

Hospitality Operations

Section II (continued)

Marks

Question 18 (6 marks)

- (a) Outline a duty and a responsibility of a hospitality entry level employee. 2

A kitchenhand has a responsibility to promote a safe and healthy working environment and use equipment & utensils appropriately and safely under the Occupational Health and Safety Act. A duty of a kitchenhand could include the mise en place of vegetables i.e. peeling & washing potatoes.

- (b) Explain the interrelationship of TWO hospitality functional areas. 4

The Human Resources department selects, recruits and inducts new employees for the Food and Beverage Department. The food and beverage department notifies the Human Resources when they need new staff, training or education. The Human Resources department organises the employment of new staff, i.e. the job descriptions and training required for an apprentice chef, develops and runs training packages that may be required for health and safety issues, i.e. occupational health & safety training for new staff and educates them on the establishment i.e. fire precaution procedures.

Eg. A new legislation comes in regarding the use of HACCP in the workplace. It is now law to have all employees trained in this process. The food & beverage area therefore notifies the human resources dept of their training needs and they organise a training day to educate all employees on the HACCP system