

# **SURVIVAL SKILLS** in the Workplace



## **CATERING AND HOSPITALITY**



## Everyday tasks for catering staff

- Acting on verbal instructions from chef or supervisor
- Making and receiving telephone calls
- Discussing work plans
- Following recipes
  - Preparing food
    - Reading temperature and time charts
- Taking notice of safety and hygiene signs

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- Operating kitchen equipment according to instructions
  - Filling in records of stock
  - Receiving and checking deliveries
  - Completing accident book or hygiene records
  - Weighing dry ingredients
  - Measuring liquids, mixing and dividing food
  - Setting temperature of ovens
  - Timing cooking
  - Writing orders
  - Making notes

# WHAT SKILLS?

## Speaking and Listening

- Listen carefully to follow oral instructions accurately, e.g. changes to recipes, menu planning, timings for food preparation, health and safety measures



- Discuss straightforward information with other staff (supervisors and colleagues), e.g. work schedules, problems, ideas for menus
- Ask sensible questions of other staff to obtain information, e.g. on numbers to be catered for, menus, details of processes
- Speak clearly and distinctly to be heard above kitchen noise

## Reading

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



## Writing

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

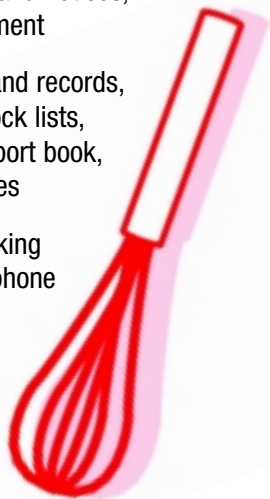


## Number Skills

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

## **Communication skills needed to work in food preparation and cooking**

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



## **Numeracy skills needed to work in food preparation and cooking**

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

To start work or undertake an NVQ in the catering and hospitality industry, the basic skills levels needed are:

- communication at Level 1 (writing at Entry 3);
- reading at Level 1;
- numeracy at Level 1.



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