

CLASS: SSI

FIRST TERM: E-LEARNING NOTE ON CATERING PRACTICE

SCHEME OF WORK

Week 1: Definition and meaning of hospitality industry

Week 2: Definition and origin of catering.

Week 3: House keeping

(a) Meaning and importance of housekeeping

(b) Department, personnel, duties/responsibilities and the duties of receptionist.

Week 4: Bed making

(a) Identification of various types of bed linen.

(b) Demonstration of bed making.

Week 5: Catering establishment

Week 6 & 7: Culinary terms

Week 8: Safety procedures in catering

Week 9: First aid and fire- fighting equipment.

Week 10: Sanitation and hygiene in catering.

WEEK ONE (1)**DATE:****TOPIC: DEFINITION AND MEANING OF HOSPITALITY INDUSTRY****CONTENT:** (1) Definition of Hospitality and Meaning of Hospitality Industry

(2) Origin and segments of Hospitality Industry.

Sub-Topic 1: DEFINITION OF HOSPITALITY

Definition: The word 'hospitality' is a Latin word 'hospes' meaning host or guest. It now translates to meeting the needs of guests with kindness, liberality and goodwill while they are away from their homes. The term hospitality refers to the cordial and generous reception and entertainment of guest or strangers, either socially or commercially. It is a relationship between a guest and a host. It refers to the reception people receive when they visit friends and family or while they are at a hotel or eating in a restaurant.

Meaning of Hospitality Industry.

The hospitality industry involves friendly and generous behaviors towards guest. It also deals with foods and drinks. The industry operates in a wide range of sectors. Its activities impact on the daily lives of almost every member of society. People working in the hospitality provide food, drink and accommodation to meet the needs of the domestic and international leisure and tourism markets. They also provide hospitality services in offices, department stores, hospitals, prisons, sports centers, leisure centres, and clubs and so on. The hospitality industry therefore does not just include the commercial or profit sectors where payment is made directly by the customer, but also the non-profit sector where payment is made indirectly.

The hospitality industries flourish where there are improved economic conditions. As people become wealthier, their incremental income and disposable income are usually spent on pleasure and luxury items.

Evaluation: Objective Test

1. One of the following is not part of Hospitality
 - a) Cordiality b) Harshness c) Entertainment d) Reception
2. The hospitality industry deals with all excepts
 - a) Clothes b) food c) beverages d) drink.
3. Which of this hospitality industry is not a non- profit oriented.
 - a) Hotel b) leisure centers c) prisons d) department stores

4. The hospitality industries affect the economics of the nation ____
- a) Positively b) positively or negatively c) negatively d) none of the above.

ESSAY

- i. Define Hospitality
- ii. In your own words explain hospitality industry.

Sub topic 2: Origin and Sectors/Segments of Hospitality Industry.

Origin of hospitality industry.

The modern concept of hospitality dates back to classical Rome. People invited guest and family members into their homes, shared meals with them and celebrate with them. The concept was that people would starts as strangers, become guests and then become friends. It turns into a custom that becomes major focal points within Roman culture. Religion also played a role since some religion that people are hospitable to the homeless and provide them with meal or bed. The commercial aspect of hospitality, like is found in restaurant, bars and hotels also originated during classical Rome.

Sectors/Segments of Hospitality Industry.

The hospitality industry is on various segments among which are:

- i. Lodging
- ii. Food and Beverages
- iii. Recreation
- iv. Travels and Tourism

LODGING: -This involves accommodation. In an establishment that offers accommodation there are three departments that man it. They are: 1) The Reception department; 2) the Housekeeping department; 3) The maintenance department.

Reception Department: They welcome guests and allocate the accommodation. Accommodation is a place to sleep as long as the guest is there, it could be a night or more. The place could be in hotels, hostels, motels hospitals, guest houses, camp grounds, serviced apartments, public houses, private clubs, youth hostels, caravan parks, transport and timber share apartment. In public accommodation there are welfare accommodation e.g., hospitals and elderly ones, motherless or orphanages. University halls of residence, military accommodation and prisons.

Guests interest are considered because on being allocated a room, he or she explores the surroundings more closely, and probably takes a closer look at the décor, the furnishings and the furniture especially the bed, the type of mattress, the cleanliness and comfort of the surroundings. These

observations give the guest a better assessment of the standard of the establishment as to meet with requirements and provide satisfaction to stay. Therefore, the basic service provided should be a good night rest in clean, comfortable and safe surroundings.

FOOD AND BEVERGES: This belongs to the Food Service Industry, consisting of businesses that prepare food for customers. Food and Beverage industry is involved preparing, processing and methods of serving foods and beverages. Proper knowledge of Food and Beverages is of importance as to have ideas of the nutritional benefits. The industry is also involved in the processing of raw food materials, packaging and distribution to the final consumer.

Food processing and preservation form part of this industry. Processing and preservation started from inception of the Food industry. In order to preserve food, it is important to kill the micro-organism that cause the spoilage and then store the food where it cannot be re-infected, or in conditions where deterioration is slowed down or stopped. Food may be preserved by:

- a) Removing the moisture in the food through drying or dehydration
- b) Making the food cold through chilling or freezing
- c) Applying heat through canning or bottling
- d) Radiation using X-rays or gamma-rays.
- e) Chemical means which could be salting, pickling or crystallizing
- f) Vacuum packing
- g) Gas storage
- h) Under oil e.g. sardine package
- i) Sugar
- j) PH value
- k) Modified Atmosphere Packing (MAP)

The industry provides millions of meals a day in a wide variety of types of Food Service operation. Food can include a wide range of styles and cuisine types, for example, oriental continental dishes, local dishes, specialty such as fish, vegetation or health food. Beverages include all alcoholic and non-alcoholic drinks. Alcoholic beverages include wines and all types of alcoholic drinks, example, cocktails, beers, cider, spirits and liquor's. Non-Alcoholic beverages include: mineral waters, squash juices, aerated waters, zobo, soya-bean milk, tea, coffee, milk drinks, milk and proprietary drinks such as Bovril.

Food and Beverage or (Foodservices) operations include various types of restaurant (ethnic, coffee-shops, first class/fine dining, themed), cafeteria, take-away, cafes, canteens, function rooms, tray service, operations, lounge service operation, room service operations for hotel guests, and home delivery service or operations.

SECTORS OF THE FOODSERVICE INDUSTRY: -

This includes Hotels, motels, inns, restaurants, cafes, pizza, grills, coffee shops, steak houses, and fast-food. Take-away, such as spuds, snacks, fish and chips, sandwich bars, kiosks, retail stores, banqueting, conferencing and exhibitions, theme parks, museums, galleries, cinemas, theatres, motorway service station. Industrial catering-in-house operations through Catering or Food Service contractor. There is welfare catering or social Caterer/Food Service for Students, Healthcare, Institutional and Military. The licensed trade or separate eating drinking places such as public houses, wine bars, licensed clubs and members clubs-there is provision of food and drink in these environments but require licensing. The transport catering here is for railway, airlines and marine. There is also Outdoor Catering (ODC) or off-premises Catering or event Catering.

RECREATION: - Recreation is an activity people get into for relaxation, rest and enjoyment. This is aimed at refreshing one's body and mind. There are areas of recreational enterprises.

- i. Attractions
- ii. Entertainment
- iii. Spectator sports
- iv. Participatory sports.

Participating in recreational activity increases the need for hospitality industry's attention and facilities. Attractions include Obudu Cattle Ranch Resort, Tinapa, Apapa Amusement Park etc. entertainment come in several areas, e.g. Life music band, Juxe box, Music Cantata presenters etc. participatory sports games and sports, inter-house sports in which students participate. While spectator sports include watching of races, football, basketballs, boxing etc.

TRAVELS AND TOURISM: - This segment involves the movement of people from place to place through the travel agencies, but Tourism industry offers, the moving people services that enhance the journeys, travels and vocations. The transport industry carries out the travel through buses, ship, aeroplanes, motor cars, boats, passenger trains. The tourist industry involves the travel agencies, tour operators, cruise companies, convention planners and visitor bureau. The travel and tourism industry is growing among which are: The Ogbunike Cave, National Park Akanpalkogosi (warm and cold) spring, TINAPA Cross River State, Olumorin Water Fall, Obudu Cattle Ranch Resort, and Yankari Games Reserves etc.

EVALUATION

- i. List the segments of the Hospitality Industry
- ii. What are the three (3) departments in Accommodation section?
- iii. List twelve (12) methods of preserving foods.
- iv. Through what means do transport industries carryout its operations?

General Evaluation

1. Lodging is synonymous to
 - a) Maintenance b) Accommodation c) Reception d) Housekeeping
2. Welfare accommodation is found in all these, except.....
 - a) Hotel b) Hospital c) Orphanage d) Elderly home
3. One of these is not a chemical means of preservation
 - a) Salting b) Pickling c) Crystallizing d) Vacuum packing
4. The tourism and travel industry improves the economy of the nation through the income from
 - a) Markets b) Institutions c) Tourists d) Tinapa

WEEKEND ASSIGNMENT

Read: Catering Craft Practice for Senior Schools by AdewumiOlasupo et.al. Publisher: Cosmopolitan Book Services Dugbe, Ibadan, (pages 6-8)

PRE-READING ASSIGNMENT

Read: Definition, origin, importance and relationship between the hospitality industry and catering using Catering Craft Practice for Senior Schools by AdewumiOlasupo et.al. Publisher: Cosmopolitan Book Services Dugbe, Ibadan, (pages 6-8)

Catering craft practice for SS1-3 by Aminu S.N Bariki. (pg 1-7)

WEEKEND ACTIVITY:

Check and make a list of the services provided in the schools (DLHS) under hospitality for the students.

WEEK TWO (2)

DATE:.....

TOPIC: Catering

Sub Topic 1: Definition and Origin of catering.

Sub Topic 2: Importance of catering / relationship between the hospitality industry and catering.

Definition and Origin of catering.

- Catering is derived from the word ‘cater’ which means to provide or to take care of. It provides what is needed or required. The person or establishment provides foods and drinks to customers.
- Catering is a profession involved with food, drink and accommodation of guests. It enhances sound foundation of professional cookery.
- Catering is an area of study that specializes on food and beverages production services and accommodation operation.
- Catering involves production of food and drinks to customers as well as providing them with accommodation so that the customers are served to satisfaction and yet ensuring that establishment maximizes profit by using a good costing and control system.

ORIGIN OF CATERING.

The history of catering and fine cooking trades dates back to...