

Name:

Date:

# Cooking

- A broad range of ingredients, equipment, food skills and techniques, and cooking methods are used to achieve successful results.
- Recipes and cooking methods can be modified to help meet current healthy eating messages.



## Why is food cooked?

Some foods can be eaten raw and form an important part of the diet. However, many foods need to be prepared and cooked before they are eaten to:

- make the food safe to eat by destroying pathogenic micro-organisms and toxins;
- destroy microorganisms and enzymes that cause food to deteriorate and therefore increase the keeping quality of the food;
- make the food more digestible and easier to absorb.

## Food skills

There are a number of food skills which enable a variety of increasingly complex dishes to be prepared and made.

These can include:

- beating, combining, creaming, mixing, stirring and whisking;
- blitzing, pureeing and blending.
- kneading, folding, forming and shaping;
- knife skills;
- rubbing-in and rolling-out;
- use of the cooker: boiling/simmering/poaching, frying, grilling, roasting and baking;

## Safety

- Sharp knives: never walk around with a knife. Use the *bridge hold* and *claw grip* to cut safely.
- Grater: hold grater firmly on a chopping board. Grate food in one direction and leave a small amount at the end to prevent injury to knuckles.
- Hot liquid: drain hot liquid carefully over the sink using a colander.
- Saucepans: turn panhandles in from the edge, so they are not knocked.
- Hot equipment: always use oven gloves when placing food in and out of the oven.
- Spills: wipe up immediately.
- Electrical equipment: always follow instructions.

To find out more, go to:  
<https://bit.ly/322eSpr>

## Food skills are acquired, developed and secured over time.

### Bridge hold



### Claw grip



Food skill	Food skill	Food skill	Food skill	Food skill
Bake	Fry and sauté	Portion / divide		
Beat	Glaze and coat	Prove		
Blitz, puree and blend	Grate	Roast		
Casserole	Grill	Roll-out		
Chill	Juice	Rub-in		
Core	Knead	Sift		
Cream	Layer	Snip		
Crush	Mash	Spread		
Cut out	Measure	Stir-try		
Cut, chop, slice, dice and trim	Melt, simmer and boil	Weigh		
Decorate and garnish	Microwave	Whisk		
Drain	Mix, stir and combine	Zest		
Fold	Peel			
Form and shape	Pipe			

## Heat exchange/transfer

Cooking requires heat energy to be transferred from the heat source, e.g. the cooker hob, to the food. This is called heat transfer or heat exchange. There are three ways that heat is transferred to the food. They are:

- conduction – direct contact with food on a surface, e.g. stir-frying;
- convection - currents of hot air or hot liquid transfer the heat energy to the food, e.g. baking;
- radiation - energy in the form of rays, e.g. grilling.

Many methods of cooking use a combination of these. The amount of heat and cooking time will vary according to the type of food being cooked and the method being used.

## Cooking methods

These are based on the cooking medium used:

- moist/water based methods of cooking, e.g. boiling, steaming, stewing, braising;
- dry methods of cooking, e.g. grilling, baking, roasting, toasting, BBQ;
- fat-based methods of cooking – stir, shallow and deep fat frying.

## Vegetable cuts



batons – 5-6.5cm long x 1 cm square



dice – 1cm square



julienne/match stick – 5-6.5cm long x 3 mm square



fine julienne – 5-6.5cm long x 1.5mm square

## Task

Complete the *Food route Cooking journal*:  
<https://bit.ly/3dYUibH>

## Key terms

**Conduction:** The exchange of heat by direct contact with foods on a surface e.g. stir-frying or plate freezing.

**Convection:** The exchange of heat by the application of a gas or liquid current e.g. boiling potatoes or blast chilling.

**Heat transfer:** Transference of heat energy between objects.

**Radiation:** Radiation is energy in the form of rays e.g. grilling.

## Cooking for health

Take into account healthy eating recommendations to ensure that dishes/meals are part of a varied, balanced diet.

- Planning - does the meal meet the nutritional needs and preferences of those it is being cooked for? Base your meals on starchy food.
- Choosing - choose low fat/sugar/salt versions, where possible.
- Preparing - limit the amount of fat added (try a spray oil) and replace salt with other flavourings, such as herbs and spices.
- Cooking - use cooking practices which reduce the amount of fat needed and minimise vitamin losses from fruit and vegetables.
- Serving - serve the meal in proportions which reflect current healthy eating advice. Do not forget to include a drink.

## Healthier cooking methods

- Grill or BBQ foods rather than fry to allow fat to drain away.
- Drain or skim fat from liquids, e.g. sauces, stews and casseroles.
- Dry fry using non-stick pans, so no need for oil.
- Oven bake rather than fry.
- Steam or microwave vegetables.

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# Costing a recipe/ meal/event

1. Find out the cost of each ingredient. You may wish to use one of the following websites (if you do not have a receipt):

- [www.asda.com](http://www.asda.com)
- [www.morrisons.co.uk](http://www.morrisons.co.uk)
- [www.mysupermarket.co.uk](http://www.mysupermarket.co.uk)
- [www.ocado.com/](http://www.ocado.com/)
- [www.sainsburys.co.uk](http://www.sainsburys.co.uk)
- [www.shop.coop.co.uk](http://www.shop.coop.co.uk)
- [www.tesco.com](http://www.tesco.com)
- [www.waitrose.com](http://www.waitrose.com)

2. Add the ingredient details to the chart below:

- a) name;
- b) cost of amount purchased;
- c) quantity purchased (gram, litre, unit);
- d) quantity needed in the recipe (grams, litre, unit).

3. Calculate the cost of purchasing all the ingredients.

4. Calculate the cost of ingredients used for the recipe.

### Help box

The amount purchased or what is needed will be different. For example, you may need to buy 250g butter, but only need 50g. Or, you may need one apple, but buy four.

To calculate the cost of ingredient used:

- divide the 'Cost of quantity purchased' by the 'Quantity purchased';
- then multiple by 'Quantity needed in recipe'.

An example is below.

### Recipe costing chart

a) Name	b) Cost of quantity purchased (£)	c) Quantity purchased	d) Quantity needed in recipe	Cost of ingredient used in recipe (£)
<i>Example, Butter</i>	<i>£1.60</i>	<i>250g</i>	<i>50g</i>	<i>£0.32</i>
<b>Total :</b>			<b>Total:</b>	

### Event costing Chart

Cost of recipe	Cost of recipe per person	Quantity required	Staffing cost	Miscellaneous
<b>Total:</b>			<b>Total:</b>	

You may wish to use an excel template – [click here](#).

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## Understanding allergens

Whether you are making food for yourself, family or friends it is important to be aware that some ingredients may cause an allergic reaction in some people. There are fourteen major allergens that must be identified on a food label:

Cereals containing gluten  
Crustaceans, for example, prawns, crab, lobster and crayfish  
Eggs  
Fish  
Peanuts  
Soybeans

Milk  
Nuts such as almonds, walnuts, hazelnuts, pecans, Brazil nuts, pistachio, cashew, macadamia (Queensland)  
Celery (and celeriac)  
Mustard  
Sesame

Sulphur dioxide, which is a preservative found in some dried fruit  
Lupin (found in some flour-based or gluten free products)  
Molluscs, for example, clams, mussels, oysters, whelks, snails and squid

### Task 1

Using the information above, identify the allergens in the three recipes below.

### Task 2

Produce an ingredients list that could be included on a food label. Remember that ingredients should appear in descending order of weight and allergens could be identified in **bold**, **highlighted**, underlined or in *italics*.

#### Blazing Burgers

450g (1lb) lean beef mince  
1 small red onion  
1.25cm (½ inch) fresh root ginger  
1 green chilli  
1x 5ml spoon (1tsp)  
Worcestershire sauce  
½x 5ml spoon (½tsp) salt  
1x 15ml spoon (1tbs) oil



#### Ramen Burgers with Tonkatsu Sauce

450g (1lb) beef mince  
2x 100g packs instant ramen noodles, flavour sachets discarded  
2 eggs  
Freshly ground black pepper  
1x 15ml spoon (2tbs)  
sunflower oil  
1x 5ml spoon (1tsp) dry mustard powder  
200ml (7fl oz) tomato ketchup  
4x 15ml spoon (4tbs)  
Worcestershire sauce  
4x 5ml spoon (4tsp) light soy sauce  
1.25cm (½ inch) fresh root ginger  
1 small red onion

#### Lamb Apricot and Coriander Burgers

450g (1lb) lamb mince  
25g (1oz) dried apricots  
25g (1oz) shelled pistachio nuts or almonds (optional)  
1 x 15ml spoon (1tbs)  
coriander  
1 lemon  
Freshly ground black pepper



Recipes can be found on <https://www.foodfactoflife.org.uk/recipes/>



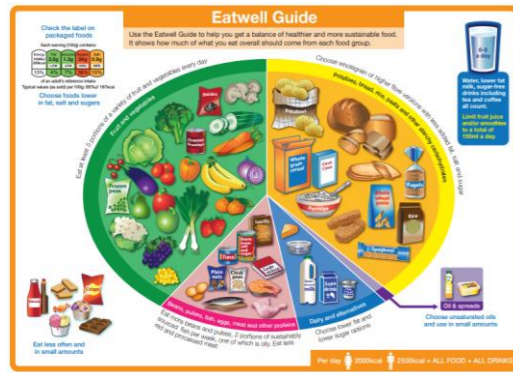
Name:

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# The Eatwell Guide



- When choosing food and drinks, current healthy eating guidelines should be followed.



## The Eatwell Guide

- Comprises 5 main food groups.
- Is suitable for most people over 2 years of age.
- Shows the proportions in which different groups of foods are needed in order to have a well-balanced and healthy diet.
- Shows proportions representative of food eaten over a day or more.

## 8 tips for healthier eating

These eight practical tips cover the basics of healthy eating, and can help you make healthier choices.

1. Base your meals on starchy carbohydrates.
2. Eat lots of fruit and veg.
3. Eat more fish – including a portion of oily fish.
4. Cut down on saturated fat and sugar.
5. Eat less salt (max. 6g a day for adults).
6. Get active and be a healthy weight.
7. Don't get thirsty.
8. Don't skip breakfast.

## Composite/combination food

Much of the food people eat is in the form of dishes or meals with more than one kind of food component in them. For example, pizzas, casseroles, spaghetti bolognese and sandwiches are all made with ingredients from more than one food group. These are often called 'combination' or 'composite' foods.



## Key terms

**The Eatwell Guide:** A healthy eating model showing the types and proportions of foods needed in the diet.

**Hydration:** The process of replacing water in the body.

**Dietary fibre:** A type of carbohydrate found in plant foods.

**Composite/combination food:** Food made with ingredients from more than one food group.

## Fruit and vegetables

- This group should make up just over a third of the food eaten each day.
- Aim to eat at least five portions of a variety each day.
- Choose from fresh, frozen, canned, dried or juiced.
- A portion is around 80g (3 heaped tbs).
- 30g of dried fruit or 150ml glass of fruit juice or smoothie count as a max of 1 portion each day.

## Beans, pulses, fish, eggs, meat and other protein

- Sources of protein, vitamins and minerals.
- Recommendations include to aim for at least two portions of fish a week, one oily, and;
- People who eat more than 90g/day of red or processed meat, should cut down to no more than 70g/day.

## Hydration

- Aim to drink 6-8 glasses of fluid every day.
- Water, lower fat milk and sugar-free drinks including tea and coffee all count.
- Fruit juice and smoothies also count but should be limited to no more than a combined total of 150ml per day.

## Potatoes, bread, rice, pasta or other starchy carbohydrates

- Base meals around starchy carbohydrate food.
- This group should make up just over a third of the diet.
- Choose higher-fibre, wholegrain varieties.

## Oil and spreads

- Unsaturated fats are healthier fats that are usually from plant sources and in liquid form as oil, e.g. olive oil.
- Generally, people are eating too much saturated fat and need to reduce consumption.

## Fibre

- Dietary fibre is a type of carbohydrate found in plant foods.
- Food examples include wholegrain cereals and cereal products; oats; beans; lentils; fruit; vegetables; nuts; and, seeds.
- Dietary fibre helps to: reduce the risk of heart disease, diabetes and some cancers; help weight control; bulk up stools; prevent constipation; improve gut health.
- The recommended average intake for dietary fibre is 30g per day for adults.

## Dairy and alternatives

- Good sources of protein and vitamins.
- An important source of calcium, which helps to keep bones strong.
- Should go for lower fat and lower sugar products where possible.

## Foods high fat, salt and sugar

- Includes products such as chocolate, cakes, biscuits, full-sugar soft drinks, butter and ice cream.
- Are high in fat, sugar and energy and are not needed in the diet.
- If included, should be had infrequently and in small amounts.

To find out more, go to: <https://bit.ly/2QzUMfe>

Meals and snacks can be sorted into The Eatwell Guide food groups.

## Composite/combination food - Lasagne



Pasta (lasagne sheets): **Potatoes, bread, rice, pasta or other starchy carbohydrates**

Onions, garlic and chopped tomatoes: **Fruit and vegetables**

Lean minced meat (or meat substitute): **Beans, pulses, fish, eggs, meat and other protein** –

Cheese sauce made with milk and cheese: **Dairy and alternatives**

Olive/vegetable oil used to cook onions and mince: **Oil and spreads**

## Task

Plan a menu for a day that applies the principles of The Eatwell Guide and the 8 tips for healthier eating. Make one of the dishes, complete a sensory evaluation and calculate the energy and nutrients provided using nutritional analysis.



# Food & Nutrition Year 9 Knowledge organiser

## Personal Hygiene:

People are sources of **contamination**. Personal hygiene rules must be followed when preparing food. This includes **washing your hands** regularly:

### Before:

Handling high risk and ready-to-eat foods

### Between:

Preparing raw and high-risk foods

### Good personal hygiene:

Wash hands regularly  
Tie up long hair  
Wear a clean apron  
Take off jewellery  
No nail varnish

### After:

Preparing raw food  
Going to the toilet  
Coughing, sneezing or blowing your nose  
Cleaning  
Touching rubbish  
Touching your face or hair

**Cuts:** use **blue** plasters with an aluminium strip. This makes them **visually obvious** (as blue is not a naturally occurring food colour). The aluminium strip can also be **detected** with a metal detector if it fell into food.

## Key Equipment:

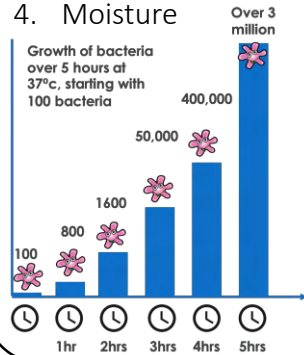
Grater 	Measuring jug 	Weighing scales 
Pastry cutters 	Sieve 	Colander 
Saucepan 	Wok 	Measuring spoons 
Fish slice 	Spatula 	Vegetable peeler 
Tin opener 	Baking tray 	Chopping boards 

## Bacteria/the danger zone:

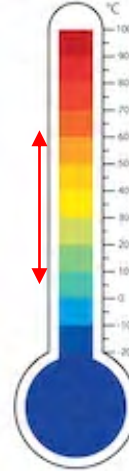
### How bacteria grows:

**Bacteria** reproduce by **binary fission**. In this process the **bacterium**, which is a single cell, divides into two identical daughter cells. **Binary fission** begins when the DNA of the **bacterium** divides into two (replicates). Bacteria needs 4 things to allow multiplication:

1. **Warmth**
2. Food
3. Time
4. Moisture



The temperature range within which the multiplication of most foodborne **pathogenic (harmful)** bacteria is possible is between **5°C to 63°C** this is called the **danger zone**.



## Fruit Salad Practical:

The Eatwell Guide recommends that one **third** of our diet should be made up of **fruit and vegetables** and we should try and eat a wide variety of them.

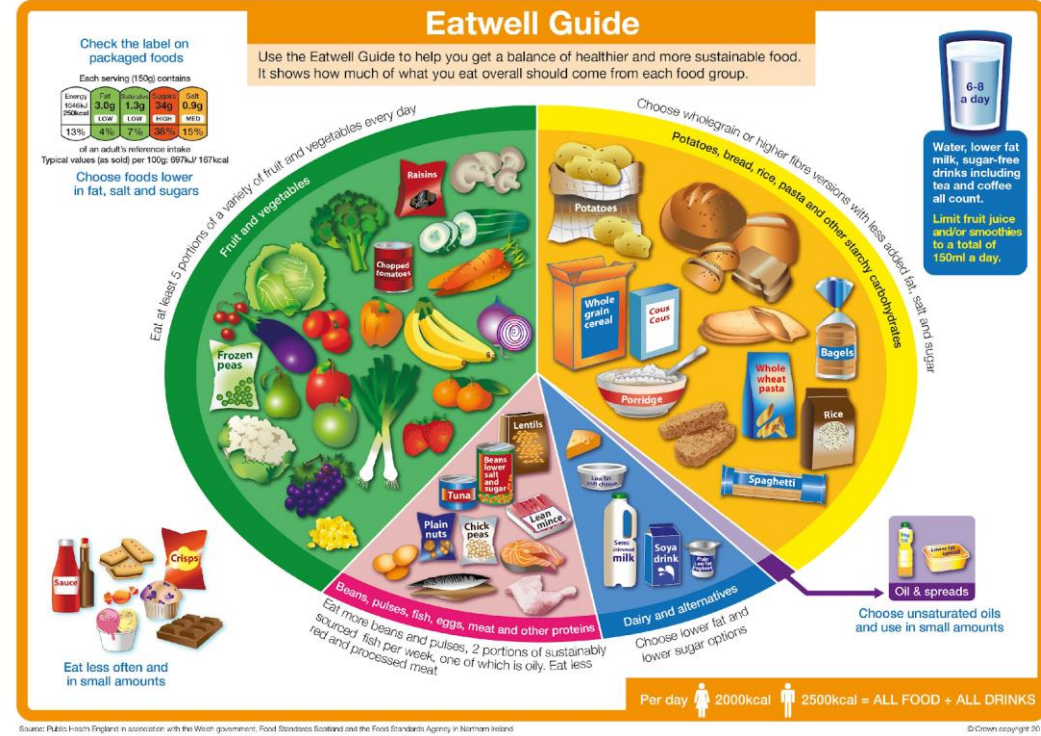
**Enzymic browning** is a chemical process which occurs in some fruits and vegetables. It causes the them to **discolour**, usually turning a **brown** colour – to prevent this we add acid (orange juice) to our fruit salad.

**Knife safety:** When preparing fruits we use 2 safe cutting methods.

Bridge Hold



Claw grip



## Food Safety:

### How is food contaminated?

Food can be **contaminated** by:

- Microbes** – bacteria, pathogens, 'germs'
- Physical** – pests, glass, packaging, rodent droppings
- Chemicals** – cleaning products such as disinfectants and bleach
- Allergies** – such as peanuts

**Contamination** is the presence or introduction of a hazard.

**Cross contamination** - The transfer of bacteria from a contaminated food (usually raw) to ready to eat foods.

### What happens if food is contaminated by bacteria?

If food is contaminated it can cause **food poisoning**. Food poisoning can be very harmful and in severe cases leads to death. Symptoms can include:

- Vomiting
- Diarrhoea
- Nausea
- Abdominal/stomach pains
- Fever/high temperature

A common food poisoning bacteria spread through poor personal hygiene is: **Staphylococcus Aureus**.

**Sources:** human nose, mouth, skin, boils and Cuts. Coughing and sneezing.

**Onset period:** Usually 1 to 7 hours (usually 2-4)

**Typical symptoms:** Abdominal pain, mainly vomiting, some diarrhoea.

**Duration of illness:** 6 to 24 days



YEAR  
7



# Food hygiene, safety and cooking



- Buying, storing, preparing and cooking food safely and hygienically are vital for health.
- There is a range of additional food skills and cooking techniques, which enable a wide range of dishes to be made.

**Food can spoil and decay due to the action of microbes, insects and other pests/pets.**

**Food spoilage**  
When food spoils, the following may change:

- appearance;
- taste;
- texture;
- smell.

**Food can be purchased from a variety of sources.**

**Food labels provide useful information to the consumer.**

**Baby leaf salad**  
Keep refrigerated. Once opened consume within 24 hours and by the 'use by' date shown.

**Food needs to be stored properly and within its date mark.**

<b>USE BY:</b> 25/08/20 <b>KEEP REFRIGERATED</b>	<b>BEST BEFORE:</b> 25/08/21 <b>STORE IN A COOL DRY PLACE</b>
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**Good personal hygiene is vital when cooking to avoid the risk of food poisoning.**

**Let's get ready to cook!**

- Tie back long hair
- Roll up long sleeves
- Wear an apron
- Remove jewellery
- Wash your hands
- Get ingredients ready
- Get equipment ready

**There are a number of basic food skills which enable you to prepare a variety of simple dishes.**

**These can include:**

- cutting (with a knife);
- grating.
- juicing;
- kneading;
- measuring;
- peeling;
- rolling-out;
- rubbing-in;
- stirring;
- washing;
- weighing.

**There are lots of food skills which enable you to extend the range of dishes you can already cook.**

**It is important to take care when using sharp and/or hot equipment so that you don't hurt yourself or someone else.**

**Task:** Make a list of the steps you would take before, during and after cooking to make sure you follow good food hygiene and safety practices.

**The bridge hold and claw grip should be used when cutting food to avoid harm.**

**Bridge hold** **Claw grip**

**Basic cooking skills are required to make a dish.**

**Grate** **Knead**

**Measure/weigh** **Peel**

**Roll-out** **Rub-in**

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# Food labelling

- Food labels provide information, which helps people to know when to eat food, and how to store it safely.
- Nutrition and allergy information on food labels help to make informed food and drink choices.



## Food labelling

Information on the labels of pre-packed food and drink products can be legally required or just for consumer information.

Legally required information:

- country of origin and place of provenance;
- date mark;
- list of ingredients (including additives and allergens);
- name and address of the manufacturer, packer or seller;
- name of food or drink;
- nutrition information;
- storage and preparation instructions;
- weight or volume.

Consumer information:















- front-of-pack nutrition label;
- price;
- serving suggestions/image.

## Allergen labelling

There are 14 ingredients (allergens) that are the main reason for adverse reactions to food. They must be labelled on pre-packaged food and menus so that consumers can make safe choices.

From summer 2021 new legislation will tighten the rules requiring food that is prepared for direct sale, e.g. in a coffee shop, to carry a full list of ingredients.

The 14 allergens are:

Foods containing gluten, present in wheat, barley and rye 	Crustaceans 	Eggs 	Fish 	Lupin 
Peanuts 	Soybeans 	Milk 	Nuts 	Molluscs 
Celery 	Mustard 	Sesame seeds 	Sulphur dioxide 	

## Nutrition information

Nutrition information can help consumers make healthier choices.

**Back-of-pack** nutrition information is legally required.

### NUTRITION

When heated according to instructions

Typical values	Per 100g	Each pack (390g**)
Energy	457kJ 109kcal	1781kJ 424kcal
Fat	3.9g	15.2g
of which saturates	1.9g	7.5g
Carbohydrate	12.1g	47.1g
of which sugars	1.6g	6.2g
Fibre	1.1g	4.2g
Protein	5.8g	22.6g
Salt	0.6g	2.2g

## Key terms

**Allergen:** An ingredient that may cause an adverse reaction to food.

**Back-of-pack labelling:** Is legally required and can help consumers make healthier choices.

**Front-of-pack labelling:** Is voluntary but must provide certain information and can use red, amber and green colour coding.

**Use-by-date:** Relates to the safety of the food. Food must be eaten by this date.

**Best-before-date:** Relates to the quality of the food. Food may still be eaten beyond this date.

## Date marks/shelf life

'Use by' dates relate to the safety of the food and 'best before' dates relate to quality. Eating foods after their 'use by' date could lead to food poisoning.

**USE BY:**

**25/08/20**

**KEEP REFRIGERATED**

**BEST BEFORE:**

**25/08/21**

**STORE IN A COOL DRY PLACE**

## Baby leaf salad

Keep refrigerated. Once opened consume within 24 hours and by the 'use by' date shown.

## Ingredients

It is a legal requirement to include an ingredients list on packaged or pre-prepared foods. The ingredients must appear in descending order and with the allergens identified in **bold**, **highlighted**, underlined or in *italics*.

### INGREDIENTS

Water, Carrots, Onions, Red Lentils (4.5%), Potatoes, Cauliflower, Leeks, Peas, Cornflour, **Wheat** flour, Cream (**milk**), Yeast Extract, Concentrated Tomato Paste, Garlic, Sugar, **Celery** Seed, Sunflower Oil, Herb and Spice, White Pepper, Parsley

### ALLERGY ADVICE

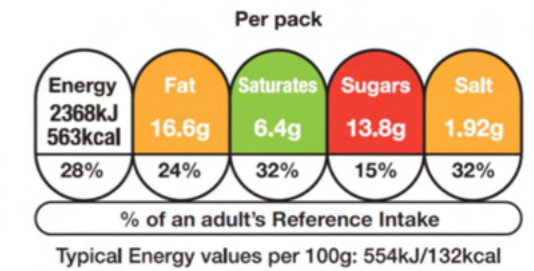
For allergens, see ingredients in **bold**

## Front-of-pack labelling

Front of pack nutrition information is voluntary. If a food business chooses to provide this, only the following information may be provided:

- energy only;
- energy along with fat, saturates, sugar and salt.

Red, amber and green colours, if used, show at a glance whether a food is high, medium or low for fat, saturates, sugars or salt. The colour coding can be used to compare two products.



## Task

Produce a food label for a dish you have made. Ensure that the label includes the information required by law that relates to food hygiene and safety, i.e. a date mark, ingredient list (with allergens identified) and storage instructions.



## A.C. 2.1. The operation of the kitchen

**Storage area**  
Suitable temperature, humidity & ventilation.  
Cool, dry area to store the fridge and freezers.

**Preparation and cooking area**  
Wet cold area – fish, veg and meat  
Hot area for cooking  
Hand washing sink separate to food sinks

**Serving**  
Where food is presented/plated  
Hot hold to keep food warm – maintained at 63°C

**Dirty/waste**  
Waste bins and pot washing  
Pest control (including bin lids to prevent pests)  
Should be away from storage & prep area

Staff room – an area away from prep area – for changing into uniform etc.

### Kitchen Layout



**Stock control**  
- Important for success of business  
- Databases are vital for this

**Jobs for stock controller:**  
- Stock ledger/inventory - list & quantities  
- Current price for budget  
- Keep logs and receipts  
- Find best prices

Stock should be organised using FIFO (first in, first out) to prevent foods at the back going out of date and wasted.  
**Perishable** – high risk foods which spoil quickly so need weekly supply.  
**Staple** – can be kept at ambient temperature so ordered in advance  
**Daily use** – not perishable as such but foods like bread.



**Equipment & materials**  
**Large**  
i.e. Ovens, cooking range, walk in freezer/fridges, floor standing mixer, deep fat fryer, blast chillers

**Small and hand held**  
i.e. Jugs, bowls, sieve, knives

**Mechanical (move)**  
i.e. Mincer, processor, mixer

**Food safety equipment**  
Coloured chopping boards, tongs, knives – day of the week stickers



**Dress Code**  
A uniform shows customer staff represent company  
- Professional, clean, neat and tidy

**Purpose of chef uniform:**  
Protect from burns and splashes  
Comfortable  
Sweat absorbent  
Easy to wash and iron  
Hygienic barrier

Must change into  
Daily change



**Chef uniform**  
**Hat /toque** - absorb sweat  
**Hair net** for long hair - prevent contamination/fire  
**Long sleeves** - prevent scalds, splashes from pans  
**Knee length apron** – protect uniform  
**Cotton trousers** – keep cool but protected  
**Non slip shoes** with toe protectors – prevent slips and drops onto toes  
**No jewellery**, make up, nails or perfume to avoid contamination/odours



**Rules for kitchen layout**  
Ventilated - comfortable to work in  
Extractor fans – remove any smoke etc.  
Air conditioning to keep cool (hot area!)  
Non slip floors  
Easy to clean joints on benches (harbour bacteria in cracks!)  
Correct storage areas (separating high risk food)  
Adequate water supply available  
Space to move around – especially around hobs/equipment.



**Documentation & admin**  
**Staff documentation**  
Training logs  
Sickness & accident log  
Employment log

**Health and safety**  
Building and COSHH risk assessments  
Customer feedback  
Financial documents  
Stock logs/inventories  
Food safety certificates/  
Temperature control logs (i.e. Fridge)

**Safety** – fire, trips, slips, equipment (blender), cuts, burns, heavy items falling



**Materials**  
**Cleaning** – cloths, mops, brushes and detergents  
**Preparation** – foil, bags  
**Waste** – bags, bins  
**Maintenance** – filters, bulbs  
**Employee welfare** – toilet roll, hand wash, fire extinguisher

**Maintenance of equipment**  
Servicing - Clean - PAT tested



**Factors affecting equipment choice**  
Size – Uses - Noise - Cleaning  
Parts – Warranty -Weight - Energy

**Workflow**  
It should be logical! Order of flow:  
Entrance delivery > Storage area > Preparation area > Cooking area > Plate up > Orders to serve > To dining room (meal eaten) > Dirty dishes/leftovers back to kitchen > Waste food disposed > Pot wash and return to equipment area > Waste collection and recycling

## A.C. 2.3 Meeting customer requirements

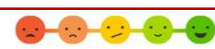
**Customer Needs** Forms the start of relationship with customer and business. i.e. need a meal, or accommodation

**Customer Expectations** Factors which decide whether or not the customer is satisfied with the service provide. i.e. the customer service, standard of comfort, how the meal is in terms of quality or value for money

**Customer service** Important for:

- Satisfaction
- Loyalty and repeat business
- Reputation – more customers
- Employee pride and confidence = job satisfaction
- Few complaints

**Customer Wants**  
The business needs to find out what a customer requires – they can do this by carrying out market research.  
i.e. – surveys - verbal feedback from customers  
- online or paper feedback - - reading about trends



**Trends**  
Customer trends need to be identified to ensure success

- Online services – want fast, instant, user friendly technology
- Messaging – through social media
- Online comparison
- Social media advertising/menus
- Availability & delivery service
- Competition - find out what it is
- Personalised service
- Environmentally friendly
- Self service now popular with customers, rather than dealing with a person face to face



**Quality of service/experience**  
Ingredients & materials – foods, bedding  
Consistency – of service, foods, accommodation  
Customer service – helpful, polite  
Availability – opening hours suitable, food available  
Environment – comfortable, suitable temperature  
Accessibility – disabled access/toilets

**Dietary requirements**  
- Nutritional information should be available  
- Allergy & intolerance information must be displayed  
- Dietary needs (vegan etc.)  
*Usually using keys i.e. GF for gluten free*



**Equality & customer rights**  
- **Customer Rights Act** – Ensures products purchased must be of satisfactory quality, fit for purpose and as described. (*protects customer*)  
- **Consumer protection act 1987** – prevents unsafe products sold, health & safety messages (*protects customer*)  
- **Trade descriptions act** – no misleading advertising/incorrect descriptions (*protects customer*)  
- **Equality act 2010** – Ensures equal treatment regardless of age, race, religion, disability, gender and sexual orientation (*protects customer*) & employee



**Customer Types**  
**Leisure/tourist**  
For holiday/experience  
Near attractions  
Reviews more important  
Gym - Spa – Bar

**Business/Corporate**  
Corporate = large business  
May require hospitality & catering for:  
- Conferences/meetings (*Meeting rooms, suitable IT, pens & paper, refreshments & meals – usually buffet*)  
- Award ceremonies (*Temporary restaurants, bars, VIP lounges*)  
- Staff training or team building days  
- Trade shows

**Local residents** The hospitality & catering industry can boost local economy:  
- Increase tourism  
- Employ local people  
- Local people can use the facilities  
- Build relationships with them by:  
• Preventing noise levels  
• Provide parking so they don't park in local streets  
• Provide security  
• Set reasonable pricing for local events i.e. Proms, fetes



## A.C. 2.2 The operation of front of house

**Layout**  
Front of house refers to restaurant or hotel entrance/reception

**Entrance/reception**  
- Customers are greeted  
- First impression (smile, eye contact etc)  
- Should be a pleasant environment  
- Menus on display  
- Disabled access

**Waiting area**  
- Customer waits at busy times, (might be annoyed so comfort is important)  
- Offer drinks

**Dining area**  
- Serve & enable socialising (table layouts)  
- Stations to divide up waiting staff

**Factors to consider:**  
Temperature - Smells - Space - Comfortable Chairs - Menu which meets all needs - Toilets – clean and disabled access

**Workflow**

Seat customer  
Menu given/explained  
Take drink order  
Serve drinks  
Take food order  
Serve food  
Check customer is happy  
Clear plates  
Offer desserts  
Take order  
Serve desserts  
Clear plates  
Coffee & drinks order  
Offer bill  
Take payment  
Customer leaves  
Reset the table

**Equipment & materials**  
**Table top** – Napkins, cloths, menu holder, condiment, holders/bottles, candles, coaster, bread basket, cutlery, glasses

**Service** – Dishes, sizzle platter

**Waiting at table** – Tray, serving spoon, fabric serviettes, bottle opener, ice bucket, notepad and pen, tablets

**Seating** – Chair, stool, high chair, outdoor seating

**Organisation** – Rope barrier, direction sign, menu holders, wine racks, shelving

**Safety** – First aid kit, signs, extinguisher, alarms, lighting

**Bar** – Measures, fridge, bottle openers, blenders, chalkboard and chalk



**Safety & Security**  
**Hazards** - Electric leads – Unmarked steps – Low ceiling – No fire extinguisher – No fire exits – Candles – Low lighting

**Security** – Data protection - CCTV - Changing room & lockers for staff - Customer assault - Well lit access - Photo ID

**Materials**  
**Cleaning** – detergents, glass cleaning, washing up, brushes, mops

**Materials for food service** – disposable napkins, individual sachets or environmentally friendly refillable pots, condiments, candles, table decorations, flowers

**Waste disposal** – bags and bins

**Employee welfare** – first aid, hand towels, toilet paper

**Maintenance** - replacement for broken stuff i.e. Glasses



**Dress code**  
Consistent colour theme

**Important as:**  
- Creates first impression  
- Sets a standard  
- Stops employees wearing inappropriate clothes  
- Part of team  
- Pride – better work ethic  
- Customer can identify



### Key Terms

**Hot hold** – when cooked or reheated food is held hot prior to and during service to consumers

**Pest control** - regulating pests from entering the food preparation area (i.e. Flies, rats, mice, cockroaches)

**Work flow** – the sequence of events in a kitchen for it to operate efficiently

**Stock control** – the process of ensuring that appropriate amounts of stock are maintained by a business at a minimum cost.

**Stock ledger/inventory** - show how much stock you have at any one time, and how you keep track of it

**Logs** - systematic recording of events, or measurements i.e. Training log, temperature log

**FIFO** – 'First in, first out' - first foods that are bought/produced are the first that are sold/used to ensure that you use what you have before it gets outdated

**Perishable** - foods likely to decay or go bad quickly – usually stored in a fridge (i.e. Milk, meat, cheese)

**Staple** - a food that is eaten routinely - a dominant portion of a standard diet i.e. Pasta potatoes, rice

**Mechanical equipment** – equipment that has a part which moves i.e. Mixer, tin opener

**Contamination** - making something unsuitable by contact with pathogenic bacteria or something unclean

**PAT test** - Portable appliance testing - a process in which electrical appliances are routinely checked for safety.

**COSHH** - Control of Substances Hazardous to Health Regulations. - require employers to control exposure to hazardous substances to prevent ill health

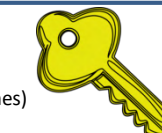
**Covers** - refers to a diner who eats or a meal that is served

**Market research** - the action or activity of gathering information about consumers' needs and preferences

**Corporate** - a large company/business or group

**Local resident** – people who live in the local community who might benefit from a business

**Reputation** - the beliefs or opinions that are generally held about a company





Name:

Date:



# Planning what to cook

- When planning to cook, it is important to select the most suitable ingredients, equipment and food skills for successful results;
- Around the world people use a range of different ingredients, equipment and cooking techniques to prepare food;
- When planning to cook consideration should be given to current healthy eating advice, the needs of different people and occasion;

There is a vast range of ingredients used around the world for our food.



Food is prepared in different ways due to a number of factors, including country, culture, custom and religion.



Healthy eating, as shown in the Eatwell Guide, along with people's food needs, should be considered when planning and cooking.



A range of factors determine what people eat. The type people choose depends on:

- the food available;
- their likes and dislikes;
- time;
- culture and religion;
- whether they can cook.



Many recipes can be adapted to produce exciting and original alternatives.

There are a number of simple healthier ways to prepare and cook foods.

Recipes can be made healthier by:

- changing the cooking method;
- not adding salt to food;
- adding fruit or vegetables;
- removing, adding or changing an ingredient;
- changing the portion size.

To ensure that a recipe works, it is important to weigh and measure ingredients accurately.



A recipe is made up of 3 parts:

- ingredients: a list of all the ingredients needed (metric);
- equipment: a list of all the equipment;
- method: how to make the dish.

Food packaging has nutrition information which can help people make healthier choices.



There are many different festivals and events which are celebrated with special food.



Diets around the world are based on similar food groups.



**Task:** Make a list of five different recipes and list the ingredients used and the country the recipes originate from.

Name:

Date:

# Planning what to cook

- Current healthy eating advice, dietary needs, socio-economic factors, preferences, occasion and cost need to be considered when planning to cook.



## Planning what to cook

Deciding on what to cook or eat, whether for yourself or someone else, requires making a number of decisions:

- beliefs and values;
- consumer information;
- food preferences;
- food provenance;
- health and wellbeing;
- social and economic considerations;
- who, what, when and where.



## Consumer information

Information can help consumers make informed choices, including

- advertising and marketing;
- media;
- online blogs/forums;
- packaging, nutrition and health claims;
- point of purchase information;
- product placement;
- recipe ideas.

## Who, what, when and where

The time of day, location and who is eating can impact food choice:

- eating alone, with family or friends;
- celebration;
- day of the week,
- location, e.g. at home, school or work, at a restaurant, on the go;
- meal or snack;
- occasion and time of day.

## Personal preferences

A number of factors can influence personal preferences, including:

- colour, size and shape of crockery and cutlery used;
- portion size;
- serving style;
- taste, aroma, texture, appearance, shape and colour of food.

## Social and economic considerations

The cost of food, money available and social aspects will influence people's food choices:

- cost of food;
- greater food availability;
- income;
- labour saving equipment;
- lack of cooking skills;
- long hours at work;
- wider range of convenience foods.

## Allergy and intolerance

There are 14 ingredients (allergens) that are the main reasons for adverse reactions to food. People who are allergic, or intolerant, to these ingredients should take care to avoid eating them. The 14 allergens are:

- |                           |                 |
|---------------------------|-----------------|
| Celery (and celeriac)     | Milk            |
| Cereals containing gluten | Molluscs        |
| Crustaceans               | Mustard         |
| Eggs                      | Nuts            |
| Fish                      | Peanuts         |
| Lupin                     | Sesame          |
|                           | Soybeans        |
|                           | Sulphur dioxide |

## Beliefs and values

Personal beliefs and values include:

- culture, tradition and heritage;
- food ethics, e.g. environment, fair trading, organic, free-range, local and seasonal food;
- lifestyle choices, e.g. vegetarian, vegan;
- religion.

Religion	Pork	Beef	Lamb	Chicken	Fish
Islam	x	Halal only	Halal only	Halal only	✓
Hinduism	x	x	✓	✓	✓
Judaism	x	Kosher only	Kosher only	Kosher only	✓
Sikhism	x	x	✓	✓	✓
Buddhism (strict)	x	x	x	x	x
Seventh-day Adventist Church	x	x	x	✓	✓
Rastafari movement	x	x	x	x	x

## Food provenance

Food provenance is about where food is grown, caught or reared, and how it was produced. Food certification and assurance schemes guarantee defined standards of food safety or animal welfare. There are many in the UK, including:



Red Tractor



British Lion



RSPCA Assured



Marine Stewardship Council

## Health and wellbeing

People may choose their food based on their own or their family's health and wellbeing:

- age and gender;
- allergy and intolerance;
- body image;
- health status;
- mental health;
- physical activity.

## Eating the seasons

Most foods are grown in a particular season of the year, e.g. strawberries are harvested in summer in the UK. These are called 'seasonal foods'. Buying foods when they are in season will often mean that the price is lower. Technology and the importation of food has allowed food to be available all year round. Frozen foods, such as vegetables, are a great alternative to fresh, if they are unavailable.

## Key words

**Advertising:** Advertising is a form of communication for marketing and used to encourage, persuade, or manipulate an audience to continue or take some new action.

**Allergens:** Substances that can cause an adverse reaction to food.

**Ethical:** Relating to personal beliefs about what is morally right and wrong.

**Food certification and assurance schemes:** Defined standards of food safety, quality or animal welfare.

**Food provenance:** Where food is grown, caught or reared, and how it was produced.

**Marketing:** Promoting and selling products or services, including market research and advertising.

**Religion:** a particular system of faith and worship.

**Seasonal food:** Food grown at a particular time of year.

**Seasonality:** The times of year when a given type food is at its peak, either in terms of harvest or its flavour.

## Task

Research one consideration when planning what to cook. Prepare a PPT presentation to share with the class next lesson.

To find out more, go to:  
<https://bit.ly/3dNUMBf>



## Safe cutting techniques

### The right knife?

Use the right knife for the job. A small sharp knife called a PARING KNIFE with either a straight or serrated edge is suitable for trimming and chopping fruit and vegetables.



### Are sharp knives dangerous?

A blunt knife is more dangerous because you have to apply much more pressure to cut through food, so if the knife slips you could cut yourself. With a sharp knife very little pressure is needed to cut through food so you are less likely to slip.

### The 'BRIDGE' cutting technique

1. Cut large or awkwardly shaped items in half first. Place the flat surface on a chopping board.
2. Form a bridge with the thumb and index finger of one hand and hold the item on the chopping board.
3. Hold a paring knife in the other hand and position the blade under the bridge, and then cut firmly downwards.

### The 'CLAW' cutting technique

1. Place the flat side of the item you want to cut down on the chopping board.
2. Shape the fingers of one hand into a claw shape, tucking the thumb inside the fingers.
3. Rest the claw on the item to be sliced.
4. Holding the paring knife in the other hand slice the item, moving the 'clawed' fingers away as the cutting progresses.

### Storing knives

Consider the best and safest way for storing and looking after sharp knives.

- A knife block is a good way of checking if there are any knives missing at the end of the lesson
- The block can be stored in a locked cupboard or drawer

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# THE 4 C'S

## COOKING

Cooking kills bacteria.

Food needs to be heated till steaming hot with the core temperature reaching:

- 60°C for 45 mins
- 65°C for 10 mins
- 70°C for 2 mins
- 75°C for 30 secs
- 80°C for 6 secs

## CLEANING

Cleaning kills bacteria.

- Wash hands before, during & after food preparation
- Wash all worktops, utensils, chopping boards & equipment
- Rinse unwashed salad, fruit and vegetables

## CHILLING

Chilling prevents microbial growth.

Cool food to below 5°C as quickly as possible & defrost food in the fridge.

Fridge - 1°C - 4°C

Freezer - -23°C or below

## CROSS CONTAMINATION

Bacteria are transferred from one object to another.

- Keep raw and cooked food separate
- Never wash raw meat
- Keep raw meat & shellfish on the bottom shelf of the fridge