MASTERCRAFT

1. WORKING IN THE HOTEL AND CATERING INDUSTRY

Sally J. Messenger

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MACMILLAN

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The hotel and catering industry is a diverse one, with job opportunities in a wide range of establishments from small guesthouses to leisure centres, restaurants, bars, theatres and cinemas. Customer needs vary from the basic requirement for accommodation, food and drink, to the sophisticated pleasures such as those offered on a luxury cruise.

Working in the industry is about understanding customer needs and providing for these needs in a way which meets the objectives of the operation. This means understanding something about the structure of the industry, about the qualification routes available to those who want to get on and becoming familiar with various rules and regulations.

Working in the industry also means working with other members of staff, with supervisors and managers, communicating effectively and doing the job efficiently. Many jobs involve working with numbers—from the simpler calculations required to adjust a recipe to the more complex workings involved in the analysis of operational results, preparation of budgets and financial control. Nowadays many of these tasks are done by computer, and information technology is playing an increasingly important role in meeting customer expectations, whether it be for accurate, fast billing, or a wider choice of television programmes.

The structure of the book

The book is divided into 60 self-contained units, grouped into six major subject areas.

The industry—an overview of the industry and more about the principal areas of work: the kitchen, food service, the bar, housekeeping, reception, tourism and leisure.

Working in the industry—getting qualifications, learning and study skills, starting a job, the rules and regulations relating to employment, health, hygiene and safety.

Working with people—the communication skills: speaking, listening, body language, written information, using the telephone, finding and filing information and personal skills.

Working efficiently—the way you work, using equipment and materials, teamwork, avoiding waste and controlling stocks.

Working with numbers—adding and subtracting, multiplying and dividing, averages and ratios, percentages, interpreting and presenting information, estimating, measuring and financial control.

Working with technology—how computers work and the use of information technology in reception, food and beverage operations, control, accounting, in other behind the scenes activities and in communication systems.

Units that will help readers gain Caterbase introductory modules are identified and each unit has a TO DO. These practical activities will encourage readers to develop an interest in a particular topic and gain a deeper understanding by applying the information to their own experience.