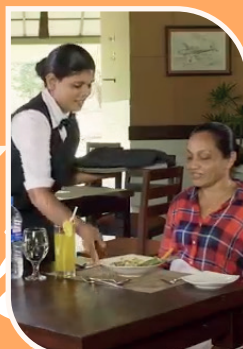


# Basic Hospitality Skills Multi-Tasker Course



## Trainee's Book







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Version 2 (1st June 2020)

## Acknowledgements

The Skills for Inclusive Growth (S4IG) is an initiative of the Australian Government in collaboration with the Ministry of Science, Technology, Research, Skills Development and Vocational Training and Kandyan Heritage (Sri Lanka). The S4IG Program has partnered with the Federation of Chamber of Commerce in Sri Lanka (FCCISL) to improve the skills of women, men and persons with disabilities in the tourism and hospitality industry in Ampara, Batticaloa, Polonnaruwa and Trincomalee to strengthen the performance of enterprises, improve their quality of services, generating employment and increasing incomes.

The Work Place Based Basic Skills Program in Tourism and Hospitality has been designed to enable workplaces to deliver industry recognised training on the job and assess and track the skills of employees as they achieve required industry competency standards. This workplace training is an initiative of the S4IG Program and FCCISL. This approach is supporting employers to deliver quality vocational training and strengthen the quality and relevance of the skills ecosystem in Sri Lanka.

A Training Package has been developed for employers which includes the following resources:

- (i) Trainee and Trainer Learning Resources/Manuals
- (ii) Assessment Tools and Instruments
- (iii) Mentoring guidelines
- (iv) Video learning materials to underpin and reinforce workplace occupational requirements
- (v) Assessment (Skills) Passport
- (vi) A Workplace Trainers Program
- (vii) A Workplace Assessors Program
- (viii) A Workplace Mentors Program

The training package has been developed by Training and Recruitment Academy (TRAc) and their highly skilled professional team, with assistance and support from FCCISL, S4IG staff and District Chambers of Commerce and Industry Associations in the four districts (Ampara, Batticaloa, Trincomalee, Polonnaruwa). The training package is internationally recognised giving added value and surety of quality to employers and trainees looking to improve the performance of enterprises and service provision across the tourism value chain.

We gratefully acknowledge the support extended from both government and the private sector towards the development of these training resources and look forward to their widespread implementation across workplaces in Sri Lanka. I also extend our gratitude to the service providers that have worked tirelessly to prepare and test the training package resources.



David Ablett  
Team Leader  
Skills for Inclusive Growth (S4IG)



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# Welcome to your course

Dear Trainee

These are the options for your course. When you have successfully completed an assessment an assessor will sign and date the accomplishment. You will need to get full marks for each task to successfully complete it.

To achieve the full Diploma you must complete the Units 1-3 (and Unit 4 if you are working with food) and then get 37 credits to complete the qualification.

Here are some other pathways to certification:

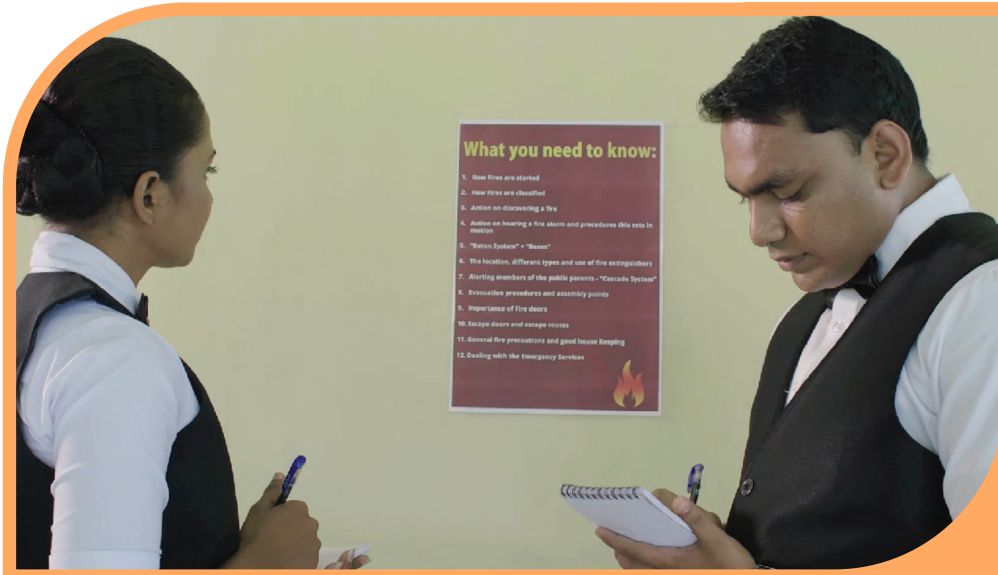
Stream	Certificate can be achieved Stage 1	Certificate can be achieved Stage 2	Certificate can be achieved Stage 3
<b>F&amp;B (F&amp;B Starter Certificate Level 1)</b>	Competition of mandatory units 1,2,3 & 4	(any 4 of) 5,6,7,8,14	Diploma awarded if candidate choose to expand into multi-tasker qualification
<b>Housekeeping (Housekeeping Starter Certificate Level 1)</b>	Competition of mandatory units 1,2,3	(any 5 of) 9, 10, 11,1 2, 13, 14	Diploma awarded if candidate choose to expand into multi-tasker qualification
<b>Multitasker (Hospitality Multi-tasker (Diploma) Level 2)</b>	Competition of mandatory units 1,2,3 & 4	(any 8 of) 5, 6, 7, 8, 9, 10, 11,1 2, 13, 14	

Good luck with your course!



# Mandatory Units

# Basic Hospitality Skills Multi-Tasker Course



## Unit 1

### Maintenance of a Safe, Hygienic and Secure Working Environment

## Workbook

This Unit will take approximately **25 hours** to complete

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Before attempting Unit 1, read the Manual, Section 1.
3. Watch Video Clip 1.1
4. Answer questions 1 – 2.

**QUESTIONS**

1. Write what Saman is doing wrong (at least three points).



2. Write what Vinoja is doing right (at least three points).





*Instructions:*

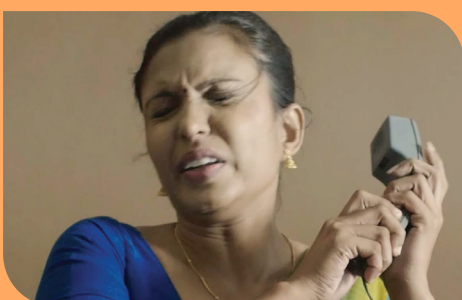
1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Watch Video Clip 1.2
3. Answer questions 3 – 7.

**QUESTIONS**

3. What should you do if you are sick at work?
4. What should you do if you have an open wound?

Circle the correct answer. There is only one.

5. Why is it dangerous to work with an open wound?
  - a) The wound may get worse.
  - b) You may hurt yourself again because you cannot work properly with an open wound.
  - c) You will spread germs to your guests and to any food you touch.
  - d) You will get infected by germs from different surfaces.
  - e) All of the above
6. Why is it dangerous to work when you are sick?
  - a) You cannot work well and you may have an accident.
  - b) You will spread germs to your guests who will complain to the manager.
  - c) You will get sicker and sicker.
  - d) You will contaminate any food you touch.
  - e) All of the above.
7. If you feel sick and cannot go to work what should you do?
  - a) Stay at home so you do not spread the germs.
  - b) Do not call anyone.
  - c) Call the owner/manager and inform him/her that you cannot come to work because you are sick.
  - d) Answer a) and c).
  - e) Go to work no matter what.



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Watch Video Clip 1.3.
3. Answer question 8.

**QUESTIONS**

- 8a. What are the potential hazards of working in a hotel? Write what you see in the video.
- 8b. Identify the physical and/or mental hazards and describe what could happen in each case.  
An example has been done for you.

	Physical	Mental	What could happen in these situations?
A greasy or wet floor	O		Falling down, broken bones
Mixing cleaning chemicals			
Bullying in the workplace			
Moving heavy tables or furniture			
Aggressive guests			
Leaving bags in the hallway			
Leaving work tools out			
Carrying things up and down stairs			
Lifting a heavy bed or mattress			
Broken glass			
Broken light fixture			
Cooking with hot oil			
Kitchen tools left on the counter			
Chopping vegetables in a hurry			
Blocked staircase			
Faulty plug point			
Blocked emergency exit			
Overworking			

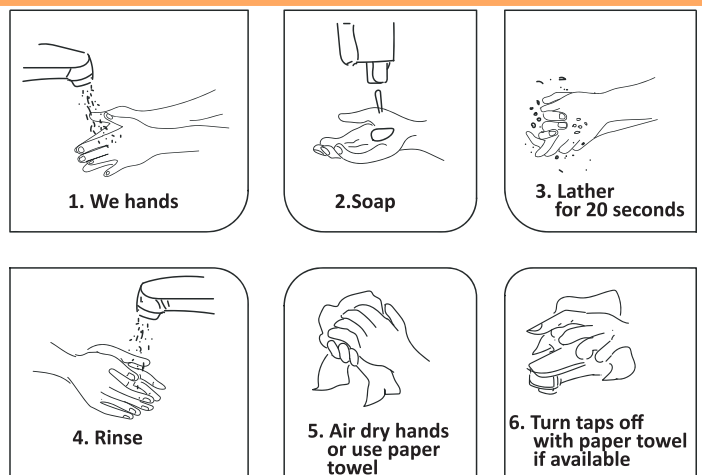


*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Watch Video Clip 1.4
3. Answer questions 9 – 14.

**QUESTIONS**

9. What are your responsibilities concerning hygiene and safety?  
Give three examples.
10. Give three situations that require hand washing.
11. What are your responsibilities as a worker in the hotel industry?  
Give three examples.
12. What are the safe lifting and handling techniques?
13. Where can you get information about hygiene and safety in your workplace?
14. How should you handle guest property?

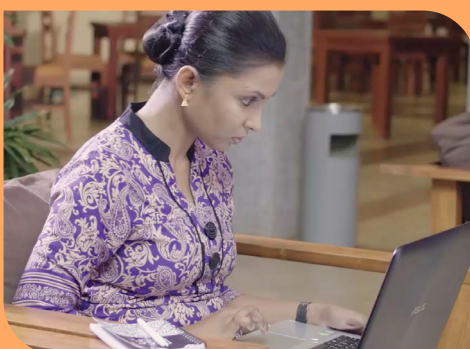


*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Watch Video Clip 1.5
3. Answer questions 15 - 16.

**QUESTIONS**

- 15a. How are Saman and Vinoja finding more information about basic hygiene, safety and emergency procedures for the hotel industry?
- 15b. Where else can you find information? Write “T” for True or “F” for False.
- a. I can get information from my manager.
  - b. I can get information just by thinking about it.
  - c. I can read a manual about hotel industry guidelines.
  - d. I can look for information on the Internet.
  - e. I can ask my mother and father.
  - f. I can study the posters and leaflets in my hotel.
  - g. I can ask my fellow workers, Senior Staff.
16. Why is it important to know/ follow the basic hygiene and safety guidelines/ procedures of the hotel industry? Write “T” for True or “F” for False.
- a) So that I know how to maintain my personal hygiene and safety.
  - b) So that I can sing a song about it.
  - c) So that I can tell everyone what to do.
  - d) So that I can identify hazards or any potential hazards.
  - e) So that I know which hazards I can deal with personally and which I must report.
  - f) So that I know who I report hazards or potential hazards to.
  - g) So that I can help keep my work environment hygienic and safe for everyone.
  - h) So that I know what to do during a fire emergency.
  - i) So that I can show off.
  - j) So that I can help other people improve their own safety and hygiene.





*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Watch Video Clip 1.6
3. Answer questions 17 - 25.

**QUESTIONS**

Dealing with hazards and potential hazards:

17.a. What happened to the guest and why?

17.b. Describe 2 hazards in your workplace and how to deal with them.

18. Name two hazards you can deal with personally.

19. Name two hazards that you should report to someone else.

20. Why is it important to warn people of a hazard?

21. How would you report the following hazards?

A Fire

A faulty plug point

A slippery floor

22. Who would you report an accident or near accident to?

23. Why is it important to report an accident or near accident?
24. Where should your first aid box be and what should be in it?
25. Name two ways of working safely in the FO and in the kitchen.



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 1 and Manual.
2. Watch Video Clip 1.7
3. Answer questions 26- 35.

**QUESTIONS**

- 26a. What are Saman and Vinoja doing?
- 26b. Describe the fire emergency procedures in your hotel.
27. How many times have you practiced fire emergency drill in your hotel?
28. What are the possible causes of fire?
29. How can you minimize the risk of fire? Name three ways.
30. Who should be contacted in case of a fire in your area?
31. Why should you never go close to fire unless it is safe to do so?
32. Does your hotel have working fire alarms?

33. Do you know how the fire alarms work?

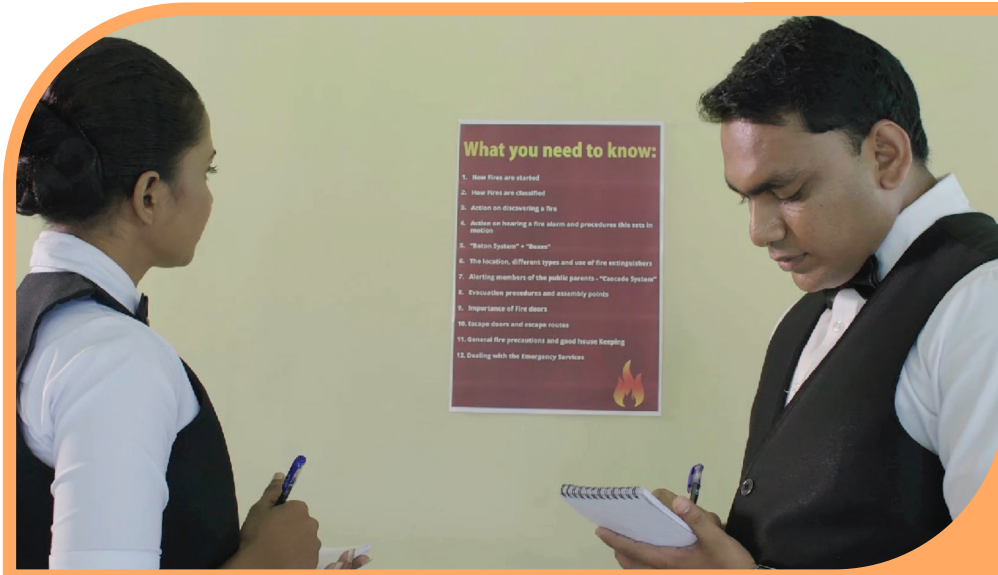
34. What do you do if you find property belonging to a guest? What is your establishment's procedures?

35. How does your workplace enforce security?





# Basic Hospitality Skills Multi-Tasker Course



## Unit 1

Maintenance of a Safe, Hygienic and  
Secure Working Environment

## Assessment Criteria

This Unit will take approximately **25 hours** to complete

# Multi-tasker Basic Hospitality Skills Course

## Unit 1 Maintenance of a Safe, Hygienic and Secure Working Environment

Unit No. & Credits

**Unit 1 – 3 Credits**

Unit Name:

**Maintenance of a Safe, Hygienic and Secure Working Environment**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to maintain personal health and hygiene	<p>1.1 Wear clean, smart and appropriate clothing, footwear and headgear</p> <p>1.2 Keep hair neat and tidy and wear it in line with organisational standards</p> <p>1.3 Make sure any jewellery, perfume and cosmetics worn are in line with organisational standards</p> <p>1.4 Get any cuts, grazes and wounds treated by the appropriate person</p> <p>1.5 Report illness and infections promptly to the appropriate person</p>	...../5	<p>Signature .....</p> <p>Date .....</p>
2	Know how to maintain personal health and hygiene	<p>2.1 State own responsibilities under the Health and Safety at Work Act</p> <p>2.2 State general rules on hygiene that must be followed</p> <p>2.3 State correct clothing, footwear and headgear that should be worn at all time</p> <p>2.4 State the importance of maintaining good personal hygiene</p> <p>2.5 Describe how to deal with cuts, grazes and wounds and why it is important to do so</p>	...../5	<p>Signature .....</p> <p>Date .....</p>

# Multi-tasker Basic Hospitality Skills Course

## Unit 1 Maintenance of a Safe, Hygienic and Secure Working Environment

Task No.	Task		Achievement	Successful Observation/ Assessment
3	Be able to help maintain a safe and secure workplace	<p>3.1 Identify any hazards or potential hazards and deal with these correctly</p> <p>3.2 Report any accidents or near accidents quickly and accurately to the proper person</p> <p>3.3 Follow health, hygiene and safety procedures during work</p> <p>3.4 Practise emergency procedures correctly</p> <p>3.5 Follow organisational security procedures</p>	...../5	<p>Signature .....</p> <p>Date .....</p>
4	Know how to maintain a hygienic, safe and secure workplace	<p>4.1 State the importance of working in a healthy, safe and hygienic way</p> <p>4.2 State where information about health and safety in your workplace can be obtained</p> <p>4.3 Describe the types of hazard in the workplace that may occur and how to deal with these</p> <p>4.4 State hazards that can be dealt with personally and hazards that must be reported to someone else</p> <p>4.5 State how to warn other people about hazards and why this is important</p> <p>4.6 State why accidents and near accidents should be reported and who these should be reported to</p> <p>4.7 Describe the type of emergencies that may happen in the workplace and how to deal with these</p> <p>4.8 State where to find first aid equipment and who the registered first-aider is in the workplace</p> <p>4.9 State safe lifting and handling techniques that should be followed</p>	...../19	<p>Signature .....</p> <p>Date .....</p>

# Multi-tasker Basic Hospitality Skills Course

## Unit 1 Maintenance of a Safe, Hygienic and Secure Working Environment

Task No.	Task	Achievement	Successful Observation/ Assessment
	<p>4.10 State other ways of working safely that are relevant to own position and why these are important</p> <p>4.11 Describe organisational emergency procedures, in particular fire, and how these should be followed</p> <p>4.12 State the possible causes for fire in the workplace</p> <p>4.13 Describe how to minimise the risk of fire</p> <p>4.14 State where to find fire alarms and how to set them off</p> <p>4.15 State why a fire should never be approached unless it is safe to do so</p> <p>4.16 State the importance of following fire safety laws</p> <p>4.17 Describe organisational security procedures and why these are important</p> <p>4.18 State the correct procedures for dealing with customer property</p> <p>4.19 State the importance of reporting all usual/nonroutine incidents to the appropriate person</p>		

# Basic Hospitality Skills Multi-Tasker Course



## Unit 2

Give Customers a Positive Impression  
of Yourself and Your Organisation

## Workbook

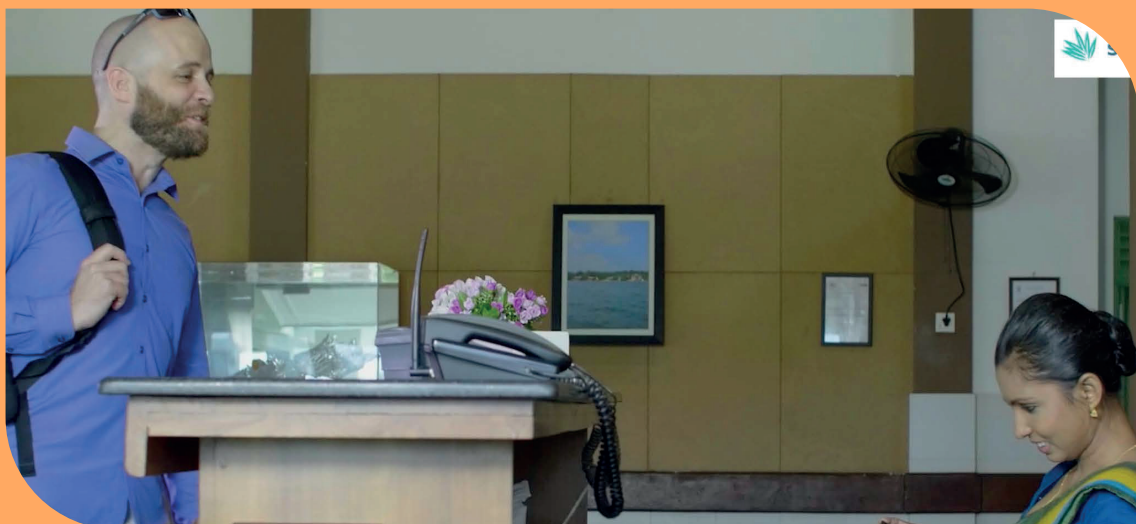
This Unit will take approximately **33 hours** to complete

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Before attempting Unit 2, read the Manual, Section 7.
3. Watch Video Clip 2.1
4. Answer questions 1 – 2.

**QUESTIONS**

1. What is Vinoja doing wrong? (Two points)
2. Look at the following list. Put a tick for correct behaviour and a cross for incorrect behaviour.
  - Talking on your phone while a guest is waiting to speak to you.
  - Texting on your phone while you are on duty at the Front Office.
  - Greet guests with a smile when they enter the Front Office.
  - Speaking in a calm and polite manner.
  - Wearing clean and presentable clothes/uniforms.
  - Listening to loud music in the Front Office.
  - Listening carefully to the guest at all times.
  - Watching cricket on the television or your phone while you are on duty.



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Watch Video Clip 2.2
3. Answer questions 3 – 4.

**QUESTIONS**

3. How does Saman give a good impression of himself and the hotel?
4. Here are some sample phrases that you can use when dealing with guests. Match them with the following situations.
  - I. Good morning/afternoon/evening, can I help you?
  - II. Good morning/afternoon/evening! Welcome to \_\_\_\_\_ Hotel. How may I help you?
  - III. Hello. Please wait a moment. I will call the manager.

A guest is looking for something. ( )

You cannot understand what the guest is saying. ( )

A new guest has walked into the hotel Front Office. ( )





*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Watch Video Clip 2.3
3. Answer question 5.

**QUESTIONS**

5. What is the best way to behave in this situation?

Read the following sentences and number them in the correct order. Number 1 has been done for you.

- ( ) Check that you understand the problem by repeating the customer's complaint.
- ( ) Inform the manager quickly.
- ( 1 ) Do not run away.
- ( ) Stay calm.
- ( ) Say, "I am very sorry about that Sir/Madam."
- ( ) Take action and say, "I will let the manager know immediately."
- ( ) Listen carefully and do not interrupt.
- ( ) Follow up if necessary.





*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Watch Video Clip 2.4
3. Answer questions 6 – 7.

**QUESTIONS**

6. How does Saman respond to the guest's request in this video? Look at the following statements and write "T" for True and "F" for False.

- a) He answers the phone promptly.
- b) He becomes scared and gives the phone to someone else.
- c) He listens carefully.
- d) He writes down the room number.
- e) He goes to the toilet.
- f) He knocks on the guest room door.
- g) He looks untidy and dirty.
- h) He asks the guest if the guest wants anything more.

7. There are different ways you can use to communicate with hotel guests. Look at the following ways. Which are used in your hotel? What are the procedures for using them?

	Used at your Hotel?	Your Hotel's Procedures
Face to Face		
Fax		
Telephone		
Note		
Internet		
Text		
Letter		
Email		

Here are some useful phrases for you to practice:

"Hello, how may I help you?"

"Please wait while I get the manager."

"Yes of course Sir/ Madam. What is your room number?"

"We will send it/them up within \_\_\_\_ minutes."

"Is there anything else?"



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Watch Video Clip 2.5
3. Answer questions 8 – 9.

**QUESTIONS**

8a. What is Vinoja explaining to the guest in this video?

8b. What forms of information can be seen in this video?



9. In a hotel, there will be a lot of information about the hotel, or the area, or about tourist attractions, for the guests. What kind of information does your hotel keep and where is it kept?

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Watch Video Clip 2.6
3. Answer questions 10 – 12.

**QUESTIONS**

10. How does Saman help the guest?
11. Divide the following descriptions into the correct boxes:

Turning the head left and right, quiet voice, lost look on the face. Shouting, arms being waved around, angry eyes.

Angry guest	Confused guest

12. What is your hotel's procedure for helping a guest who needs information?



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 2 and Manual.
2. Watch Video Clip 2.7
3. Answer questions 13 – 15.

**QUESTIONS**

13. How does Vinoja answer the guest's question? Choose the correct answer.
  - a) She does not answer and ignores the guest.
  - b) She smiles but does not answer.
  - c) She answers politely and with a smile.
14. What does the guest ask about in this video? Choose the correct answer.
  - a) The guest is asking where the toilet is.
  - b) The guest is asking to order alcohol.
  - c) The guest is asking for a menu.
15. How does she behave? Choose the correct answer.
  - a) She panics.
  - b) She is calm and explains clearly.

Here are some useful phrases for you to practice:

"I am very sorry Sir/Madam but we do not serve alcohol here. May I offer you a soft drink instead?"

"Please hold on while I get the manager."

"Can I get you something else?"

"Would you like to see the drinks/beverage menu?"



# Basic Hospitality Skills Multi-Tasker Course



## Unit 2

Give Customers a Positive Impression  
of Yourself and Your Organisation

## Assessment Criteria

This Unit will take approximately **33 hours** to complete

# Multi-tasker Basic Hospitality Skills Course

## Unit 2 Give Customers a Positive Impression of Yourself and Your Organisation

Unit No. & Credits

**Unit 2 – 5 Credits**

Unit Name:

**Give Customers a Positive impression of Yourself and Your Organisation**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Establish rapport with customers	1.1 Meet their organisation's standards of appearance and behaviour 1.2 Greet their customer respectfully and in a friendly manner 1.3 Communicate with their customer in a way that makes them feel valued and respected 1.4 Identify and confirm their customer's expectations 1.5 Treat their customer courteously and helpfully at all times 1.6 Keep their customer informed and reassured 1.7 Adapt their behaviour to respond to different customer behaviour	...../7	Signature ....., Date .....
2	Respond appropriately to customers	2.1 Respond promptly to a customer seeking help 2.2 Choose the most appropriate way to communicate with their customer 2.3 Check with their customer that they have fully understood their expectations 2.4 Respond promptly and positively to their customer's questions and comments 2.5 Allow their customer time to consider their response and give further explanation when appropriate	...../5	Signature ....., Date .....

# Multi-tasker Basic Hospitality Skills Course

## Unit 2 Give Customers a Positive Impression of Yourself and Your Organisation

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Communicate information to customers	<p>3.1 Quickly find information that will help their customer</p> <p>3.2 Give their customer information they need about the services or products offered by their organisation</p> <p>3.3 Recognise information that their customer might find complicated and check whether they fully understand</p> <p>3.4 Explain clearly to their customers any reasons why their expectations cannot be met</p>	...../4	<p>Signature .....</p> <p>Date .....</p>
4	Understand how to give customers a positive impression of themselves and the organisation	<p>4.1 Describe their organisation's standards for appearance and behaviour</p> <p>4.2 Explain their organisation's guidelines for how to recognise what their customer wants and respond appropriately</p> <p>4.3 Identify their organisation's rules and procedures regarding the methods of communication they use</p> <p>4.4 Explain how to recognise when a customer is angry or confused</p> <p>4.5 Identify their organisation's standards for timeliness in responding to customer questions and requests for information</p>	...../5	<p>Signature .....</p> <p>Date .....</p>



# Basic Hospitality Skills Multi-Tasker Course



## Unit 3

Work Effectively as Part of a  
Hospitality Team

## Workbook

This Unit will take approximately **22 hours** to complete



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 3 and Manual.
2. Before attempting Unit 3, read the Manual, Section 6
3. Watch Video Clip 3.1.
4. Answer questions 1 – 2.

**QUESTIONS**

1. How do Saman and Vinoja know what their daily tasks are?



2. Why is it important to make sure what your tasks are?  
Circle the correct statements.

- a) So I know what tasks I need to achieve on that work day.
- b) So I can take many tea breaks.
- c) So I can plan my work day well.
- d) So I am not confused.
- e) So I can tell someone else to do the work.
- f) So I do not waste time thinking about what I should do.
- g) So I do not waste other people's time by constantly asking what I should be doing.
- h) So I can make many mistakes.
- i) So I can finish my work with no accidents.

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 3 and Manual.
2. Watch Video Clip 3.2
3. Answer question 3.

**QUESTIONS**

3a. What is Saman doing?

3b. Look at the following tasks. You have 3 hours from 9am to 12pm.

List the tasks below in order of importance. There is no right answer.

(Think only about your hotel's needs. Think about how long each task takes.)

Clean one guest washroom.

Clean the garden.

Clear the breakfast dishes in the dining room.

Prepare one room for guest who is arriving at 12pm.

1.

2.

3.

4.

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 3 and Manual.
2. Watch Video Clip 3.3
3. Answer questions 4 – 6.

**QUESTIONS**

4. What are the benefits of a clean and organized **space / trolley**? Circle the correct answer.
  - a) To keep the workspace hygienic and safe.
  - b) To give a good image of my hotel.
  - c) To help me do my work efficiently and on time.
  - d) All of the above.
5. Who should you ask for help in the following situations?  
(manager/owner, co-worker, guest, cook)
  - a) Lifting something heavy. \_\_\_\_\_
  - b) Complaint from a guest. \_\_\_\_\_
  - c) Cleaning supplies have run out. \_\_\_\_\_
  - d) You are in front office. A guest is expected to arrive soon but you need to go to the toilet. \_\_\_\_\_
6. Write answers to the following questions.
  - a. Why is it important to know what you need to do your job?
  - b. What are the benefits of planning and organizing your work?  
(Give three examples.)
  - c. Give an example of using your time efficiently at work.
  - d. Why is it important to keep your work areas clean and tidy?
  - e. Why should you keep waste to a minimum? Give two examples of reducing waste.
  - f. When should you ask for help and who can be asked? Give three examples from your experience.

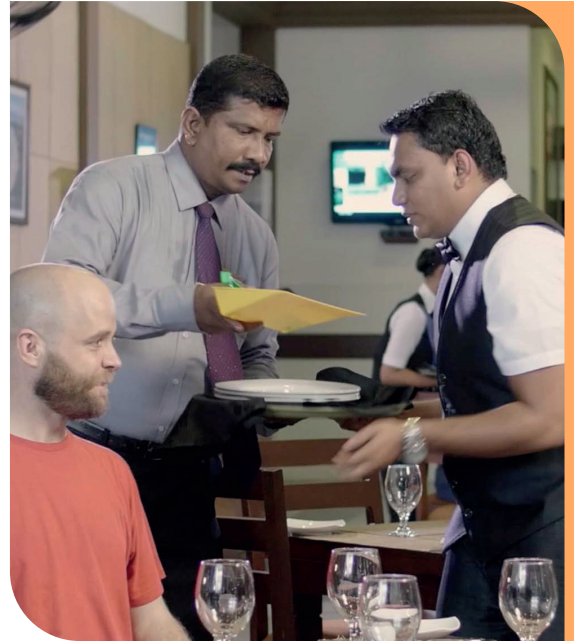
*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 3 and Manual.
2. Watch Video Clip 3.4.
3. Answer question 7- 8

**QUESTIONS**

7. What makes a good team? Circle the correct statements.

- a) A good team tells lies to each other.
- b) A good team talks to each other.
- c) A good team supports each member of the team.
- d) A good team does not help each other.
- e) A good team shouts at each other.
- f) A good team passes information to each other.



8. Who's on your hotel team and what does each person do?

Name	Title	What they do



*Instructions:*

1. Have the following study tools; Manual.
2. Watch Video Clip 3.5
3. Answer questions 9- 20.

**QUESTIONS**

- 9a. How is Saman improving his skills?
- 9b. Why is teamwork important in the hospitality industry?
10. Name three things you can do to maintain good working relations with team members.
11. How can you determine if helping a team member will prevent you from completing your own work on time?
12. Describe your job role and state what you can and cannot help team members with.
13. State two reasons why essential information (such as emergency and safety information) needs to be passed on to a team member as soon as possible.
14. Name three ways you can communicate clearly with your team members. Why is it important to communicate clearly?
15. Why should problems with team members be reported to the relevant person?

16. Fill in the table below:

Behaviour that helps teams work well together	Behaviour that does NOT help teams work well together

17. What do you think you are good at?

- 
- 
- 

18. What would you like to improve?

- 
- 
- 

19. How can you develop your own skills?

20. Write answers to the following questions.

a. State three reasons why it is important to improve your own knowledge and skills.

b. Why is it important to get feedback from team members?

- c. How can you get feedback from team members?
- d. What is a learning plan?
- e. Why is it important to regularly review your learning plan?





# Basic Hospitality Skills Multi-Tasker Course



## Unit 3

Work Effectively as Part of a  
Hospitality Team

## Assessment Criteria

This Unit will take approximately **22 hours** to complete



# Multi-tasker Basic Hospitality Skills Course

## Unit 3 Working Effectively as Part of a Hospitality Team

Unit No. & Credits

**Unit 3 – 3 Credits**

Unit Name:

**Working Effectively as Part of a Hospitality Team**

Task No.	Task		Achievement	Successful Observation/ Assessment
1	Be able to plan and organise own work	1.1 Make sure the requirements of the work are understood 1.2 Ask questions if the requirements of the work are not clear 1.3 Accurately follow instructions 1.4 Plan work and prioritise tasks in order of importance 1.5 Keep everything needed for the work organised and available 1.6 Keep work areas clean and tidy 1.7 Keep waste to a minimum 1.8 Ask for help from the relevant person if it is needed 1.9 Provide work on time and as agreed	...../9	Signature ..... Date .....
2	Be able to work effectively with team members	2.1 Give team members help when they ask for it 2.2 Ensure the help given to team members is within the limits of own job role 2.3 Ensure the help given to team members does not prevent own work being completed on time 2.4 Pass on important information to team members as soon as possible 2.5 Maintain good working relationships with team members 2.6 Report any problems with working relationships to the relevant person 2.7 Communicate clearly and effectively with team	...../7	Signature ..... Date .....

# Multi-tasker Basic Hospitality Skills Course

## Unit 3 Working Effectively as Part of a Hospitality Team

Task No.	Task		Achievement	Successful Observation/ Assessment
3	Be able to develop own skills	<p>3.1 Seek feedback on own work and deal with this feedback positively</p> <p>3.2 Identify with the relevant person aspects of own work which are up to standard and areas that could be improved</p> <p>3.3 Agree what has to be done to improve their work</p> <p>3.4 Agree a learning plan with the relevant person</p> <p>3.5 Seek opportunities to review and develop learning plan</p>	...../5	<p>Signature .....</p> <p>Date .....</p>
4	Know how to plan and organise own work	<p>4.1 State why it is essential to understand the requirements of the work</p> <p>4.2 List the benefits of planning and organising work</p> <p>4.3 Describe how to make the most efficient use of time and avoid things that may cause unnecessary disruptions</p> <p>4.4 List the benefits of keeping everything needed for own work organised and available</p> <p>4.5 State why it is important to keep work areas clean and tidy</p> <p>4.6 State why it is important to keep waste to a minimum</p> <p>4.7 State when to ask for help and who can be asked</p>	...../7	<p>Signature .....</p> <p>Date .....</p>
5	Know how to work effectively with team members	<p>5.1 State the importance of effective teamwork</p> <p>5.2 State the people in own team and explain how they fit into the organisation</p> <p>5.3 List the responsibilities of the team and why it is important to the organisation as a whole</p>	...../10	<p>Signature .....</p> <p>Date .....</p>

# Multi-tasker Basic Hospitality Skills Course

## Unit 3 Working Effectively as Part of a Hospitality Team

Task No.	Task		Achievement	Successful Observation/ Assessment
		<p>5.4 Describe how to maintain good working relationships with team members</p> <p>5.5 State how to determine if helping a team member will prevent own work from being completed on time</p> <p>5.6 State the limits of own job role and what can and cannot be done when helping team members</p> <p>5.7 State why essential information needs to be passed on to a team member as soon as possible</p> <p>5.8 List the types of behaviour that help teams to work effectively and behaviours that do not</p> <p>5.9 State why problems with working relationships should be reported to the relevant person</p> <p>5.10 Describe how to communicate clearly and why it is important to do so</p>		
6	Know how to develop own skills	<p>6.1 State the importance of improving own knowledge and skills</p> <p>6.2 Describe how to get feedback from team members and how this is helpful</p> <p>6.3 Describe how a learning plan can improve own work</p> <p>6.4 State why it is important to regularly review own learning plan</p>	...../4	<p>Signature .....</p> <p>Date .....</p>

# Basic Hospitality Skills Multi-Tasker Course



## Unit 4

Maintain Food and Safety when  
Storing, Handling & Serving Food

## Workbook

This Unit will take approximately **31 hours** to complete

4:1

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.1.
3. Answer questions 1 – 7.

**QUESTIONS**

1. Watch the video again and list at least 5 food safety hazards that you can see in the kitchen.



2. What is Saman doing wrong? (list up to 5)
3. What is Vinoja doing wrong? (list up to 5)



4. In the video you can see the inside of the food store room. Should a hotel's food store room look like that? What do you think a hotel's food store room should look like?



**Read the Manual, Section 1 and Section 4. Then answer the following questions:**

5. In the video you saw a kitchen. Would you eat food from this kitchen? Why not?
6. Would you work in this kitchen? Why not?
7. Why is it important to keep a clean and safe environment when handling food and drinks?

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.2.
3. Answer questions 8 – 14.

**QUESTIONS**

8. This video shows how food can get contaminated /poisoned.

Watch the video again and write how food can get contaminated under the following categories:

Equipment –

Hygiene –

Poison-



9. What happened to the guest? Why did this happen? What could happen to your hotel after this?

**Read the Manual, Section 4. Then answer the following questions:**

10. What does food poisoning mean?
11. How can a person get food poisoning?
12. There are three types of food safety hazards in the table below.  
Complete the example for each one.

Type of Contamination	Example
Microbiological	bacteria, viruses, fungus and _____.
Physical	sand, stones, _____, glass pieces, wood pieces, soil
Chemical	pesticide, Herbicide, _____, soap, detergent

13. What does cross-contamination mean?

14. Give one example of how cross contamination can happen in the following situations:

- a) Person to Person-
- b) Person to Food-
- c) Food to Food-
- d) Linen to Food-
- e) Food Service items to Food-
- f) Equipment to Food-



*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.3.
3. Answer questions 15 – 24.

**QUESTIONS**

15. What have Chef, Saman and Vinoja changed about their appearance and behaviour about their actions in the kitchen?

	Chef	Saman	Vinoja
Appearance			
Actions			

16. What does Vinoja do when she cuts her finger badly?
17. Why does she do this?
18. Why does Chef have a towel in his apron?
19. What does Chef do when he realizes that he is sick?
20. Why does he do this?



**Read the Manual, Section 1 and Section 4. Then answer the following questions:**

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21. Read the following statements and answer True (T) or False (F).

A clean uniform and apron should always be worn in a kitchen environment.

It is better to remove my rings but keep my necklace.

I should inform the Chef of any sickness or cuts or bruises I may have.

I should cover any cuts I may have to prevent food contamination.

It is good to continue working if I am a little sick.

I should wash my hands only after I go to the toilet.

It is correct to chew betel, or gum while I work as long as I do not spit it out.

If the kitchen is busy it is okay to move quickly.

If my hair is long I do not need a hairnet if I am preparing food.

I should remove any nail polish or artificial nails.

I should be clean when I come to work.

It is not correct to touch face, nose mouth while I am preparing food.

22. What is the correct way of washing your hands? (Refer to Unit 1)

1.

2.

3.

4.

5.

6.

7.

23. Name five situations in which you MUST wash your hands:

1.

2.

3.

4.

5.

24. Why is important to inform the manager of any cuts, bruises or illness?

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.4.
3. Answer questions 25 –32 .

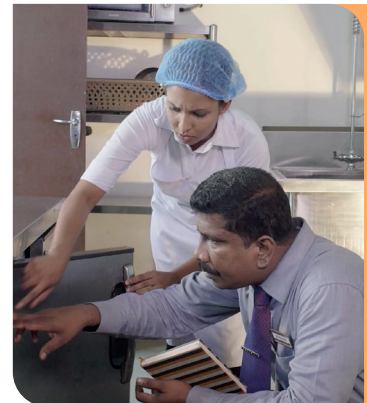
**QUESTIONS**

25. What is each person doing? Why is it important? Fill in the table:

	What are they doing?	Why is it important?
Senior Staff		
Vinoja		
Chef		

26. What is wrong with the refrigerator?

27. Why does Vinoja show this to the Manager?



28. Why is the cracked pepper shaker taken away and replaced before food service?



**Read the Manual, Section 2 and Section 4. Then answer the following questions:**

29. When cleaning kitchen surfaces, list the cleaning items you may need:

30. Should you use cleaning cloths that are dirty? Why not?

31. What do you do with a dirty cloth?

32. In the table below are a list of damage to equipment or fixtures in the kitchen. Explain why each is dangerous to food safety, and what action to take if you see damaged equipment or fixtures.

	Why it is dangerous	What action to take
Hot cupboard or bain-marie that is not working		
Grease covered exhaust fan		
Cracked tiles		
Broken cupboard handle		
Surface mould (wall/cupboard)		

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.5.
3. Answer questions 33 – 37.

**QUESTIONS**

33. How are Saman and Vinoja dealing kitchen waste and pests?  
Read the following statements and underline the correct one.
- a) Vinoja clears away kitchen waste promptly.  
Vinoja leaves kitchen waste on the counter.
  - b) The waste bins are kept outside the kitchen because there is no space in the kitchen.  
The waste bins are kept outside to prevent food contamination.
  - c) There are different waste bins for different kinds of waste. This is good waste management.  
There are different waste bins because there is so much waste.
  - d) Vinoja puts the lid on the waste bins because she does not like the smell.  
Vinoja puts the lid on the waste bins to prevent pests and bad smells.
  - e) Vinoja is washing the disposable plastic containers because she is wasting time.  
Vinoja is washing the disposable plastic containers to prevent pests and for easy disposal.
  - f) Vinoja washes her hands and changes her apron to maintain personal hygiene and prevent cross contamination.  
Vinoja washes her hands and changes her apron because she has finished her shift.
  - g) Saman is putting up netting to prevent flies and mosquitoes.  
Saman is putting up netting because it looks nice.
  - h) Vinoja is checking the cockroach traps because she must replace old ones with new ones.  
Vinoja is checking the traps because she feels sorry for the cockroaches.



**Read the Manual, Section 3. Then answer the following questions:**

34. List at least 3 reasons why you should clear away and dispose of food waste immediately:

35. The following are the steps for safe waste disposal. Number them in the correct order.

- ( ) Collect food waste and non-food waste (plastic, paper, glass, metals) separately if possible in plastic containers (bucket or basin).
- ( ) Wash hands thoroughly.
- ( ) Wash and dry collecting containers and store appropriately.
- ( ) Transfer waste to waste area and dispose according to waste bin labels.
- ( ) Dispose of rubber gloves appropriately and remove apron. Place the apron in the dirty linen basket.
- ( ) Clean disposable plastic containers before disposal. Wash out glass containers before disposal. Wash out and dry metal containers before disposal.
- ( ) Put on an apron and rubber gloves.

36. How would you know if there are cockroaches or rats around your kitchen?

37. What are the pest control procedures at your hotel?

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.6.
3. Answer questions 38 – 45.

**QUESTIONS**

38. The following table describes Saman and Senior Staff following a proper and clean food storing system. Answer the section "Why it is important to do this."

What Saman and the Senior Staff are doing	Why it is important to do this
Saman is putting the newly purchased food items away quickly.	
Saman puts the dairy items in the refrigerator immediately, where everything is labelled.	
Saman puts the meat in a different refrigerator, where everything is labelled.	
Senior Staff is checking the use-by dates on the tin.	
Senior Staff puts the new tins and jars at the back and the old tins at the front.	
Senior Staff removes and deals with spoiled food items immediately.	

39. Look at the first refrigerator. Describe what you can see.



**Read the Manual, Section 4. Then answer the following questions:**

40. Look at the table of different food. Put a O for food that spoils easily and an X for food that does not. Then think about where and at what temperature to store the food items.

( An example is done for you.)

Food items	Easy to spoil or not	Container	Where to store	Temperature
raw chicken				
marinated chicken				
box of cornflakes				
un-opened box of cornflakes				
ham				
chocolate mousse				
tinned mushrooms				
cooked rice				
potato salad				
eggs	O	Carton or egg rack	Cool room or refrigerator	45 degrees or below
tin of biscuits				

Fill in the table below:

	Refrigerator	Freezer	Hot Cupboard
Correct temperature			
How to check			
Why is it important to maintain?			

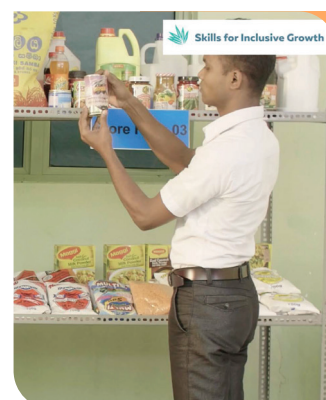
41. What does "stock rotation" mean? Why is it important?

42. Why is it essential to dispose any food item that is past its use-by date?

43. Why should any hotel records of food items always be kept updated?

44. Why should all food storage areas be kept clean?

45. What can you do to keep your food storage areas tidy, hygienic and pest-free?





*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.7.
3. Answer questions 46 – 51.

**QUESTIONS**

46a. How do Saman and Vinoja avoid cross contamination?



46b. Circle two correct answers:

**I. Why is it wrong to use the same cutting board for raw vegetables/fruits and meat?**

- a) It is wrong because it is wrong.
- b) It is wrong because germs from the meat can get onto the vegetable/fruit and lead to food poisoning.
- c) Germs from the meat can transfer from board to board and knife to knife.
- d) It is wrong because it is lazy.

**II. Why is Senior Staff putting the cut fruit into separate containers?**

- a) He is doing that because she was told to by the Manager.
- b) He is doing that because there will be no cross contamination.
- c) He is doing that because she does not know how to make fruit salad.
- d) He does that because the cut fruit will keep better when they are not mixed.

**III. If all the prepared food is in labelled containers why is it still important to organize the food storage area?**

- a) Cross contamination can still happen even with containers so raw food should be kept away from ready-to-eat food and meat and fish should be kept separately.
- b) It is important because it looks better when it is organized.
- c) I do not know.
- d) It is important because it makes it easier when I am looking for something quickly.



**Read the Manual, Section 4. Then answer the following questions:**

47. Make a list of raw food, food prepared for cooking and ready-to-eat food (write five items each)

Raw food-

Food prepared for cooking-

Ready-to-eat food-

51. Do you know how different food items should be stored?

49. What are the procedures for food storage in your hotel kitchen?

50. According to your hotel procedure where would you store the following food items?

Food items	Where to store
Bananas	
Tomatoes	
Cucumbers	
Onions	
Potatoes	
Apples	
Avocadoes	
Mangoes	
Frozen sausages	
Unfrozen sausages	
Fresh and cut cuttlefish	
Yoghurt drinks	
Coca Cola	
Packet of rice	
Packet of peanuts	
Eg. Ice cream	freezer

66. Why should all food containers be labelled?

4:8

*Instructions:*

1. Have the following study tools; Videos, Workbook Unit 4 and Manual.
2. Watch Video Clip 4.8.
3. Answer questions 52 – 63.

**QUESTIONS**

67. How does the Senior Staff hold the glass of juice?
68. Why does he/she hold the glass like that?
69. How does the Senior Staff serve the plate of food?
70. From which side should you serve plated food/drinks?
71. From which side should you clear plated food/drinks?
57. From which side should you serve food from a serving dish to guest plate at the table?

