

1 Working in the kitchen



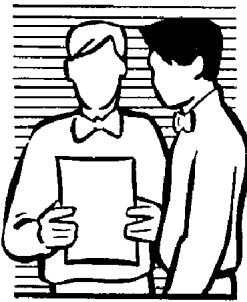
2 Clearing in the restaurant



3 Observing colleagues



4 Talking to customers



5 Interviewing other staff



6 Listening to a manager



7 Working in the store room



8 Attending department meetings



9 Reading health & safety documents



10 Using utensils safely

NAME _____

GROUP _____

PLACEMENT _____

Work Experience

IN RESTAURANTS AND CATERING



Supported by



Work Experience Learning Framework
for Post-16 Students

Assignment 1: Level 2

As you like it

Prepare a report for a students' catering magazine on factors which may influence customers' choice of the different ways of buying cooked food. You will need to describe the different ways in which food can be served: table service, bar, counter, take-away, vending. Include photographs of different food service if possible. Do some research during your placement of customer preferences and circumstances in which they choose one form of food service over another. Include a discussion of the changing ways in which people use leisure time and the impact of these changes on choice of food service.

Evidence: Notes from interviews with staff at the restaurant or other catering establishment; research notes from interviews with people who buy cooked food; details of costs of food served in different ways (e.g. comparison of take-away burger and plate-served burger); marketing information from your placement.

Key Skills: Communication (take part in discussions; read and respond to written material; produce written material)
IT (use a computer to: prepare information; process and present information)
Application of Number (collect and record data; present findings)

Assignment 2: Level 2

Can I help you?

Design a leaflet, using IT, for students thinking of taking up work in the catering industry. The leaflet should focus on customer care and should give information and advice on how an employee should present him/herself to customers. In particular, the advice should cover: politeness, cheerfulness, willingness to assist, prompt service, identifying customer needs, remedial action if things go wrong. Use examples and case studies to describe good customer care and include illustrations to make the leaflet attractive.

Evidence: Observation notes and examples from your placement; notes of interviews with staff; staff training packs; marketing information; research notes from interviews with relatives and friends about what they expect as customers.

Key Skills: Communication (take part in discussions; read and respond to written material; produce written material; use images)
IT (use a computer to: prepare information; create graphics; process and present information)

Assignment 3: Level 3

Food Safety

In your group, investigate and report on all the rules of food safety which operate at your placement. You should include rules which apply at every stage of the preparation and cooking of food, including stock rotation, temperatures of storage, preparation and cooking, hygiene rules and other health and safety considerations. Include a section on some of the dangers to human health which can occur as a result of inadequate food safety practices. Make a presentation of your findings to the rest of the class.

Evidence: Information gained from interviews with staff on your placement; examples of company documents; training materials; information from text books; information from environmental health officers

Key skills: Communication (take part in discussions; read and respond to written material; produce written material)
IT (use a computer to: prepare information; process and present information)
Working With Others (plan activities with others)