

Learning outcome 1: Know the main outlets in the hospitality industry

(1) Give examples of outlets in the hospitality industry

Define what an 'outlet' is.

In your own words write a definition for the term 'outlet'.

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Using the spider diagram below give examples of different hospitality outlets.

Now you know what an outlet is, how many examples can you think of? Write them down on the spider diagram below.



Define the hospitality outlets.

In your own words, write a definition for each hospitality outlet. Talk to your peers and research outlets you are not familiar with.

Outlet	Definition
Hotels	
Guest houses	
Public houses	
Cafes	
Fast food outlets	
Coffee shops	
Takeaway	
Restaurants	
Clubs	
Schools	
Colleges	

Hospitals	
Prisons	
Residential homes	
Voluntary/charity catering operations	
Leisure	
Tourism outlets	

Identify and describe different services offered by hospitality outlets.

Can you name 9 services offered by hospitality outlets and describe what each one means?

Service:

Description:

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Service:

Description:

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Service:

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Service:

Description:

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(2) State different services offered within the hospitality industry

Choose 5 hospitality outlets and state what services each one offers.

Using the outlets that you identified on the previous page, choose 5 and state what services each outlet offers. Give an example of each outlet e.g. fast food outlet McDonalds.

Outlet:

Services offered:

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Example of this type of outlet:

Outlet:

Services offered:

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-

Example of this type of outlet:

Outlet:

Services offered:

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Example of this type of outlet:

Outlet:

Services offered:

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Example of this type of outlet:

Outlet:

Services offered:

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-
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Example of this type of outlet:

TASKS A & B – Project folder

You have been asked by the local Tourist Information office to produce a folder showing images of local hospitality outlets and information about the outlets.

You should do research in your local area and ensure that your booklet includes the following information:

- Image of the outlet
- Name of outlet
- Address of outlet
- Example of the food and drink menu (prices included if applicable)
- Examples of accommodation (prices included if applicable)
- A minimum of 5 services offered by the outlet
- A brief overview of the outlet and their purpose

You will be taken on several outings and take part in talks from guest visitors who will explain about the hospitality outlet they work in. Take notes as you explore and listen to what is being said. This will help you with this task.

Please ensure you include all 17 hospitality outlets previously identified in your work booklet.

A check list has been included on the next page for you to use so you do not forget to include what is being asked.

TASK A & B – Checklist

Tick the boxes below so you know what you have included so far in your folder.

This will help you to keep track of what you have left to do.

	Image of outlet	Name of outlet	Address of outlet	Example of menu	Example of rooms	Overview of outlet	Services offered
Hotel							
Guest House							
Public House							
Café							
Fast Food outlet							
Coffee Shop							
Takeaway							
Restaurant							
Club							
School							
College							
Hospital							
Prison							
Residential Home							
Voluntary/charity catering operation							
Leisure							
Tourism							

Choose 6 job roles and describe the duties of each role.

Choose 6 job roles that you have identified on the previous page and write a brief description of the duties for each role. Your answers must be in full sentences.

Job Role:

Brief description of duties:

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Job Role:

Brief description of duties:

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Job Role:

Brief description of duties:

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Job Role:

Brief description of duties:

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Job Role:

Brief description of duties:

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Job Role:

Brief description of duties:

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(2) List job opportunities available in the industry

List 7 job opportunities available in the industry

Write down 7 job opportunities that are available in the Hospitality industry.

1.

2.

3.

4.

5.

6.

7.

Define different job opportunities that you may come across in the hospitality industry.

Define the term local

In your own words, write down your definition of the term local.

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Define the term national

In your own words, write down your definition of the term national.

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Define the term international

In your own words, write down your definition of the term international.

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Define the term contract

In your own words, write down your definition of the term international.

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Define the term welfare

In your own words, write down your definition of the term international.

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Define the term industrial

In your own words, write down your definition of the term international.

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Define the term commercial

In your own words, write down your definition of the term international.

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Identify which job opportunity would match the job roles.

Now you know what different job opportunities mean, look at the jobs in the table below. Tick the boxes that you think could apply to each job e.g. Barista - Local & National.

Commercial								
Industrial								
Welfare								
Contract								
International								
National								
Local								
Job role	Barista	Chef	Receptionist	Head House keeper	Hotel manager	Beautician	Security	Holiday rep

(3) Types of work

There are a variety of different shift patterns and working hours that you may experience working in the hospitality industry, these can include covering weekend and holidays. In a lot of different job roles you will not be working the usual 9.00am-5.00pm Monday to Friday.

This means that you will generally be working when customers are out socialising!

Research the definition of each type of work and write your own definition in the spaces below.

Working pattern	Definition
Full Time	
Part Time	
Shift Work	
Split Shift	
Seasonal	
Weekend	

(4) Training and career opportunities

Complete the word search below to see how many training and career opportunities you can identify.

Information on training and career opportunities can be found using a number of sources readily available to you. See how many you can find in the word search below.

Colleagues
 Careers Adviser
 Hospitality Journals
 Trade Exhibitions

Line Managers
 Job Centre
 FE Colleges

Newspapers
 Internet
 Professional Organisations

C	O	L	L	E	A	G	U	E	S	S	X	B	A	T	C	D	P	A
A	A	M	I	U	Y	T	R	E	W	Q	D	G	H	J	K	L	R	H
O	S	Y	N	X	C	N	S	F	H	C	S	G	R	H	F	A	O	O
P	D	B	E	A	S	D	F	D	G	A	Y	E	X	S	F	F	F	S
G	H	F	M	E	F	S	V	D	A	R	C	N	J	G	G	S	E	P
T	F	E	A	R	T	F	H	H	J	E	V	N	G	J	T	D	S	I
G	J	D	N	E	W	S	P	A	P	E	R	S	H	G	D	A	S	T
R	G	C	A	R	E	E	R	A	D	V	I	S	E	R	L	U	I	A
E	H	G	G	N	D	F	J	B	F	A	L	H	S	A	N	H	O	L
W	J	S	E	F	O	O	D	S	H	D	B	A	A	N	D	G	N	I
Q	K	C	R	G	I	H	M	K	L	V	J	H	G	F	D	S	A	T
S	L	G	S	B	N	C	D	J	O	B	C	E	N	T	R	E	L	Y
F	P	D	Z	X	T	V	F	N	M	S	K	G	D	D	G	J	O	J
G	O	H	L	H	E	F	N	D	D	E	J	U	R	A	S	W	R	O
H	I	C	A	E	R	I	O	U	F	R	V	G	H	I	G	H	G	U
J	U	X	N	F	N	H	E	A	T	E	R	R	E	A	I	N	A	R
K	Y	Z	A	A	E	C	L	O	U	S	C	D	A	N	D	S	N	N
L	T	Q	N	H	T	S	U	N	N	I	S	O	D	A	O	G	I	A
C	T	Q	A	R	W	Q	G	H	J	K	L	P	L	I	U	T	S	L
V	R	E	C	T	A	A	F	E	C	S	G	H	J	L	A	E	A	S
B	E	F	E	C	O	L	L	E	G	E	S	L	S	D	E	D	T	Y
N	W	O	E	H	I	G	T	S	H	I	Z	L	O	L	G	G	I	A
T	R	A	D	E	E	X	H	I	B	I	T	I	O	N	S	S	O	X
S	X	D	F	G	H	K	U	K	L	L	O	P	D	B	G	N	N	S
D	Q	W	E	R	T	U	I	O	P	Y	H	J	K	L	F	D	S	K

TASK C WORKSHEET

In the boxes list the job roles that you can expect to find within different job opportunities.

Colour code the boxes that would provide international job opportunities.

Remember there will be more than one job opportunity for each job role.

Job opportunities	Job roles
Hospital canteen	
Residential home	
Hotel	
Café	
Cruise ship	
Restaurant	

Colour Key Code

	International job opportunities
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