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Module 1 ~ Personal Care

Introduction to Personal Care

In this module, you will learn about personal care in catering and hospitality including the importance of personal hygiene, poor personal hygiene, bacteria, viruses, foreign bodies, cross contamination from chemicals, personal care, toilet hygiene, hand washing, cuts, rashes, abrasions, body odour, bad breath and illness in the workplace.

Objectives:

- Learn about personal hygiene and its importance in the hospitality industry
- Understand good practices
- Increase knowledge on the dangers of poor personal hygiene and care

Duration: 60 minutes

Materials and resources required:

- Projector or PowerPoint
- Worksheet
- Exercise and answer sheet
- Online test

Importance of Personal Hygiene

Maintaining personal hygiene is important for personal, health, social and psychological reasons or simply as a way of life. Maintaining a good standard of hygiene helps to prevent the development and spread of infections, illnesses and bad odours.

We're taught from an early age about the importance of hygiene. It is considered a way of making ourselves more attractive or palatable to those in our presence. In schools, students may have been "picked-on" or bullied for a one-off or a persistent hygiene problem. It can build a barrier between those around us or generally off-putting to our friends and colleagues if we smell unpleasant or display poor personal hygiene.

As well as the social element, we should also be aware of health problems that can develop as a result of poor personal hygiene.

“Poor hygiene can lead to poor health”

For example, if you cut yourself, the wound should be cleaned and dressed using the appropriate medical aids to help reduce the risk of infection and pain.

Hand washing is paramount and cannot be emphasised enough. This simple action can prevent many illnesses and disorders from developing. For example, many people ‘forget’ to wash their hands after using the toilet or before handling food. This bad practice can lead to a great number of illnesses and even death.

Illnesses can include:

- Noroviruses
- Airborne illnesses
- Nosocomial infections
- Hepatitis A
- Colds
- Influenza
- Chickenpox
- Meningitis
- Salmonella
- E. coli

Handwashing with soap is a preventative measure that removes germs from hands and protects from infections.

When working with food, staff must wash their hands:

- When in the kitchen or preparation area
- Before preparing food
- After touching raw food
- After handling food waste (or emptying bins)
- After cleaning
- After blowing their nose or coughing
- After touching mobile phones, light switches, door handles and cash registers

Through poor personal hygiene, other conditions can develop, such as head lice and athlete's foot. These conditions should be treated immediately to prevent further infections and spreading to others.

When working with food, it is important that every employee wears suitable, clean and protective attire.

When preparing food, they must:

- Remove all the jewellery or watches
- Tie their hair in the back or wear a headcover
- Not touch their face or hair
- Smoke, spit, sneeze, eat or chew gum

Poor Personal Hygiene

Focusing more on poor personal hygiene, a disregard for one's personal hygiene can be in many cases a sign of self-neglect or an inability or unwillingness to address it. This unwillingness to address personal hygiene problems could be a result of mental or emotional disorders, severe depression or psychotic disorders.

Poor domestic and personal hygiene can help the transmission of harmful germs.

We can identify signs of poor domestic and personal hygiene by observing some basic habits that are overlooked or neglected.

This can include:

- Not washing hands
- Not showering
- Not washing hair
- Not washing clothes
- Not cleaning the toilet
- Not getting rid of rubbish
- Not washing clothes and bedding frequently
- Not storing food properly

Illnesses and diseases caused by inadequate domestic and personal hygiene can result in:

- The build-up and spread of bacterial
- Food poisoning
- Gastroenteritis
- Diarrhoea
- Pneumonia
- Trachoma
- Skin infections

Viruses and parasites such as hepatitis A, gastroenteritis, colds, flu, scabies infection, head lice and roundworm infections can also develop and spread.

All of the above can be spread indirectly by coming into contact with people or their food, breathing in airborne droplets of moisture or eating contaminated food.

The best way to tackle poor personal hygiene is by forming and practising good personal hygiene habits. The work starts at home and then is brought into the workplace, therefore employees in the catering and hospitality industry need to ensure their personal hygiene is maintained to a high standard. Maintaining good personal hygiene includes bathing, brushing teeth, washing your hands and wearing clean clothing. It also relates to making safe and hygienic decisions, particularly when you are in public.

Here are a few key points:

- You should shower or bathe daily
- You should brush your teeth at least once a day (or after each meal) to avoid gum disease and tooth decay
- You should wash your hair with soap or shampoo (at least once a week)
- You should washing hands with soap and preferably warm water after using the toilet
- You should wash your hands with soap and preferably warm water before preparing and/or eating food.
- You should wear or change into clean clothes.
- You should hang your clothes in the sun to dry (where possible). This helps to kill some disease-causing germs and parasites
- You should turn away from other people and cover your nose and mouth with a tissue or the hand when coughing or sneezing.

Bacteria, Viruses & Foreign Bodies

Now focusing on bacteria, viruses and foreign bodies it is important to distinguish between the three.

Bacteria are tiny, single-celled organisms that acquire nutrients from their environments, either yourself or other living beings.

Some bacteria can actually be good for our bodies. They assist in keeping the digestive system in good working order and keep harmful bacteria at bay. Bacteria is also regularly used to make medicines and vaccines.

Bacteria can be spread:

- Through direct contact with infected bodily fluid
- Through sharing beverages containing infectious bacteria
- Through bites by insects or other animals carrying bacteria
- Through inhaling bacterial particles (sneezing or coughing)

Antibiotics are used to treat bacterial infections and are used to kill or inhibit the growth of bacteria. Antibiotics have been used for centuries and like the original antibiotics, today's antibiotics are procured from natural sources.

Viruses are different from bacteria and are substantially smaller. They cannot survive unless they are living inside a person, animal, or plant. Viruses can be found in infected body fluids left on surfaces like kitchen counters, tabletops, doorknobs, taps or toilet seats and can live there for a short time.

Once inside the body, the viruses quickly spread and the host can become extremely sick.

Viruses can cause minor illnesses such as:

- Common colds
- The flu
- Smallpox
- HIV/AIDS
- Coronavirus

When treating viruses, antiviral medicines are readily used although antibiotics are not effective.

A foreign body is something that is found inside the body but is not meant to be there. It can be inhaled or swallowed or could enter the body through an injury.

Typical examples of foreign bodies are:

- Hair
- Fingernails
- Bandages
- Jewellery
- Broken glass
- Plastic wrap/packaging
- Dirt from unwashed fruit and vegetables
- Pests/pest droppings/rodent hair

Once in the system, one can experience pain and discomfort that can range from mild to severe.

Foreign bodies in food can be difficult to detect and pose a significant risk to consumers and to an establishment's reputation.

Cross Contamination

Cross-contamination occurs when bacteria or other microorganisms are unintentionally transferred between two objects. This could be when cooked foods are prepared on the same surfaces as raw food or when the same utensil is used between the two. It can also occur when handling raw meats and not washing your hands afterwards.

As a result, one could suffer adverse side effects including food poisoning, loss of appetite, an upset stomach, headaches, nausea and diarrhoea. These side effects usually manifest within 24 hours but can also take several weeks to show.

Cross-contamination can also apply to foods containing allergens. In many countries, businesses must inform their patrons under food law if they use any of the 14 allergens as ingredients in the food and drink they provide.

The list of potent and prevalent allergens include:

1. Celery
2. Cereals containing gluten (such as barley and oats)
3. Crustaceans (such as prawns, crabs and lobsters)
4. Eggs
5. Fish
6. Lupin
7. Milk (and other dairy products)
8. Molluscs (such as mussels and oysters)
9. Mustard
10. Peanuts
11. Sesame
12. Soybeans
13. Sulphur dioxide and sulphites
14. Tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts)

Allergen cross-contamination can also happen when using the same cooking oil to cook gluten-free and non-gluten-free foods.

In order to avoid cross-contamination when preparing food, you must:

- Use different utensils, plates and chopping boards for raw and cooked food
- Wash utensils, plates and chopping boards for raw and cooked food thoroughly between tasks
- Cleaning utensils before each usage, especially if they were used to prepare meals containing allergens

- Make sure you do not wash raw meat
- Wash your hands after touching raw food and before you handle ready-to-eat food
- Wash your hands thoroughly between preparing dishes with and without certain allergens

The same applies to storing food. In this case, you must:

- Cover raw food, including meat, and keeping it separate from ready-to-eat food
- Use any dish that has a lip to prevent spillages
- Store covered raw meat, poultry, fish and shellfish on the bottom shelf of your fridge
- Store ingredients and prepared foods separately in closed and labelled containers
- Keep ingredients that contain allergens separate from other ingredients

Personal Care & Responsibility

Personal care broadly refers to supporting personal hygiene and toileting, along with dressing and maintaining your overall personal appearance. This can include bathing, showering, oral hygiene and hair care. First impressions are important and will create a lasting impression, especially in the workplace.

It is important to focus on ensuring your attire is appropriate, hair (including facial hair) is clean and well maintained, fingernails are clean, breath is fresh and body odour is kept to a minimum.

For good personal hygiene, showering twice daily and using deodorant or perfume (sparingly) is advised. Brushing your teeth periodically throughout the day is also good practice as well as using a mouthwash or freshener.

Washing your hands, especially after going to the toilet, before and after each meal and before going back to our activities is also advised. This is particularly important when handling food.

You should also maintain your health by having periodic visits to your GP in case there are any underlying factors hindering your ability to practice good personal care and hygiene.

Remember good personal care and hygiene is your responsibility and is important for both health and social reasons. Prioritising your personal care benefits you and those around you.

Toilet Hygiene

Healthy toilet habits and good personal hygiene should be encouraged in every workplace. It is an interesting fact that the average person spends approximately 3 years of their life in the toilet. For this and many reasons, it is important to exhibit good toilet hygiene to protect ourselves and others from illnesses.

Good toilet hygiene relies on us being more considerate and mindful of our own behaviour. In order to do so, there are some simple steps that can be taken.

These include:

- Not carrying mobile phones
- Not being in a hurry to start or finish
- Using the facilities in an appropriate manner
- Washing your hands properly with soap and drying them before leaving

It may not seem obvious, but when you bring your phone into the toilet, it is not only a distraction, you also risk contaminating the phone with bacteria and germs. In recent studies, it was found that there was an average of 25,127 bacteria per square inch on your phone at any one time, making mobile phones one of the dirtiest objects we come in contact with on a daily basis.

Being in a hurry to use the toilet means you are not taking the time needed to be mindful of cleanliness. It can also in the long term, be bad for your health.

If you find the toilet seat dirty, use a toilet seat cleaner to sanitize the area. As a wet surface contains more bacteria than a dry one, first use wet paper along with soap and water then wipe the seat again until it is dry.

It is also important to remember that others will need to use this area after you, therefore ensure you use the facilities in an appropriate manner and leave it clean and tidy.

For objects such as used sanitary napkins should not be placed in common waste paper bins but should be disposed of carefully in the correct feminine hygiene unit.

Finally, before leaving, it is imperative that you wash your hands with soap and dry them. Drying your hands is important as wet hands can spread bacteria 1,000 times more than dry hands. For some, it may be easy to forget but it is generally uncommon to find someone heading straight out of the toilet and not washing their hands. Not washing your hands can spread diarrheal diseases, infections and viruses.

Using soap helps to kill off germs and bacteria that may have been picked up from touching contaminated surfaces and bacteria hotspots like the cubicle door handle and toilet flush handle/button.

Maintaining good washroom behaviours can dramatically help minimise the risk of dangerous pathogens spreading and making their way into the kitchen and food preparation areas.

Hand Washing

As covered in the earlier segments, hand washing is vital to maintaining good personal hygiene. Keeping our hands clean is a fundamentally important practice to avoid falling sick and spreading germs to others. There are multiple diseases and conditions that are spread by not washing hands with soap and clean, running water.

As it is common for people to touch their eyes, nose, and mouth without realising, germs can enter the body through these areas and make one sick. In turn, germs from unwashed hands can get into foods and drinks during preparation or consumption. They can be transferred to other objects, like chairs, tabletops, plates or cutlery and which can be transferred to another person's hands. Under certain conditions and temperatures, germs can multiply in some types of foods or drinks.

Germs can remain on one's hands after using the toilet. For example, one gram of faeces (particularly human faeces), can contain up to one trillion germs. It can also be present in less obvious ways, such as after handling raw meats that may have invisible amounts of animal faeces on them.

Washing one's hands with water for at least 20 seconds, using an adequate amount of soap removes germs and helps prevent infections. It can help prevent diarrhoea and respiratory infections and even skin and eye infections.

Good handwashing practice in the workplace can reduce:

- The number of people who get sick with diarrhoea by 23-40%
- Diarrheal illness in people with weakened immune systems by 58%
- Respiratory illnesses, like colds, in the general population by 16-21%
- Absenteeism due to gastrointestinal illness by 29-57%

In catering and hospitality, all staff must wash their hands:

- When in the kitchen or preparation area
- Before preparing food
- After touching raw food
- After handling food waste or emptying a bin
- After cleaning
- After blowing your nose, coughing or sneezing
- After touching phones, light switches, door handles and cash registers
- After handling money
- After touching high-contact surfaces, such as door handles
- When moving between different areas of the workplace
- Before handling clean cutlery, dishes, glasses, or other items to be used by customers
- When collecting used dishes from customer tables

As harmful bacteria can spread on wet or damp hands, staff should dry their hands using a disposable towel and when turning off the tap.

Cuts, Rashes & Abrasions

Accidents happen and cuts, rashes and abrasions are part of everyday life. Although, in the workplace and particularly working with food, it is important to exercise good practices.

Cuts and abrasions are superficial injuries to the skin and its underlying tissue. Most cuts and grazes are minor and can be easily treated and should heal within 2 weeks. If a wound takes longer than 2 weeks to heal, it may be deep and should be seen by a healthcare provider.

Firstly, all cuts, wounds or sores should be covered with a waterproof dressing, wound strip or bandage (brightly coloured waterproof bandages are recommended).

In addition to this, disposable gloves should be worn over the top of the dressing if the wound is located on your hands. The gloves should also be changed regularly. Until this is done, you should refrain from handling food.

If you cut yourself while in the kitchen, you should:

- Stop what you're doing so you can address whatever injury you sustained
- Report the injury to a supervisor or manager
- Apply pressure to the cut with a clean cloth or bandage for a few minutes
- Wash the wound with soap and water
- Use antibacterial ointment (for minor wounds, dab a little of this over the cut)
- Cover the wound with a sterile bandage
- Cover the bandage using a waterproof covering (e.g. a finger cot or a single-use glove)
- Discard any contaminated food you were working with
- Clean and sanitize utensils and food contact surfaces

Make sure you follow all proper safety procedures when working with knives and other sharp objects, for your safety and the safety of others.

In the catering industry, rashes can be one of the main causes of ill health in the workplace. Studies have shown that approximately 55% of all skin problems in the food industry are caused by contact with water, soaps and detergents, with a further 40% of cases arising from contact with food. This could include irritant hand dermatitis, allergic contact dermatitis, contact urticaria and general hand infections.

Irritant contact dermatitis can be a more severe form of dermatitis that can be due to repetitive injury or a single episode and the affected areas can become dry and flakey, harden, appear red, swollen, blistering or weeping. This can occur where there is repeated exposure or previous damage that may render the skin more susceptible to irritation.

As contact irritant dermatitis is dose-dependent, it tends to be restricted to the site of primary contact, which is usually the hands. Chemicals, rubber gloves, jewellery (such as wedding rings) or wristwatches can aggravate dermatitis. Reducing exposure to such irritants can help lessen the risk of dermatitis.

Allergic contact dermatitis (also known as contact allergy) is a form of dermatitis/eczema caused by an allergic reaction to a material that comes into contact with the skin. Allergens are generally harmless to people that are not allergic to it. In some cases, the allergen may have been previously tolerated without causing dermatitis but once sensitised, the reaction may occur with minimal exposure to the allergen.

A person who is allergic to rubber that wears rubber gloves may expect to get dermatitis on their hands but may also appear on their face or neck. It usually occurs within hours or days of exposure to the allergen, although symptoms tend to settle down when the skin is no longer in contact with the allergen.

Contact urticaria is an immediate but short-term localised swelling or redness that occurs on the skin after direct contact with a substance. Contact urticaria is not the same as contact dermatitis where reactions develop within hours to days after contact.

Foods that typically cause contact urticaria include:

- 🔄 Vegetables (carrots, onion, garlic, celery)
- 🔄 Fruits and Nuts (kiwifruit, bananas, tomatoes, berries and tree nuts)
- 🔄 Legumes (peanuts)

- Fish and shellfish (shrimp, lobster and crab)
- Food preservatives, additives, emulsifiers, flavourings and fragrances
- Meat (commonly beef, pork and processed meats)
- Dairy products (milk, cream and cheese)
- Eggs
- Spices (cinnamon, vanilla, paprika and mace)
- Herbs (mint, parsley, chives and thyme)
- Bakery products (wheat and soy)

Hand infections can be bacterial infections caused by Staphylococcus. It can be the result of bacteria entering an open wound that infects the local skin and tissue. Through the blood, this infection can also spread to the hand and fingers.

Types of hand infections can include:

- Bite wound infection
- Cellulitis
- Felon
- Paronychia
- Herpetic whitlow
- MRSA
- Flesh-eating bacteria
- Mycobacterial infections
- Septic arthritis

Regular exposure to raw meat, poultry and fish can increase the risk of warts, with HPV (type 7) if proper precaution is not taken.

To avoid bacterial contamination of the food, those working in catering who have bacterial skin infections should remain off work until the infection has cleared up. When addressed early, some infections can be treated with antibiotics, local wound care or nonsurgical treatments. In more severe cases, surgery may be required.

Body Odour & Bad Breath

Moderate body or breath odour is natural but may also be a sign of disease or an underlying health problem.

The causes of body odour can vary but the most common reason is a build-up of bacteria on sweaty skin. The bacteria reacts with the sweat and oils to grow and multiply which then break down proteins and fatty acids, causing body odour in the process.

Body odour is a common problem and you can usually treat it yourself by taking a few simple steps, such as:

- Washing your armpits, groin and feet at least twice a day with soap and dry thoroughly
- Shaving your armpits regularly
- Using antiperspirants and deodorants
- Changing and washing your clothes regularly
- Wearing natural fabrics like cotton, wool and silk
- Wearing antibacterial socks

You should also try to refrain from eating too much strong-smelling or spicy food or drinking too much coffee or alcohol.

Like body odour, the causes of bad breath can vary. It is generally quite normal for one's breath to smell a little in the morning, particularly if you sleep with your mouth open. This can leave the mouth dry which allows bacteria to multiply. The bacteria can live on the teeth and tongue, resulting in sulfur

compounds that can smell like rotten eggs, onions or decaying meat. If bad breath isn't addressed, over time, the increase in bacteria can cause tooth decay and even gum disease.

To tackling bad breath, you should:

- Regularly use mouth rinses and toothpaste
- Brush your teeth after you eat
- Floss at least once a day
- Brush your tongue
- Avoid dry mouth
- Adjust your diet
- Change your toothbrush regularly
- Have regular dental checkups

If the problem persists, it may be a sign of gum disease therefore you should seek medical advice or treatments.

Illness In the Workplace

When you are sick or ill, the last place you want to be is at work. Depending on the illness, you may feel you can make it through the day, although it is not advised for multiple reasons.

These include:

- Contagious illnesses
- An injury or illness that negatively impacts productivity
- A diagnosed medical condition
- Sleep and fatigue
- Hospitalisation

A medical appointment

If you are contagious (e.g. common cold, stomach viruses and the flu), you can prevent the spread of sickness and minimize potentially making your coworkers and customers ill by staying home.

If you have an injury or illness that negatively impacts your productivity, this is reasonable ground for taking sick leave. Equally, if you have a medical appointment, been hospitalised or have a diagnosed medical condition, not attending work is valid.

If you are already in the workplace and feel sick, you should separate yourself from your coworkers only returning to work 24 hours later if your illness has subsided or your symptoms have improved. This could be up to four to five days after your flu symptoms started.

Module 2 ~ Hospitality & Customer Service

Introduction to Customer Service

In this module, you will learn about customer service in the catering and hospitality industry including making an impression, serving guests, beverages, food, allergies, licensing, laws and restrictions.

Objectives:

- Learn about the importance of customer service in the catering and hospitality industry
- Understand good practices
- Increase knowledge on the standards required, the laws and restrictions in the workplace

Duration: 60 minutes

Materials and resources required:

- Projector or PowerPoint
- Worksheet
- Exercise and answer sheet
- Online test

Making an Impression

Making a good first impression is vital. From your appearance, through to taking bookings on the phone and preparing tables, first impressions can be long lasting and make or break your customer's experience.

Within the first 7 seconds of meeting, people will already have an impression of who you are. In hospitality, you are in a fast-paced environment where you are interacting with a lot of customers in a short period of time. The customer will make early decisions about you, based on your appearance, your body language and mannerisms, your tone of voice and facial expressions, your words and your demeanour.

There are some simple steps to making a good first impression.

- **Smile!:** Smiling is shown to be a psychological signal of altruism. When you smile at someone, it makes them more likely to trust you, and it makes you seem more approachable. Flashing a smile may be all it takes to forge a stronger first impression and connection.
- **Make eye contact:** Effective eye contact can communicate respect, courtesy and professionalism – which are all important components of a great first impression! Eye contact should be direct and sincere. Look confident, but not overbearing or stern. And try to move your head and not just your eyes when looking at someone so that your eyes remain centred. Be mindful of the difference between making solid eye contact and staring – you want to connect, not offend.
- **Open with a sincere, friendly greeting:** Pay attention to the customer and greet them in a friendly manner when they walk into the door. Even if you are busy, simply smiling, saying welcome and saying you will be with them in a second will leave a good first impression.

Serving Guests

When serving guests, it is important to remember to exercise the good practices covered in 'Making an Impression'. In hospitality, making a guest feel welcomed and comfortable is paramount, which can be easily achieved by smiling, making eye contact and greeting them in a friendly manner. It is important to be attentive, polite and speak in an appropriate manner.

This includes:

- Greeting them as soon as they enter the establishment
- Use respectful titles such as sir, madam/miss.
- Listen intently and pay attention to their requests
- Do not interrupt them
- Be thoroughly versed in your menu
- Ask questions and repeat their orders to make sure you get it right
- Do not keep them waiting longer than is necessary
- Address problems and complaints immediately

Etiquette is an important factor whether you are serving guests in a pizza restaurant or a fine-dining establishment. It encompasses elements such as the order you should serve the guests in, how to pour and refill drinks, the types of plates and cutlery that should be used and how to conclude a sitting.

Here are a few pointers to follow:

- When serving a table, start with the women, then men and then children
- Always serve and clear food from the diner's left
- If you have to reach in or interrupt, be polite
- Serve, pour and refill drinks from the right
- Have a system that ensures you know which plates go to which guest.
- Never hurry your guests or make them feel like you want them to leave
- Don't make your guests ask for the bill. Clear the table, present the bill and process it in a timely manner

Equally important when serving guests is hygiene. As covered in Module 1, personal hygiene should be upheld to ensure that both your guests and your health are not compromised.

To facilitate this, you should wash your hands frequently with soap and water for at least 20 seconds:

- Before and after handling food
- Before handling items that will be used by the customer (i.e. clean cutlery, dishes, glasses)
- After handling dirty or used items (i.e. used dishes and cutlery from customer tables)
- After handling money
- After touching high-contact surfaces, such as door handles
- When moving between different areas of the workplace
- After being in a public place
- After blowing your nose, coughing or sneezing

Food

The procedure for serving food is dependant on a number of factors, for example:

- The type of establishment
- The menu
- The occasion
- The cost of the food
- The time the customer has to eat
- The skill of the waiting staff

Here is an overview of the different types of food service:

- **Plate service:** The food is placed on plates by the kitchen staff and brought to the guest at a table by waiting staff. This type of service is used for ease of serving for large numbers and ensures everyone is served quickly and the food is hot. It is also used in fine dining restaurants where the presentation is a culinary work of art by a highly skilled chef. Plate service means the arrangement of food is not disturbed by waiting staff.
- **Silver service:** Waiting staff serve food from a flat serving dish to each customer's plate using a fork and spoon. This is a highly skilled method of serving, so waiting staff require training. It requires a lot of staff to ensure customers are served as efficiently as possible. Silver service is common in high-end restaurants and hotels where the cost reflects the level of service.
- **Counter service:** This type of service is common in modern cafes and coffee shops. Customers queue at the counter and select their choices from the menu. The food may already be prepared or it may be cooked to order. The customer places the food on a tray and pays for it at a pay point at the end of the counter. Cutlery, napkins and condiments are collected by the customer from a self-service unit before going to a table. When a dish requires cooking, a staff member will deliver it to the customer's table.
- **Self-service:** Customers help themselves from the food on display either from a counter/buffet table or from chilled display units. Vending machines are also a form of self-

service. The machines will be stocked with a wide range of foods such as sweets, crisps or sandwiches and cold drinks.

- **Buffet service:** A wide range of hot and cold foods are served in specialised equipment on a buffet table or purpose-built counter. The customer may help themselves or be served by members of staff standing behind the counter. Buffet style service allows a large number of customers to be served in a short time frame and is a popular way of serving breakfast in a hotel. It is used on cruise ships for breakfast and lunchtime when large numbers are served very quickly. It is important that the staff replenish the food regularly and ensure that the food is displayed and presented to a high standard.

In terms of plate service and silver service, there are some general tips for ensuring good service:

- Be attentive, but not intrusive: Constantly scan the room, and help if a customer needs attention
- Never say “*I don’t know*” to a customer’s question without immediately following up with “... *but I’ll find out.*”
- Be Patient, Don’t clear any plates until everyone is finished
- Cutlery crossed in an X means a person isn’t finished with their plate. If the knife and fork are parallel, the guest is finished and you may remove their plate (assuming everyone else is also finished)
- Inform guests if the restaurant is out of something before they read the menu and order a dish you don’t have
- Never touch a customer for any reason, especially if you’ve spilt something on them
- If you ask a customer how their meal was and they say something isn’t right, try to address the problem
- Never clear a plate full of food without asking if it was all okay

Beverages

Beverages play an important role in helping customers enjoy their experience. Whether your restaurant is large or small, casual or elegant, the manner in which you serve your customers food and beverages can leave a long-lasting impression. Therefore it is important to adhere to some basic but fundamental practices.

These include:

- Providing the drinks menu as quickly as possible
- Never make your guests wait for their drinks
- Taking your guests' drink order quickly after they first sit down
- Using the appropriate types of glasses and cups
- Always handling glassware by the stems, handles, or the bottom of the glass (never put your hands and fingers near the lip of the glass, because this can transfer bacteria)
- Serving the guests from your right side and then proceeding around the table in order of the seating arrangement
- Not letting the bottle touch the glass you're pouring into
- Removing the glasses when they're empty, and when refilling water or wine glasses (without touching the glass)

Allergies

It is estimated that between 220 to 520 million people worldwide are living with some form of food allergy. There are no known cures for food allergies or intolerances and the primary way to manage the condition is through a strict avoidance diet.

In many countries, it is common practice to see food in supermarkets labelled with clear indicators explaining the ingredients that may cause allergic reactions. This is usually done by using bold, italic or coloured text or symbols. The same applies to restaurants where menus highlight dishes that also contain allergens.

In the UK an increasing number of people are hospitalised due to food hypersensitivity (which includes allergic reactions) than through food poisoning. The number of deaths through allergic reactions is thankfully low (average of 10 per year). The most at risk are those aged 16 - 24 making independent food choices.

As covered in Module 1 (Cross Contamination), the list of potent and prevalent allergens include:

1. Celery

2. Cereals containing gluten (such as barley and oats)
3. Crustaceans (such as prawns, crabs and lobsters)
4. Eggs
5. Fish
6. Lupin
7. Milk (and other dairy products)
8. Molluscs (such as mussels and oysters)
9. Mustard
10. Peanuts
11. Sesame
12. Soybeans
13. Sulphur dioxide and sulphites (at a concentration of more than ten parts per million)
14. Tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts)

It is important to also remember that using the same cooking oil to cook gluten-free and non-gluten-free foods can set off an allergic reaction.

In order to avoid cross-contamination when preparing food, you must:

- Use different utensils, plates and chopping boards for raw and cooked food
- Wash utensils, plates and chopping boards for raw and cooked food thoroughly between tasks
- Cleaning utensils before each usage, especially if they were used to prepare meals containing allergens
- Make sure you do not wash raw meat
- Wash your hands after touching raw food and before you handle ready-to-eat food
- Wash your hands thoroughly between preparing dishes with and without certain allergens

For the above reasons, it is important for staff working in restaurants to be adequately trained or have the knowledge to advise patrons of the potential risks.

Licensing, Laws & Restrictions

Food and drink licensing, laws and restrictions are both important and necessary as they enforce rules that protect the health of the consumer. It ensures that malpractices such as adulteration, mismeasuring, purposeful contamination are made punishable under numerous relative laws. For example, in the UK, the Food Safety Act 1990 enforces companies' statutory obligation to treat food intended for human consumption in a controlled and managed way. It ensures the food complies with food safety requirements, is correctly described (labelled) and of the standard and quality demanded.

The main benefits include:

- The prevention of disease and death
- The prevention of contamination
- Maintaining industry standards
- Helping to aid informed behaviours and decisions
- Regulating the safe transportation of foods
- Regulating the safe packaging of food
- Regulating the way food is stored

When it comes to the laws or the licensing of alcohol, license holders must meet their obligations. This commonly includes age-restricted sales policies but may also be related to their ability to sell/serve alcohol or the times of the day consumers can buy/consume alcohol. Failure to comply with these laws or the condition attached to a licence is a criminal offence. Businesses can be fined up to £20,000 or face up to 6 months imprisonment.

Therefore, it is important that establishments follow the guidelines but also ensure staff are aware of their obligations and the potential consequences.

Food and drink licensing, laws and restrictions can vary from country to country although some areas are fundamentally in sync, worldwide.

Module 3 ~ Food Hygiene

Introduction to Food Hygiene

In this module, you+ will learn about food hygiene in catering and hospitality including food safety hazards, controls, personal hygiene and cleaning activities.

Objectives:

- Learn about the importance of food hygiene in the hospitality industry
- Understand good practices
- Increase knowledge on the hazards and controls relating to food safety and hygiene in the workplace

Duration: 60 minutes

Materials and resources required:

- Projector or PowerPoint
- Worksheet
- Exercise and answer sheet
- Online test

Food Safety Hazards

A food safety hazard refers to any agent that can potentially cause negative or adverse health consequences for consumers such as food poisoning outbreaks. This can be extremely detrimental for patrons and the businesses reputation.

Food safety hazards include:

 Biological hazards

- Chemical hazards
- Physical hazards
- Allergenic hazards
- Nutritional hazards

Mould, fungi, blood, body fluids, sewage, stinging insects, harmful plants, animal droppings and the common cold are all biological hazards. They can occur as a result of inadequate sanitation practices and cross-contamination during transportation, handling, processing, and storage of food.

Chemical hazards include cleaning liquids, pest control substances, pesticides and food additives. They can occur as a result of chemicals not being stored correctly, in designated areas away from food, ingredients, packaging and food contact surfaces.

Physical hazards are categorised as contaminants as a result of poor food handling. This can be items such as dirt, stones, jewellery, glass fragments, human hair, nails, false nails, nail polish, worn or chipped utensils and containers.

Allergenic hazards, as covered in Module 2 (Allergies) include foods such as celery, cereals, crustaceans (such as prawns, crabs and lobsters), eggs, fish, lupin, milk (and other dairy products), molluscs (such as mussels and oysters), mustard, peanuts, sesame, soybeans, sulphur dioxide, sulphites and tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts).

Nutritional hazards are when the amount of nutrients in the foods exceeds the amount required for normal growth and development.

Food Safety Controls

Food safety controls are centred around processes where food safety hazards can occur to ensure that the food produced is safe to eat. For restaurants and businesses serving food, It is important that they establish a culture of food safety and have well-established safety procedures in-place. This can range from the food products themselves to maintaining the exterior of the building (protecting against pests) and ventilation.

Establishments must have a written preventative control plan that identifies food contamination hazards, preventative steps and controls for eliminating the risk of illness through food safety hazards. They must implement good housekeeping procedures to prevent foreign objects like hair and insects from contaminating food. Floors should be kept clean, swept and mopped after each shift. Rubbish bins should be cleaned and emptied frequently. Tables, kitchen counters and walls should also be frequently cleaned and wiped down.

Hand-washing sinks and food preparation areas should be kept separate as food can be easily contaminated by wastewater from nearby hand-washing and sanitisation sinks.

Proper food storage and temperature control can prevent foodborne illness such as *E. coli* and salmonella from spreading. Cooked and raw foods should be separated and stored in clean shelf space in the refrigerator. Using a colour-coded date labelling system is a common method for monitoring food's shelf life. For example, fresh produce is marked with a green sticker. Produce that should be used within 24 hours is marked with a yellow sticker, and items that should be used immediately are marked with a red sticker. Any food that has passed its expiration date should immediately be discarded. This will ensure proper rotation of food and avoid food safety hazards.

Colour-coding systems should be used for food preparation, ensuring that separate cutting boards and utensils for meat, vegetable, and dairy preparation (distinguished by colour).

In order to prevent food poisoning, it is important to ensure food is cooked at the right temperature and for the correct length of time. As bacteria grows between 8°C and 60°C, temperature control is paramount. Above 60°C the bacteria start to die and below 8°C, the growth is stopped or significantly slowed down. All meat, poultry, and eggs should be cooked thoroughly. They should be cut open with a small knife in order to check that it's steaming hot in the middle, although, if you're cooking a large dish, you may need to check it in more than one place, as some parts of the dish might not reach the right temperature. Looking at the colour is particularly useful for checking meat as some types of food change colour once cooked.

After cooking, foods should be cooled down as quickly as possible (within two hours), stored in a fridge at the correct temperature and consumed within two days.

The training of staff is an important component of food safety control. Employees need to be able to identify and eliminate sources of foodborne illness that may arise from inadequate cooking, improper temperature control, contaminated equipment and poor personal hygiene. At all times, staff should wear clean uniforms each shift, wash their hands often and keep their hair covered.

Food safety controls also cover the sources used to obtain the foods. Establishments have a responsibility to check the quality of food shipments and the suppliers themselves. Suppliers must be regulated and it is the responsibility of the establishment to ensure they are aware of what food safety measures they take when producing and shipping goods. Poultry, meat and shellfish produce must be ice-packed and stored in vacuum packages at a temperature of 4°C or below while in transit.

When storing food, it is also important to understand both the 'best before' and 'use by' dates on food labels. The use by dates relates to when food is no longer safe to eat, whereas a best before date is an indication of quality rather than safety. Foods past their BBE or best before end date will usually be safe to eat but may not be at their best.

You should never eat, cook, or freeze foods that have passed their use-by date, even if it looks or smells fine. Use by dates is even more important when dealing with foods that go off quickly, such as meat and fish products or ready-made salads.

Food properly frozen will not perish or deteriorate, meaning dangerous bacteria cannot grow. Although, once the food has been defrosted, bacteria can begin to grow, therefore, you should always ensure defrosted food must be eaten within 24 hours.

Personal Hygiene

As covered in Module 1 (Poor Personal Hygiene), a disregard for one's personal hygiene can be in many cases a sign of self-neglect or an inability or unwillingness to address it. This unwillingness to address personal hygiene problems could be a result of mental or emotional disorders, severe depression or psychotic disorders.

Poor domestic and personal hygiene practices can help the transmission of disease-causing germs. We can identify signs of poor domestic and personal hygiene by observing some basic habits that are overlooked or neglected.

This can include:

- Not washing hands
- Not showering
- Not washing hair
- Not washing clothes

- Not cleaning the toilet
- Not getting rid of rubbish
- Not washing clothes and bedding frequently

There are a plethora of illnesses and diseases caused by inadequate domestic and personal hygiene which can cause:

- The build-up and spread of bacterial
- Food poisoning
- Gastroenteritis
- Diarrhoea
- Pneumonia
- Trachoma
- Skin infections

Viruses and parasites can also develop and spread, this includes hepatitis A, colds, flu, scabies infection, head lice and roundworm infections. All of the above can be spread indirectly by coming into contact with people or their food, breathing in airborne droplets of moisture or eating contaminated food.

The best way to maintain good personal hygiene is by forming and practising good personal hygiene habits. The work starts at home and then is brought into the workplace, therefore employees in the catering and hospitality industry need to ensure their personal hygiene is maintained to a high standard. Maintaining good personal hygiene includes bathing, brushing teeth, washing your hands and wearing clean clothing. It also relates to making safe and hygienic decisions, particularly when you are in public.

Here are a few key points:

- You should shower or bathe daily
- You should brush your teeth at least once a day (or after each meal) to avoid gum disease and tooth decay

- You should wash your hair with soap or shampoo (at least once a week)
- You should washing hands with soap and preferably warm water after using the toilet
- You should wash your hands with soap and preferably warm water before preparing and/or eating food
- You should wear or change into clean clothes
- You should hang your clothes in the sun to dry (where possible). This helps to kill some disease-causing germs and parasites
- You should turn away from other people and cover your nose and mouth with a tissue or the hand when coughing or sneezing

Cleaning Activities

To ensure good food hygiene, the cleaning practices of an establishment is vital. From the equipment to the counters, floors to the walls, collectively, maintaining cleanliness can have a major impact on the safety of those both working and eating within a restaurant, helping to control the spread of infections.

Good practices such as using a cleaning checklist is a necessity. From tackling waste management to cleaning and disinfection, they help divide the work between daily, weekly and monthly tasks.

Daily tasks should include the following:

- Cleaning/wiping down walls
- Cleaning floors both in the kitchen and serving areas
- Cleaning walk-in fridges, upright fridges and other storage cupboards
- Cleaning grills, flattops and fryer both on top and underneath
- Changing the lining (foil) on top of grills and flattops.
- Cleaning/wiping down equipment such as microwaves, coffee makers, toasters and slicers.
- Cleaning/wiping down drinks dispenser heads (soda guns)

- Cleaning/disinfecting sinks and prep area surfaces
- Cleaning/disinfecting waste bin areas and the bins themselves
- Washing dishcloths, towels, aprons and uniforms (in a washing machine)

It is important to remember that frequently used surfaces (work surfaces, door handles, light switches, remote controls and electronic devices) should be cleaned twice a day or more depending on the number of people using the space. This is more pertinent when dealing with restrooms and communal kitchens.

Weekly tasks should include the following:

- Cleaning oven walls, doors and racking
- Descaling sinks and taps
- Boiling/deep-cleaning deep fryers
- Washing and sanitising walk-in fridges and freezers
- Cleaning drains

Monthly tasks should include the following:

- Washing behind the cookers, griddles, grills etc
- Cleaning coffee machines
- Cleaning and sanitising the ice machine
- Cleaning and sanitising freezers
- Emptying grease traps
- Washing walls, ceilings and sides to remove grease
- Washing vent hoods

When it comes to cleaning agents, you need to ensure that the correct ones are being used.

Detergents, degreasers and acids include:

- All-purpose surface cleaner for counters.
- Dishwashing liquid for hand-washing and/or dishwasher
- Stainless steel cleaner for sinks and appliances
- Dishwashing machine detergent
- Dishwashing soap
- Oven and grill cleaner
- Ice machine and freezer cleaners
- Coffee machine cleaner
- Glass cleaners

Abrasives and cloths include:

- Sponges for dishes and surfaces.
- Dishcloths, rags, microfiber cloths or paper towels

As conventional and thorough cleaning practices reduce the spread and transmission of viruses by up to 90%, they make up an important part of good food hygiene.

Module 4 ~ Social Skills

Introduction to Social Skills for the Workplace

In this module, you will learn about social skills for the workplace in the catering and hospitality industry, including communication, positive and negative relationships, appropriate behaviours, active listening

telephone speaking and both accepting and giving compliments.

Objectives:

- Learn about the importance of social skills are in the food and hospitality industry
- Understand good practices
- Increase knowledge on how to conduct oneself in the workplace

Duration: 60 minutes

Materials and resources required:

- Projector or PowerPoint
- Worksheet
- Exercise and answer sheet
- Online test

Communication

Working in the hospitality industry, you will need to communicate with:

- People who supervise you
- Co-workers in the kitchen, waiting staff, hosts, and bartenders
- Customers in the restaurant
- Suppliers

Each day, you will be dealing with people from a variety of backgrounds, ages, nationalities and temperaments, therefore it is important that you can communicate in a way that is both clear and understandable. It is also important to be able to communicate clearly with your fellow staff members, especially in busy, high-pressure environments like kitchens where effective teamwork is crucial.

Here are some tips that will encourage more effective communication:

- **Cultural awareness.** In hospitality, the chances are customers you face and people you work alongside will be from different social, economic and cultural backgrounds. As a result, your ability to be culturally aware and adapt to attitudes and norms that are different from your own is crucial.
- **Non-verbal communication.** This includes things such as tone of voice, voice quality (nasal, whiny, musical), making eye contact with the person to whom you are talking, paying attention when somebody else talks, body position, distance from the person, and body movement. It is easy to say one thing but to communicate the opposite with your non-verbal communication. When the non-verbal part of your communication is in conflict with the verbal message, others tend to trust the non-verbal message.
- **Communication is a two-way process.** You can talk as much as you want, but if nobody is listening, there is no communication. When you first meet someone, they will not know how you communicate or anything about you, so make sure you offer the required amount of information about yourself, but also listen intently to the person you are talking to.
- **Active listening.** To be an active listener, you must deliberately resist the tendency to let your mind wander. Not only will you remember more of what the speaker is saying, but the speaker will feel respected and that you are listening. This is particularly important in hospitality as if you let your mind wander you may miss what a customer or colleague has said, and result in an incorrect order or other mistake being made.
- **Respect.** If you do not respect the person to whom you are speaking with, your language and your non-verbal communication will expose that. Showing disrespect for somebody will remove their respect for you. People who do not respect one another cannot communicate effectively and may reach the point where they cannot communicate with each other at all. Whatever personal feelings you have about a customer or co-workers, you need to communicate effectively with them in order to do your job efficiently and safely.
- **Communicating in a noisy environment.** A busy kitchen or restaurant in the midst of meal service can be a noisy environment in which it is hard to understand speech. You may need to slightly raise your voice but avoid shouting as this may make it difficult to understand. Make sure you face in the direction of the person to whom you are speaking because the sounds

you produce are loudest in front of you. Be sure that the person is looking at you so that the sound can easily reach both ears, and so your facial and body expressions can be read.

Positive & Negative Relationships

To achieve career success, forming positive relationships in the workplace is an integral component and can increase your overall productivity and job satisfaction. By getting to know your coworkers, you can build long-lasting, professional relationships that will shape your experience within the company.

Having effective relationships with other team members not only helps with networking but can also give you the guidance and encouragement you need to succeed in your role.

Forming good workplace relationships require trust, acceptance, teamwork and open communication. The ability to trust your co-workers and for your co-workers to trust you is an important factor. Being able to accept and understand one another is equally important. A workplace will usually be a team environment, therefore, teamwork needs to be at the forefront of one's mindset for employees to do their fair share of the work and give credit when it is due.

Good communication is vital for any relationship to flourish, including in the workplace. Asking questions and getting to know your coworkers is one of the first steps toward a positive working relationship. It may come more naturally to some but if this is not the case for yourself, you can adopt tactics such as scheduling time to get to know your colleagues (during lunch breaks or after work), offering/asking for assistance (at the right time), active listening and giving feedback on the work being completed. These methods will help to strengthen communication with your peers and build-up trusting relationships.

It is important to understand your strengths and weaknesses. Learn the positive things that you bring to the workplace and the things you need help with or need improving. Be self-aware and self-regulating so that you can successfully control your emotions and thoughts. Be empathic and understand how to empathise with others' situation.

Depending on your working hours, you may be spending up to eight or more hours with your co-workers. This can sometimes be daunting, especially if you find yourself dealing with negative relationships within the workplace. Even if you are a person who finds it easy getting along with people, some factors or incidents can cause a breakdown in workplace relationships which can have a detrimental impact on your own satisfaction at work.

So how can you turn a negative working relationship into a positive one?

For any conflict, it is important to get to the root of the problem. You need to ascertain if there is a breakdown in communication or specific reasons why your presence aggravates your colleague or vice versa. Is there a conflict between your styles and methods of working or resentment due to an unfair distribution of responsibilities?

The best first move is to look at ways of improving communication, encourage active listening and learn how to manage and understand your emotions. Take the time to listen to others, value their opinions and don't be afraid to express your point of view (at the right time). If you are experiencing difficulties in your personal life, don't let it affect you or your colleagues negatively, try to find a way of using the time at work as an outlet in a positive way.

You should at all times be self-aware and understand how some situations can trigger a reaction in you. Being short-tempered, snappy or outwardly hostile can create a negative atmosphere. Work towards managing your emotions more effectively.

Not all relationships are perfect and this is particularly true for the workplace. A famous saying goes, "you can't choose your family but you can choose your friends". In the same way, you can't choose your colleagues, therefore, it is inevitable that you will work with people that you just don't get on with. Whether it is a personality clash, a difference in opinion or styles of working, sometimes incompatibility is unavoidable.

Implementing the above, being respectful, emotionally measured and listening to others will help to build positive relationships and avoid negative ones from developing or being exacerbated.

Understanding & Practicing Appropriate Behaviours

In hospitality, as in any workplace, there are appropriate ways of behaving and interacting. In general, rudeness and disrespect is not tolerated and especially as you are in a customer-facing role, being polite and friendly is of the utmost importance.

Here are some more tips on how to behave appropriately in hospitality.

- **Be discreet.** Don't have audible conversations with coworkers in customer earshot, or eat or drink where customers can see it. Don't gossip about guests or co-workers within guest earshot.

- **Be Inclusive.** To be inclusive means to embrace diversity and to be respectful of the differences of others. Workplaces are filled with people holding different views, life experiences, and personalities that are generally far more successful than those that do not. It does not take much to demonstrate inclusivity in the workplace – simply be civil, respectful, open, and inviting. Treat people how you would like to be treated,
- **Avoid Oversharing & Over-asking.** Most people like to keep their work-life and their personal life separate. You may have a work confidante that you share more private details of your life, but those types of conversations are best handled outside of the workplace. It is also important that you don't engage in asking or pushing for personal details from others you work with. Not only can asking deeply personal questions create an uncomfortable situation, but it could also put both you and the company in legal jeopardy.
- **Don't Bring Others Down.** Check your ego, hostility, aggression and judgmental tendencies and be supportive and learn from others. If your colleagues are working hard and need help with something – offer a helping hand. Working in hospitality you need to be able to rely on each other, and not bring each other down.
- **Be Mindful Of Body Language.** Actions speak louder than words and body language can reveal more than you realise. Facial expressions, posture, hand gestures, eye movement, the use of space and touch can leave a lasting impression. Be mindful of this at all times.

Active Listening

To improve mutual understanding, it is important to be mindful of how you listen and respond. This is commonly known as active listening and it is a fundamental first step to defuse a situation and resolve problems. It involves paying attention, reflecting on what someone says and asking questions in order for the other person in the conversation to feel heard.

Examples of active listening include:

- Building trust
- Establishing rapport
- Demonstrating concern
- Paraphrasing
- Short verbal affirmations (such as “I see”, “I know”, “Thank you” or “I understand”)

- Using nonverbal cues (such as establishing eye contact, nodding and leaning forward)

Keeping eye contact is an important part of face to face interactions. Too much can be intimidating, while not enough gives the impression of you are not genuine or not to be trusted. A good technique is to break eye contact every three to five seconds. When you do look away, try looking to the side or up as opposed to looking down, which gives the impression that you want to end the conversation.

In order to show that you're listening intently, you can use nonverbal cues and affirmations such as nodding your head, smiling and saying things like "yes", "I see", "I know" and "uh-huh". This will encourage the person speaking to continue. You can also ask relevant questions that show you are listening and help clarify what has been said. If you are not quite sure if you've understood correctly, wait until the person speaking pauses, then say something like "Did you mean..." or "I am not sure if I understood you correctly..."

When asking questions, be sure not to interrupt the person speaking as it gives the impression that you are rude or what you have to say is more important. If you are a quicker thinker or speaker, try to slow yourself down and pause for a few seconds before responding.

These simple techniques help to resolve conflicts, understand others' perspectives and build a culture of respect.

Telephone Speaking

Speaking to a person face-to-face is more engaging than speaking on the telephone, although, it can be equally daunting and more so for those with a social anxiety disorder. This could manifest in the form of reluctance to answer the telephone, make calls, or record voice greetings.

To make telephone speaking easier, there are a number of methods that can be used to overcome any fears or anxiety. Preparation is key and being prepared in advance of taking or making a call will help significantly.

You need to:

- **Practice your script:** Practicing your script will help you to sound more confident and professional. It will prevent you from rambling or losing your train of thought. You can practice your voice, tone and timing.

- **Block out distractions:** Working in a busy environment can be distracting, therefore you may need to make the effort to channel your concentration on the voice on the end of the phone. This will ensure they have your full attention.
- **Stand up:** Standing up when taking or making a call can increase your energy level, which inevitable makes you sound more interested.
- **Smile:** Smiling not only can make someone feel more at ease in your presence but it can make you sound warmer and more confident over the phone.
- **Pace yourself:** Depending on your nerves, over the phone you may have a tendency to rush through your words. By pacing yourself you can take the time to pronounce your words clearly and concisely.
- **Breathe:** Deep breathing will calm your nerves before the call and also make your voice sound clearer and more confident.
- **Pause for questions:** As you cannot see the person you are speaking with over the phone or read their body language, pausing frequently to ask questions will make the conversation more interactive.

Implementing the above will help you to sound more professional and confident when speaking on the telephone.

Accepting & Giving Compliments

In the hospitality industry, compliments can be common. Your manager or co-worker may catch you off guard with a compliment and what should be a moment of pride instead sends your mind spinning as you awkwardly navigate how to respond. Although our reactions to compliments may be complicated, how we respond is not. Most people don't realise compliments are often more about the giver than the receiver. When someone is complimenting you, they are actually sharing how what you did impacts them. It does not matter if you agree or disagree with what they are saying, just relate to it as a gift and accept it. The best way to respond to the kind words from a boss or coworker is to simply say "Thank you," and if the compliment made a difference, let the person know.

Here are a few ways to respond to a compliment:

- *"Thank you, it makes my day to hear that"*
- *"I really put a lot of thought into this, thank you for noticing"*
- *"Thank you, I really appreciate you taking the time to express that"*

- *"Thank you, I am happy to hear you feel that way!"*

When giving compliments, knowing how to compliment and recognise others is a fundamental skill, yet people struggle to do so effectively.

Here are a few tips on how to give a good compliment:

- **Be Authentic:** Why are you recognising this person? The most important part of any compliment is that your intention is authentic. If your intention is not genuine, neither is your compliment. When you are inauthentic in your recognition, people may think you are inauthentic in other areas as well. Compliment them because you feel compelled to let them know how they impact you or others
- **Be Specific:** What did you experience or observe? As with giving feedback or instructions, when you compliment someone, you want to share it in a way that does not leave the person with any questions.
- **Share the Impact:** How did what they do impact you or the team? Remember that a compliment is often more about the giver than the receiver. When we compliment someone, we are actually sharing how what they did had an impact on us.

Module 5 ~ New Technologies in Catering & Hospitality

Introduction to New Technologies in Catering & Hospitality

In this module, you will learn about new technologies in catering and hospitality, including new commercial kitchen technology, food delivery technology, virtual and augmented reality relating to food services.

Objectives:

- Learn about new technologies in catering & hospitality
- Understand how they are used and for what purpose
- Increase technical knowledge

Duration: 30 minutes

Materials and resources required:

- Projector or PowerPoint
- Worksheet
- Exercise and answer sheet
- Online test

New Commercial Kitchen Technology

In recent years, technology has revolutionised the world we live in and our daily lives. The catering and hospitality industry has also seen advances in technology, both within the kitchen and in the customer-facing environment. Many kitchens now use internet-connected gadgets and devices to prepare and deliver food to their customers.

Some examples of advancements in kitchen technology:

Kitchen Display Systems: Kitchen display systems have all but replaced old style kitchen receipt printers by improving communication between the front-of-house and back-of-house teams. These

devices allow orders to appear immediately on a monitor or tablet instead of waiting for the information to be printed.

Smart Oven: In recent years, smart appliances have led to cutting-edge commercial kitchen equipment like smart ovens that reduce labour costs by automating routine tasks. It enables you to give instructions to your oven wherever you are in the building and connect to other smart appliances such as mobile phones, phone applications, smart dishwashers, smart microwaves and more. It can also increase food safety by allowing you to keep track of hazards preventing your guests from the risk of food poisoning.

Remote Controlled Kitchens: Remote control kitchens are increasingly used in modern commercial kitchens, from remote monitoring which allows you to track, reorder and restock fridges, to reporting and regulating temperature changes.

Food Safety Management System: Food safety management systems help streamline food safety regulation compliance and the burden of keeping paper-based records in the traditional manner. They range from software and mobile phone apps that are fully connected to a network of appliances that automatically check key food safety indicators.

All of the above help to keep track of kitchen performance, increase preparation consistency and reduce human error.

New Food Delivery Technology

Food delivery has been revolutionised in recent years. Tech giants have been working round the clock to develop new ways for companies to deliver food to their customers. From mobile applications to driverless cars, many food delivery companies have already started investigating ways to take advantage of this emerging technology.

Social media has also been utilised and companies have even created systems that allow customers to order pizzas via Twitter by simply tweeting a pizza emoji.

In 2020, the use of food delivery apps grew by over 500% in Europe and North America. This is expected to grow by the same amount over the following 12 months. It's clear to see that consumer demand is increasing and companies find this method of delivery allows them to improve the customer experience by providing food cheaper, faster and more efficiently. They can track their food from the restaurant, follow the delivery boy and even contact both the delivery driver and restaurant through the app.

Examples of popular food delivery apps include:

- Yemeksepeti (Turkey)
- Uber Eats (UK)
- Tazz (Romania)
- Glovo (Portugal)
- Pyszne.pl (Poland)
- Ehrana (Slovenia)
- Just Eat (Italy)

Other proposed (or already existing) methods of food delivery include:

- Drones - Launched in 2016 by US firm Dominos, delivery pizzas to customers less than 15 minutes away
- Robots - AI/self-driving, GPS navigated, six-wheeled droids delivering food within a 10km radius
- Parachute - Delivering food to a drop-off location where customers wait next to a spot marked with an X
- It's undeniable that technology has greatly impacted the food industry, however, not all people are comfortable or happy with faceless services and prefer the personal touch.

For most, the ability to order directly from a mobile phone app is convenient, hassle-free and a significant trend that is here to stay when it comes to food delivery services.

Virtual Reality & Food Service

Virtual reality used to be something people only dreamed of or all about tech. Nowadays, it is being incorporated into the food industry in many inventive ways. New augmented reality technology can come in the form of presenting 3-D burgers, desserts and other dishes via mobile phones and tablets.

Similar to the Snapchat and Instagram filters that superimpose animated dog ears onto the user, the AR (augmented reality) technology allows guests to view their meal on their plate via an app on their phone, before placing their orders.

This technology was prevalent in the interior design industry but is now being used to allow diners to take a sneak peek at menu items.

Chatbots and Virtual assistants are an emerging trend in the food catering service. They are able to understand simple questions and provide almost instantaneous answers. Customers no longer need to interact with a human being when ordering their food, which takes the burden away from customer service staff, improving the customer experience.

Contactless QR Code Menus feature a QR code that customers can scan with their mobile phone's camera, which takes them to an online digital menu. There they can browse food and drink while at their table or even pre-order before arriving at the restaurant.

Virtual kitchen apps allow customers to view the restaurant's kitchen virtually. For some, it may seem pointless but it has been proven to enhance customer satisfaction, loyalty and interest.

Digital table/reservation management systems allow diners to make booking reservations directly, arranging the seating arrangements based on the selected time and party size. The reservations are instantly recorded and show the restaurants' availability, so information is accurate and up-to-date, ensuring that reservations are confirmed instantly.

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Module 1 Questions ~ Personal Care

1. Question - Name 3 key ways of maintaining personal hygiene:
2. Question - True or False: All bacteria is bad
3. Question - What is cross contamination?
4. Question - List 3 potential allergens
5. Question - Why should you not bring your phone into the toilet with you?
6. Question - How long should you wash your hands for?
7. Question - What should you do if you have a cut that doesn't heal in 2 weeks?
8. Question - What percentage of skin problems are caused by contact with water, soap and detergents?
9. Question - What are 2 ways you can treat body odour?
10. Question - Why should you stay at home when you are ill?

Module 2 Questions ~ Hospitality & Customer Service

1. Question - Name one way of making a good impression
2. Question - What order should you serve guests in?
 - a) Women, Children, Men
 - b) Men, Children Women
 - c) Women, Men, Children
3. Question - True or False - You should always wash your hands after handling money
4. Question - What is Silver service?
 - a) All the food is served on silver platters
 - b) Waiting staff serve food from a flat serving dish to each customer's plate using a fork and spoon.
 - c) The customers come up to the counter to select their own food
5. Question - What should you say if you do not know the answer to a question asked by the customer?
 - a) Lie and make something up
 - b) I Have no idea
 - c) I don't know, but I will go and find out for you
6. Question - True or False - You should clear dishes from a table as soon as the customer is finished, even though some people on the table are still eating.
7. Question - When should you provide drinks to customers
8. Question - Name 3 ways of avoiding cross-contamination
9. Question - What is the penalty for failing to comply with licensing laws
10. Question - Why are licensing laws so important?

Module 3 Questions ~ Food Hygiene

1. Question - True or False: A food safety hazard refers to any agent that can potentially cause negative or adverse health consequences for consumers such as food poisoning outbreaks?
2. Question - True or False: Mould, fungi, blood, body fluids, sewage, stinging insects, harmful plants, animal droppings and the common cold are all biological hazards?
3. Question - Foods such as celery, cereals, eggs, fish, milk and tree nuts are known as: a) Chemical hazards b) Allergenic hazards
4. Question - True or False: Hand-washing sinks and food preparation areas should be kept separate?
5. Question - Why should hand-washing sinks and food preparation areas be kept separate?
6. Question - True or False: Cooked and raw foods should be separated and stored in clean shelf spaces in the refrigerator?
7. Question - Bacteria grows between:
 - a) 1°C and 10°C
 - b) 90°C and 100°C
 - c) 8°C and 60°C
 - d) 5°C and 9°C
8. Question - True or False: After cooking, foods should be cooled down as quickly as possible (within two hours) or can be stored outside and consumed within ten days?
9. Question - You should not eat food that has passed its...
 - a) 'best before'
 - b) 'use by' dates
10. Question - Circle which of these cleaning activities should be done daily, weekly or monthly
 - a) Washing and sanitising walk-in fridges and freezers (Daily/Weekly/Monthly)
 - b) Cleaning/wiping down walls (Daily/Weekly/Monthly)
 - c) Cleaning/wiping down equipment such as microwaves, coffee makers, toasters and slicers (Daily/Weekly/Monthly)
 - d) Washing behind the cookers, griddles, grills etc (Daily/Weekly/Monthly)

Module 4 Questions ~ Social Skills

1. Question - Name 3 types of people you will need to communicate with working in the hospitality industry
2. Question - Is being culturally aware necessary and why?
3. Question - True or False: Non-verbal communication includes tone of voice, making eye contact, body position and body movement.
4. Question - True or False: Improving communication, encouraging active listening and learning how to manage and understand your emotions helps to build positive personal relationships in the workplace.
5. Question - True or False: Being short-tempered, snappy or outwardly hostile can create a positive atmosphere.
6. Question - True or False: Body Language includes facial expressions, posture, hand gestures, eye movement, the use of space and touch?
7. Question - True or False: To be an active listener or show a customer they have your full attention, you can use short verbal affirmations such as "I see", "I know", "Thank you" or "I understand" or use nonverbal cues such as establishing eye contact, nodding and leaning forward.
8. Question - True or False: When speaking on the telephone to customers, you should:
 - a) Speak as fast as possible (True/False)
 - b) Block out distractions (True/False)
 - c) Lay down (True/False)
 - d) Smile (True/False)
 - e) Hold your breathe (True/False)
9. Question - Which statement is correct?
 - a) Compliments are often more about the receiver than the giver
 - b) Compliments are often more about the giver than the receiver
10. Question - Which of the following are good ways of responding to a compliment?
 - a) "Thank you, it makes my day to hear that"
 - b) "I really put a lot of thought into this, thank you for noticing"
 - c) "Thank you, I really appreciate you taking the time to express that"
 - d) "Thank you, I am happy to hear you feel that way!"
 - e) All of the above

Module 5 Questions ~ New Technologies in Catering & Hospitality

1. Question - True or False: Kitchen display systems, smart ovens and food safety management systems are types of new commercial kitchen technology?
2. Question - In 2020, the use of food delivery apps grew by over ____% in Europe and North America
 - a) 50%
 - b) 100%
 - c) 500%
3. Question - The food delivery app Tazz is very popular in which country?
 - a) The UK
 - b) Germany
 - c) Turkey
 - d) Romania
4. Question - In which year did the pizza company Dominos begin using drones to deliver pizzas to their customers?
 - a) 2020
 - b) 2001
 - c) 2016
5. Question - True or False: Robots or self-driving cars will be used in the future to deliver food within a 10km radius
6. Question - Virtual kitchen apps allow customers to:
 - a) View the restaurant's kitchen virtually
 - b) View the restaurant's food virtually
 - c) View the restaurant's chef virtually
7. Question - Diners can use a digital table/reservation management systems to
 - a) Make booking reservations (True/false)
 - b) Arranging the seating arrangements (True/false)
 - c) View diners eating in a restaurant (True/false)
8. Question - True or False: Chatbots and Virtual assistants can understand simple questions and provide almost instantaneous answers
9. Question - True or False: Contactless QR Code Menus feature a QR code that allows customers to view an online digital menu?
10. Question - True or False: Virtual reality is not used in the catering and hospitality industry

Answers

Module 1 Answers ~ Personal Care

1. Answer - Any of the following:
 - You should shower or bathe daily
 - You should brush your teeth at least once a day (or after each meal) to avoid gum disease and tooth decay
 - You should wash your hair with soap or shampoo (at least once a week)
 - You should washing hands with soap and preferably warm water after using the toilet
 - You should wash your hands with soap and preferably warm water before preparing and/or eating food.
 - You should wear or change into clean clothes.
 - You should hang your clothes in the sun to dry (where possible). This helps to kill some disease-causing germs and parasites
 - You should turn away from other people and cover your nose and mouth with a tissue or the hand when coughing or sneezing.
2. Answer - False, Some bacteria can actually be good for our bodies
3. Answer - Cross-contamination occurs when bacteria or other microorganisms are unintentionally transferred between two objects
4. Answer - Any of the following:
 - Celery
 - Cereals containing gluten (such as barley and oats)
 - Crustaceans (such as prawns, crabs and lobsters)
 - Eggs
 - Fish
 - Lupin
 - Milk (and other dairy products)
 - Molluscs (such as mussels and oysters)
 - Mustard
 - Peanuts
 - Sesame
 - Soybeans
 - Sulphur dioxide and sulphites

Tree nuts (such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts)
5. Answer - When you bring your phone inside to the toilet, it is not only a distraction, you also risk contaminating the phone with bacteria and germs. In recent studies, it was found that there was an average of 25,127 bacteria per square inch on your phone at any one time, making mobile phones one of the dirtiest objects we come in contact with on a daily basis.
6. Answer - At least 20 seconds

7. Answer - See a healthcare provider
8. Answer - 55%
9. Answer - Any of the following:
 - Washing your armpits, groin and feet at least twice a day with soap and dry thoroughly
 - Shaving your armpits regularly
 - Using antiperspirants and deodorants
 - Changing and washing your clothes regularly
 - Wearing natural fabrics like cotton, wool and silk
 - Wearing antibacterial socks
10. Answer - Any of the following:
 - Contagious illnesses
 - An injury or illness that negatively impacts productivity
 - A diagnosed medical condition
 - Sleep and fatigue
 - Hospitalisation
 - A medical appointment

Module 2 Answers ~ Hospitality & Customer Service

1. Answer - Any of the following:
 - Smile
 - Make Eye contact
 - Open with a sincere, friendly greeting
2. Answer - c) Women, Men, Children
3. Answer - True
4. Answer - b) Waiting staff serve food from a flat serving dish to each customer's plate using a fork and spoon.
5. Answer - c) I don't know, but I will go and find out for you
6. Answer - False - Be Patient, Don't clear any plates until everyone is finished
7. Answer - As quickly as possible
8. Answer - Any of the following:
 - Use different utensils, plates and chopping boards for raw and cooked food
 - Wash utensils, plates and chopping boards for raw and cooked food thoroughly between tasks
 - Cleaning utensils before each usage, especially if they were used to prepare meals containing allergens
 - Make sure you do not wash raw meat
 - Wash your hands after touching raw food and before you handle ready-to-eat food
 - Wash your hands thoroughly between preparing dishes with and without certain allergens
9. Answer - A Criminal offence, a fine of up to £20,000 or 6 months imprisonment
10. Answer - It ensures that malpractices such as adulteration, mismeasuring, purposeful contamination are made punishable under numerous relative laws.

Module 3 Answers ~ Food Hygiene

1. Answer - True
2. Answer - True
3. Answer - b) Allergenic hazards
4. Answer - True
5. Answer - Food can be easily contaminated by wastewater from nearby hand-washing and sanitisation sinks.
6. Answer - True
7. Answer - c) 8°C and 60°C
8. Answer - False: After cooking, foods should be cooled down as quickly as possible (within two hours), stored in a fridge at the correct temperature and consumed within two days?
9. Answer - b) 'use by' dates; The use by date relates to when food is no longer safe to eat, whereas a best before date is an indication of quality rather than safety. Foods past their 'best before' end date will usually be safe to eat but may not be at their best.
10. Answer -
 - a) Washing and sanitising walk-in fridges and freezers (**Weekly**)
 - b) Cleaning/wiping down walls (**Daily**)
 - c) Cleaning/wiping down equipment such as microwaves, coffee makers, toasters and slicers (**Daily**)
 - d) Washing behind the cookers, griddles, grills etc (**Monthly**)

Module 4 Answers ~ Social Skills

1. Answer - 3 of any of the following:
 - a) People who supervise you
 - b) Co-workers in the kitchen
 - c) Waiting staff
 - d) Hosts
 - e) Bartenders
 - f) Customers in the restaurant
 - g) Suppliers
2. Answer - You will need to be culturally aware as customers you face and people you work alongside will be from different social, economic and cultural backgrounds. As a result, your ability to be culturally aware and adapt to attitudes and norms that are different from your own is crucial.
3. Answer - True
4. Answer - True
5. Answer - False
6. Answer - True
7. Answer - True
8. Answer -
 - a) Speak as fast as possible (False)
 - b) Block out distractions (True)
 - c) Lay down (False)
 - d) Smile (True)
 - e) Hold your breathe (False)
9. Answer - b) Compliments are often more about the giver than the receiver
10. Answer - e) All of the above

Module 5 Answers ~ New Technologies in Catering & Hospitality

1. Answer - True
2. Answer - c) 500%
3. Answer - d) Romania
4. Answer - c) 2016
5. Answer - True
6. Answer - a) View the restaurant's kitchen virtually
7. Answer -
 - a) Make booking reservations (True)
 - b) Arranging the seating arrangements (True)
 - c) View diners eating in a restaurant (False)
8. Answer - True
9. Answer - True
10. Answer - False



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