

WorldSkills London 2011

Teaching Resource Pack

Unit 7: Hospitality and Catering



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Session Overview

Background

The WorldSkills London 2011 will be held at ExCeL London from 5-8 October 2011

In this resource pack learners will:

- Visit a careers event and/or skills competition
- Obtain information relating to potential careers in specialist skills areas
- Use the information to reflect on possible career choices

Starter Activity:

Working in pairs, learners evaluate their understanding of the Learning Cycle by applying it to a careers activity.

Learning Activity:

Learners carry out detailed research into career pathways and job roles. In addition, learners carry out salary and wage calculations.

Reflective Activity:

Learners are encouraged to reflect on their involvement in the careers research activities and the skills required. They are encouraged to think about setting and reviewing targets and any changes they would make to ensure that they successfully complete all of the set activities.

Developmental Activity:

Learners review their role, feelings and attitudes towards the task. They are encouraged to question and challenge themselves in providing an appraisal of the development of their knowledge and skills.

Note:

The activities featured in this teaching and learning resource are based on visiting an external event such as a careers exhibition and/or skills competition. The materials can of course be adapted for use in a variety of teaching and learning situations.



Learner Checklist

Learners can:

- Apply the Learning Cycle and the associated learning processes to carrying out research into careers.
- Reflect on the use of their skills and identify learning from their reflections of completing a careers activity.





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Session Planner

The following suggested plan is based around 4 x 60 minute practical activity sessions which could take place at a careers event or skills competition such as WorldSkills London 2011 (www.worldskillslondon2011.com).

The sessions focus on developing learners' research and investigative skills by encouraging them to identify potential career and job opportunities within the Hospitality and Catering industry. The activities can be adapted to focus on particular skill areas as required.

Topic	Timing	Learning Outcomes	Teaching Activities	Learning Activities
Session 1 Identifying career opportunities in Hospitality and Catering	60mins	Learners understand the process of carrying out effective research and can identify, obtain and record sources of information appropriately.	Facilitation of practical research at a careers event or skills competition.	Research and gather information on the types of job roles within given career categories.
Session 2 Identifying skills and qualities needed for a career in Hospitality and Catering	60mins	Learners can identify and produce a checklist of the skills and qualities required to undertake identified professional roles.	Facilitation of group discussion of the generic skills and qualities required to undertake professional roles.	Production of a checklist identifying job roles and responsibilities and the knowledge, skills and qualities required for the role.
Session 3 Calculating pay rates in Hospitality and Catering	60mins	Learners are able to carry out routine calculations required to determine the yearly, monthly or weekly incomes for identified jobs after Income Tax and National Insurance deductions.	Review of the mathematics underpinning salary/wage calculations.	Research into wage/salary expectations for identified roles. Calculation of salaries/wages.
Session 4 Reflecting on learning	60mins	Learners are able to reflect on all aspects of the practical sessions and identify what they learned by completing the associated tasks.	Facilitation of paired/group activities around the Learning Cycle and reflecting on the experience of completing the practical activities.	Completion of set activities which encourage learners to reflect on their experiences and identify learning.



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Activity Brief

In this section you will begin to research and investigate possible career and job roles in Hospitality and Catering that are of interest to you. You will be given a project brief (see below) and will be required to complete a series of activities.

Your tutor (or advisors at WorldSkills London 2011) will be able to assist you.



Scenario

With over 150,000 people expected to visit the WorldSkills London 2011 event, a new hotel is currently in development next to ExCel London and is expected to be open to the public in the Autumn of 2011. In order to meet catering requirements of guests, the hotel requires people to work in Hospitality and Catering.

You have been assigned as a member of the human resources team at ExCel London and your role is to identify the particular job roles required to build the hotel, the type of people required, as well as the skills and qualities needed to complete the project. You are required to obtain as much information as possible and present your initial findings by completing the tables below. You will then use this information to produce a more detailed report once you have completed your research.

The Hospitality and Catering Managers are responsible for ensuring that the hotel meets all the food and drink needs of its guests. They have identified several key areas for which staff will be required. These are listed below:

- Cooking
- Confectionery/Pastry Cooking
- Restaurant Services

Learning Outcomes

In this activity you will:

- Identify the range and type of job roles within the hospitality and catering professions.
- Identify the skills and qualities required to undertake these roles.
- Work out salaries and wages after tax and national insurance deductions.

Using the Learning Cycle

In this activity you will be applying the Learning Cycle to the task.

Below is a brief description of the different stages as discussed in unit 4.

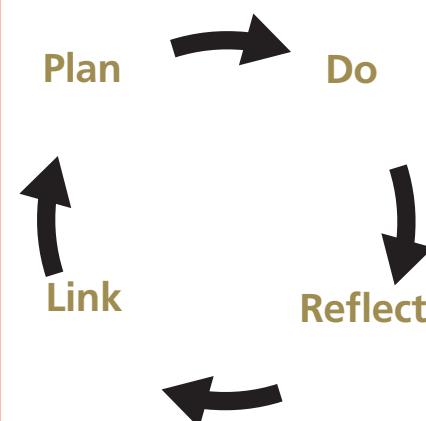
Doing: This involves carrying out and being aware of all the activities you are involved with during a project or task.

Reflecting: This involves looking back and summarising what you have done or what has taken place in the project or assignment.

Linking: This stage involves making links and connections with previous knowledge and/or skills, and identifying possible solutions.

Planning:

You will identify what you have learnt in order to make improvements and this involves reviewing and deciding the next steps, structuring what you do in a new way and setting targets.





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Starter Activity

By carrying out appropriate research at a careers or skills event (such as WorldSkills London 2011) identify the range of jobs for the skills areas shown in the table below.

[Your teacher/ tutor and/or an Event Advisor can assist you with this at the event]



Skill Area	Job Roles
Cooking	
Confectionery/Pastry Cooking	
Restaurant Services	

Thought Box:

What do we mean by roles and responsibilities? Is there a difference?

You will need to consult sources of information from a dictionary and/or the internet. Make a brief record of your findings. Your teacher/tutor will also discuss these terms during the session.



Thought Box:

Do any of the roles listed interest you at this stage?

What information do you need to find out about in relation to the job roles?



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Learning Activity 1

Activity

In this activity you are going to review the skills and qualities needed for a career in Hospitality and Catering.

Have a discussion with someone at a careers or skills event (such as WorldSkills London 2011) who has a job that you are interested in. Find out what is involved and the skills and qualities needed to get the job. Repeat this activity for three different roles.

Record your findings in the table below:



Thought Box:

In your discussions what information are you trying to obtain? Why?

Thought Box:

When carrying out your research, you will find several key words which you may not be familiar with. Consult a dictionary or ask your teacher if you are not sure about the meaning of any words you are unfamiliar with.

	Job Categories					
	Cooking		Confectionery/Pastry Cooking		Restaurant Services	
Job Title						
Brief description of the job role						
Skills and qualities required for the job role						
Is the job role (Tick ✓)	Full-time		Full-time		Full-time	
	Part-time		Part-time		Part-time	
	Permanent		Permanent		Permanent	
	Casual		Casual		Casual	
	Temporary		Temporary		Temporary	



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Learning Activity 2

Activity

Pay rates in Hospitality and Catering

In this activity you are going to find out the typical rates of pay for those working in the Hospitality and Catering industry. Typically, the information relating to pay may be quoted on an hourly, weekly, monthly or yearly basis.

Task

Using the information you obtained from Activity 1 together with any relevant careers information you have obtained, complete the table below. Remember that you are to record pay before any tax and national insurance deductions.

You must complete all sections of the table

Note: You may need to carry out calculations in which you convert from one pay rate to another.

Ask your teacher or tutor for help with any calculations if required. Record your findings in the table below.



Thought Box:

You will need to carry out some calculations here and this is where you will see the importance of having good maths skills!

Use the space below for rough calculations.

	Job Categories		
	Cooking	Confectionery/Pastry Cooking	Restaurant Services
Job Title			
Hourly Pay (before Tax and National Insurance)			
Weekly Pay (before Tax and National Insurance)			
Monthly Pay (before Tax and National Insurance)			
Yearly Salary (before Tax and National Insurance)			



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Reflective Activity

This activity on your experience of carrying out research. It will help you analyse what went well with your research and areas you feel could have been developed further. Use the space below to record your thoughts on the planning and completion of the practical tasks set.

Name:	
Class/Year:	
Course/Subject:	
What research did I carry out and what information did I consider to be important?	
What were three main things I learned from taking part in this activity?	
What did I previously think was true, but now know to be incorrect/ wrong now that I have completed the activities?	
What did we not cover that I expected we should?	
What was new or surprising to me in completing the research?	
What have I changed my mind about, as a result of working as part of a team?	
One thing I learned in organising an event that I may be able to use in the future is...	
I am still unsure about...	
Issues that interested me a lot, and that I would like to study in more detail are.....	
What I most liked about this activity was...	
What I most disliked about this activity was...	
Other interesting facts I learned in completing my tasks as part of the project were	



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Developmental Activity

This activity will focus on getting you to review particular aspects of your role and your feelings and attitudes. You may find this section challenging!

DO ASK FOR HELP FROM YOUR TEACHER OR TUTOR IF REQUIRED!

What key ideas have I covered by completing the tasks for the careers event?	
What have I achieved in completing these tasks?	
What am I still unsure of after completing my tasks?	
What do I need to do to address the things I am unsure of?	
What do my partners in my team think of my role and contribution to the team?	
If I was to be involved in a similar task what would I do differently?	

For more information about our Education Experience Programme and how you can get involved please contact:

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