

Section A

Residential establishments

Hotels
Guest houses
Bed and breakfasts
Farmhouses
Motels
Holiday parks
Some public houses

Services and food provided varies by price charged



Non residential establishments

Restaurants
Fast food outlets
Public houses
Bars
Delicatessens
Take away outlets
School meals
Burger vans

Services and food provided varies by the situation and price charged



Non commercial establishments

Hospitals
Prisons
Meals on wheels
Residential care homes
Armed services

Services and food provided varies by the situation and the needs of the clients. Not required to make a profit



Hospitality and Catering

The structure of the hospitality and catering industry



Section C

Section D

Personal Attributes

Patience

Team player

Personal presentation

Honesty

Initiative

Self motivation

Management

Section B

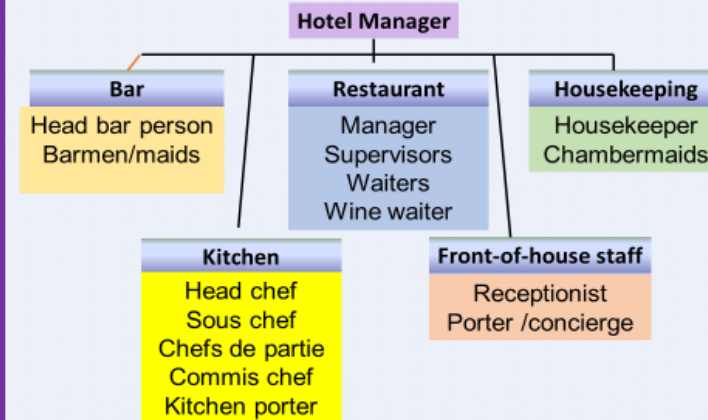
- A smaller establishment may have one manager in overall control of the day to day running.
- A larger establishment may have several managers each responsible for a different area of the business. Eg
- Food services manager
- Head chef
- Bar manager
- Office manager
- Maintenance/housekeeping manager

Managers responsibilities

Depending on the size of the establishment, management responsibilities may include the following

- Dealing with complaints
- Setting budgets and monitoring spending
- Ensuring that wages are paid
- Complying with legislation
- Setting staff rotas
- Interviewing applicants for jobs
- Setting standards of service

Staff structure in a hotel



The kitchen brigade

