

LO 5 Be able to propose a hospitality and catering provision to meet specific requirements

Keywords

5.1 Options for catering provision

You have learned that the hospitality and catering provides accommodation, and food and drink, in venues outside of the home. The providers of hospitality and catering offer a wide variety of options for visitors with specific needs and for different locations and situations. The chart below shows a range of different options for catering and accommodation, along with advantages and disadvantages.


Unit 1 The Hospitality and Catering Industry
LO1 Understanding the environment in which hospitality and catering providers operate
 AC 1.1 The structure of the hospitality and catering industry



Provision	Advantages	Disadvantages
Restaurants and Bistros	Waiter service Can ask questions about the menu Comfortable seating at a table	Often more expensive than other options Waiting time can be longer than other options
Pop-up Restaurants	Often set up in a convenient location Prices can be cheaper Gives customers a chance to try new foods	The menu may be limited Only in location for a limited time
Café	Faster service than a restaurant Lower prices than a restaurant Wide menu choices-something for everyone	Can be crowded Seating may not be very comfortable, for example fixed seating.
Street food	Usually fast service Cheap prices Food is wrapped and ready to go Can ask questions about ingredients etc.	Hygiene may not be as good as indoor venues, for example lack of pest control and temperature control. There may be no seating available Usually need cash to pay
Mobile vans	Serve fresh, hot food Very convenient if in your location	Only available at set days/ times Limited menu choices Engine fumes can be a problem if engine left running
Fast food	Fast service Fast cooking, as food is often prepared/ cooked beforehand Cheaper prices Easy to eat	Often unhealthy choices Not all packaging can be recycled so may be damaging to the environment
Take away and drive-through	Fast and convenient Cheaper prices No need to get out of the car at drive-throughs, so convenient for families with children and disabled customers	Menu choice is limited Often unhealthy choices

Provision	Advantages	Disadvantages
Tearooms and coffee shops	Service is usually fast Food is often freshly prepared Good for snacks and lighter meals Branded coffee shops offer a familiar setting and menu	Limited menu choice Can be crowded seating may not be comfortable, for example raised stools Can be expensive
Delicatessen and salad bars	Offer a wide range of salads and sandwiches Often sell hot food such as soups and jacket potatoes	Waiting times can be long at peak times as food is often made to order Seating may be limited or in a small space
Pubs and bars	Food often available all day Generous portion sizes Wide menu choices Prices are often cheaper than restaurants Comfortable atmosphere	Seating may not be comfortable, for example raised stools Waiting time can be longer than some other options, for example fast food and cafes
Private clubs and casinos	Friendly service Lots of staff available to help Offer various food and drink choices	Membership is often required for private clubs, which can be expensive Menu choices can be limited There may be a dress code, for example men may need to wear a shirt and tie
Visitor attractions (for example theme parks)	Catering sited in convenient locations Fast service Choice of catering options to suit different guests May offer meal deals or unlimited drinks	The food is often expensive Can be long queues Small portions Some visitor attractions don't allow you to take your own food in, so they have a captive market
Sport and concert stadiums	Convenient Fast service Easy to eat foods	Long queues Often expensive Often no seating available Limited menu
Vending machines	Very convenient Open 24/7 Some take card payment	Choice of food/ drink very limited Can be expensive Machines may only take cash Can be out of order or money lost with no one around to help

Extended reading

Exam question

Video links

Revision Techniques

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5.2 Options for hospitality and catering provision

Provision	Advantages	Disadvantages
Youth and backpacker hostels	Cater for single people, couples, families and groups travelling on a limited budget Basic but wholesome meals are provided Self-catering facilities are usually available Some rooms are private and have en suite bathrooms Open to all ages	Mainly dormitory accommodation May have to share bedroom/ bathroom with others Food choice is very limited Usually pay more if you are not a member
Holiday parks	Suitable for single people, families and groups Offer a wide variety of activities for all ages Activities are scheduled at different times of the day to allow forward planning and choice Facilities for guests with limited mobility levels are usually very good Kids clubs are available which allows families time apart to follow their own interests	Can be expensive Quality of food and the food choices may be limited Lack of privacy Can be noisy environments
B&Bs and guest houses	Often small and family run Friendly service Good value for money Guest houses may offer lunch and an evening meal	Less privacy than a hotel May have to share bathroom facilities with other guests
Farmhouses	Often offer B&B and holiday cottages Bedrooms meet national tourist board standards Rooms are inspected to make sure that offer value and quality	Some farms can be noisy and/or smelly depending on the type of farm Animals may wake up early, especially in summer, which can disturb guests
Budget hotels (for example Travelodge, premier Inn)	Cheaper than regular hotels Convenient locations, for example near motorways and airports Tea and coffee making facilities available Shops, cafes, and restaurants close by Many have Wi-Fi	Few staff on duty at any one time Can be noisy if near a motorway or airport Some restaurants are located next door to budget hotels, rather than part of the hotel
Luxury hotels	Offer room service Have Wi-Fi Often have sports facilities, such as a gym or swimming pool May have office and IT services Provide food 24/7 Have a choice of eating venues	Expensive Dress code may be formal
Boutique hotels	Friendly service Relaxed atmosphere Very suitable for couples Reputation for good food and wine	Expensive Children may not be allowed

Proposing ideas

In the Unit 1 assessment, you will need to be able to match different types of visitors to suitable types of catering and/or accommodation. The different types of visitors could include:

- Families with children under 12
- Families with teenage children
- Groups of people, for example a school group
- Old age pensioners (OAPs)
- Overseas visitors
- Single people
- Couples

A range of information must be gathered to be able to make a structured proposal for catering and accommodation for a specific requirement. You need to consider factors such as:

- Budget available
- Type of occasion
- Type of venue
- Number of people in the group
- Information about the area

The information given in the question should be used in your answer. Make sure you try to cover all the points made in the question to get more marks.

Justifying ideas

You need to be able to review (go over) and justify (say why) the reasons for the option you have chosen. For high marks you will need to be very clear and give as much detail as you can about the catering and/or accommodation selected. You should select and reject different catering and accommodation options, and give clear reasons why you have accepted or rejected them. The key points you make should be closely linked to the question and the scenario set.

Using supporting information

For the Unit 1 Assessment, you will be given information in the question that you need to refer to in your answer. This information may include:

- The type of visitors, for example families or groups
- The type of venue, for example a theme park
- The budget of the visitors, for example on a medium budget where the family can afford one meal at the theme park but snacks and drinks need to be brought from home.
- Food provision needed, for example lunch, snacks and drinks only.
- Accommodation provision needed, for example a budget hotel
- Information about an area, for example a seaside town with lots of cafes and some B&B accommodation available.

You should refer to this information in your answer to show that you have met the needs of the visitor group and their specific requirements as stated in the question.

Extended reading

Exam question

Video links

Revision Techniques