

skills and WORK

Catering and Hospitality



Everyday tasks for catering staff

- acting on verbal instructions from chef or supervisor
- making and receiving telephone calls
- discussing work plans
- following recipes
- preparing food
- reading temperature and time charts
- taking notice of safety and hygiene signs
- operating kitchen equipment according to instructions
- filling in records of stock
- receiving and checking deliveries
- completing accident book or hygiene records
- weighing dry ingredients
- measuring liquids, mixing and dividing food
- setting temperature of ovens
- timing cooking
- writing orders
- making notes



What skills?



Speaking and listening

- listen carefully to follow oral instructions accurately, e.g. changes to recipes, menu planning, timings for food preparation, health and safety measures
- discuss straightforward information with other staff (supervisors and colleagues), e.g. work schedules, problems, ideas for menus
- ask sensible questions of other staff to obtain information, e.g. on numbers to be catered for, menus, details of processes
- speak clearly and distinctly to be heard above kitchen noise





Reading

- obtain information from tables and charts, e.g. weights, cooking times, oven temperatures
- understand straightforward written notices, e.g. safety rules, hygiene regulations, food labels
- follow written instructions to carry out a task, e.g. recipes, storage instructions, customer orders, details on use of equipment
- act in accordance with graphical signs, e.g. safety warnings, fire equipment, symbols relating to storage and freezing food, nutritional content



Writing

- complete records accurately, e.g. deliveries, orders, time sheets, work schedules, accident book
- note messages clearly from telephone calls and other conversations, e.g. from suppliers, customers, colleagues, regulatory bodies



123 Number skills

- record quantities, weights, temperatures, times, e.g. stock lists, orders, schedules of work, fridge/freezer temperatures
- understand tables, e.g. conversion tables for weights and temperature, cooking times, shelf life of food
- weigh dry ingredients accurately
- measure liquid volume accurately, e.g. liquid ingredients, cleaning and sterilising fluids
- set and check temperatures accurately, e.g. ovens, microwaves, fridges and freezers, meat thermometers
- measure and calculate time using timing devices and calendar, e.g. cooking, defrosting and re-heating times, work schedules, planning meal preparation, delivery dates, stock rotation
- work out ratios for larger/smaller numbers than recipe states and to allocate portions

Communication skills needed to work in catering and hospitality

- reading – understanding straightforward written and graphical information, e.g. recipes, orders, safety signs and notices, labels, instructions on equipment
- writing – completing forms and records, writing notes, e.g. orders, stock lists, hygiene records, accident report book, telephone and other messages
- speaking and listening – talking face-to-face and on the telephone with individuals and groups, e.g. colleagues, managers, suppliers, inspectors



Numeracy skills needed to work in catering and hospitality

- numbers – recording quantities, weights and temperatures, understanding tables and charts, e.g. stock lists, conversion tables, temperature charts
- weights and measures – weighing dry goods, measuring liquid volume, using ratios, e.g. mixing food, diluting sterilising and cleaning fluids, controlling portions
- temperature – setting and checking heat/coldness, e.g. ovens, microwaves, fridges, freezers
- time – setting and checking times, scheduling activities, e.g. cooking, defrosting, meal planning, work schedules

To start work or undertake an NVQ in Catering and Hospitality the skills needed are:

NVQ 2 Food Preparation and Cookery			
Reading	Writing	Numeracy	Speaking and Listening
National Curriculum levels			
5	5	4	5
Adult Literacy and Numeracy Standards			
1	1	E3	1

For more information, download the 'Skills and Work' user notes on www.basic-skills.co.uk/dep



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