



basic education

Department:
Basic Education
REPUBLIC OF SOUTH AFRICA

HOSPITALITY STUDIES









GRADE 8

TEACHER'S GUIDE

THEORY

HOSPITALITY SECTORS AND CAREERS

How to use the Icons in this teacher guide

	Notes/ Summaries This icon will draw your attention to the notes & summaries which you need to study
	Practical Performance Tests & Skills Tests This icon refers to the practical performance tests to be done and the Skills Tests that counts for the formal tasks and that you must complete to test your understanding of the content you studied
	Practical Demonstrations / Activity This icon refers to the demonstrations or practical activity that must be done by teachers and learners to show skills and for learners to understand the concepts
	Practical written activity This icon refers to the practical lesson to be done in writing and must be completed to test your understanding of the content and the practical concepts you studied.
	Activities This icon refers to the activities that you must complete to test your understanding of the content you studied
	Marking Guidelines This icon refers to the section with possible answers for the activities and how best to have answered the activities.
	Exam practise questions This icon refers to questions from past examination papers you can additionally use to prepare for the topic.
	Resources This icon refers to the resources available to the learner and teacher for more information regarding the relevant content.

HOSPITALITY STUDIES

Grade 8 TG

MODULE 1: The Hospitality Sectors and Careers

Unit 1.1 Orientation and introduction of the hospitality Studies

- What is Hospitality Studies?

Unit 1.2 Sectors and Careers in the Hospitality Industry

- Accommodation Section
- Food and Beverage Section

Unit 1.3 Career pathways: Four Functional areas

- Front of House
- Housekeeping
- Food and Beverage Preparation
- Food and Beverage Service

Unit 1.4 Entrepreneurship:

- Characteristics of an entrepreneur
- Entrepreneurial skills
- How to develop entrepreneurial skills
- Self-employment opportunities
- Advantages of self-employment
- Entrepreneurship Procedure plan for Street vending
- Location / Layout / Selling practice / marketing / hygiene and safety / heating medium (electricity / coal / wood / gas)

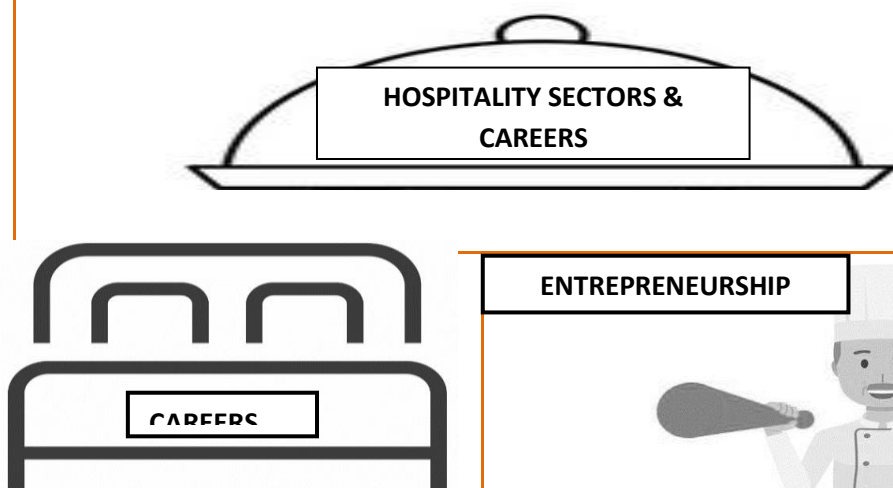
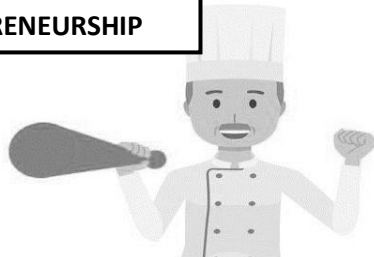
Unit 1.5 Housekeeping:

- Sections
- Standard procedures and functions
- Monitoring standard time allocation and productivity
- Room inspection

Practical activity:

1. Orientation and introduction to the Hospitality Industry. Use visual material e.g., virtual tours and videos from the internet to teach the concept of the: Accommodation sector & Food & Beverage sectors
2. Design a poster to indicate different careers in the four functional areas: housekeeping, front of house, food and beverage preparation and food and beverage service

PAT (WRITTEN) - Plan a Street vending venture to serve and sell hamburgers (refer to street vending project)

MODULE 1			HOSPITALITY SECTORS & CAREERS		
Unit 1.1 Orientation and introduction of the hospitality Studies <ul style="list-style-type: none">- What is Hospitality Studies?		Unit 1.2 Sectors and Careers in the Hospitality Industry <ul style="list-style-type: none">- Accommodation Section- Food and Beverage Section		Unit 1.3 Career pathways: Four Functional areas <ul style="list-style-type: none">- Front of House- Housekeeping- Food and Beverage Preparation- Food and Beverage Service	
<div></div>					
<div></div> <p>ENTREPRENEURSHIP</p> <p>Selling products at a Flea Market Stall</p>			<p>Unit 1.5 Entrepreneurship:</p> <ul style="list-style-type: none">- Characteristics of an entrepreneur- Entrepreneurial skills- How to develop entrepreneurial skills- Self-employment opportunities- Advantages of self-employment- Entrepreneurship Procedure plan for Street vending- Location / Layout / Selling practice / marketing / hygiene and safety / heating medium (electricity / coal / wood / gas)		
<p>Unit 1.6 Housekeeping:</p> <ul style="list-style-type: none">- Sections- Standard procedures and functions- Monitoring standard time allocation and productivity- Room inspection					
KEY CONCEPTS					
Kitchen Brigade Speciality Chefs			Hospitality Industry Sectors		
SKILLS DEVELOPMENT					
Organisational skills Decision making		Social skills Communication skill (<i>verbal and non-verbal</i>)		Teamwork Skills Respect Integrity Positive attitude Enthusiasm	

LESSON PLAN – HOSPITALITY SECTORS AND CAREERS					
GRADE	8	Planned date		Date completed	
TOPIC Sub-topic(s)	1.1 What is Hospitality studies? 1.2 Sectors and Careers in the Hospitality industry: - Accommodation Sector - Food and Beverage Sector 1.3 Career Pathways of: - Front of house - Housekeeping - Food and Beverage Preparation - Food and Beverage Service				
CAPS REFERENCE	Term 1 Week 1				
DURATION	2 x 60 minutes				
LESSON RESOURCES	Pictures and charts on accommodation sectors and food and beverage sectors Video on Internet sites on Functional areas. https://howandwhat.net/operational-functional-departments-hospitality-business/ https://www.youtube.com/watch?v=C9PyWTtJ9jU Careers in Hospitality https://www.youtube.com/watch?v=K8odBS2Xamo Hilton Hotel on careers https://www.youtube.com/watch?v=Ltg2zIBTI88 What is Hospitality Studies https://www.youtube.com/watch?v=JEVwAh9tQCY Do you want to work in the industry Preparing a cleaning trolley https://www.google.co.za/search?sxsrf=ACYBGNRWMIj2GE-MdDCig_kw6ygwXFazAA%3A1581239159601&source=hp&ei=d8s_XsnTIsKflwTf5pzQBA&q=how+to+organise+a+cleaning+trolley&oq=how+to+organise+a+cleaning+trolley&gs_l=psy-ab.3..33i22i29i30i10.4467.22227..29842...3.0..0.657.11651.2-17j12j3j3.....0....1..gws-wiz.....10..35i362i39j0i131j0j35i39j0i22i30j33i160.HcSnVJYIxyA&ved=0ahUKEwiJ66TzjsTnAhXCz4UKHV8zB0oQ4dUDCAY&uact=5				
PREAMBLE	Sectors in the hospitality industry. Career pathways.				
EXPECTED OUTCOMES	Learners must: <ul style="list-style-type: none"> Understand the term Hospitality studies. Identify the examples in the accommodation sector. 				

	<ul style="list-style-type: none"> Identify the examples in the food and beverage sector Have an understanding of the Four Functional areas.
DETERMINE PRIOR KNOWLEDGE	<p>Name the places that provide accommodation.</p> <p>Name the places that guests can have a meal.</p>
INTRODUCTION TO THE TOPIC	<p>Video on what the hospitality industry</p> <p>https://study.com/academy/lesson/hospitality-industry-definition-overview.html</p> <p>https://www.youtube.com/watch?v=Ltg2zlBTl88</p>
PRACTICAL WORK	<p>Practical activity:</p> <ol style="list-style-type: none"> Orientation and introduction to the Hospitality Industry. Use visual material e.g., virtual tours and videos from the internet to teach the concept of the: Accommodation sector & Food & Beverage sectors Design a poster to indicate different careers in the four functional areas: housekeeping, front of house, food and beverage preparation and food and beverage service <p>PAT - Plan a Street vending venture to serve and sell hamburgers (refer to street vending project)</p>
CONCEPTS AND TERMINOLOGY	
Concept / Term	Meaning in Hospitality studies context
Hospitality industry	A broad group of businesses that provide a service to a customer.
Accommodation sector	Is the place where a traveller or tourist stays temporarily and for which the traveller or tourist pays money to make use of the service.
Food and beverage sector	Manufacturing and serving food and drinks to satisfy various types of needs of customers.
LESSON PRESENTATION and INFORMAL ASSESSMENT	<p>The Hospitality Industry - Needs of customers satisfied by the Hospitality industry</p> <p>Sectors and Careers in the Hospitality industry - - Accommodation Sector</p> <p>- Food and Beverage Sector; Career Pathways of: - Front of house; - Housekeeping; - Food and Beverage Preparation; - Food and Beverage Service</p> <p>Design a poster indicating the four functional areas.</p> <p>Activity – Worksheet on What is Hospitality Studies.</p>
EAC INTEGRATION	<p>PAT (written)</p> <p>Practical Activity</p> <p>Practical lessons: None</p>
EXTENDED OPPORTUNITIES	<p>Entrepreneurship –producing and selling tea and coffee at pop-up restaurants and crafters markets.</p> <p>Developing of soft skills such as respect, teamwork, integrity, social and communication skills when working with customers and colleagues in the workplace.</p>

**SELF-
REFLECTION**

Educator must reflect on the lesson based on the context of the school and the community.

INTRODUCTION

This module will broaden the knowledge regarding what the Hospitality Industry is all about and will assist the learner to make an informed career choice. A strong personality, well developed communication and emotional skills are recommended requirements to cope with the demands of the industry as well as being able to pursue a successful Career path. This module addresses and explains the Accommodation and Food and Beverage Sectors.

**Unit 1: The Hospitality Industry****1.1 What is Hospitality Studies?****What is Hospitality Studies?****Defining the Hospitality Industry**

A broad group of business that provide a service to a customer.

Service to a Customer:

1. List different examples of services offered to a customer.
2. Add to your list as you work through this module.

Hospitality Industry Defined

The hospitality industry is made up of a variety of fields, including culinary arts, restaurant management, sports and gaming, hotel management, tourism, and events planning. Because of the diverse nature of the industry, a variety of hospitality positions exist, including chefs and waitron staff, accountants, marketers, managers, and executives. Some employers in the hospitality industry offer seasonal work, such as skiing resorts, while others can provide year-round services, such as restaurants, casinos, or hotels.



Source: facebook.com

If you are a social person who thrives in environments that focus on customer enjoyment, you might consider a career in the Hospitality Industry.



Unit 1.2 Sectors and Careers in the Hospitality Industry

- Accommodation Section
- Food and Beverage Section

Sectors and Careers in Food and Beverage Service

Objectives

Introduction to the Food and Beverage Sector:

- Sectors of the Food Service Industry
- Food and Beverage Operations
- Classifications of Food Service Establishments
- Types of Food and Beverage Services

Food and Beverage Industry

- **The basic function:** Serving food and drinks to satisfy various types of needs to paying customers.
- The **main aim** strives to achieve **customer satisfaction**.

A few examples of the need's customers might be seeking to satisfy are:

- **Physiological:** The need of special food items
- **Economic:** The need for good value for the price paid
- **Social:** A friendly atmosphere
- **Psychological:** The desire for someone else to do the work

Characteristics of the Food and Beverage Operations

- A vital part of everyday life
- Creates employment
- Encourages entrepreneurship
- Promotes diversity through many different food concepts & cuisines.
- Innovative
- A highly competitive market
- Fulfills basic needs



Source: freeiconslibrary.com

Sectors and Careers in Hospitality Industry

TWO main sectors found in the Hospitality industry namely:

1. The Accommodation Sector

Provides a place to stay



2.The Food and Beverage Sector

Provides a food and drink service



Examples



1. Hotels, motels, hostels, guest houses, bed and breakfasts (B&B's)

Examples

1. Restaurants, fast food outlets
2. Hostels and hospitals

<ul style="list-style-type: none">2. Cultural villages3. Self – catering chalets and apartments4. Camping sites5. Caravan parks6. Game lodges and reserves	<ul style="list-style-type: none">3. Bars and pubs4. Coffee shops5. Tea gardens
--	---

Sectors of the Food Service Industry

INDUSTRY SECTORS	PURPOSE OF THE FOOD SERVICE OPERATIONS
Hotel, motel, and other tourism accommodation services	Provision of food and drinks together with accommodation service
	
Restaurants including conventional and specialist operations	Provision of food and drinks, generally at high prices with high level of service.
	 

Popular catering Including Cafés, Pizza specialists, Grill and Steak Houses.

Provision of food and drinks generally at low/medium price with limited levels of service and often high customer throughput.



Fast foods including McDonalds and Burger King, KFC etc.

Provision of food and drinks in a highly specialised environment, characterised by high investment, high labour costs and a vast customer



Takeaways including Ethnic foods, Snacks, Fish and Chips, Sandwich Bars

Fast provision of food and drinks



Outdoor catering (ODC) or 'off-premises catering' or 'event catering'

Provision of food and drinks away from home base; suppliers usually associated with a major event.



Retail stores

Fast provision of food and drinks



Source: www.mirror.co.uk

Events / banqueting / conferencing / exhibitions

Provision of large-scale food and drinks for events



Source: *The balance Small Business*



Source: *Association Meetings International*

Leisure Attractions such as Theme Parks, Museums, Galleries, Cinemas and Theatres

Provision of food and drinks to people engaged in a leisure activity.



Source: *theculturetrip.com*



Source: *attractionsmagazine.com*

Industrial catering either in-house operations or through catering/ foodservice contractors

Provision of food and drinks to people at work.



Source: *The Economic Times*



Source: *Justdial*

Petrol Stations

Food and drinks, together with petrol and other retail services, often in isolation.



Source: *Business Tech*



Source: *tracks4africa.co.za*

Transport catering including railways, airlines and marine industry

Provision of food and drinks to people on the move.



[Source: *Rail Europe*]



[Source: *Qantas*]



[Source: *Cruise Critic*]

Welfare Catering or Social Catering / Food Services (students, health care, institutional).

Provision of food and drinks to people in colleges, universities, the armed forces and to people through established social need.



Source: Quora & www.limavadyhigh.co.uk

Licensed trade including wine bars, licensed clubs, and member's clubs.

Provision of food and drinks in an environment dominated by licensing requirements.



Source: www.eatout.co.za



Source: LinkedIn



INFORMAL ACTIVITY

What is Hospitality Studies

WHAT IS HOSPITALITY?

Name: _____ Date: _____

QUESTION 1: Complete the following statements by choosing the correct answers from the block below:



© Can Stock Photo - csp20112486

tourists	food	services	hospitality
aeroplane	friendliness	work	

- 1.1 The friendly reception and entertainment of guests, is called _____.
- 1.2 A visitor must always be provided with _____, drinks and a place to stay.
- 1.3 A visitor must be treated with respect and _____.
- 1.4 People who travel from one place to another, are called _____.
- 1.5 Sometimes people also travel from one place to another to do their _____.
- 1.6 When people travel from one country to another and a boat is not used, they may use an _____.
- 1.7 The products sold by the hospitality industry are accommodation, food, drinks and _____.



(7)

QUESTION 2:**Answer the following questions:**

2.1 Name the FOUR needs of travellers.

(4)

2.2 Which industry is responsible for satisfying these FOUR needs of guests?

(1)

2.3 Accommodation is one of the products sold by the hospitality industry.

Explain the meaning of the word “accommodation”.

(1)

QUESTION 3:**Write down, in the correct column, the good and bad qualities, that a person that works in the hospitality industry, may consist of:****Qualities: positive, lazy, sly, hardworking, friendly, helpful, well trained**

Good qualities	Bad qualities
1.	1.
2.	2.
3.	
4.	
5.	

(7)

TOTAL: 20 MARKS



INFORMAL ACTIVITY - MARKING GUIDELINE

WHAT IS HOSPITALITY?



QUESTION 1: Complete the following statements by choosing the correct answers from the block below:

- 1.1 The friendly reception and entertainment of guests, is called hospitality. ✓
- 1.2 A visitor must always be provided with **food** ✓, drinks and a place to stay.
- 1.3 A visitor must be treated with respect and **friendliness**. ✓
- 1.4 People who travel from one place to another, are called **tourists**. ✓
- 1.5 Sometimes people also travel from one place to another to do their **work**. ✓
- 1.6 When people travel from one country to another and a boat is not used, they may use an **aeroplane**. ✓
- 1.7 The products sold by the hospitality industry are accommodation, food, drinks and **services**. ✓



(7)

QUESTION 2:

2.1

- Physiological: The need of special food items ✓
- Economic: The need for good value for the price paid ✓
- Social: A friendly atmosphere ✓
- Psychological: The desire for someone else to do the work ✓ (4)

2.2 Hospitality industry ✓ (1)

2.3 Is the place where a traveler or tourist stays temporarily and for which the traveler or tourist pays money to make use of the service. ✓ (1)

QUESTION 3

Good qualities	Bad qualities
1. Positive ✓	1. Lazy ✓
2. Hardworking ✓	2. Sly ✓
3. Friendly ✓	
4. Helpful ✓	
5. Well trained ✓	

(7)

TOTAL: 20 MARKS



Unit 1.3 Career pathways: Four Functional areas

- Front of House
- Housekeeping
- Food and Beverage Preparation
- Food and Beverage Service

Careers Pathways in the Hospitality industry

Hospitality can be described as the relationship between a host and a guest or being hospitable to someone else. This includes the reception and entertainment of guests and visitors – no matter if they are attending a hotel, resort, membership club, special event, convention, or an attraction.

Hospitality Studies is the study of **various interrelated themes** within the hospitality industry, such as hygiene, food production, food and beverage service and client service.

Terminology

Career	A career is an occupation or profession in which a person is involved for a long period during his or her lifetime.
Tourist	A tourist is a person who leaves his or her normal place of residence for 24 hours or longer for pleasure, recreation or work purposes and utilises any of the services offered by the hospitality industry.
Accommodation	Accommodation is the place where a traveler or tourist stays temporarily and for which the traveler or tourist pays money to make use of the service.



shutterstock.com · 2037099866

Source: shutterstock.com

Career pathways in the Front of House <ul style="list-style-type: none"> • Front office Manager • Reception and Booking Staff • Porters • Concierge 	Career pathways in the Food and Beverage service <ul style="list-style-type: none"> • restaurant managers/ • waitron • Reception staff – assistant first head waiter • Food and beverage staff –cleaners of glasses/floors/linen/tables and stations. • Beverage assistant, assistant waitron, runners, • bar personnel
Career pathways in the housekeeping area <ul style="list-style-type: none"> • Housekeeping manager • Laundry / Linen Controller • Cleaners • Room attendants 	Career pathways in Food and Beverage Preparation <ul style="list-style-type: none"> • Food and Beverage Manager • Assistant cook/chef/ head chefs, food handlers, peelers, waste handlers, stock controllers, stock taking. • Storekeeper

ROLES AND RESPONSIBILITIES IN FOOD AND BEVERAGE PREPARATION

- **Head Chef:** A Head Chef is responsible for the overall management of the kitchen.
Roles and Responsibilities
 - Supervise staff
 - Create new menus and recipes
 - Purchase food items
 - Train apprentices
 - Maintain a sanitary and hygienic environment for the preparation of food
- **Cuisenaire (A Cook):** Prepares specific dishes at a station.
- **Commis (A Junior Cook):** Works at a specific station and takes care of the tools and equipment for the station.
- **Storekeeper:** Maintains inventory of stock on hand. Checks all stocks received into and going out of the stores to ensure accurate records are kept in securing the company's assets.



INFORMAL ACTIVITY

Sectors and Careers qualities activities, jobs in the industry.

SECTORS and CAREERS

Name: _____ Date: _____

QUESTION 1:

Study the qualities people have in the block. Choose the good qualities, needed to work in the hospitality industry, and write them down in Column A. Write down the bad qualities in Column B.

ill – mannered	negative	eager to learn
friendly	hardworking	positive

COLUMN A Good qualities	COLUMN B Bad qualities
1.	1.
2.	2.
3.	
4.	(6)

QUESTION 2: TRUE or FALSE

2.1 Study the statements regarding the activities taking place in the FOUR departments in a hotel, below. Indicate whether each statement is TRUE or FALSE.

DEPARTMENTS and ACTIVITIES IN A HOTEL	TRUE or FALSE
Reception department: The area where new guests are welcomed and checked in.	
Housekeeping department: All cleaning tasks are done by this department.	
Food and beverage service department: The area where all washing gets done.	
Food preparation: The area where all food gets prepared.	

(4)

QUESTION 2

There are a variety of jobs in the hospitality industry. Answer the following questions:

2.1 Name TWO possible jobs in the kitchen.

(2)

2.2 Indicate which THREE possible jobs a person, working in a restaurant can do.

(3)

2.3 The reception area of the hotel, where new guests enter through the front doors, forms the heartbeat of the hotel. NAME THREE posts used in reception.

(3)

2.4 Indicate ONE of the possible jobs you have learnt about that you would like to do one day. _____

(1)

TOTAL 15 MARKS





INFORMAL ACTIVITY - MARKING GUIDELINE

SECTORS and CAREERS

QUESTION 1:

COLUMN A Good qualities	COLUMN B Bad qualities
1. Eager to learn ✓	1. Ill-mannered ✓
2. friendly ✓	2. Negative ✓
3. Hard working ✓	
4. Positive ✓	

QUESTION 2:

There are a variety of jobs in the hospitality industry. Answer the following questions:

- 2.1 Head chef, chef, assistant cook, food handlers, peelers, waste handlers, stock controllers, stock keeper. ✓✓✓ (Any 3) (3)
- 2.2 Restaurant manager, Maître d, Assistant head waitron, waitron, bar personnel, barman, drinks waiter ✓✓✓ (Any 3) (3)
- 2.3 Receptionist, concierge, doorman, porter ✓✓✓ (Any 3) (3)
- 2.4 Learner can name any of the above positions listed in 3.1 to 3.3. ✓ (1)





INFORMAL ACTIVITY

Orientation and introduction to the Hospitality Industry. Use visual material e.g., virtual tours and videos from the internet to teach the concept of the:

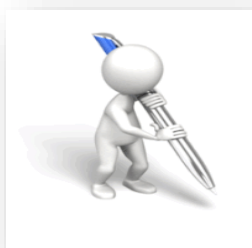
- Accommodation sector
- Food & Beverage sectors

<https://www.youtube.com/watch?v=C9PyWTtJ9jU> Careers in Hospitality

<https://www.youtube.com/watch?v=K8odBS2Xamo> Hilton Hotel on careers

<https://www.youtube.com/watch?v=Ltg2zIBTI88> What is Hospitality Studies

<https://www.youtube.com/watch?v=JEVwAh9tQCY> Do you want to work in the industry



PRACTICAL WRITTEN ACTIVITY

- Design a poster to indicate different careers in the four functional areas: housekeeping, front of house, food and beverage preparation and food and beverage service

Design a poster

Choose your possible career in the hospitality industry and design a poster (A5 size) to explain your chosen career.

The poster must include the following:

Heading	(1)
Short clear description of career	(2)
Bright colourful illustrations/photos/pictures	(2)
Advantages and disadvantages of career	(2)
Large readable lettering	(1)
No spelling mistakes	(1)
Neat and attractive	(1)
	[10]



Sommelier



PRACTICAL WRITTEN ACTIVITY - MARKING GUIDELINE

Design a poster

Choose your possible career in the hospitality industry and design a poster (A5 size) to explain your chosen career.



The poster must include the following:	
Heading	(1)
Short clear description of career	(2)
Bright colourful illustrations/photos/pictures	(2)
Advantages and disadvantages of career	(2)
Large readable lettering	(1)
No spelling mistakes	(1)
Neat and attractive	(1)
TOTAL	(10)



RESOURCES

VIDEOS FOR EXTRA RESOURCES:

You tube videos www.youtube.com

<https://www.youtube.com/watch?v=C9PyWTtJ9jU> Careers in Hospitality

<https://www.youtube.com/watch?v=K8odBS2Xamo> Hilton Hotel on careers

<https://www.youtube.com/watch?v=Ltg2zIBTI88> What is Hospitality Studies

<https://www.youtube.com/watch?v=JEVwAh9tQCY> Do you want to work in the industry

Preparing a cleaning trolley

[Preparing a Housekeeping Trolley - YouTube](#)

Kitchen Brigade - Videos:

<https://www.google.co.za/url>

www.slideshare.net

www.answerite.com

jobs.morningadvertiser.co.uk

Ratatouille 03 Kitchen brigade system Brigade de cuisine ...

<https://www.youtube.com> › watch

Bibliography

https://learn.org/articles/What_are_Hospitality_Studies.html

<https://study.com/academy/course/introduction-to-hospitality.html>

<https://www.slideshare.net/akhilalpnandey/hospitality-food-beverage-service>

[Commercial vs non-commercial food services: What is the difference? \(ehl.edu\)](#)

LESSON PLAN – HOSPITALITY SECTORS AND CAREERS					
GRADE	8	Planned date		Date completed	
TOPIC Sub-topic(s)	Unit 1.4 Entrepreneurship: <ul style="list-style-type: none"> - Characteristics of an entrepreneur - Entrepreneurial skills - How to develop entrepreneurial skills - Self-employment opportunities - Advantages of self-employment - Entrepreneurship Procedure plan for Street vending - Location / Layout / Selling practice / marketing / hygiene and safety / heating medium (electricity / coal / wood / gas) 				
CAPS REFERENCE	Term 3 Week 3				
DURATION	2 x 60 minutes				
LESSON RESOURCES	<p>Pictures and charts on Entrepreneurial skills</p> <p>Video on Entrepreneurship:</p> <p>https://www.investopedia.com/terms/e/entrepreneur.asp</p> <p>Video on entrepreneurial opportunities in the hospitality industry</p> <p>https://study.com/academy/lesson/intrapreneurship-in-the-hospitality-industry.html</p>				
PREAMBLE	<p>Entrepreneurship</p> <p>On leaving school – entrepreneurial opportunities for hospitality learners</p> <p>Skills of a successful entrepreneur</p> <p>Self-employment</p>				
EXPECTED OUTCOMES	<p>Learners must:</p> <ul style="list-style-type: none"> • Understand the characteristics of an entrepreneur • Determine the skills needed to be an entrepreneur. • Develop entrepreneurial skills. • List the entrepreneurial opportunities available. • Understand the benefits of being self-employed. 				
DETERMINE PRIOR KNOWLEDGE	<p>Definition of an entrepreneur.</p> <p>Types of self-employments.</p> <p>What makes a business successful?</p>				
INTRODUCTION TO THE TOPIC	<p>Video on who is an entrepreneur:</p> <p>https://www.investopedia.com/terms/e/entrepreneur.asp</p> <p>Class discussion on how a business owner can ensure success in a business.</p>				
PRACTICAL WORK	NONE				

CONCEPTS AND TERMINOLOGY	
Concept / Term	Meaning in Hospitality studies context
Entrepreneurship	The act of setting up a business and taking on financial risks in the hope of making a profit.
Entrepreneur	An entrepreneur is an individual who creates a new business, bearing most of the risks and enjoying most of the rewards
Self-employment	Working for oneself as the owner of a business rather than for an employer.
LESSON PRESENTATION and INFORMAL ASSESSMENT	<p>Video on entrepreneurship</p> <p>Characteristics of an entrepreneur</p> <p>Entrepreneurial skills</p> <p>Advantages of self-employment</p> <p>Entrepreneurship activity</p> <p>Class discussion on Self –employment opportunities</p>
EAC INTEGRATION	<p>Identification test: None</p> <p>Practical lessons: None</p> <p>Practical lessons: None</p>
EXTENDED OPPORTUNITIES	<p>Entrepreneurship –producing and selling tea and coffee at pop-up restaurants and crafters markets.</p> <p>Developing of soft skills such as diligence and hard work, respect, teamwork, integrity, social and communication skills when working with customers and personnel in the workplace.</p>
SELF-REFLECTION	Educator must reflect on the lesson based on the context of the school and the community.



Unit 1.4 Entrepreneurship

- Characteristics of an entrepreneur
- Entrepreneurial skills
- How to develop entrepreneurial skills
- Self-employment opportunities
- Advantages of self-employment
- Entrepreneurship Procedure plan for Street vending
- Location / Layout / Selling practice / marketing / hygiene and safety / heating medium (electricity / coal / wood / gas)

Who is an Entrepreneur?

An entrepreneur is an individual who creates a new business, bearing most of the risks and enjoying most of the rewards. Entrepreneur is commonly seen as an innovator, a source of new ideas, goods, services, and business/procedures.



1.4.1 Characteristics of an entrepreneur

([The 12 Characteristics of Successful Entrepreneur](#); Source: www.business-management-degree.net/faq)

- They take what they do seriously and understand that success of the business ultimately rests upon their shoulders.
- They make it all about the customer – they are why the business exists.
- They make the big decisions carefully – as it can have consequences, whether good or bad.
- They aren't scared of the road less travelled.
- They harness technology – successful entrepreneurs keep up to date with the best technology.
- They invest in themselves – you can't make other people better unless you make yourself better first.
- They are constantly learning – there is always something you do not know.
- They are not afraid of risks and willing to experience failure
- They adapt to the current needs of the customer and market
- They network, network, network

1.4.2 Entrepreneurial skills

([Entrepreneurial Skills: Definition and Examples | Indeed.com](#))

What are entrepreneurial skills?

Entrepreneurial skills can include a wide range of different skills like technical, leadership and business management skills and creative thinking. These skills can then be applied to many different job roles. To be a successful entrepreneur you need to develop your business management skills.

Examples of Skills:

- Business management skills
- Teamwork and leadership skills
- Communication and listening skills
- Customer Service skills
- Financial skills
- Critical thinking skills
- Technical skills
- Self-belief – believe that you can do it.
- Creativity – thinking out of the box
- Strategic thinking and planning skills
- Analytical and problem-solving skills
- Time management and organizational skills
- Branding, marketing, and networking skills



Source: ryrob.com

1.4.3 How to develop entrepreneurial skills

([7 ways to proactively develop your entrepreneurial skills | Hult International Business School](#))

- Refine your interpersonal skills, by being confident, friendly and approachable-constantly.
- Connect with other entrepreneurs, e.g., Twitter, entrepreneur organization.
- Join communities in your industry and collaborate with them.
- Listen to online platforms like Ted Talks, or conversations and conferences online.
- Practice resilience
- Make time for yourself as well as becoming an entrepreneur can be overwhelming.
- Keep your learning active – look for short courses to build on your strengths and weaknesses.
-



1.4.4 Self-employment opportunities



Source: www.business-management-degree.net/fag

Working for yourself is similar to entrepreneurship except that most individuals in this position, for example, a Cosmetologist or Baker, did not “invent” the product or profession they are pursuing. Most often, the service or item already exists. They are generally performing the same job as others they are supervising. However, some of the same qualities and skills may apply to the self-employed. You must be flexible; no more specified schedule or “passing the blame” to anyone else...you’re it. You will be responsible for all decision-making and solving all crises.

If you are self-employed, you certainly need to be motivated. There’s no one to tell you what to do or when to do it. You must be able to plan ahead and use your time wisely.



CLASS DISCUSSION

Self-employment opportunities in the Hospitality Industry

Self-employment business ideas:

([Selling Like Hotcakes: 13 Profitable Food Business Ideas for 2022 \(shopify.co.uk\)](https://www.shopify.co.uk/blog/food-truck-business-ideas))

- **Food truck** - A food truck business can give a chef the same opportunity that they'd get with a restaurant to develop their own unique menu, but with the added benefit of mobility.
- **Benefits** is Mobility and Creative control.



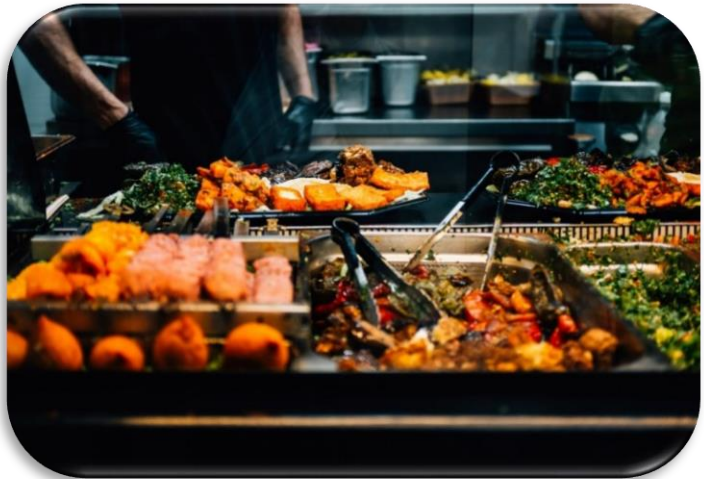
- **Ice cream shop** - Ice cream can be served alongside just about any other dessert and comes in a wide variety of styles, including frozen yogurt, sorbet, gelato, and frozen custard. With endless recipe ideas, ice cream is great for niching.
- **Benefits** is Creative control.



- **Cooking classes** - You could offer online courses or in-person classes. You might pre-record your courses and allow students to watch at their convenience or do live one-night-only events for an online audience.
- **Benefits** is Scalability – due to the personal connection students will have to your brand.



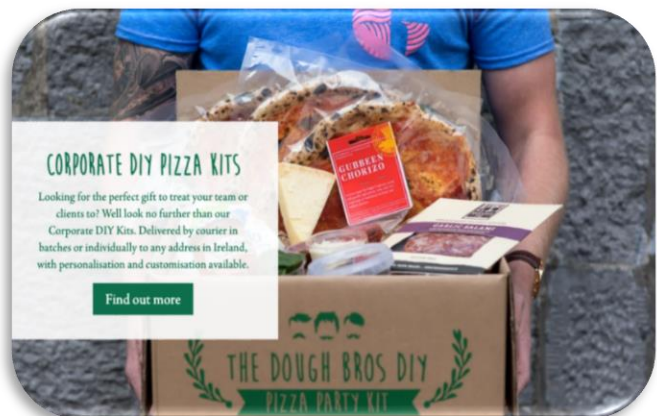
- **Personal Chef** - Personal chefs are trained cooks hired to provide at-home meals for their clients, who often may have special dietary needs or preferences. They can be employed by individuals, families, or caterers, or for special events.
- **Benefits** is relationship building



- **Coffee Shop** - Since it's a widely available product, customers tend to value exclusivity when it comes to coffee, meaning they're more receptive to new brands.
- **Benefits:** Small-brand advantage and low barrier of entry – meaning your products are coming from third party so focus on branding your product rather than developing it.



- **Meal Kits** - Meal kits can be sold on a subscription-based model, wherein retailers provide customers with a new meal on a recurring basis. Or you might create a collection of meal kits and sell them à la carte.
- **Benefits:** Niching opportunities – plenty of room for new brands to develop.



- **Baked goods** - Selling baked goods can open a lot of other doors for your brand. You could sell baked goods for specific dietary restrictions, or specialize in something more specific, like bread, cookies, cakes, pastries, or pies.

- **Benefits:** high demand for specialty bakeries; finding baked goods that cater to specific dietary needs is still a challenge for a lot of customers, meaning there's a high demand for them and plenty of room for newer brands.



- **Sauces** - Sauces are a feature of nearly every cuisine. They're relatively easy to adapt to any dietary restrictions. They can be savoury, sweet, spicy, or all three.

- **Benefits:** Customer loyalty and Adventurous clientele.



- **Pre-packed snacks** - Chips, nuts, pretzels, popcorn, granola bars, or maybe a mixture of all of them—pre-packaged snack products come limitless varieties.

Pre-packaged snacks are a staple of both adventurous outdoor excursions and monotonous late-night cravings—and nearly all of us have a fondness for them.

- **Benefits:** Wide product variety: a large selection of food and flavour possibilities



<ul style="list-style-type: none"> • Homemade jams and jellies - Jams and jellies are a great low-cost business to start for entrepreneurs interested in growing their own fresh produce. On top of this, farmer's markets are a great place to meet potential customers in person. • Benefits: Small-brand advantage – and that it does not contain preservatives and is more nutritious. 	
<ul style="list-style-type: none"> • Organic foods - Organic foods are foods produced using natural fertilizers, as opposed to chemical pesticides. You could sell raw, organic produce or use organic ingredients in your food products. • Benefits: Fresh branding – using organic ingredients can be a positive highlight in your branding. 	

1.4.5 Advantages of self-employment

([Top 10 Benefits of Being Self-Employed | Indeed.com UK](#))

1. Creative freedom – having total freedom to decide on your ways of working.
2. A better work-life balance, meaning you can work the hours you choose
3. High potential for earning although your income is not guaranteed.
4. Better job satisfaction as you set your own goals and the only one responsible for working towards them.
5. You can work where you want.
6. No day is the same.
7. Have the opportunity to learn new skills.
8. You only work with the people you want to.
9. Financial advantages as you might be eligible for certain financial benefits.
10. Turn your passion projects into income.



INFORMAL ACTIVITY

Answer the following questions below based on Entrepreneurship.

1. Read the following statements and choose those that describe a successful entrepreneur.

Write only the chosen FIVE letters next to the question number

- A Brave enough to take risks.
- B Can start work late on rainy days.
- C Constantly learns about new innovations.
- D Know everything about a business and sees no reason to network.
- E Runs the business in the same way for the past 10 years.
- F Makes informed decisions, knowing that it has consequences.
- G Runs the business on the principle that the customer is king.
- H Afraid of the business being unsuccessful

(5)

2 Read the following case study and answer the questions that follow.

Sandra is a school leaver who is very hard working and success driven. She is an excellent cook and baker. She believes that she has what it takes to be self-employed. Sandra has made the following list of opportunities at her disposal:

- She has a knack for making the creamiest and tastiest ice cream
- Her dad has a truck and has allowed her to make use of it.
- A local farmer has offered to sell her oranges and apricots at a low price
- Her friends are always looking to buy cakes for their children's birthday parties
- More and more health-conscious families are looking to buy healthy snacks for their children.

2.1 Describe THREE skills that Sandra should possess in order to be successfully self-employed.

(ANY 3) (3)

2.2 Define the term entrepreneur.

(2)

TOTAL: 10 MARKS



INFORMAL ACTIVITY - MARKING GUIDELINE

1. A✓, C✓, F✓, F✓, G✓

(5)

2.1

- Business management skills✓
- Teamwork and leadership skills✓
- Communication and listening skills✓
- Customer Service skills ✓
- Financial skills✓
- Critical thinking skills✓
- Technical skills✓
- Self-belief – believe that you can do it. ✓
- Creativity – thinking out of the box✓
- Strategic thinking and planning skills✓
- Analytical and problem-solving skills✓
- * Time management and organizational skills ✓

(ANY 3) (3)

2.2 An entrepreneur is an individual who creates a new business✓, bearing most of the risks and enjoying most of the rewards✓

(2)

TOTAL: 10 MARKS



RESOURCES

VIDEOS FOR EXTRA RESOURCE

Video on Entrepreneurship:

<https://www.investopedia.com/terms/e/entrepreneur.asp>

Video on entrepreneurial opportunities in the hospitality industry

<https://study.com/academy/lesson/intrapreneurship-in-the-hospitality-industry.html>

1.4.6 Procedure plan for street vending

Venue set up – vending stall



Source: squareup.com

The food stall has moved from an ordinary food stall to a market add-on to a powerhouse of creativity, cuisine, and style. Ideal for an up-and-coming chef with a flair for customer service and the passion to take your food to hungry customers.

1. **Location:** is the place that the business is operating from. The first step is to get information on regulations that are in place. Investigate where the customers are and target those areas. An area that is close to running water and near a steady pedestrian traffic flow. The passer-by must be able to see the stall and the food on offer.
2. **Layout:** The stall must be well organised. The venue should have adequate ventilation. It should have a sink area, cold storage area, a trolley/cabinet with all the commodities and equipment required for dishes, a preparation area and a serving counter with a cash register.

3. Selling practice

3.1 Product:

The choice of product up for sale is very important

3.2 Cost

The cost of ingredients, the overheads (gas, electricity, and operating license) and labour cost must be calculated to determine the selling price. The aim must be to make a profit.

4. Marketing

Branding is important to attract the attention of attracting customers. The delicious aromas of your food may be enough to entice customers, an eye-catching stall will attract customers. Nameplate with business name must be easy to see. The name is all customers will have to go on when you have no permanent location. Decorate it with lights and colours, items that reflects your identity as a brand. Convey your branding over onto your social media channels, packaging and website. Even if you're just starting out, make sure all your logos across your channels are consistent and something that customers remember.

5. Hygiene and safety

The correct cleaning steps for food contact surfaces are as follows:

1. Wipe away any food leftovers and rinse with water.
2. Wash with hot water and detergent to remove any grease.
3. Sanitise using a food sanitiser.
4. All food handlers must have good personal hygiene and clean clothing.
5. All open wounds must be covered with a coloured waterproof dressing or wear disposable glove.
6. Disposable gloves should be changed frequently, and hands washed with liquid soap and water.
7. Food handlers must not smoke in or around the food stall.
8. No person suffering gastro symptoms should handle food.

Consult with a lawyer to make sure your licenses are in-line with your legal requirements.

Licensing for street market stalls must be in-line with the law on:

- Food hygiene certifications

- Health and Safety and Fire Risk
- Street trading licences
- Risk Assessment / HACCP completion
- Gas safety certificates
- Hand washing facilities

6. Heating medium (electricity /coal / wood / gas)

The electricity source must be considered. Electricity will be required to operate heating appliances and electric frying. Make prior arrangements before arriving at a spot so that you comply with the required standards

The following mediums can be used for preparing food in the street vending stall

Electricity

Making use of snappy chef single / double plates to cook / prepare food. Require electricity for recharging (different types available) to use inside the vending stall. Might contribute to electricity costs but also requiring more larger ones for being able to prepare more food in a certain time.



Source: mmade-in-china.com

Gas

Making use of gas burners / stoves in the vending stall.

Making use of gas to cook / prepare food. Require gas bottles and gas stove / burners in the vending stall.



Source: innovativekitchendbath.com

Wood

Making use of wood to cook / prepare food. Require proper wood (different types available) to use outside the vending stall. This is mainly due to the different flavour it provides to the food and due to saving electricity expenses for the business.



Source: survivopedia.com

Coal

Making use of coal to cook / prepare food. It provides a long period of time constant heat for preparation. Require charcoal to be bought and can become costly.



Source: offthegridnews.com



PRACTICAL ASSESSMENT TASK

STREET VENDING VENTURE

Plan a Street Vending venture to Serve and sell Hamburgers:

- Location
- Layout of stall
- Selling practice
- Hygiene and safety
- Permitted Heating medium (Gas grid or flat top or electrical frying pan or charcoal / wood)
- Marketing

PRACTICAL ASSESSMENT STREET VENDING

NAME: _____

GR 8: _____

FINAL SUBMISSION: _____

GROUP: _____

You will be divided into groups of 4-6. Each group will be responsible for planning and executing a street vending venture for making hamburgers. You need to hand in a written document as well as execute some practical work.



1. **Planning of the vending stall according to the following guidelines** (group work):
 - 1.1. Name of your stall. (1)
 - 1.2. Location and lay-out:
 - 1.2.1 Choose a suitable **location** at school and motivate your choice. (2)
 - 1.2.2 Provide a picture or drawing of the stall:

It must be the front view and labelled, in colour/attractive and neat. (4)
 - 1.2.3 Indicate the items that will be used to set-up the stall and how it will be decorated. (2)
 - 1.2.4 Indicate the signage of your stall. (1)

2. **Hygiene and safety** (group work):
 - 2.1. Hygiene: supply at least THREE hygienic guidelines to apply when preparing and cooking the hamburgers in your stall. (3)
 - 2.2. Safety: write a paragraph on safety measures to apply in your stall. (3)

3. **Electricity as an energy source as well as another energy source** (group work):
 - 3.1. Suggest an alternative energy source and the equipment that could be used in the absence of electricity to cook the Hamburger patties. (2)

4. **Planning of hamburger types to meet the needs of group members**(individual – use Annexure A):
 - 4.1. Each team member plans a hamburger variation by using the planning template provided: indicate the ingredients used for the hamburger as well as the food

- group to which each ingredient belongs. Try to include all six food groups in your hamburger. (8)
- 4.2. Each team member provides a final presentation of their burger which includes:
- an original name for the hamburger (1)
 - a menu description (1)
 - and a picture (5)
- [7]
- 4.3. Costing: each team member calculates the cost of ingredients to determine the selling price of the hamburger, on the template provided. (6)
5. **Menu planning and marketing of the stall** (group work):
- 5.1. Menu: Make an Á la carte menu card including a list of all team members' Hamburger variations as well as the prices. (4)
6. **Assessment of team members** (individual). See table below. (2)
7. **Portfolio file** adhering to the following: (4)
- Front/cover page: Name of stall, name list of team members and picture
 - Index (headings 1-6)
 - Contents organized according to index.
- Make sure that the portfolio is neat and attractive. (1)

TOTAL: 50 MARKS

ASSESSMENT OF TEAM MEMBER'S CONTRIBUTION		
Name of members	Task done/Type of contribution	Mark (complete/halfway/nothing)

STREET VENDING

ASSESSMENT CRITERIA: PRACTICAL ASSESMENT TASK

VENDING STALL NAME: _____ GRADE 8 _____ GROUP _____		Names of learners: _____ _____ _____ _____ _____ _____ _____						
1 Planning (group)								
1.1	Name of your stall	1						
1.2.1	Location and layout	2						
1.2.2	Picture: front view, label, colour/attractive, neat	4						
1.2.3	Stall set-up materials and decorations	2						
1.2.4	Signage of stall	1						
2 Hygiene and safety (group)								
2.1	THREE hygienic guidelines	3						
2.2	Safety measures	3						
3 Heating medium (group)								
3.1	Another heat source and equipment	2						
4 Planning of hamburger types (individual)								
4.1	Planning template: ingredients and food groups	8						
4.2	Burger presentation: name of burger, description, picture: colour, clear, neat, creative/original, attractive	2 5						
4.3	Costing	6						
5 Marketing (group)								
5.1	À la carte menu card: list of team members' hamburgers: Correct menu format: list of hamburgers and prices	4						

	Neat and attractive								
6	Assessment (individual)								
	Write names of team members, duties/tasks of each, contribution of each	2							
7	Portfolio (group)								
	Portfolio file with the following: • Cover page: Name of the stall, names of team members • Index • Contents organised Final presentation of portfolio: neat	2 1 1 1							
TOTAL OF EACH LEARNER		50							

ANNEXURE A


QUESTION 4

NAME: _____

GRADE 8: _____

PLANNING OF HAMBURGER

4.1. **Planning of hamburger:** write the extra ingredients of your hamburger in the following table and classify each ingredient in the correct food group in the second table. (8)

	TYPE OF FOOD (write extra ingredients)	NUTRIENT
	Bread roll	Carbohydrates

	Meat Margarine Bread roll	Proteins Fats Carbohydrates
--	--	--

Analyse your hamburger with regards to the six food groups (write the ingredients above under the correct group):

Cereal and starch	Fats and oils	Meat and meat alternatives	Milk- and milk products	Vegetables	Fruits

4.3. Costing (6)

Calculate the cost of a hamburger by using the following formula to complete the table below:

$$\text{Price of ingredients} = \text{purchase price} \times \frac{\text{number of units required by hamburger}}{\text{Purchase unit}}$$

Complete the following table:

Ingredients	Purchase unit	Purchase price	Amount used	Calculation	Cost
Bread rolls	1 dozen (12)	R 25.00	1 bread roll		
Margarine	500 g	R 15.00	10 g		
Beef patty	1 kg	R50.00	100g		

Tomato sauce	750 ml	R20.00	12,5 ml		
Total cost of ingredients					

4.2. Hamburger presentation: (7)

Name of your hamburger: _____

Description: _____

Picture of your hamburger:

TOTAL: 21 MAKRS



PRACTICAL ASSESSMENT TASK - MARKING GUIDELINE

QUESTION 4 – ANNEXURE A

NAME: _____

GRADE 8: _____

PLANNING OF HAMBURGER

- 4.1. Planning of hamburger:** write the extra ingredients of your hamburger in the following table and classify each ingredient in the correct food group in the second table. **(8)**

	TYPE OF FOOD (write extra ingredients) ✓✓	NUTRIENT
--	---	-----------------



	Bread roll	Carbohydrates
	Meat	Proteins
	Margarine	Fats
	Bread roll	Carbohydrates

Analyse your hamburger with regards to the six food groups (write the ingredients above under the correct group):

Cereal and starch	Fats and oils	Meat and meat alternatives	Milk- and milk products	Vegetables	Fruits
✓	✓	✓	✓	✓	✓

- 4.3. Costing** (6)
 Calculate the cost of a hamburger by using the following formula to complete the table below:

$$\text{Price of ingredients} = \text{purchase price} \times \frac{\text{number of units required by hamburger}}{\text{Purchase unit}}$$

Complete the following table:

Ingredients	Purchase unit	Purchase price	Amount used	Calculation	Cost
Bread rolls	1 dozen (12)	R 25.00	1 bread roll	$1/12 \times 25.00$	R2.08✓
Margarine	500 g	R 15.00	10 g	$10/500 \times 15.00$	R0.30✓
Beef patty	1 kg	R50.00	100g	$100/1000 \times 50.00$	R5.00✓
Tomato sauce	750 ml	R20.00	12,5 ml	$12.5 / 750 \times 20.00$	R0.33✓

Total cost of ingredients	R7.71✓ (conversion) ✓
----------------------------------	--------------------------

4.2. Hamburger presentation: (7)

Name of your hamburger: _____ ✓

Description: _____
_____ ✓

Picture of your hamburger: colour✓, clear✓, neat✓, creative/ original✓, attractive✓

TOTAL: 21 MAKRS

LESSON PLAN – HOSPITALITY STUDIES					
GRADE	8	Planned date		Date completed	
TOPIC Sub-topic(s)	Unit 1.5 Housekeeping: <ul style="list-style-type: none"> - Sections - Standard procedures and functions - Monitoring standard time allocation and productivity - Room inspection 				
CAPS REFERENCE	Term 4 Week 4				
DURATION	2 x 60 minutes				

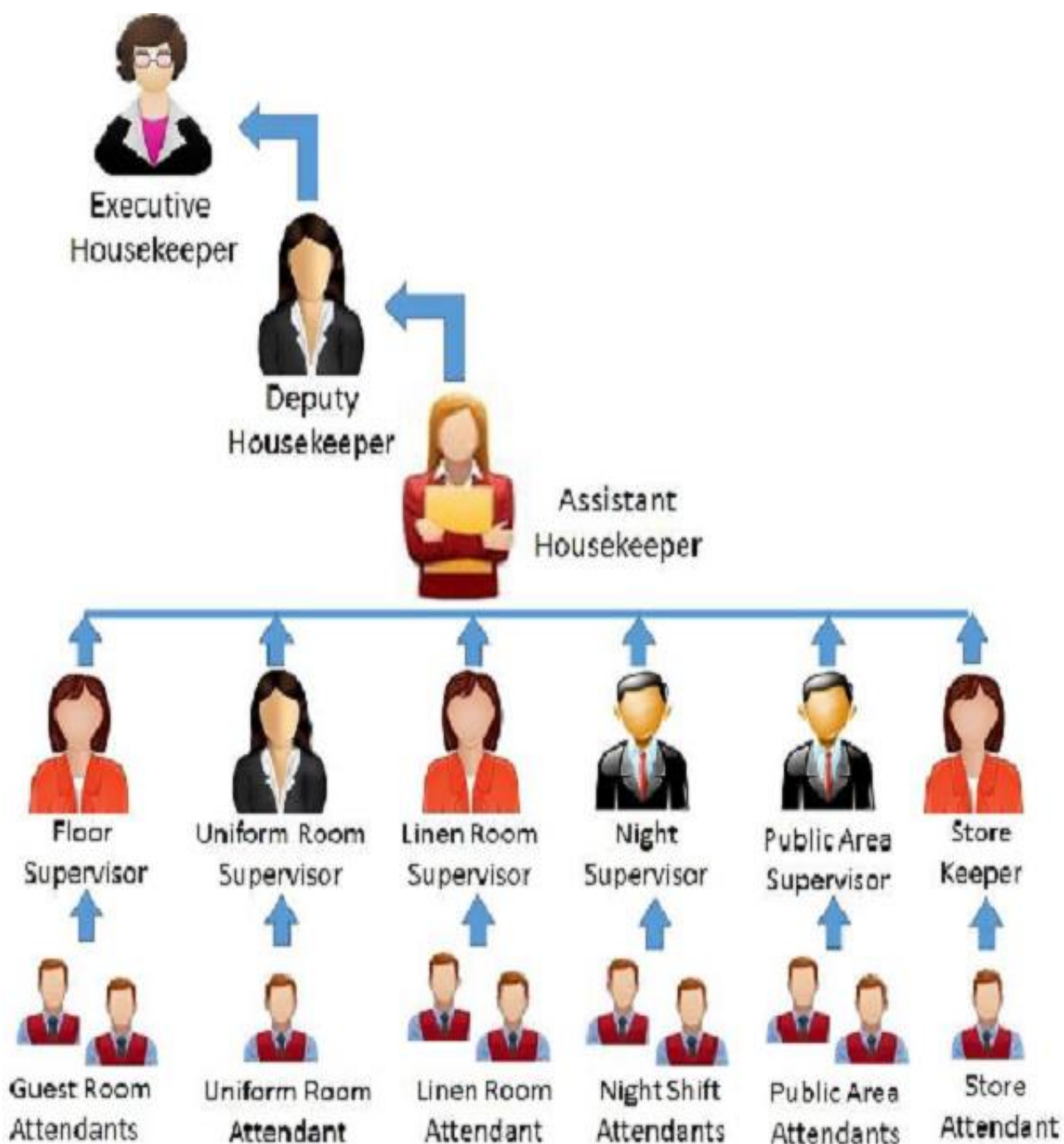
LESSON RESOURCES	Pictures on Housekeeping functions PowerPoint
ACTIVITIES	Housekeeping – standard procedures and functions Monitoring and room inspection
PREAMBLE	Learners must: Understand the basic functions of housekeeping Compile a checklist of what is expected during housekeeping <ul style="list-style-type: none"> Understand the importance of room inspections.
EXPECTED OUTCOMES	Benefits of ensuring that guest rooms are cleaned Expectations of a guest on entering a room
DETERMINE PRIOR KNOWLEDGE	Video on guest accommodation
INTRODUCTION TO THE TOPIC	Housekeeping – standard procedures and functions Monitoring and room inspection
PRACTICAL WORK	<ul style="list-style-type: none"> NONE
CONCEPTS AND TERMINOLOGY	
Concept / Term	Meaning in Hospitality studies context
Housekeeping	The responsibility of cleaning, maintenance and admirable upkeep of the hotel.
LESSON PRESENTATION and INFORMAL ASSESSMENT	What is housekeeping? Functions of housekeeping Time allocation for cleaning Importance of monitoring and room inspections
EAC INTEGRATION	Identification test: None Practical lessons: None Practical lessons: None
EXTENDED OPPORTUNITIES	<ul style="list-style-type: none"> Developing of soft skills such as diligence and hard work, respect, honesty, teamwork, integrity, social and communication skills when working with customers and personnel in the workplace.
SELF-REFLECTION	



Unit 1.5 HOUSEKEEPING:

- Sections
- Standard procedures and functions
- Monitoring standard time allocation and productivity
- Room inspection

1.5.1 Sections



1.5.2 Standard procedures and functions

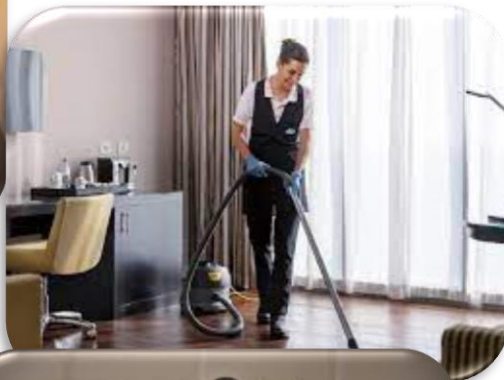
Functions of Housekeeping

- Housekeeping department holds the responsibility of cleaning, maintenance and admirable upkeep of the hotel.
- The main functions of housekeeping are overall cleanliness, bed making, ensuring maintenance of the building and its infrastructure laundry, linen management, key control,

pest control, safety and security of the guests as well as the infrastructure and interior decoration.

Basic functions of housekeeping

- | | |
|---|---|
| <ul style="list-style-type: none">• Cleaning rooms and public areas | <ul style="list-style-type: none">- Housekeeping department cleans the rooms and toilets and wash basins in the room and are responsible for the total cleanliness of the hotel.- Apart from cleaning the guest rooms, housekeeping department is also responsible for cleaning floor, terraces, elevators, elevator lobbies, corridors of guest floors, floor linen closets, mop and janitor's closets, service lobbies and service stairways, function rooms, shopping arcade, bars, dining rooms, offices, uniform rooms, tailor rooms, upholstery, shops, storerooms and swimming pools. |
|---|---|

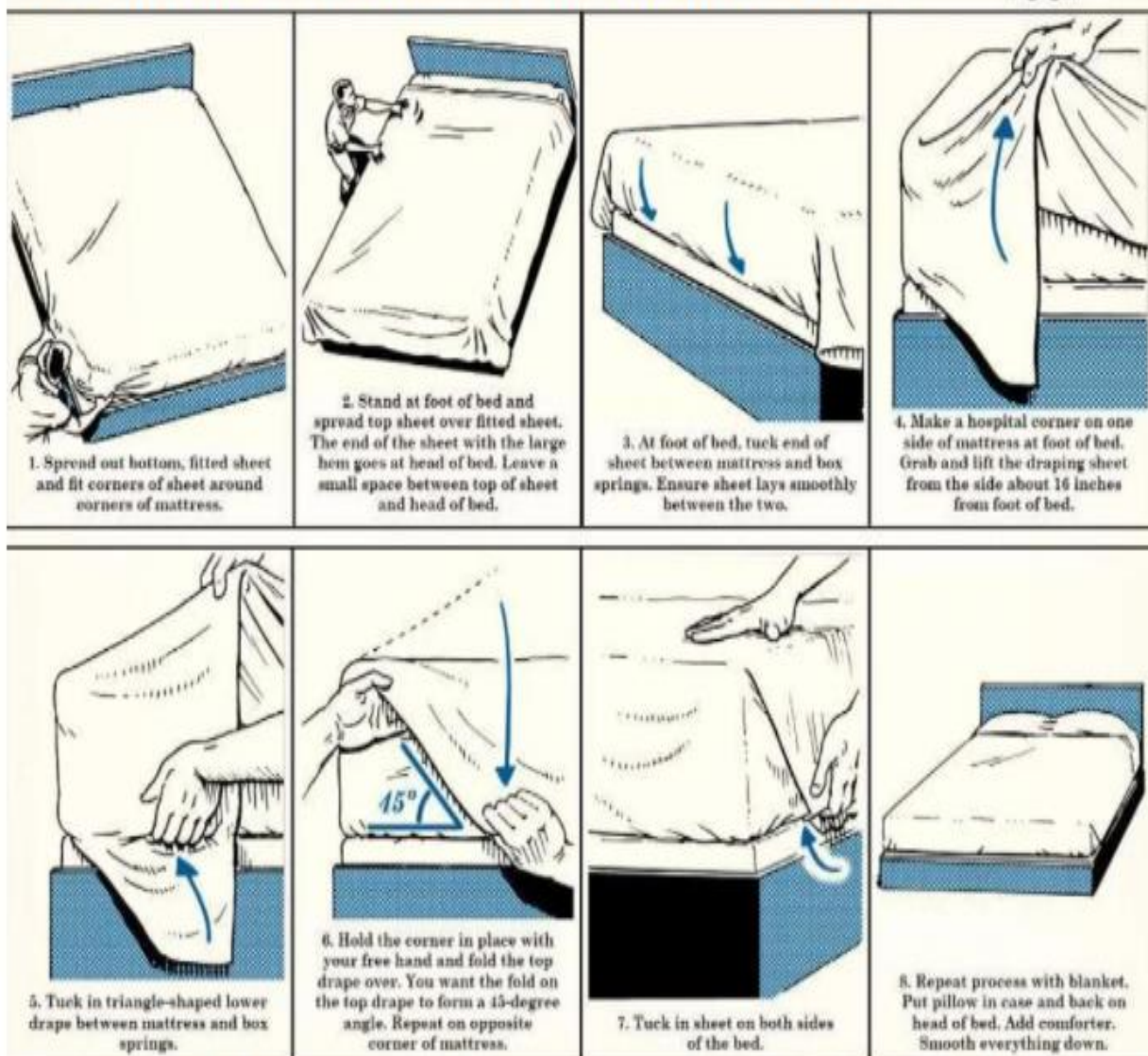


Source: youtube.com & markas.com & istockphoto.com & imaidshare.com

- **Bed making**
 - A guest requires a comfortable bed to take rest, relax and enjoy.
 - A bed that is well-made will provide the required comfort.
 - Bed making is a skill that requires to be developed by the housekeeper, as it not only provides comfort to the guest, but also adds to the pleasant ambience of a guest's room.
 - Guests should not be able to tell if anyone has slept in the room, so a clean environment and perfect bed making is major consideration of this department.

How to Make a Bed: The Illustrated Guide

The Art of
MANLINESS
and more



<ul style="list-style-type: none"> • Linen management 	<ul style="list-style-type: none"> - One of the important jobs of the Housekeeping Department is clothes and linen management. - This involves all functions from purchase of linen to laundering, storage, supplies and to condemnation. - In a hotel different type of clothes and linen are used such as the bed sheets, pillow covers, napkins, towels, hand towels, table covers, curtains, cushion covers, etc. - All of these require regular maintenance.
--	---

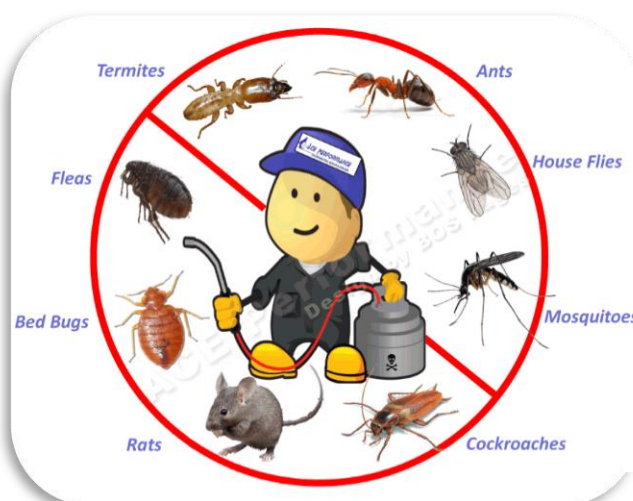


Source: lodgingmagazine.com & warigunawan.wordpress.com

<ul style="list-style-type: none"> • Laundry services 	<ul style="list-style-type: none"> - It is a job of the Housekeeping Department to ensure clean and hygienic washing of all the linen items, and then distributing them to different areas of the hotel. - The relationship between the housekeeping and laundry is significant for the smooth functioning of housekeeping services. - One of the supporting roles of the laundry is to provide valet services to house guests.
--	--



<ul style="list-style-type: none"> • Pest control 	<ul style="list-style-type: none"> - Pest control is another major job of the housekeeping department. - No matter how clean one keeps the surroundings, one cannot avoid the “uninvited guests” – the pests. - It is not only embarrassing but also speaks badly of a hotel where one sees rats, cockroaches, and lizards running around. - Therefore, pest control is one of the primary responsibilities of the housekeeping department
--	--



Source:
parbinanusantara.blogspot.c
om

<ul style="list-style-type: none"> • Key control 	<ul style="list-style-type: none"> - Key control is one of the major jobs of the housekeeping department. - The room keys have to be handled efficiently and safely before and after letting the room.
---	--



Source: commons.wikimedia.org

<ul style="list-style-type: none"> • Interior decoration 	<ul style="list-style-type: none"> - Interior decoration is the art of creating a pleasant atmosphere in the living room with the addition of a complex of furnishings, art, and crafts, appropriately combined to achieve a planned result or design. - These arts and crafts have to be well maintained by the housekeeping department. - Decorating flowers is a creative and stimulating art which often carries a message or theme. - Flowers and indoor plants add colour and beauty to a room.
---	---



Source: pinterest.com & rubbermaidcommercial.com.au

- Room maintenance

- If damaged or broken items are not reported, they can't be fixed.
- Proper maintenance will make the perception of cleanliness easier to maintain and reduce guest complaints.



Source: good-cartoon.blogspot.com

1.5.3 Monitoring standard time allocation and productivity

[\(Hotel Housekeeping 101: Tips & Tricks for Clean Hotel Rooms – Alliance Online Blog\)](#)

It takes **roughly 45 minutes** for a housekeeping attendant to completely clean a room, although it may take less time if only a basic turn-down service is needed.

Assuming that a staff member works for eight hours (and allowing for a 30-minute break), they'll be able to clean around 10 bedrooms per shift, depending on the size of the rooms.

1.5.4 Room inspection



Source: lasvegas.rentokil.com

Guest room inspection. A supervisor has to check all the **rooms** on his/her floor, including all vacant **room**, departure **room**, expected arrival, VIP arrival, group arrival, blocked **rooms** and under repair **rooms**.

Room inspection.

The **room inspection** is conducted after the departure of the tenant.

What is guest room cleaning checklist?

- High Dusting. Take a step ladder, a dust wand with a long handle to reach at all the high areas of the guestroom.
- Clean the lighting fixtures. Be careful while cleaning the lights.
- Wash walls, doors, windows, and baseboards.
- Clean up the bed and furniture.
- Bathroom cleaning.
- Floor tile and carpets.

What are the reasons for conducting a room check?

- To catch any problems that may have been overlooked during the cleaning before it is found by the guest and becomes a dissatisfaction and complaints.
- is to assess the cleaning and the condition of the room.
- To maintain housekeeping standards.
- Room inspections keep guests safe and secure.
- Keep facilities and equipment in good working order
- Informs housekeepers of any missing items.

Use of a pre-printed **room inspection** check-list form will prove effective for the **hotel** management.

Example of a Room Inspection Checklist

Housekeeping Checklist

Kitchen/Dining Room

Empty fridge and wipe down	
Mircowave	
Stove	
Oven (if needed)	
Wash canisters/stuff on counters	
Straighten Drawers/cupboards	
Wipe fingerprints off walls	
Scrub cabinet fronts	
Clean the cobwebs	
Clean window	
Clean off top dining table and polish	
Dust the bottoms of the chairs	
Wash baseboards	

Bathrooms

Wash rugs	
Wash baseboards	
Straighten drawers/cabinets	
Clean outside of toilet	

Bedrooms

Clean cobwebs	
Clean walls	
Wash bedding	
Flip mattress (if needed)	
Wash windows	
Put away stray items	
Wash baseboards	
Clean fans	

Living Room/Laundry Room

Remove cobwebs	
Clean windows	
Wipe fingerprints from walls	
Clean couch	
Wipe down front door	
Clean off computer desk	
Wash baseboards	
Wipe down top of washer and dryer	
Clean gunk from under washer lid	
Check supplies	

Source: www.printablee.com



SUMMARIES

The Hospitality Industry

Key concepts

Unit 1.1

- **Hospitality Industry:** Businesses that provide a service to customers. The focus is on customer satisfaction and a specific experience is provided.



Unit 1.2

- **Sectors and Careers:** Services provided by the Hospitality Industry broken down into different areas: Accommodation sector, Food and Beverage sector.

Unit 1.3

- **Career:** An occupation undertaken in the four functional areas for a significant period of a person's life and with opportunity for progress.

Unit 1.4

Entrepreneurship: Becoming an entrepreneur are crucial in today's life and knowing what makes a good entrepreneur and knowing what skills are needed to be developed.

Aware of self-employment opportunities and why it is beneficial to work for yourself.

Understanding the procedure to start your own business.

Unit 1.5

Housekeeping: For the hospitality industry section to function well it is good to understand the functions of the different sections and to know the procedures to follow.

Monitoring productivity of workers will contribute to better service.

Steps to follow in doing room inspection are crucial to ensure good service. **ACTIVITY 4**



EXAM PRACTICE QUESTIONS

Exam practice: The Hospitality Industry

SECTION A: SHORT QUESTIONS

1.1 Multiple-Choice Questions

Various options are provided as possible answers to the following questions. Choose the correct answer and write the symbol (A - D) next to the question number (1.1.1 - 1.1.3) in the answer book.

Example

1.1.2 Responsible for the overall management of the kitchen in an establishment.

- A Hotel Manager
- B Head Chef
- C Storekeeper
- D Assistant Manager

Write the answer as follows:

1.1.2 B

1.1.1 This manager ensures that room occupancy levels are as high as possible:

- A Hotel Manager
- B Rooms Divisional Manager
- C Assistant Manager
- D Front Desk Manager

(1)

1.1.2 Guest accommodation where the owner also lives in the house:

- A Guest House
- B Motel
- C Bed and Breakfast
- D Hotel

(1)

1.1.3 Serves as the guest liaison for the hotel's services:

- A Concierge
- B Hotel Manager
- C Doorman
- D Receptionist

(1)

(3)

1.2

MATCHING ITEMS

Choose the most suitable description from **COLUMN B** to match the term in **COLUMN A**. Write only the symbol (A - E) next to the question numbers (1.2.1 - 1.2.3) in the answer book.

COLUMN A TERM	COLUMN B DESCRIPTION
1.2.1 Sectors	A Preparation and sale of food in a ready to be eaten form, usually taken away to be eaten elsewhere
1.2.2 Event catering	
1.2.3 Fast Food outlets	B Provision of food and drinks in a highly specialised environment
	Parts or sections
	C Food served in a hotel's restaurant
	D Purchasing of stock
	E

(3)

1.3

Identify each of the following types of Food and Beverage establishments. Write only the symbol (A - F) next to the question numbers (1.3.1-1.3.3) in the answer book.

- 1.3.1 Banqueting
- 1.3.2 Outdoor Catering
- 1.3.3 Welfare / Social Catering



A

B

C

(3)

1.4

Choose THREE accommodation establishments from the list below. Write only the symbol (A-F) next to the question number (1.3.2) in the answer book.

- A Cultural villages
- B Coffee shops
- C Camping sites
- D Bars and pubs
- E Game lodges
- F Hospitals

(3)

1.5 Give ONE word/term for each of the following descriptions. Write only the word/term next to the question number (1.4.1 – 1.4.3) in the answer book.

1.5.1 Known as the heart of the Hotel.

1.5.2 Informal accommodation that aims to promote the culture of indigenous people.

1.5.3 A person who leaves his or her normal place of residence for 24 hours

(3)

SECTION B: LONG QUESTIONS

2.1 Name a hospitality establishment that offers each of the following services:

a) Informal food service

b) Recreation facilities

c) Game drives

(3)

2.2 Draw a mind map to explain the difference between commercial and non-commercial establishments.

(4)

2.3 Tabulate the difference between an in-house and a contract caterer.

(3)

TOTAL: 25 MARKS



EXAM PRACTICE - MARKING GUIDELINE

SECTION A: SHORT QUESTIONS

1.1

1.1.1 B ✓

1.1.2 A ✓

1.1.3 A ✓

(3)

1.2

1.2.1 C ✓

1.2.2 B ✓

1.2.3 A ✓

(3)

1.3

1.3.1 C ✓

1.3.2 A ✓

1.3.3 B ✓

(3)

1.4

A, ✓ C, ✓ E ✓

(3)

1.5

1.5.1 Front of House ✓

1.5.2 Cultural villages ✓

1.5.3 Tourist ✓

(3)

SECTION B: LONG QUESTIONS

2.1 Name a hospitality establishment that offers each of the following services:

a) Informal food service - Drive throughs, etc. ✓

b) Recreation facilities - Ratanga Junction, etc. ✓

c) Game drives – Kruger National Park, etc. ✓

(3)

2.2

Commercial Establishments	Non-commercial Establishments
<p>A commercial food service establishment is that whose main purpose is creating and selling food and beverage. ✓</p> <p>E.g., Fast food restaurants / drive through, family restaurants, bars, pubs and catering companies. ✓</p>	<p>Non-commercial F&B outlets are more likely to be concerned with covering their costs than making profits. In some instances, they may be subsidized or even funded by the host institution or company. ✓</p> <p>E.g., hospitals, cafeterias, cruise ships, airports terminals, vending machines. ✓</p>

(4)

2.3 Tabulate the difference between

in-house	contract caterer
<p>In-house catering is where your venue provides your catering service ✓ with its own chef and staff. A venue that allows bring your own catering gives you the freedom to hire any caterer you want. ✓</p>	<p>A contract caterer is a company that provides catering services to a business or organisation (its client) for a specific length of time. ✓ In some cases, services are paid for by the client, such as an education authority or a company, for the benefit of their students or employees ✓</p>

(3)

TOTAL: 25 MARKS