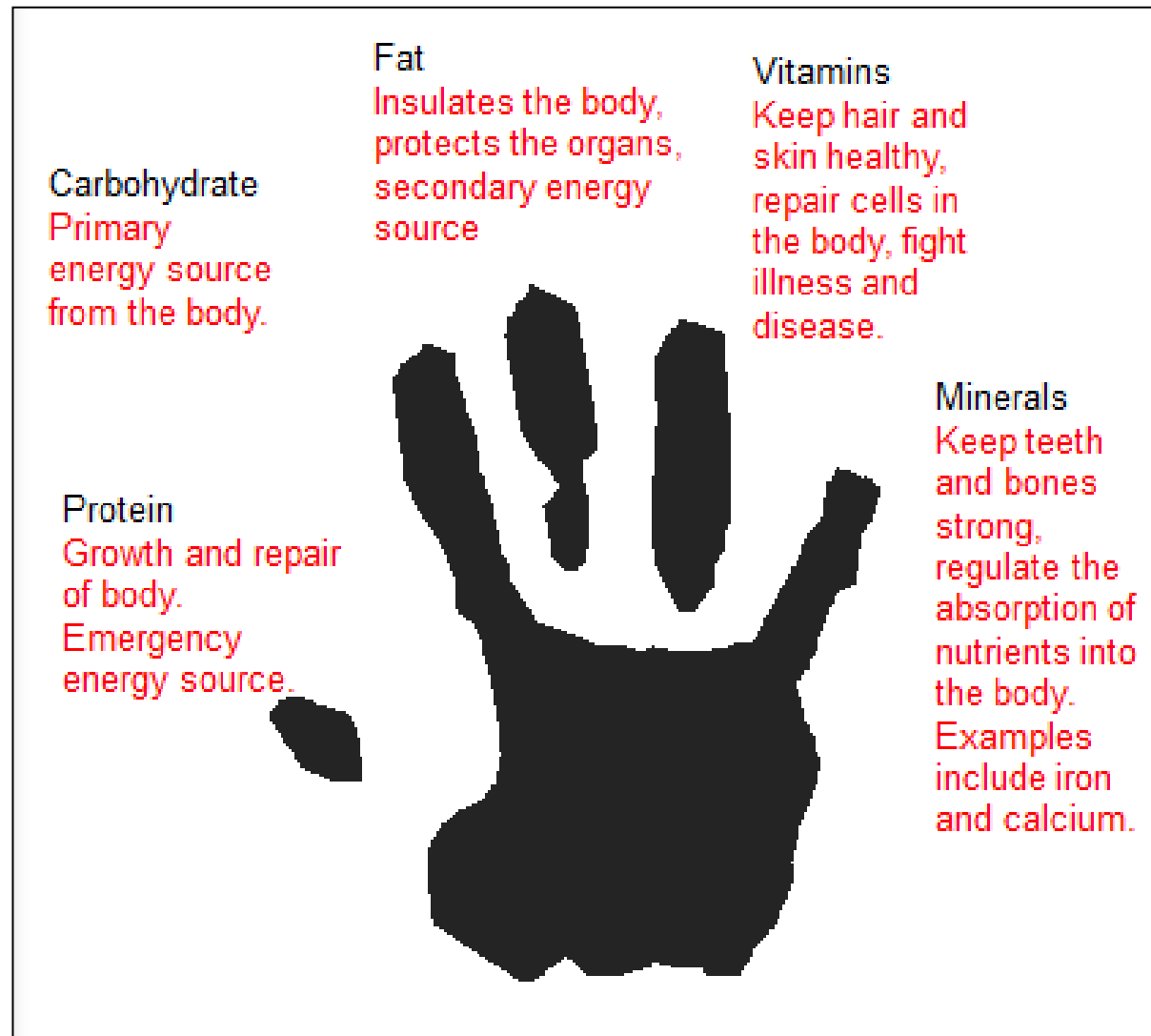
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# What are the names and functions of the 5 main nutrient groups found on the hand of nutrition?



# Where can you get vitamins from and what do they do in your body?

Vitamin	What it is needed for?	Examples of where to get it from
A	Good vision, especially when its dark	Fish, eggs, butter, oranges, dark green vegetables
B group	Releasing energy from carbohydrates	Cereals, meat and fish
C	Fighting disease and helping the body to absorb iron	Oranges, peppers, tomatoes and green vegetables
D	Along with calcium, it helps your body make strong bones and teeth	Eggs, dairy and oily fish



# What's the difference between an LBV and a HBV?

- The body needs amino acids for growth and repair of tissues
- HBV's are High Biological Value proteins. These contain all the amino acids we need and are found on meat, cheese, fish and eggs.
- LBV's are Low Biological Value proteins. They contain only one or 2 amino acids, so need to eat a combination of them in order to receive all the amino acids we need. These are found in beans, pulses, nuts and lentils



# What's the difference between starches and sugars?

- Starches are slow releasing energy sources like potatoes, rice and pasta
- Sugars are quick releasing energy sources like honey, jam, sugar and chocolate



# Name 2 minerals and state their functions

- Iron
  - Iron is needed to make red blood cells
  - A lack of iron can lead to anaemia (feeling tired, lathargic)
  - Iron is found in dark green vegetables, red meats and dark chocolate
- Calcium
  - Calcium is needed for strong teeth and bones
  - A lack of calcium can lead to osteoporosis
  - It is found in dairy foods, green vegetables and tofu



# What are the government guidelines for healthy eating?

- Eat less salt
- Eat less saturated fat
- Eat less sugar
- Eat more fruit and vegetables
- Eat more foods containing fibre
- How can these be achieved?



# Name and number the sections on a the eat well (balance of good health) plate



# What are the implications of an unhealthy diet?

- Too much fatty foods and sugary carbs can lead to excess energy which will be stored in the body and cause obesity
- Someone who is obese for these reasons can develop type 2 diabetes
- Too much salt can lead to hypertension and the potential for heart attacks. Clogged arteries due to saturated fats can also achieve this.
- Too much alcohol can lead to liver and kidney disease
- Too much sugar can rot your teeth
- A lack of fruit and vegetables can lead to constipation, the inability to defend the body from illness and disease. This can also be a factor in poor skin and hair condition (spots and greasy skin/hair)



# What does the term special diet refer to?

- Everyone is on a diet. The word diet refers to an individual's consumption of food and drink.
- A special diet is one that is governed by rules. The rules will refer to cutting out, reducing or replacing certain foods.
- This is either by choice (preference diet) or is enforced due to medical reasons and problems with the human body



# Name as many different types of vegetarians as you can?

- Pescatarian
  - The word “pescatarian” is occasionally used to describe those who abstain from eating all meat and animal flesh with the exception of fish.
- Flexitarian/Semi-vegetarian
  - “Flexitarian” is a term recently coined to describe those who eat a mostly vegetarian diet, but occasionally eat meat.
- Vegetarian (Lacto-ovo- vegetarian)
  - People who do not eat beef, pork, poultry, fish, shellfish or animal flesh of any kind, but do eat eggs and dairy products are lacto-ovo vegetarians (“lacto” comes from the Latin for milk, and “ovo” for egg).
  - Lacto-vegetarian is used to describe a vegetarian who does not eat eggs, but does eat dairy products.
  - Ovo-vegetarian refers to people who do not eat meat or dairy products but do eat eggs.
- Vegan
  - Vegans do not eat meat of any kind and also do not eat eggs, dairy products, or processed foods containing these or other animal-derived ingredients such as gelatin.



# What special diets are there and how do they affect people?

- Vegetarianism
  - Intake of animal based products is affected based on the type of vegetarian they are. Replacement LBV's are essential.
- Gluten intolerant (coeliac disease)
  - Allergic to gluten which is found in all wheat based products. Lots of alternative products exist although can be difficult to work with (gluten free pasta, flour etc)
- Nut allergies
  - Products with nuts or traces of nuts cannot be eaten due to a very dangerous reaction. Most products state if they contain traces, now some menu's/establishments will also make this claim if they feel that are at risk of problems
- Lactose intolerant
  - Allergic to dairy foods. Usually they will avoid milk and other related products although alternatives that are soya base exist (milk, cream, cheese etc)



# How should a chef plan for someone with special dietary needs?

- Normal recipes may need altering (remove, reduce, replace ingredients) and may need to use alternative ingredients
- May need to state if a dish has nuts 'may contain traces'
- Research special diets to develop knowledge
- Train other members of staff (chefs and waiters) on certain diets
- Change whole menu's to suit different peoples needs.
- Chefs need to be flexible in their approach to cooking
- Symbols and signs to denote meals suitable for special diets.
- Increased use of Nutritional analysis and calorie counter style programs.
- Advanced booking systems to highlight potential future problems.
- Making meals nutritionally balanced when key sources of particular nutrients are absent (Vegetarians, meat, lack of protein)



# What should a chef think about when planning a menu?

- Purpose of establishment: Understanding the purpose of the establishment is essential in planning a new menu as each will have completely different styles of food. (Café/restaurant)
- Type of customer, Age/spending ability: Is the customer young or old, do they have a lot of money or eating out on a budget. It is vital to set the style of food and prices to appeal to the customers you are trying to reach.
- Local preferences: What do local people like, what do they want?
- Kitchen staff skills: What is your chef trained to do? Can they achieve fine dining or are the dishes they can cook basic?
- Size of kitchen: How big is the kitchen? What can be achieved in the premises?
- Style of restaurant: Is it defined by a specific style like Italian, or is it 'all you can eat'? The style of restaurant will have the biggest impact on the menu.
- Supply of ingredients, seasonality: What is locally available? What can you purchase? You can't put something on the menu if you can't source the ingredients.
- Type of menu: Table d hote, a la carte? If food is to be served fresh or cooked in advance this will characterised the style of food on the menu.



# What does seasonality mean? Why is this term important?

- Seasonality refers to the practice of choosing foods that are within season.
- When a chef does this, they can create a menu for their establishment based on what is local and fresh.
- A seasonal menu should therefore taste better as the ingredients will be ripe and from the locality in which it is being served.



# How does the size of an establishment and the equipment it has affect menu planning?

- If you are planning to produce food on a small scale that is straight forward, the size and amount of equipment will not be important
- However, when cooking for a large number of people (hotel, hospital etc) or if an establishment cooks food that is complex and has many processes, then a large kitchen with lots of equipment will be needed.
- If producing mass catering or complex foods in a small kitchen with limited equipment, then the chef would have to carefully plan a menu with these factors in mind to ensure they can deliver their chosen menu



# How might someone's religion affect their diet?

- Muslims don't eat pork
- Hindu's don't eat beef
- Jews don't eat pork or shellfish
- Sometimes meat will need to be butchered in a religions ceremony to make it suitable to eat, this is know as Halal.
- Kosher refers to foods that are acceptable to eat when you are a Jew.



# Describe a table d hote menu and how this impacts a business

- Set price, limited choice in menu.
- Full range of cutlery laid then removed if guest does not choose a dish e.g. soup spoon removed.
- Limited choice is easy to prepare for chefs but gives less choice to customers.
- This saves waste, time and staff in the kitchen.
- Less skilled staff required, so cheap on costs, but customers pay less as less quality



# Describe an a la carte menu and how this impacts a business

- Individually priced items, large selection.
- Cooked to order, freshly produced.
- Minimum cutlery and crockery is laid, additional items are laid depending on choice of dish e.g. prawn cocktail, soup or pate.
- Greater choice leads to high customer satisfaction.
- More difficult for chefs. Usually more expensive as greater skills needed.



# What would you consider if planning a meal for children?

- Healthy/balanced meals? Does their meal adhere to healthy eating guidelines?
- How are the foods cooked? Deep fried should be avoided at all costs. Fresh is best.
- What drinks are being served? Milk, water or juice is far better than fizzy drinks.
- How is the food being presented? What colours, shapes and sizes are being used to entice the children and make food appealing?
- What is the name of the dish? Does the name appeal to children- the use of animal names or personalised menu's can work as it is in a recognisable form for a child.
- Size of portions? Caterers should provide smaller portions or alternative children's menu's



# How would you adapt a menu to meet the needs of customers?

On the menu	Dietary requirement	What could be done
Cottage pie	Lactose intolerant	Soya milk could be used in the mashed potato rather than normal milk. Don't put grated cheese on the top
Chicken and broccoli pasta bake	Vegetarian	The chicken would be swapped for a meat replacement (quorn) or with a vegetable (mushrooms)
Waldorf salad	Nut allergy	The salad could be made without walnuts or with a replacement, such as pumpkin seeds. The caterer must make sure that the meal doesn't come into contact with any nuts
Apple crumble	Wheat intolerance	The crumble could be made with wheat-free flour and gluten free oats
Sticky toffee pudding	Healthy eating	Swap the butter for vegetable margarine. Reduce the amount of sugar in the recipe and add in dates instead.



# Why is portion control important?

- Portion control establishes what every customer should have. This ensures that every plate coming out of the kitchen is the same
- Portion control enables accurate costing of dishes which prevents businesses from charging too much or too little.
- Portion control also makes it easier to control stock and order in the right amount of foods needed for the menu. This in turn reduces the amount of waste which controls money in the business and increases efficiency.



# How can accurate portion control be achieved?

- Use of tools and utensils for specific jobs
- Scoops and ladles: This could be used for ice cream and mashed potato. This could be used for serving up chips and soup
- Single portion containers: This could be individual puddings like cheesecakes and chocolate mousse
- Counting: Each plate gets a certain number of potatoes or spoonful's of a named ingredient
- Marking gauges: You can mark on the top of a gateaux using a portion wheel where each portion should be cut. This ensures that when cut with a knife, all portions will be the same.
- Weighing scales: Portioning up meat/fish like an 8oz steak



# What needs to be taken into account when budgeting for a business?

- Cost of ingredients used
- Overheads like electricity and gas supply
- Staff wages (and National insurance contributions)
- Rent and rates (for local council)
- Taxes (on profits)



# How do we calculate selling price

Selling price = portion cost x 100 ÷ 40



# What is the difference between saturated and unsaturated fat? Give an example for each

- Saturated fats are hard in room temperature and come from animal sources. They are hard to break down in the human body and are considered to be bad for you. Examples include Butter and lard.
- Unsaturated fats are liquid at room temperature and come from plant sources. They are easy to break down and therefore are better for you as they can be removed from the body. Examples include margarine and olive oil.



Theme:Specialist equipment, communication, record keeping and the environment

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# Name some items of hand held equipment. What should you know about them?

- Hand held equipment is anything powered by hand, not electricity
  - Spatula: Used for scraping mixture out of a bowl
  - Spiral Whisk: For mixing and preventing lumps forming in a sauce
  - Measuring spoons: For measuring ingredients
- Other examples include palette knife, fish slice, ladle, veg peeler
- When using them be careful of sharp blades. Clean them immediately after use to stop foods from hardening. You may need a brush to clean in difficult places. Usually inexpensive to replace but can get lost if thrown away with food by accident.



# Name some small powered items of equipment. What should you know about them?

- Kettles, blenders, microwaves, food processors
- They should be serviced regularly by an electrician
- Follow manufacturers instructions
- You shouldn't operate them near a water source, or with wet hands
- Staff should be trained how to use
- Items should be switched off after use
- Items may require basic dismantling in order to clean on a daily basis.



# Name some large powered items of equipment. What should you know about them?

- Ovens, grills, deep fat fryers
- They should be serviced regularly by an electrician
- Follow manufacturers instructions
- Staff should be trained how to use
- Items should be switched off after use
- Basic wiping down should be done daily
- Items may require complex dismantling in order to deep clean on a weekly/monthly basis.



Name some food service items of equipment.  
What should you know about them?

- Crockery, cutlery, glassware, serving dishes and utensils
- These must be kept extremely clean and should be checked before they are used and cleaned immediately after use
- Some may require polishing before use to remove dust
- All equipment should be regularly checked and discarded if showing signs of cracks, chips, stains, broken parts or rust



# Name some examples of knives. What should you know about them?

- Cooks knife – medium to large sized standard knife for chefs to chop vegetables/meat etc
- Vegetables knife – a small knife to chop up small pieces of food/vegetables
- Bread knife - a serrated edge knife (with teeth) used to saw through bread with tearing
- Boning knife – used to remove bones from large joints of meat
- Fish knife- used to fillet a piece of fish and remove bones/skin
- Key things to note: Keep sharp, use the right size/type for each job, don't use wet knives, carry by the handle, point way from you when using, don't leave in the base of a sink (invisible) and always keep in a block.



# Why is good communication important in a kitchen or restaurant?

- Poor communication can lead to mistakes and inefficiency. You must make sure that you ask the right questions to ensure that guests have all their needs met (eg special dietary needs)
- Communication is key when ordering supplies to ensure you get the right stock at the right time. This will keep the kitchen running smoothly.
- If foods run out, waiters must communicate this with customers, or they will keep ordering it creating problems.
- Good communication is key in keeping customers happy and enabling repeat business in the future.



# What methods of communication are there and how are they used?

- Verbal: Used for talking to customers and taking/giving orders
- Written: Used to confirm bookings, produce menu's, memos and letters
- Telephone: Used for taking bookings and placing orders with suppliers
- Fax: Used for sending signatures/receipts to suppliers
- Email: Used for bookings or to communicate with suppliers. Customers can also use this to make enquiries.



# How should you communicate with customers and deal with complaints?

- You should observe customers so you can predict when they will need help.
- By listening carefully you can understand what they need.
- Questions should be answered with detail, and if not sure the question should be referred to someone more senior
- You should be polite and helpful, speak clearly and have a positive attitude
- When dealing with complaints, stay calm and be polite. Listen carefully to them problem and then suggest a solution. Apologies for wrong doing and put the problem right. Offer money off a bill or free food/drinks. Report the issue to a manager to ensure that the problem does not happen again.



# How can you support customers with specific needs?

- Patience is essential when supporting specific needs.
- The customer may be blind, hearing impaired or have some other form of disability and it is the role of the staff member to communicate in an appropriate way with the customer.
- Staff need to be aware of a range of strategies they can use to support a customer from hearing loops, alternative entrances, specialist equipment and alternative resources like a Braille menu.



# Why is good record keeping important?

- Records can be used to plan and monitor the completion of jobs (cleaning, ordering, staff etc)
- They can help to check to see if levels of foods/equipment are right (stock control)
- They can keep track of orders and invoices so that a businesses accounts are up to date
- They can ensure that important documents are not lost like customer details and bookings
- They help to plan for bigger occasions
- Poor records will lead to mistakes that may lose a business customers, waste foods and accidentally not pay bills on time. Any of which would be bad for a business.



# In what ways can records be kept?

- Stock control sheets: Lists of food/equipment. Each item is numbered so you know exactly how much of everything you have
- Accident books: Details of any accident/incident occurring in the workplace.
- Food and drink orders: Taken by waiters, they are slips of paper with order details of customers/tables
- Invoices: Like a receipt it shows how much of an item has been bought and at what cost.
- Staff rotas: A timetable to show what staff will be working at what time throughout the week
- Restaurant bookings: A diary with time slots throughout the week/month



# How is ICT used within the catering industry?

- EPOS: Electronic Point of Sale systems are computerised tills that track a customers order. They communicate via a touch screen key information about the order to a kitchen which then produces the food. It also will keep track of stock and tell the waiter when that food has run out.
- Stock control systems: These monitor stock levels. Any new orders are added to the system and when food is used, it is taken off. This way, a manager will know when to purchase new foods. Sometimes this system will work automatically and email suppliers by itself.
- Spread sheets: Can be used to calculate selling price and also keep the accounts of a business.
- Publishing software: Can be used to make menu's and advertising flyers for a business
- Internet: Can be used to advertise the business and provide a means by which people can contact you and make bookings

See page 77 for more ideas



# How can you save energy and water when cooking?

- Cover pans with a lid (less steam wasted and heat required)
- Use a small pan for small jobs
- Cook more than one vegetable in the same pan or re-use hot water for more than one job
- Cook as many dishes at the same time if using an oven
- Cook in large batches to avoid wasting the heat generated in an oven
- Only boil the amount of water you need (not a full kettle each time)
- Don't leave taps running, wash food in a bowl of water rather than under a running tap



# How can you save energy with equipment?

- Only run a dishwasher when it is full
- Use economy settings on electrical equipment where they exist
- Carry out regular maintenance checks replacing leaking seals or repairing inefficient items of machinery where necessary.
- Turn equipment off after use
- Use energy efficient equipment
- Replace old equipment
- Recover heat in a kitchen to use within heating the restaurant or hot water



# Why is saving energy and water important?

- The energy we use largely comes from fossil fuels
- These produce green house gases when burned which melts polar ice caps
- Fossil fuels are non renewable and expensive
- Water is a precious resource so should be used efficiently
- All fuels cost a business money so must be controlled to reduce costs and maximise profits



# How can a business reduce its waste (packaging and food)?

- Order in bulk to reduce packaging
- Use biodegradable packaging
- Use larger bottles/cans of sauces instead of small packets
- Rotate stock to make sure nothing goes out of date and is thrown away
- Only buy in what you need – careful planning
- Prepare the correct amount so you don't throw food away from making too much
- Use accurate portion control (too much food will be wasted by customers)
- Offer smaller portions if people would like this.



# How can a business reuse its materials?

- Glass bottles can be washed and refilled
- Plastic containers can be washed and used as storage
- Large containers can be used to store stock.
- Reuse leftover foods to make salads, soups, sandwiches
- Use peelings and parts of vegetables/left over meat to make stocks



# How can a business recycle more?

- They can have different bins for different items to encourage staff to recycle
- They can purchase items that come in recyclable materials
- Glass, metal, cardboard, paper and plastic can be sorted and processed for recycling
- Food scraps can be kept and used as compost



# Why is reducing waste important?

- Waste goes to landfill sites where the products contaminate the earth
- They cause pollution of water sources and also air pollution due to their gases and odours
- Landfill sites do not recycle, making new products all the time is expensive and will require more areas to become landfill
- Recycling negates the need for more materials and so items will not run out if we reduce our waste levels.



# Why do we package food?

- To protect the foods and stop them from spoiling
- To preserve foods and keep them fresh
- To contain foods to enable them to be transported
- To maintain hygiene by stopping the foods from being contaminated by exterior sources
- To advertise the product and provide key information to the customer (cooking times etc)
- To make the product more appealing



# What should be considered when designing packaging for food?

- Handling: It should make the package easy to transport
- Storage: It should help preserve the product
- Recycling: Is the container made from materials that can be recycled or biodegrade
- Cost: The price should be reasonable and keep the cost of the product down
- Appeal: The packaging should be attractive
- Temperature control: The packaging should keep the product at the right temperature.
- Hygiene: The packaging should stop contamination
- Suitability: The packaging should be suitable for use eg a ready meal should be contained in something suitable for microwaving.



# What are advantages and disadvantages of using glass for packaging?

- Examples – bottles of sauces, jars and jams
- Advantages
  - Strong and rigid
  - You can see the product
  - It can be recycled
- Disadvantages
  - Heavy
  - Easy to break
  - Expensive



# What are advantages and disadvantages of using plastic for packaging?

- Examples – Bags or boxes for icecream, margarine, sandwiches
- Advantages
  - Its easy to colour or print on
  - Comes in lots of shapes and sizes
  - Very cheap
  - Very hygienic- easy to seal
  - Can be microwaved or placed in a freezer
- Disadvantages
  - Not biodegradable – often goes to landfill
  - Not all can be recycled
  - Plastics melt and can be broken easily



# What are advantages and disadvantages of using aluminium for packaging?

- Examples – foil trays for take away meals, cans of coke
- Advantages
  - Metals are strong
  - Good for preservation and hygiene
  - Easy to recycle
  - Can withstand high temperatures (good for reheating)
- Disadvantages
  - Tins can get damages and foil trays bent
  - They are expensive
  - They cant be microwaved



# What are advantages and disadvantages of using cardboard and paper for packaging?

- Examples – boxes for pizza, bags of chips
- Advantages
  - Biodegradable and easy to recycle
  - Cheap
  - Printable surface – good for advertising (pizza box)
  - Lightweight and easy to follow/stack/store
- Disadvantages
  - Not very rigid, foods get squashed
  - Falls apart when wet
  - Cannot be heated, does not preserve foods



## Theme: Lucky dip – Most common questions

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# How can good presentation be achieved in a buffet service?

- Use of raised platforms to display food attractively
- Use of suitable plates, serving dishes, tongs and spoons
- Careful use of garnish and decoration to add colour e.g. dressed salmon with cucumber and lemon, cream gateau with strawberries
- Use of fruit and vegetables to enhance appearance of food
- Regular re-organisation of flats, dishes, to maintain quality and quantity of food
- Use of flags and labels on food
- Constant cleaning down by wait staff
- Food arranged neatly – not cramped
- Hot food separated from cold food (risk of contamination)
- Desserts separated from savoury items



# What is the role of a head chef in a kitchen?

- Manage the pass
- Test the food and assure quality before leaving the kitchen
- Organise the kitchen
- Compile the menu's
- Order the foodstuffs
- Show the required profit
- Engage the staff
- Supervise the kitchen
- Advise on purchase for equipment
- Be responsible for health, hygiene and safety



# What are the qualities you would expect from a commis (assistant) chef or a trainee?

- Willing to learn
- Punctual
- Clean and tidy
- Good listener
- Able to take on advice
- Basic cooking skills only (prep of veg etc)



# Describe how a waiter would be effective within their role?

- A waiter should be warm and friendly, making people feel happy and please to be in an establishment
- They should be well dressed and smart, mirroring the expectations of the establishment and providing a clean and hygienic impression to the customers
- They should be clear in the way they speak and listen carefully when taking down orders of answering the phone
- They should be polite when dealing with customers and stay calm when they are busy or dealing with complaints



# What are the advantages/ disadvantages of self/buffet-service?

- Customers serve food to themselves (like in a canteen)
- Advantages
  - Don't need a lot of staff
  - Customers don't have to queue for their food
  - Customers can take as much as they want and have whatever they want
- Disadvantages
  - It is difficult to know what to cook or provide for customers which can lead to a lot of waste
  - It can be difficult to keep an area tidy as the customers are helping themselves



# What are the advantages/ disadvantages of waited (plated) service?

- Waited or table service is when a waiter takes an order and then delivers a plate of food to a table. The food is plated by a chef and delivered by the waiter
- Advantages
  - It is easy to control the size of the portion
  - It is fast for a chef to plate up as all dishes are the same
  - The waiters need little skill or specialised training so wage costs are low
- Disadvantages
  - There is a lack of entertainment/specialised service which will impact the value of the meal



# What are the main causes of food poisoning

- Dirty hands or not washing in between touching high risk foods
- Cross contamination
- Not cooking or reheating till piping hot all the way through
- Incorrect temperature of fridges (too hot)
- Dirty kitchen/equipment
- Food left out for long periods of time (buffet)



# What is an Environmental Health Officer, what do they do?

- An EHO is an inspector who ensures that the Food Safety Act is followed within premises.
- They inspect all food establishments and are looking at hygienic practices of staff, the kitchen itself and the ways in which staff handle, store, prepare, cook and serve foods
- EHO's give advice and train staff to help establishments improve on food safety
- They have the power to close, fine and even take legal action for people who do not comply with the food safety act



# What are the three types of hygiene?

## Name some rules for each.

- Food hygiene
- Kitchen hygiene
- Personal hygiene



# What are the key temperatures involved in food production and storage?

- -18 or below = Freezer
- 0-5 = Fridge
- 5-63 = Danger zone (typical room temp)
- 37 = Optimum temp for bacterial growth
- 63 - 70 = Holding temperature for hot food
- 75 = Core temperature of cooked food



# What are the procedures involved if someone cuts themselves?

- Cuts should be washed and dried
- Place a blue plaster over the wound
- Squeeze the area until the cut stops bleeding
- If the cut continues to bleed, go to hospital



Can you describe a hazard with chicken and how you would prevent it? (following HACCP procedures on an element of a recipe)

- Hazard = Raw/uncooked chicken causing food poisoning
- Critical control point = Use colour coded chopping boards to eliminate cross contamination, store raw away from cooked in a fridge below 5 degrees. Also check with a temp probe to ensure the chicken has cooked in the middle and has reached 75 degrees.



What risks can be associated with eggs and how would you stop them from harming food/customers?

- Hazards (salmonella food poisoning)
  - Out of date/broken shells
  - Uncooked
  - Cross contamination
- CCP's
  - Check dates/condition
  - Check temperatures
  - Keep raw/cooked separate



# What is a convenience product? What are the advantages/disadvantages of using them?

- A convenience food is something that has had an element of the method done for you.
- The main advantages are that they can save you time and therefore labour costs. They also reduce waste as they have a long shelf life. It also simplifies service for the chefs which is good if they low skill or if the kitchen brigade is small.
- The main disadvantages are that they are very difficult to change and will often have a fixed outcome. Although the outcome is consistent, which is good, it means that chefs cannot adapt the products to meet their own desired outcomes or needs of the customer. Also they will often have preservatives in them to extend shelf life so are not a 'natural' product. Some chefs will say they are not as good as making from scratch (puff pastry), and this is mainly true. They also diminish the skill level of cooks as they are not practicing and making use of their skills.



# What can a microwave be used for?

- Microwaves are generally used for reheating and defrosting foods like ready meals/frozen foods
- They can also heat liquids like milk or melt ingredients like chocolate or butter if needed quickly in a recipe.
- Microwaves can help to steam puddings or vegetables by the addition of clingfilm over the top of a bowl or jug.
- Microwaves can also cook sauces and cakes. By mixing the ingredients together and then heating through, some dishes can be made from scratch and finished without needing any other form of heating.



# How can check that fish is fresh?

- Fresh fish should feel firm
- Fresh fish should have clear eyes
- Fresh fish should not be greasy or have a sticky substance coating the fish
- Fresh fish should smell slightly salty like the sea. If it has a strong smell it is not fresh
- Shellfish like muscles should have closed shells.



# How can eggs be used within cooking?

- Eggs can be boiled, poached or fried.
- They can also be used within cakes, quiches and sauces. Their working properties enable them to glaze(pastry), set(quiche) and aerate(cakes, Swiss roll, meringue) puddings.



# Describe the process behind making a roux sauce

- A roux sauce is when fat is melted in a saucepan. To this an equal quantity of flour is added, stirred together and the resultant paste is known as the 'roux'. To this warm milk is gradually added whilst being stirred constantly to avoid lumps. After each small amount of milk is added, so the thickness reduces and the paste becomes more sauce like. When the sauce coats the back of the spoon it has achieved the right thickness.



# How is short crust pastry made? Can you name any top tips?

- Short crust pastry is made by rubbing fat into flour to produce fine breadcrumbs. To this water is added until the mixture forms a ball. Chefs will then often wrap the pastry in Clingfilm and place in a fridge to chill/relax. It is then rolled out to the thickness of a £1 coin before being lifted and lined into a tin, ready for baking blind or filling.
- Key tips include
  - Having cold hands, using only finger tips
  - Use cold fat and hands
  - Making early in the morning
  - Not overworking or re-rolling pastry
  - Use a cold, metal or marble surface when rolling
  - Use flour on the surface, pastry and pin when rolling



# How can you improve food presentation?

- Adding colour: Variety of colours is essential, all white foods on a plate look boring. This can also be achieved through garnishes and decorations. The final way in which this can be achieved is through the use of interesting plates.
- Texture: This might be the thickness of a sauce or how crispy the top of something looks after being grilled. Every dish should have a variety of textures to provide contrast and interest.
- Flavour: Make sure that food is seasoned and has the right balance of flavours. Make sure that the elements complement each other and work together to form a cohesive outcome.
- Shape and layout: Use of different shapes on the plate is good, also using height by stacking components. Be careful when laying out foods so that the plate is tidy and that the elements are not competing with each other.

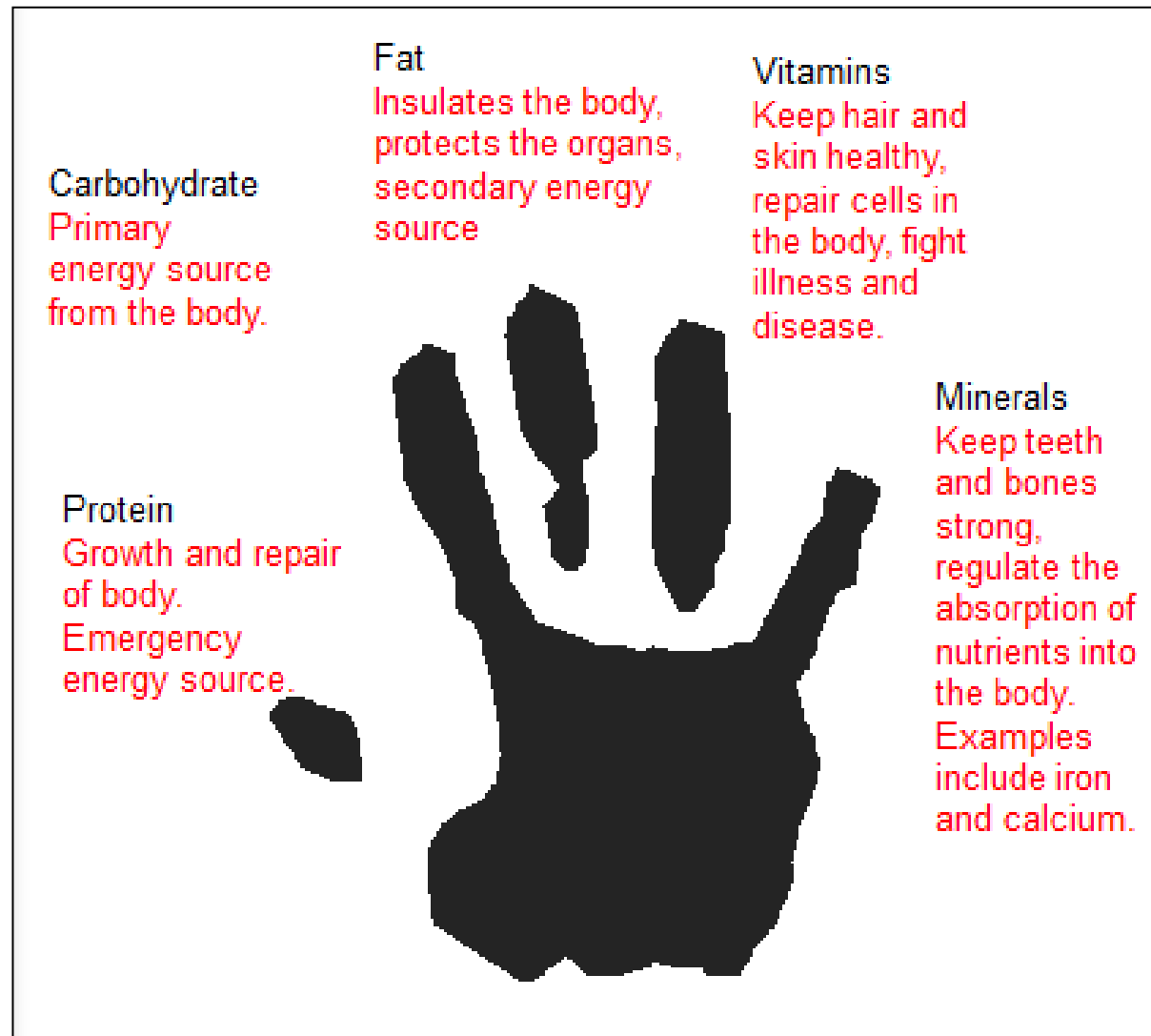


# How can a buffet be presented in an attractive way?

- Have hot/cold sections for meat, puddings, salads
- Some foods like a chocolate mousse could be portioned individually
- Use labels to name foods and to show special dietary arrangements
- Use height within the display
- Make use of garnishes and decorations
- Regularly top up and keep the display cabinet clean and tidy
- Have separate tools/utensils for each food



# What are the names and functions of the 5 main nutrient groups found on the hand of nutrition?



# What are the government guidelines for healthy eating?

- Eat less salt
- Eat less saturated fat
- Eat less sugar
- Eat more fruit and vegetables
- Eat more foods containing fibre
- How can these be achieved?



# What are the implications of an unhealthy diet?

- Too much fatty foods and sugary carbs can lead to excess energy which will be stored in the body and cause obesity
- Someone who is obese for these reasons can develop type 2 diabetes
- Too much salt can lead to hypertension and the potential for heart attacks. Clogged arteries due to saturated fats can also achieve this.
- Too much alcohol can lead to liver and kidney disease
- Too much sugar can rot your teeth
- A lack of fruit and vegetables can lead to constipation, the inability to defend the body from illness and disease. This can also be a factor in poor skin and hair condition (spots and greasy skin/hair)



# What special diets are there and how do they affect people?

- Vegetarianism
  - Intake of animal based products is affected based on the type of vegetarian they are. Replacement LBV's are essential.
- Gluten intolerant (coeliac disease)
  - Allergic to gluten which is found in all wheat based products. Lots of alternative products exist although can be difficult to work with (gluten free pasta, flour etc)
- Nut allergies
  - Products with nuts or traces of nuts cannot be eaten due to a very dangerous reaction. Most products state if they contain traces, now some menu's/establishments will also make this claim if they feel that are at risk of problems
- Lactose intolerant
  - Allergic to dairy foods. Usually they will avoid milk and other related products although alternatives that are soya base exist (milk, cream, cheese etc)



# How should a chef plan for someone with special dietary needs?

- Normal recipes may need altering (remove, reduce, replace ingredients) and may need to use alternative ingredients
- May need to state if a dish has nuts 'may contain traces'
- Research special diets to develop knowledge
- Train other members of staff (chefs and waiters) on certain diets
- Change whole menu's to suit different peoples needs.
- Chefs need to be flexible in their approach to cooking
- Symbols and signs to denote meals suitable for special diets.
- Increased use of Nutritional analysis and calorie counter style programs.
- Advanced booking systems to highlight potential future problems.
- Making meals nutritionally balanced when key sources of particular nutrients are absent (Vegetarians, meat, lack of protein)



# What should a chef think about when planning a menu?

- Purpose of establishment: Understanding the purpose of the establishment is essential in planning a new menu as each will have completely different styles of food. (Café/restaurant)
- Type of customer, Age/spending ability: Is the customer young or old, do they have a lot of money or eating out on a budget. It is vital to set the style of food and prices to appeal to the customers you are trying to reach.
- Local preferences: What do local people like, what do they want?
- Kitchen staff skills: What is your chef trained to do? Can they achieve fine dining or are the dishes they can cook basic?
- Size of kitchen: How big is the kitchen? What can be achieved in the premises?
- Style of restaurant: Is it defined by a specific style like Italian, or is it 'all you can eat'? The style of restaurant will have the biggest impact on the menu.
- Supply of ingredients, seasonality: What is locally available? What can you purchase? You can't put something on the menu if you can't source the ingredients.
- Type of menu: Table d hote, a la carte? If food is to be served fresh or cooked in advance this will characterised the style of food on the menu.



# Describe a table d hote menu and how this impacts a business

- Set price, limited choice in menu.
- Full range of cutlery laid then removed if guest does not choose a dish e.g. soup spoon removed.
- Limited choice is easy to prepare for chefs but gives less choice to customers.
- This saves waste, time and staff in the kitchen.
- Less skilled staff required, so cheap on costs, but customers pay less as less quality



# Describe an a la carte menu and how this impacts a business

- Individually priced items, large selection.
- Cooked to order, freshly produced.
- Minimum cutlery and crockery is laid, additional items are laid depending on choice of dish e.g. prawn cocktail, soup or pate.
- Greater choice leads to high customer satisfaction.
- More difficult for chefs. Usually more expensive as greater skills needed.



# What would you consider if planning a meal for children?

- Healthy/balanced meals? Does their meal adhere to healthy eating guidelines?
- How are the foods cooked? Deep fried should be avoided at all costs. Fresh is best.
- What drinks are being served? Milk, water or juice is far better than fizzy drinks.
- How is the food being presented? What colours, shapes and sizes are being used to entice the children and make food appealing?
- What is the name of the dish? Does the name appeal to children- the use of animal names or personalised menu's can work as it is in a recognisable form for a child.
- Size of portions? Caterers should provide smaller portions or alternative children's menu's



# Why is portion control important?

- Portion control establishes what every customer should have. This ensures that every plate coming out of the kitchen is the same
- Portion control enables accurate costing of dishes which prevents businesses from charging too much or too little.
- Portion control also makes it easier to control stock and order in the right amount of foods needed for the menu. This in turn reduces the amount of waste which controls money in the business and increases efficiency.



# What needs to be taken into account when budgeting for a business?

- Cost of ingredients used
- Overheads like electricity and gas supply
- Staff wages (and National insurance contributions)
- Rent and rates (for local council)
- Taxes (on profits)



# Name some examples of knives. What should you know about them?

- Cooks knife – medium to large sized standard knife for chefs to chop vegetables/meat etc
- Vegetables knife – a small knife to chop up small pieces of food/vegetables
- Bread knife - a serrated edge knife (with teeth) used to saw through bread with tearing
- Boning knife – used to remove bones from large joints of meat
- Fish knife- used to fillet a piece of fish and remove bones/skin
- Key things to note: Keep sharp, use the right size/type for each job, don't use wet knives, carry by the handle, point way from you when using, don't leave in the base of a sink (invisible) and always keep in a block.



# What methods of communication are there and how are they used?

- Verbal: Used for talking to customers and taking/giving orders
- Written: Used to confirm bookings, produce menu's, memos and letters
- Telephone: Used for taking bookings and placing orders with suppliers
- Fax: Used for sending signatures/receipts to suppliers
- Email: Used for bookings or to communicate with suppliers. Customers can also use this to make enquiries.



# How is ICT used within the catering industry?

- EPOS: Electronic Point of Sale systems are computerised tills that track a customers order. They communicate via a touch screen key information about the order to a kitchen which then produces the food. It also will keep track of stock and tell the waiter when that food has run out.
- Stock control systems: These monitor stock levels. Any new orders are added to the system and when food is used, it is taken off. This way, a manager will know when to purchase new foods. Sometimes this system will work automatically and email suppliers by itself.
- Spread sheets: Can be used to calculate selling price and also keep the accounts of a business.
- Publishing software: Can be used to make menu's and advertising flyers for a business
- Internet: Can be used to advertise the business and provide a means by which people can contact you and make bookings

See page 77 for more ideas



# How can you save energy with equipment?

- Only run a dishwasher when it is full
- Use economy settings on electrical equipment where they exist
- Carry out regular maintenance checks replacing leaking seals or repairing inefficient items of machinery where necessary.
- Turn equipment off after use
- Use energy efficient equipment
- Replace old equipment
- Recover heat in a kitchen to use within heating the restaurant or hot water

