



**basic education**

Department:  
Basic Education  
**REPUBLIC OF SOUTH AFRICA**









# **HOSPITALITY STUDIES**

**GRADE 9**

**LEARNER'S GUIDE  
THEORY**

**HOSPITALITY SECTORS AND CAREERS**

## How to use the Icons in this Study Guide

	<p>Notes/ Summaries</p> <p>This icon will draw your attention to the notes &amp; summaries which you need to study</p>
	<p>Practical Performance Tests &amp; Skills Tests</p> <p>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</p>
	<p>Practical Demonstrations / Activity</p> <p>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</p>
	<p>Practical written activity</p> <p>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.</p>
	<p>Activities</p> <p>This icon refers to the activities that you must complete to test your understanding of the content you studied</p>
	<p>Marking Guidelines</p> <p>This icon refers to the section with possible answers for the activities and how best to have answered the activities.</p>
	<p>Exam practise questions</p> <p>This icon refers to questions from past examination papers you can additionally use to prepare for the topic.</p>
	<p>Resources</p> <p>This icon refers to the resources available to the learner and teacher for more information regarding the relevant content.</p>

**HOSPITALITY STUDIES**

**GR 9 LG**

**MODULE 1: The Hospitality Sectors and Careers**

**Unit 1.1: Hospitality Establishments**

- Accommodation Establishments
- Food and Beverage Establishments

**Unit 1.2: The Kitchen Brigade.**

- Introduction of the kitchen brigade
- Role and responsibilities of the head chef, station chef, staff cook, storekeeper

**Unit 1.3: The Restaurant Brigade.**

- Introduction of the restaurant brigade
- Role and responsibilities of the 'maître d'hôtel, waitron

**Unit 1.4 Entrepreneurship**

- Entrepreneurial skills
- Developing an entrepreneurial mindset
- Contribution to the South African Economy
- Procedure plan guidelines for a Pop-Up Tea Garden

**Unit 1.5 Maintenance in Hospitality Establishments and Restaurants**

- Maintenance staff
- Duties of Maintenance staff

**Front Office**

- Front office sections
- Standard procedures and functions

**Class Discussion:** Identifying pathways/ careers that lead to entrepreneurial opportunities

**Practical Demonstration:** How to handle guests at reception

**PAT:** Introduction to Planning a Pop-Up Tea Garden to serve and sell hot and cold beverages and muffins / scones

## MODULE 1: HOSPITALITY SECTORS & CAREERS

<b>Unit 1.1: Hospitality Establishments</b> <ul style="list-style-type: none"> <li>- Accommodation Establishments</li> <li>- Food and Beverage Establishments</li> </ul>	<b>Unit 1.2: The Kitchen Brigade.</b> <ul style="list-style-type: none"> <li>- Introduction of the kitchen brigade</li> <li>- Role and responsibilities of the head chef, station chef, staff cook, storekeeper</li> </ul>	<b>Unit 1.3: The Restaurant Brigade.</b> <ul style="list-style-type: none"> <li>- Introduction of the restaurant brigade</li> <li>- Role and responsibilities of the maître d', waitron</li> </ul>
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Restaurant Manager  
 Food & Beverage Manager  
 Bartender  
 Waitron / Host / Valet / Marketing director / Concierge / Front desk clerk



Self-employment opportunities  
 at community crafters food markets/ pop-up restaurants

### Unit 1.4 Entrepreneurship

- Entrepreneurial skills
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### Unit 1.5 Maintenance in Hospitality Establishments and Restaurants

- Maintenance staff
- Duties of Maintenance staff
- Front Office**
- Front office sections
- Standard procedures and functions

## KEY CONCEPTS

accommodation sector  
 restaurant brigade

Maitre d'  
 waitron

self-employment  
 entrepreneur  
 crafters market

## SOFT SKILLS

teamwork  
 creativity  
 attentiveness

multi-tasking  
 patience  
 communication

decisiveness  
 politeness  
 organisation

## INTRODUCTION

This module will re-cap the knowledge of the learners regarding what the Hospitality Industry is all about and to assist learners to make the correct career choices if they want to go further within this industry as it is a very tough industry related to the working hours. A breakdown related to the career paths in the Accommodation sector and the Food and Beverage Sector is explained to the learners.



### INFORMAL ACTIVITY

**Use visual material e.g., virtual tours or videos from the internet to show different:**

Accommodation and Food and Beverage Establishments

## MODULE 1: The Hospitality Industry



### Unit 1.1: Hospitality Establishments

- Accommodation sector
- Food and Beverage sector

### 1.1 What are Hospitality Studies?

If you're a people person and thrive in environments that are geared towards customer enjoyment, you might consider studying for a career in the hospitality industry.

### Objectives

#### Introduction to the food and beverage sector:

- Re-cap sectors of the Hospitality industry
- Accommodation and Food and beverage establishments
- Career pathways:
- Kitchen brigade
- Restaurant brigade

### 1.2 Hospitality Establishments

### 1.2.1 Accommodation establishments

- **The basic function:** to provide accommodation for paying guests and to satisfy their various types of needs.

### 1.2.2 Food and beverage establishments

- **The basic function:** serve food and drink to people and to satisfy their various types of needs.

The **main aim** is to achieve CUSTOMER SATISFACTION. The needs that customer might be seeking to satisfy are:

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

EXAMPLES OF ESTABLISHMENTS- ACCOMODATION	PURPOSE OF THE HOSPITLITY ESTABLISHMENT
1.2.1.1 Hotel	Provision of food and drink together with accommodation service
<div data-bbox="331 465 1222 1055" data-label="Image"> <p>A photograph of a large, multi-story hotel building with a swimming pool in the foreground. The building has many windows and a modern design. The pool is blue and has a diving board at the edge.</p> </div> <div data-bbox="156 1126 1066 1162" data-label="Text"> <p>[Source <a href="https://www.booking.com/hotel/tr/kum-resort-hotel.html">https://www.booking.com/hotel/tr/kum-resort-hotel.html</a>]</p> </div>	
1.2.1.2 Guesthouse	A guest house is a type of accommodation that is a private home which has been converted for the exclusive use of accommodation. The accommodation ranges from expensive to less expensive.
<div data-bbox="467 1408 1179 1883" data-label="Image"> <p>A photograph of a small, modern guesthouse with a patio and outdoor furniture. The building is white with a dark roof. There is a large tree in the background and a paved area in the foreground.</p> </div> <div data-bbox="805 1906 1401 1939" data-label="Text"> <p>[Source: <a href="https://www.tripadvisor.co.za/Hotel">https://www.tripadvisor.co.za/Hotel</a> ]</p> </div>	



<b>1.2.1.3 Bed and breakfast</b>	A bed and breakfast are a small accommodation establishment that offers overnight accommodation and breakfast.
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[Source: <https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.countryliving.com>]

[Source: <https://crystalip.com/buyers/explore-investment-style/bed-breakfast>]

<b>1.2.1.4 Cultural Villages</b>	A cultural village can be described as a chosen, space where particular ethnic groups show off their cultural uniqueness for visitors to gain insight into how a particular ethnic group lives.
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[Source: [www.alamy.com/stock-photo-girl-in-pedi-village](http://www.alamy.com/stock-photo-girl-in-pedi-village)]

<b>EXAMPLES OF ESTABLISHMENTS- FOOD AND BEVERAGE: Restaurants including conventional and specialist operations.</b>	
<b>1.2.2.1 Formal Fine dining</b>	Provision of food and drink, generally at high price with high level of service.
	



#### 1.2.2.2. Coffee shops

An establishment that mainly serves coffee of different types, e.g., espresso, latte, and cappuccino. Light meals are provided.



[Source: <https://www.google.com/url?sa=i&url=https://www.oxfordreference.com/view/10.1093/oxfordhb/9780190264395.013.1003>]

### 1.2.2.3 Deli

A store where ready-to-eat food products such as cooked meats and prepared salads, or foreign exotic prepared foods are sold.



[Source: <https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.macmillandictionaryblog.com>]

#### 1.2.2.4 Crafter's food market

This is an outdoor meeting of five or more vendors at which the goods for sale are craft products made by the vendors or members of their immediate families permitted under the Vending By-law



[Source:

<https://www.google.com/url?sa=i&url=https%3A%2F%2Fcapemarkets.co.za%2Fmarkets%2Fkirstenbosch-craft-market>]

#### 1.2.2.5 Pop-up restaurant

A pop-up restaurant is a temporary restaurant. These restaurants operate from a private home, former factory, existing restaurants public rooftop or food tent. Designed to showcase your culinary talents at this temporary location.



[Source:

<https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.pinterest.com>]



## INFORMAL ACTIVITY

### ACCOMMODATION AND FOOD AND BEVERAGE ESTABLISHMENTS

1.1. Read the questions below and answer the questions that follow:

1. Name THREE accommodation establishments. (3)
2. Identify THREE food and beverage establishments. (3)



## INFORMAL ACTIVITY

### ACCOMMODATION AND FOOD AND BEVERAGE ESTABLISHMENTS

2.1 Study the pictures below and answer the questions that follow:

A



B



2.1.1 Name the types of the food and beverage establishments in Picture A and B. (2)

2.1.2 Describe the differences between the two food and beverage establishments. (4)



### **CLASS DISCUSSION**

**Identify pathways / careers that lead to:**

Entrepreneurial opportunities Self-employment e.g., Crafter's food market and Pop-up restaurants / tea garden





## Unit 1.2: The Kitchen Brigade

- Introduction of the kitchen brigade
- Role and responsibilities of the head chef, station chef, staff cook, storekeeper



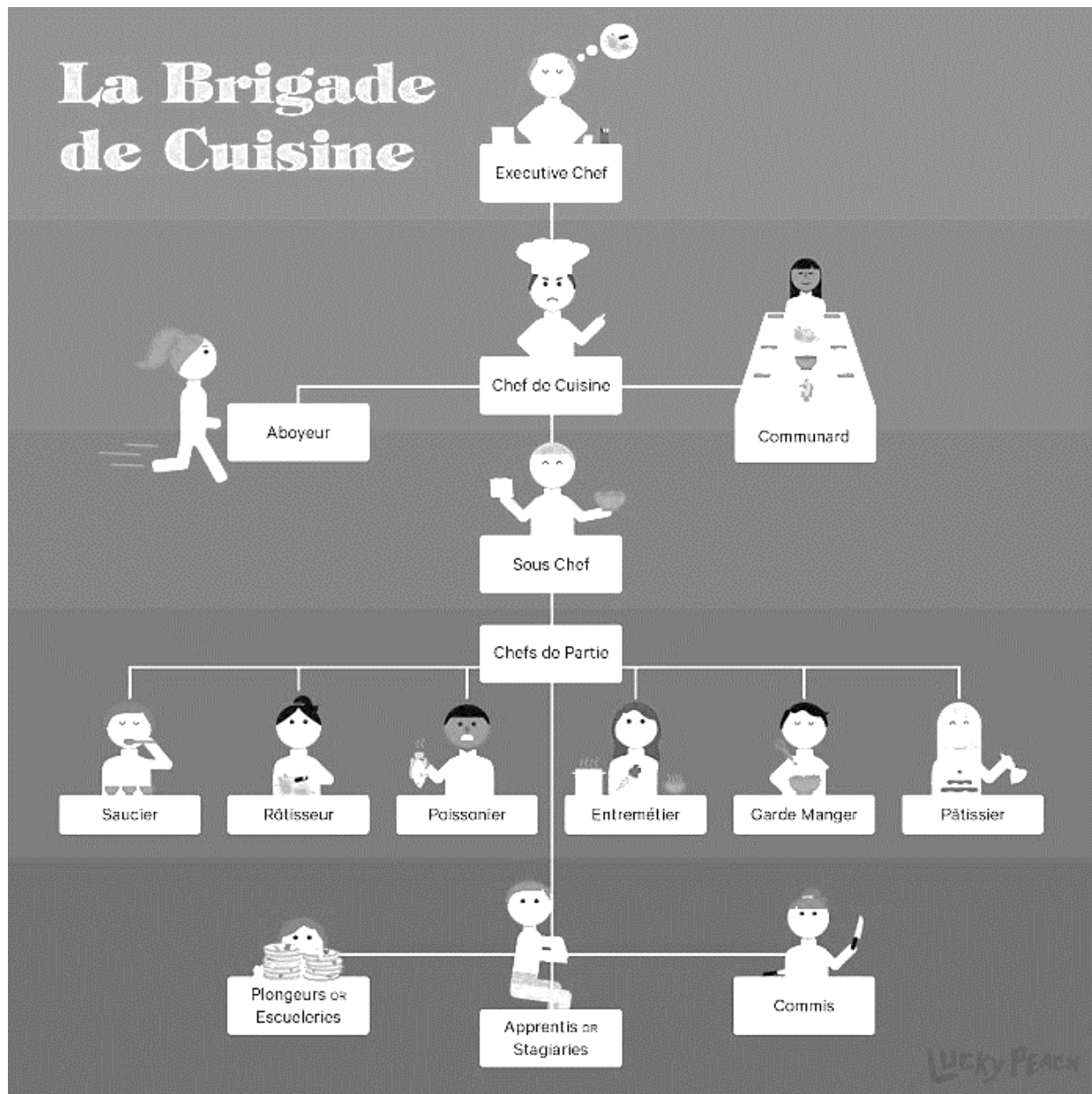
Source: [www.ecpi.edu.com](http://www.ecpi.edu.com)]

The brigade breaks down a kitchen into several WORKSTATIONS. The goal of the system is to streamline the kitchen duties and facilitate in the prevention of chaos. The system delegates responsibilities to different individuals that specialise in certain tasks. So, the **kitchen brigade** system is a **significant** asset in the culinary industry

## ROLES AND RESPONSIBILITIES WITHIN THE KITCHEN BRIGADE

- **HEAD CHEF:** Is responsible for the overall management of the kitchen. They supervise staff, create menus and new recipes. They purchase food items, train apprentices and maintain a sanitary and hygienic environment for the preparation of food.
- **STATION CHEFS/CUISINIER (COOKS):** Prepares specific dishes in a station.
- **STAFF COOK:** Chef responsible for the preparation and cooking staff meals

- **STOREKEEPER:** Maintains inventory of stock on hand. Check all stocks received into and going out of the stores to ensure accurate records are kept in securing the company's assets



Source: [www.pinterest.com](http://www.pinterest.com)]



### INFORMAL ACTIVITY

Name the personnel from the kitchen brigade who is responsible for the following tasks: You may repeat the personnel

1. Name the personnel from the kitchen brigade who is responsible for the following tasks:  
You may repeat the personnel.

- 1.1 Prepares staff meals
- 1.2 Issues stock when ordered
- 1.3 Creates menus
- 1.4 Manages the kitchen
- 1.5 Prepares desserts
- 1.6 Counts and checks stock when delivered.
- 1.7 Ensures that the kitchen is sanitary and hygienic.

(7)

### RESOURCES



#### VIDEOS FOR EXTRA RESOURCES:

<https://www.google.com/url?sa=i&url=https%3A%2F%2Fcapemarkets.co.za%2Fmarkets%2Fkirstenbosch-craft-market>  
<https://www.booking.com/hotel/tr/kum-resort-hotel.html>  
<https://www.tripadvisor.co.za/Hotel>  
<https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.pinterest.com>  
<https://www.google.com/url?sa=i&url=https%3A%2F%2Fwww.macmillan-dictionaryblog.com>







### Unit 1.3: The Restaurant Brigade.

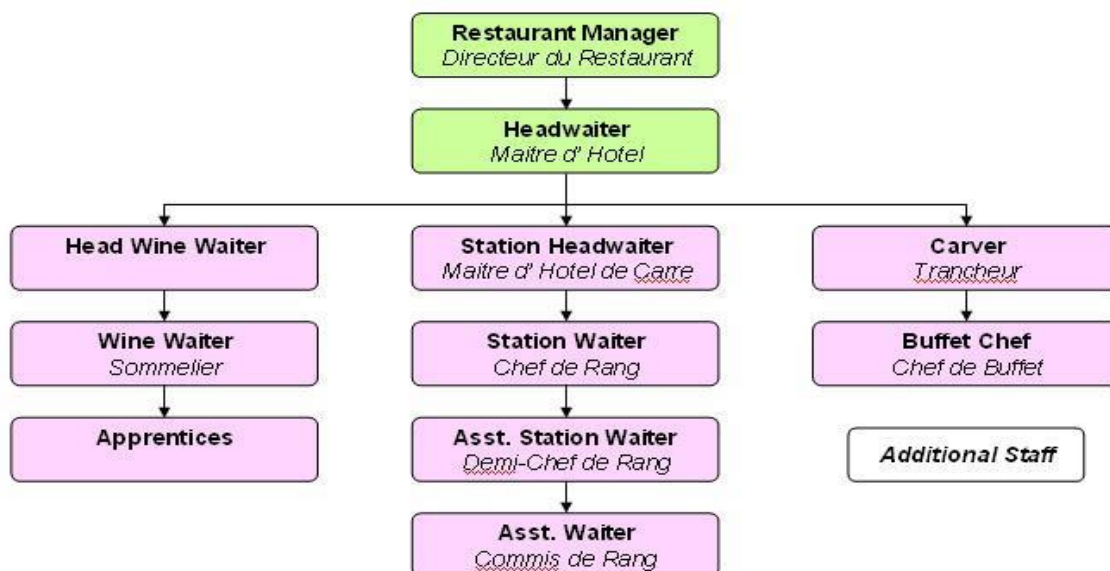
- Introduction of the restaurant brigade
- Role and responsibilities of the 'maître d'hôtel, waitron

#### 1.3.1. Introduction to restaurant brigade

To streamline tasks and for the restaurant to operate smoothly an organisational structure within the restaurant must be in place.



#### 1.3.2 Organisational structure in a restaurant



#### Role and responsibilities of the 'maître d'hôtel, waitron

There are many restaurant positions that make-up the brigade. The focus in this module includes the:

- Maître d' hotel** - The manager of the restaurant or the entire dining room operations. The responsibilities generally include supervising the waiting staff, welcoming guests and assigning tables to them, taking reservations, and ensuring that guests are satisfied.

Qualities include:

- Understanding customer needs
- Manages stress well
- Good planning skills
- Technologically inclined
- Team vision
- Financial skills



**b) Waitron-**They are responsible for taking orders and serving food and beverages to guests. They play an important **role** in guest satisfaction as they are also responsible for checking on customers to ensure that they are enjoying their meals and take action to correct any problems.



## INFORMAL ACTIVITY

### RESTAURANT BRIGADE- FLOW DIAGRAM

1.1 An **organisational chart** is an important flowchart that shows the hierarchy of the workflow in the restaurant. In short, the chart identifies who oversees what.

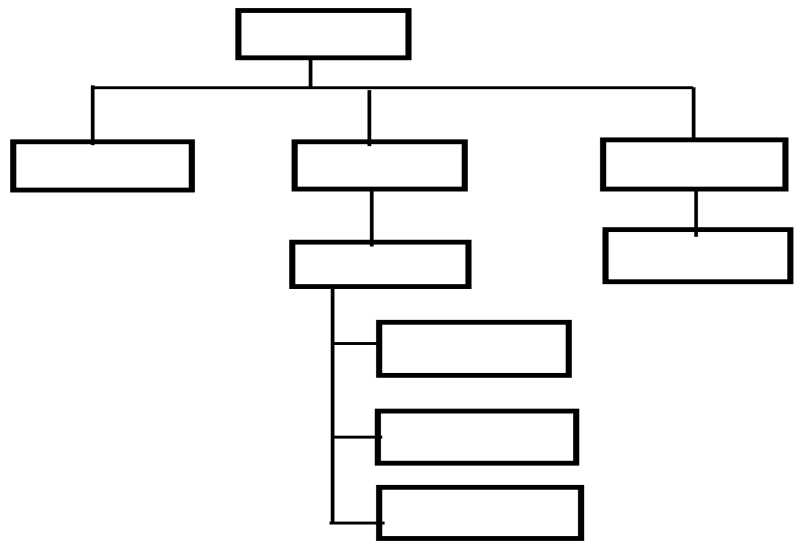
Although each restaurant will have slightly different hierarchies and tasks, the flow chart can be adapted to any organizational structure.

\*Refer to the list below of restaurant positions and fit them into an organisational flow chart. Work against the example organogram template provided when completing your flow chart.

[20]



1. Cooks
2. Maitre d' hotel
3. Kitchen manager
4. Trainee waiters
5. Wine waiter
6. Owner
7. Dishwashers
8. Waitrons
9. General Manager
- 10. Bartender**



[25]

1.2 Provide the main responsibility of the Maitre d' hotel and the waitrons. [4]



## RESOURCES

### VIDEOS

[FB ORGANIZATION - YouTube](#)

<https://www.youtube.com>

[National Waiters Day: A day in the life of a maitre d ... - YouTube](#)

<https://www.youtube.com>

[Waiter training: Steps of Service. Live recording of ... - YouTube](#)

<https://www.youtube.com>

[The last maitre d' is here to serve you from a ... - YouTube](#)

<https://www.youtube.com>

### BIBLIOGRAPHY:

[Fast Food Restaurants Positions](#)

**Pinterest**

*prezi.com › duties-and-responsibilities-of-the-restaurant-brigade*

[Duties and Responsibilities of the Restaurant Brigade](#)

### NOTES TO THE TEACHER:

The basic brigade in a restaurant needs to be taught to learners with special focus on only **TWO** positions namely: **Maitre d' hotel** and the **Waitron**.



## Unit 1.4 Entrepreneurship

- Entrepreneurial skills
- Developing an entrepreneurial mindset
- Contribution to the South African Economy
- Procedure plan guidelines for a Pop-Up Tea Garden

### 1.4 1 Entrepreneurial Skills

- Business management skills.
- Time management and organisational skills
- Teamwork and leadership skills.
- Communication and listening.
- Customer service skills.
- Financial skills.
- Analytical and problem-solving skills.
- Critical thinking skills
- Strategic thinking and planning
- Technical skills
- Branding, marketing, and networking skills



<https://www.indiatoday.in/education-today/jobs-and-careers>

### 1.4.2 DEVELOPING AND ENTREPRENEURIAL MINDSET

- Set clear goals.
- Practice being decisive. Entrepreneurs, innovators, and new business owners must develop the ability to analyse a situation, absorb the relevant data, and make a confident decision.
- Redefine failure. Failing typically has negative connotations, but the best entrepreneurs turn failure into something positive.

- Face your fears. Many entrepreneurs fear speaking in public, failure, and embarrassment.
- Remain curious. Curiosity is one of the most important traits for entrepreneurs.

#### 1.4.3 CONTRIBUTION TO THE SOUTH AFRICAN ECONOMY

- Entrepreneurs reduce unemployment by creating jobs.
- Increased employment and higher earning potential contribute to a better national income in the form of consistent tax revenue ( GDP-gross domestic product).
- Export of goods and services to nearby regions or even internationally results in contributing directly to a country's productivity.
- Earnings generated through export tax
- Bringing in foreign trade.
- Strengthens the economy
- Improves trade relations with neighbouring countries.

#### 1.4.4 Procedure Plan Guidelines for A Pop-Up Tea Garden



##### a) Location

The tea garden/ pop up restaurant or crafters food 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.

- The surroundings must be safe and secure so that customers feel comfortable.
- Venue should be free of pedestrian traffic to prevent overcrowding.
- The ground should be levelled so that the furniture will stand stable and do not wobble.
- The colour scheme should blend with the surroundings and create interest.
- Umbrellas, tents, and awnings should blend with the theme and can be used for unfavourable weather days so that customers are comfortable.
- Natural lighting can be utilised during the day and mini-LED lights, hanging lanterns, flameless candles on tables or any other type of suitable lighting can be used at night.

- The surroundings should be free of animals roaming freely to prevent them from disturbing the guests while eating.
- Decorate to make it entice and inviting to attract customers.
- Draw in more customers by enticing them with smell.
- The area should have adequate for the number of customers to be served.
- Set up the tables and chairs on levelled ground to ensure that the tables and chairs are stable.
- Arrange the furniture close to the preparation area so that food service is easy.
- Tables should be close to each other so that waiters can serve and clear up quickly.
- Consider customers with wheelchairs, pathways must accommodate the wheelchairs.

## **b) Logistical Planning**

- 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.
- Must have hand washing facilities

### **Electricity as a heating medium-**

- The electricity source must be considered as 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.
- Other heat sources include gas stoves and using coal and wood. The use must also comply with the acceptable standards of the area.

### **Hosting permission**

- 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



### **c) 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. Rinse off any loose dirt or detergent foam with clean water.
4. Sanitise using a food sanitiser.
5. All food handlers must have good personal hygiene and clean clothing.
6. All open wounds must be covered with a coloured waterproof dressing or wear disposable glove.
7. Disposable gloves should be changed frequently, and hands washed with liquid soap and water.
8. Food handlers must not smoke in or around the food stall.
9. No person suffering gastro symptoms should handle food.

### **d) Marketing**

- Branding is important to attract the attention of attracting customers.
- The delicious aromas of your food may be enough to entice customers, but 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.
- Make sure all your logos across your channels are consistent and something that customers remember



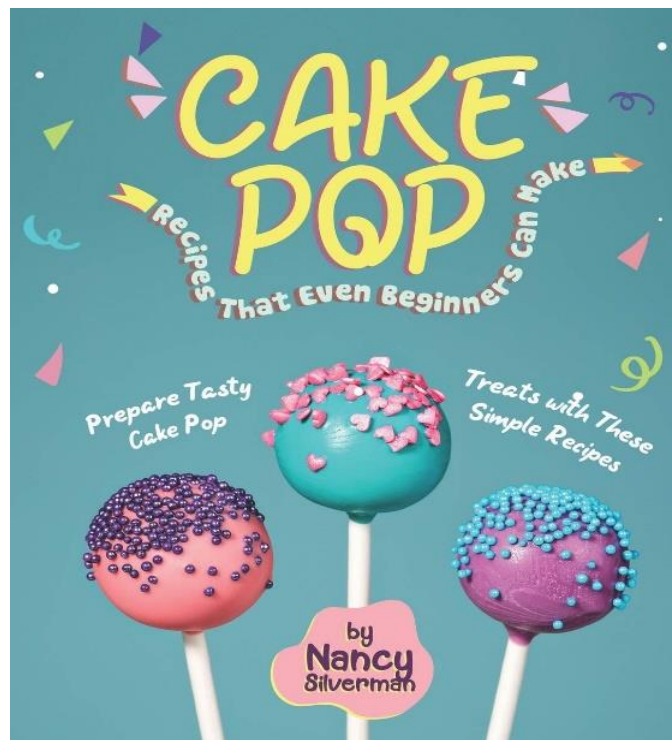
## INFORMAL ACTIVITY

### ENTREPRENEURSHIP: POP UP TEA GARDEN – MARKETING

- Design a marketing tool, such as a pamphlet or a poster that can be used to advertise your cake pops.
- The design must be completed in your workbook.

**Provide written details on the sketch with regards to:**

- Name of product
- Branding
- Logos
- Price
- Place





**PAT: INTRODUCTION TO HOSTING A POP-UP TEA GARDEN**  
**PRACTICAL ASSESSMENT TASK**  
**POP-UP TEA GARDEN – WRITTEN PLANNING**

**Planning of hosting a Pop-up Tea Garden:**

- Consider the flowing:
- Location
- Logistical planning e.g., Hosting permission, electricity
- Hygiene and Safety
- Marketing

You will be divided into groups of 4-6. Each group will be responsible for planning and executing a Pop-up Tea Garden for selling coffee, tea, cupcakes, and savoury tart. You need to hand in a written document as well as execute some practical work.



**ASSESSMENT OF TEAM MEMBER'S CONTRIBUTION**

Name of members	Task done/Type of contribution	Mark (complete/halfway/nothing)

1. **Planning the Pop-up Tea Garden according to the following guidelines** (group):  
 1.1. Name of your Tea Garden. (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 **floorplan** of the Tea Garden layout:

It must indicate the placement of tables and chairs and the flow of waiter traffic to the closest kitchen, be labelled, be neat and functional/easy to understand. (5)

2. **Hygiene and safety**(group):
- 2.1. Hygiene: supply at least THREE hygienic guidelines to apply when preparing and selling the beverages and cupcakes/truffles in your stall. (3)
- 2.2. Safety: write a paragraph on safety measures to apply in the Tea Garden. (3)
- TOTAL: 14 MARKS**

**PRACTICAL ASSESSMENT TASK  
POP-UP TEA GARDEN – WRITTEN PLANNING**

**MARKING GUIDELINE**

**ASSESMENT CRITERIA: PRACTICAL ASSESMENT TASK**

<b>1 Planning (group)</b>		
1.1 Name of your Tea Garden	<b>1</b>	
1.2.1 Location and motivation	<b>2</b>	
1.2.2 Floorplan	<b>5</b>	
<b>2 Hygiene and safety (group)</b>		
2.1 THREE hygienic guidelines	<b>3</b>	
2.2 Safety measures	<b>3</b>	
<b>TOTAL:</b>	<b>14</b>	



## RESOURCES

<https://www.google.com/url?sa=i&url=https%3A%2F%2Fenglish>

<https://www.google.com/search?q=image+of+sheltered+cooked+food+vending+food+stalls&tbm=isch&ved=2ahUK>

<http://youtube.com/watch?v=TxiR5S3liQg>

<https://tag.wonderhowto.com/how-to-fold-a-napkin-into-a-skirt/> - general

**The steps for Bishop's Hat Napkin Fold**

<https://www.napkinfoldingguide.com/04-bishopshat/>

**Buffet fold / Diagonal Fold**

<https://bumblebeelinens.com/buffetNapkin.php>

<https://www.youtube.com/watch?v=yZOkSA4AxBw>

**Candle fold**

<https://www.napkinfoldingguide.com/05-candle/>

<https://www.youtube.com/watch?v=V2z9AaLHoQY>

**Folding a dress**

<https://www.youtube.com/watch?v=zptE5GpkEKU&feature=share>

**Folding a fan**

<https://www.youtube.com/watch?v=rZbG7rcXQqQ>

**Fleur-de-lis fold**

[https://www.youtube.com/watch?v=6WyHtD\\_AjWs](https://www.youtube.com/watch?v=6WyHtD_AjWs)

<https://www.google.com/url?sa=i&url=https%3A%2F%2Fenglish>

<https://www.google.com/search?q=image+of+sheltered+cooked+food+vending+food+stalls&tbm=isch&ved=2ahUK>

<http://youtube.com/watch?v=TxiR5S3liQg>



## **Unit 1.5 Maintenance in Hospitality Establishments and Restaurants**

- Maintenance staff
- Duties of Maintenance staff

### **Front Office**

- Front office sections
- Standard procedures and functions

### **1.5.1 Maintenance in Hospitality Establishments**

- a) Maintenance manager** reports to rooms division manager. Lead a team of maintenance workers.

#### **Duties:**

- carryout active and preventative maintenance within budget.
- managing the maintenance budget.
- Managing employees in the maintenance department, ordering equipment and supplies and supervising external contractors.



- b) Maintenance staff ensures** that all facilities, public areas, and guest rooms are kept in working order according to the standard of the hotel.

**Duties:** Ensure that all plumbing, electrical, carpentry and building construction are in excellent condition.



### 1.5.2 Front office

**Sections will differ depending on the size of the establishment.**

The reception desk includes front office cashier, information, and registration section. The other section of the front office is telephone operator, reservation, and business centre.

- a) **Front Office Manager:** reports to the room division manager and is responsible for the assistant front office managers, supervisors, receptionists, cashiers, reservationists the concierge and the switchboard operators.

**Standard procedures and functions**

- Hiring and dismissing staff in combination with room division manager.
- Managing staff job description and training.
- Compiling staff duty rosters and monitoring punctuality and absenteeism.
- Checking on staff professionalism.
- Controlling budgets, expenditure, stock levels and equipment.
- Handling guest complaints.





- b) **Front office staff include** assistant front office managers, supervisors, receptionists, cashiers, reservationists the concierge and the switchboard operators. The staff at the front office must be polite and approachable. They must be well informed about the local area and the facilities and events taking place at the establishment. Staff must have skills to handle difficult customers. They must be fully trained to deal with emergency situations.

#### **Standard procedures and functions**

- Welcomes the guest and handles requests.
- Manage room bookings or cancellations and they report either to supervisor or front office manager
- Managing reservations.
- Checking guests into and out of the hotel, allocating rooms and handing out keys.
- Preparing invoices and taking payments.
- Taking and passing messages to guests and handling special requests.



#### **PRACTICAL ACTIVITY:ROLE PLAY**

Create a role play with your partner in class. In the role play one learner is the front office staff and the other is the guest. The educator will allocate a scene to each pair of learners

- Scene 1. Role play the welcome of the guest by staff member.
- Scene 2. Role play the interaction with the guest requesting information about leisure activities.
- Scene 3. Role play a situation in which the guest is upset with the service of the establishment.
- Scene 4. Role play a situation in which there is an emergency situation at reception while the guest is present.



#### **RESOURCES**

[https://www.youtube.com/watch?v=Kv\\_mhymnsbM](https://www.youtube.com/watch?v=Kv_mhymnsbM)

<https://www.youtube.com/watch?v=tR8koWF3s2E>



## PRACTICAL DEMONSTRATIONS

- How to handle guests at reception



## RESOURCES

### VIDEOS FOR EXTRA RESOURCES:

You tube videos [www.youtube.com](http://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](http://www.slideshare.net)

[jobs.morningadvertiser.co.uk](http://jobs.morningadvertiser.co.uk)

Ratatouille 03 Kitchen brigade system Brigade de cuisine ...

<https://www.youtube.com> › watch

What is kitchen brigade

[www.answerite.com](http://www.answerite.com)

### WORKSHEETS



La-Brigade-de-Cuisine-A4.pdf

PowerPoint notes on the modern brigade system

### BIBLIOGRAPHY

[https://learn.org/articles/What\\_are\\_Hospitality\\_Studies.html](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-srvce>



## SUMMARIES

### Key concepts

#### Unit 1.1

**Hospitality Industry** - Businesses that provided services to customers and focus on satisfaction of customers and providing specific experiences.

**Sectors** – accommodations establishments and food and beverage establishments.

#### Unit 1.2

**Career** - An occupation undertaken for a significant period of a person's life and with opportunities for progress

- The kitchen brigade system is essential to ensure a smooth flow of operations exist in the sector.
- Specific duties are allocated to positions in the kitchen to avoid chaos.
- The hierarchy specifies ranking according to levels of authority.
- The head chef controls the entire kitchen from general staffing issues to supplementing stock and creating menus.
- The staff cooks are responsible for specific sections of food preparation.
- The storekeeper primarily is responsible for inventory management.

#### Unit 1.3

To facilitate work organisation in the restaurant there is a need for an operational system to be in existence.

There are many restaurant positions that exist in the brigade.

The Maitre d' is the manager of the diningroom operations.

The waitron is responsible for taking orders and serving food and beverages to guests.

#### **Unit 1.4: Entrepreneurship**

- Developing in learners a passion so that they learn entrepreneurial skills.
- Up skilling learners to develop an entrepreneurial mindset.
- Learners understanding the economic impact of successful entrepreneurship in the country
- Hosting a entrepreneurship opportunities with intense planning

#### **Unit 1.5: Maintenance in Hospitality Establishments**

Maintenance staff at the establishment

Duties of Maintenance staff

Front office sections

Standard procedures and functions



## EXAM PRACTISE QUESTIONS

### The Hospitality Industry

#### Section A: Short questions

1.1 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) on the ANSWER BOOK.

1.1.1 The manager that must ensure 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 may still live in the house:

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

(1)

1.1.3 Serves as the guests' liaison with the hotel's services:

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

(1)  
(3)

1.2

### MATCH ITEMS

Choose a description from COLUMN B to match the term in COLUMN A.  
Write only the symbol (A - J) next to the question number (1.2.1 - 1.2.3) on the ANSWER BOOK.

COLUMN A TERM	COLUMN B DESCRIPTION
1.2.1 Sectors	A Provision of meals for birthdays or weddings
1.2.2 Event catering	B Provision of food and drink, generally at high price with high level of service
1.2.3 Fine Dining Restaurants	Parts or sections
	C

(3)

1.3

Identify the following types of food and beverage establishments. Write only the symbol (A - F) next to the question number (1.3.1) on your ANSWER BOOK.

- 1.3.1 Formal Fine Dining
- 1.3.2 Coffee Shop
- 1.3.3 Deli



(3)

1.4

Choose THREE accommodation establishments from the list below. Write only the symbol (A-F) next to the question number (1.4) on your ANSWER BOOK.

- A Cultural villages
- B Coffee shops
- C Guest houses
- D Bars and pubs
- E Hotel
- 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 (1.5.1 – 1.5.3) on 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 store where ready-to-eat food products such as cooked meats and prepared salads, or foreign exotic prepared foods are sold. | (3) |

**Section B: Long questions**

- |     |  |                                  |
|-----|--|----------------------------------|
| 2.1 | Name a hospitality establishment that offers each of the following services:<br>a) formal fine food service<br>b) vendors who sell goods for sale in an open space<br>c) represents ethnic culture | <b>LO</b><br><br><br><br><br>(3) |
| 2.2 | Discuss how a person can develop an entrepreneurial mindset.   | <b>MO</b><br>(4)                 |
| 2.3 | Outline THREE guidelines on appearance for an interview.   | <b>HO</b><br>(3)                 |

**TOTAL: 25 MARKS**