### **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



Bar

Head bar person

Barmen/maids

Pastry

chef

Kitchen assistant

#### **Section C**

**Hotel Manager** 

Restaurant

Manager

Supervisors

Waiters

Housekeeping

Housekeeper

Chambermaids

Vegetable

chef

Kitchen porter

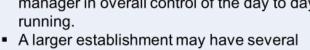
Staff structure in a hotel

**Section D** 

## 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. Eq
- Food services manager
- Head chef
- Bar manager
- Office manager



- Maintenance/housekeeping manager

#### Wine waiter Front-of-house staff Kitchen Head chef Receptionist Sous chef Porter /concierge Chefs de partie Commis chef Kitchen porter The kitchen brigade

Head chef

Commis chef

Sauce

chef

Sous chef

Larder

chef

## Personal **Attributes**

**Patience** 

# Team player

Personal presentation

Honesty

**Initiative** 

Self motivation

## 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