

WEEK ONE (1)

DATE: .....

TOPIC: DEFINITION AND MEANING OF HOSPITALITY INDUSTRY

CONTENT: (1) Definition of Hospitality and Meaning of Hospitality Industry

(2) Origin and segments of Hospitality Industry.

### **Sub-Topic 1: DEFINITION OF HOSPITALITY**

**Definition:** The word ‘hospitality’ is a Latin word ‘hospes’ meaning host or guest. It now translates to meeting the needs of guests with kindness, liberality and goodwill while they are away from their homes. The term hospitality refers to the cordial and generous reception and entertainment of guest or strangers, either socially or commercially. It is a relationship between a guest and a host. It refers to the reception people receive when they visit friends and family or while they are at a hotel or eating in a restaurant.

### **Meaning of Hospitality Industry.**

The hospitality industry involves friendly and generous behaviors towards guest. It also deals with foods and drinks. The industry operates in a wide range of sectors. Its activities impact on the daily lives of almost every member of society. People working in the hospitality provide food, drink and accommodation to meet the needs of the domestic and international leisure and tourism markets. They also provide hospitality services in offices, department stores, hospitals, prisons, sports centers, leisure centres, and clubs and so on. The hospitality industry therefore does not just include the commercial or profit sectors where payment is made directly by the customer, but also the non-profit sector where payment is made indirectly.

The hospitality industries flourish where there are improved economic conditions. As people become wealthier, their incremental income and disposable income are usually spent on pleasure and luxury items.

Evaluation: Objective Test

1. One of the following is not part of Hospitality .....
- a) Cordiality    b) Harshness    c) Entertainment    d) Reception
2. The hospitality industry deals with all excepts \_\_\_\_\_
- a) Clothes                      b) food                      c) beverages                      d) drink.
3. Which of these hospitality industry is not a non- profit oriented.
- a) Hotel    b) leisure centers    c) prisons    d) department stores

4. The hospitality industries affect the economic of the nation \_\_\_\_
- a) Positively b) positively or negatively c) negatively d) none of the above.

## **Sub topic 2: Origin and Sectors/Segments of Hospitality Industry.**

### **Origin of hospitality industry.**

The modern concept of hospitality dates back to classical Rome. People invited guest and family members into their homes, shared meals with them and celebrate with them. The concept was that people would starts as strangers, become guests and then become friends. It turns into a custom that becomes major focal points within Roman culture. Religion also played a role since some religion that people are hospitable to the homeless and provide them with meal or bed. The commercial aspect of hospitality, like is found in restaurant, bars and hotels also originated during classical Rome.

### **Sectors/Segments of Hospitality Industry.**

The hospitality industry is on various segments among which are:

- i. Lodging
- ii. Food and Beverages
- iii. Recreation
- iv. Travels and Tourism

**LODGING:-**This involves accommodation. In an establishment that offers accommodation there are three departments that man it. They are: 1) The Reception department; 2) the Housekeeping department; 3) The maintenance department.

**Reception Department:** They welcome guests and allocate the accommodation. Accommodation is a place to sleep as long as the guest is there, it could be a night or more. The place could be in hotels, hostels, motels hospitals, guest houses, camp grounds, serviced apartments, public houses, private clubs, youth hostels, caravan parks, transport and timber share apartment. In public accommodation there are welfare accommodation e.g. hospitals and elderly ones, motherless or orphanages.

University halls of residence, military accommodation and prisons.

Guests interest are considered because on being allocated a room, he or she explores the surroundings more closely, and probably takes a closer look at the décor, the furnishings and the furniture especially the bed, the type of mattress, the cleanliness and comfort of the surroundings. These observations give the guest a better assessment of the standard of the establishment as to meet with requirements and provide satisfaction to stay. Therefore the basic service provided should be a good night rest in clean, comfortable and safe surroundings.

**FOOD AND BEVERGES:** This belongs to the Food Service Industry, consisting of businesses that prepare food for customers. Food and Beverage industry is involved preparing, processing and methods of serving foods and beverages. Proper knowledge of Food and Beverages is of importance as to have ideas of the nutritional benefits. The industry is also involved in the processing of raw food materials, packaging and distribution to the final consumer.

Food processing and preservation form part of this industry. Processing and preservation started from inception of the Food industry. In order to preserve food, it is important to kill the micro-organism that cause the spoilage and then store the food where it cannot be re-infected, or in conditions where deterioration is slowed down or stopped. Food may be preserved by:

- a) Removing the moisture in the food through drying or dehydration
- b) Making the food cold through chilling or freezing
- c) Applying heat through canning or bottling
- d) Radiation using X-rays or gamma-rays.
- e) Chemical means which could be salting, pickling or crystallizing
- f) Vacuum packing
- g) Gas storage
- h) Under oil e.g. sardine package
- i) Sugar
- j) PH value
- k) Modified Atmosphere Packing (MAP)

The industry provides millions of meals a day in a wide variety of types of Food Service operation. Food can include a wide range of styles and cuisine types, for example, oriental continental dishes, local dishes, specialty such as fish, vegetation or health food. Beverages include all alcoholic and non-alcoholic drinks. Alcoholic beverages include wines and all types of alcoholic drinks, example, cocktails, beers, cider, spirits and liquor' s. Non-Alcoholic beverages include: mineral waters, squash juices, aerated waters, zobo, soya-bean milk, tea, coffee, milk drinks, milk and proprietary drinks such as Bovril.

Food and Beverage or (Foodservices) operations include various types of restaurant (ethnic, coffee-shops, first class/fine dining, themed), cafeteria, take-away, cafes, canteens, function rooms, tray

service, operations, lounge service operation, room service operations for hotel guests, and home delivery service or operations.

#### SECTORS OF THE FOODSERVICE INDUSTRY:-

This includes Hotels, motels, inns, restaurants, cafes, pizza, grills, coffee shops, steak houses, and fast-food. Take-away, such as spuds, snacks, fish and chips, sandwich bars, kiosks, retail stores, banqueting, conferencing and exhibitions, theme parks, museums, galleries, cinemas, theatres, motorway service station. Industrial catering-in-house operations through Catering or Food Service contractor. There is welfare catering or social Caterer/Food Service for Students, Healthcare, Institutional and Military. The licensed trade or separate eating drinking places such as public houses, wine bars, licensed clubs and members clubs-there is provision of food and drink in these environment but require licensing. The transport catering here is for railway, airlines and marine. There is also Outdoor Catering (ODC) or off-premises Catering or event Catering.

**RECREATION:** - Recreation is an activity people get into for relaxation, rest and enjoyment. This is aimed at refreshing one's body and mind. There are areas of recreational enterprises.

- i. Attractions
- ii. Entertainment
- iii. Spectator sports
- iv. Participatory sports.

Participating in recreational activity increases the need for hospitality industry's attention and facilities. Attractions include Obudu Cattle Ranch Resort, Tinapa, Apapa Amusement Park etc. entertainment come in several areas, e.g. Live music band, Juke box, Music Cantata presenters etc. participatory sports games and sports, inter-house sports in which students participate. While spectator sports include watching of races, football, basketballs, boxing etc.

**TRAVELS AND TOURISM:** - This segment involves the movement of people from place to place through the travel agencies, but Tourism industry offers, the moving people services that enhance the journeys, travels and vocations. The transport industry carries out the travel through buses, ship, aeroplanes, motor cars, boats, passenger trains. The tourist industry involves the travel agencies, tour operators, cruise companies, convention planners and visitor bureau. The travel and tourism industry is growing among which are: The Ogbunike Cave, National Park AkanpaIkogosi (warm and cold) spring, TINAPA Cross River State, Olumorin Water Fall, Obudu Cattle Ranch Resort, and Yankari Games Reserves etc.

#### EVALUATION

- i. List the segments of the Hospitality Industry

- ii. What are the three (3) departments in Accommodation section?
- iii. List twelve (12) methods of preserving foods.
- iv. Through what means do transport industries carryout its operations?

#### General Evaluation

1. Lodging is synonymous to .....
  - a) Maintenance    b) Accommodation    c) Reception    d) Housekeeping
2. Welfare accommodation is found in all these, except.....
  - a) Hotel    b) Hospital    c) Orphanage    d) Elderly home
3. One of these is not a chemical means of preservation
  - a) Salting    b) Pickling    c) Crystallizing    d) Vacuum packing
4. The tourism and travel industry improves the economy of the nation through the income from
  - a) Markets    b) Institutions    c) Tourists    d) Tinapa

#### WEEKEND ASSIGNMENT

Read: Catering Craft Practice for Senior Schools by AdewumiOlasupo et.al. Publisher: Cosmopolitan Book Services Dugbe, Ibadan, (pages 6-8)

#### PRE-READING ASSIGNMENT

Read: Definition, origin, importance and relationship between the hospitality industry and catering using Catering Craft Practice for Senior Schools by AdewumiOlasupo et.al. Publisher: Cosmopolitan Book Services Dugbe, Ibadan, (pages 6-8)

Catering craft practice for SS1-3 by Aminu S.N Bariki. (pg 1-7)

#### WEEKEND ACTIVITY:

Check and make a list of the services provided in the schools (DLHS) under hospitality for the students.

#### REFERENCE TEXTS

Catering Craft Practice for Senior Secondary Schools Books 1-3, combined by AdewumiOlasupo et.al. Cosmopolitan Book Services

The Theory of Catering by David Fosketts and Victor Ceserani.Hodder Arnold

Catering Craft Practice for senior secondary school SS 1-3 by Aminu S.N. Bariki

WEEK TWO (2)

DATE:.....

TOPIC: **Catering**

### **Sub Topic 1: Definition and Origin of catering.**

### **Sub Topic 2: Importance of catering / relationship between the hospitality industry and catering.**

#### **Definition and Origin of catering.**

- Catering is derived from the word ‘cater’ which means to provide or to take care of. It provides what is needed or required. The person or establishment provides foods and drinks to customers.
- Catering is a profession involved with food, drink and accommodation of guests. It enhances sound foundation of professional cookery.
- Catering is an area of study that specializes on food and beverages production services and accommodation operation.
- Catering involves production of food and drinks to customers as well as providing them with accommodation so that the customers are served to satisfaction and yet ensuring that establishment maximizes profit by using a good costing and control system.

#### **ORIGIN OF CATERING.**

The history of catering and fine cooking trades dates back to the 4<sup>th</sup> millennium BC. It all started in China but the culture of grand eating and drinking was already important during the prosperous years in old Egypt, however the catering trade only emerged from the commonly practiced hospitality, which was always free when the first real hostels and inns were built in ancient Greece.

The development in ancient Greece continued in the Roman Empire at first, the accommodation for Roman soldiers were found along the military roads and trading routes which were eventually open to all travelers. Later catering was seen in monasteries which covered mainly the needs of many Christians going to Rome. During Charlemagne time the catering trade developed and spread throughout the entire Europe because transport and trade required secured accommodation.

The catering trades have been greatly influenced in the church in the later part of the middle ages. Additionally, the flourishing trade, natural economy being replaced with money and the intensification of transport all contributed to the popularity of catering industry. The catering industry was widely spread in Germany from the 14<sup>th</sup> to 15<sup>th</sup> century and this had drawn the attention of legislators. The first ‘beer inspection’ licenses were paid by the Augsburg elector in 1330. It was in the same year that ‘reformation gutter policy’ law was enacted and this replaced many regional regulations. After the law was enacted different rules for hotels and inns were issued and this led to the regulation of the serving of drinks, beer, mugs, sizes, and quantity and kind of dishes were bought in the ‘Zehrordnung’ regulation, as time passed by, built hostels and houses developed. The term ‘Seefahrts- und Schifferhäuser’ was first heard in the sea side towns during the house era. As another area of expertise, post guest houses and Rathskeller restaurants emerged and until now they can still

be found as establishment termed as ‘ gastho zur post’ or ‘ ratskeller’ . The improvement of transport, technical innovations, population increase, and sudden rise in the trade of travel and tourism gave gastronomie a quick shirt which made it a very important factor national economy

Today companies like crave catering Melbourne offer a range of culinary options which have a ‘ enjoy your food with the knowledge that it has developed our time’ .

Catering word is derived from ‘ cater’ means to serve. It refers to the service of food and beverages to the customers and has deep relation with hotel and tourism industry.

Inns have served travelers since ancient time in 1200BC. During the era great Roman Empire was encouraged and large numbers of inns were built at strategic points on highways for the benefit of travelling troops and clients. There earlier inns were operated by the traders and cantors. This trade of inn keeping became more popular with the coaches and other modes of transportation. This was the period proto tourism and provided food, shelter and security to the traveler who basically travelled from one place to another for trade pilgrimage purposes or safety knowledge.

The concept of cafeteria and coffee shop was introduced in the 17<sup>TH</sup> century in London. It was basically known for their cleanliness and good services. The concept was FOLLOWED BY America in large scale with the concept of catering for the people which went ahead in various catering houses and hotel operation. The concept of modern catering establishment features traditional style of cooking.

In Nigeria catering could be first traced to the early missionaries when they first visited Nigeria their work necessitated them to provide catering services after work and before leaving for work. With the mechanization of the railway system of transport in 1928, the uses of wagon in Nigeria encourage more people to travel most especially from Lagos by rail to Kano. This opened ways for increased eating thereby leading to the need for catering services.

The first catering organization was the Nigerian railway caterers limited which contributed to building of guests houses to provide accommodation and catering services for their staffs and other travelers. Foods and drinks were also provided in the wagon while travelling.

With the operation of civil aviation in Nigeria in the year 1958 leading to sophisticated, technological advancement in transport industry the country has since been receiving foreign expatriates and international tourist which encourage and promoted tremendous improvement on accommodation services and catering services which meet with international standard.

## **EVALUATION.**

1. Give two definition of catering



2. In not less than 2 paragraphs discuss the origin of catering.

## **Sub Topic 2: Importance of catering / relationship between the hospitality industry and catering.**

### **Importance of catering**

1. It helps in acquisition of skills.
2. For provision of trade to help sustain the individual.
3. For development of knowledge and understanding of all foods commodities in terms of quality cost, usage and service.
4. To understand diets and being able to produce dishes in their locality as well as outside their locality.
5. To understand various ways of cooking and varieties of dishes.
6. Acquisition of necessary skills in bakery and confectionary products.
7. Provide ability and in depth knowledge of operating and managing a hospitality business.
8. Provision of self-employment and reduced problem of unemployment.
9. Enhances national development and revenue generation.
10. To understand costing and control system to enable them run their trade profitably

### **Relationship between the hospitality industry and catering.**

The hospitality and catering trades are interdependent and interwoven. The hospitality industry houses the Catering Trade and cannot perform without the latter. While the Catering Trade is covering feeding and provision of drinks to guests the hospitality industry embraces the service provision to guests which include cordial reception of guests, lodging and provision of food and beverages to guests and customers.

The catering trade is an industry under the hospitality industry. The experience of food and taste is an important element in the hospitality industry. The hospitality industries flourish where there are improved economic conditions. As people become wealthier, their incremental income and disposable income are usually spent on pleasure and luxury items. This benefits the hospitality industries of which catering is a part of, but whenever there is a down turn in the economy these sectors suffer.

## **EVALUATION**

- i. What is the relationship between Catering Trade and Hospitality Industry

- ii. Name Five (5) 5-star hotels in Nigeria.
- iii. State 6 importance of catering.

#### General Evaluation: Objective Test

1. Catering trade is .....of Hospitality Industry
  - a) A subset    b) Encompasses    c) Not part    d) None of the above
2. Catering Trade covers.....
  - a) Travel and tourism    b) Entertainment segment    c) Feeding and provision of drinks
  - d)Hospitality Industry
3. Hospitality industry contains many characteristics of .....
  - a) Automobile industry    b) Service industry    c) Education industry    d) Airline industry
4. The likes of 5-star hotel in Nigeria are all these except .....
  - a) NiconNoga Hotel    b) Sheraton    c) Obudu Presidential Lodge    d) Lord Lugards Guest House Lagos

#### ESSAY TEST

- i. What relationship do Hospitality Industry share with Catering Trade.
- ii. Discuss the origin of catering in Nigeria.

#### WEEKEND ASSIGNMENT

Read: **Catering Craft Practice for Senior Secondary Schools Books 1-3**, by Adewumi Olasupo et.al, (pages8-13)

#### PRE-READING ASSIGNMENT:

Read on the importance of housekeeping departments.

#### WEEKEND ACTIVITY

Establish that Hotel sector is the largest sector with a range of establishments in writing

#### REFERENCE TEXTS

**The Theory of Hospitality and Catering** by David Foskett and Patricia Paskins. Publishers BookPower with Hodder Education.

**Catering Craft Practice for Senior Secondary Schools** by Adewumi et.al Cosmpolitan Book Services, Ibadan

Catering Craft Practice for senior secondary school SS 1-3 by Aminu S.N. Bariki

Catering: A Guide for Teachers and students published by mid- field publishers limited.

**WEEK THREE (3)**

**DATE:.....**

**TOPIC: House keeping**

## **Sub Topic 1: Meaning and Importance of housekeeping**

## **Sub Topic 2: Department, personnel, duties/responsibilities and the duties of receptionist.**

### **MEANING OF HOUSEKEEPING**

House-keeping may be defined as the provision of a clean, comfortable and safe environment. It is the general care, cleanliness, orderliness and maintenance of business or property. It is also the management, care and servicing of property and equipment of an industrial or commercial building or organization. It is not confined to the housekeeping department as every member of should be concerned with the provision of these facilities in their various department. For example, the chief house keeper in the kitchen, the restaurant manager housekeepers in the restaurant.

Housekeeping involves all the activities carried out to ensure the cleanliness, general care, orderliness and maintenance of business and property. Housekeeping can be done in the home (domestic) or in an establishment.

Housekeeping in any hotel, motel or guest house plays very important role in the life of such establishment. The house keeping department earns most money as the let out accommodation to guest and the satisfaction of the guest is of prime importance. They make sure the house is clean, care for the guest, receive guest and make them feel at home, tidy the room, make the beds especially in hotels, motel and guest houses.

House keepers are the people that do the house keeping work.

### **IMPORTANCE OF HOUSE KEEPING**

1. To achieve maximum efficiency possible in the care and comfort of the guest.
2. Establishing a welcoming atmosphere and a courteous, reliable service from all staff of the department.
3. Ensure a high standard of cleanliness and general up keep in all areas for which she is responsible.
4. To train, control and supervise all staff attached to the department.
5. Establish good working relationship with other departments.
6. Ensure safety and security regulations are made known to all staff.
7. Keep the general manger or administrator informed of all matters requiring attention.

### **FACTORS THAT INFLUENCE HOUSEKEEPING**

1. Size of the Area/Establishment/Organization.
2. Types of Establishment /Organization.
3. Location of the Establishment/Organization.
4. The Housekeepers Efficiency.

#### EVALUATION:

1. Define Housekeeping?
2. Literally Housekeeping refers to?
3. Give three examples of where housekeeping can be carried out.
4. Enumerate 4 importance of housekeeping.

#### **Sub Topic 2: Department, personnel and their duties/ Duties of receptionist.**

#### HOUSE KEEPING PERSONAL

In the hotel, there are various people with different titles show their duties as housekeepers. They include'

- (i) The Head Housekeeper: Is he one who supervises three or more assistant housekeepers. He/she may be responsible for the following members of staff:
  - A) Assistant Housekeeper also called floor housekeepers as floor supervisors): They supervise the maids and carry out work delegated to them by the housekeeper. They supervise the maids and carry out work delegated to them by the housekeeper. They follow up the room cleaning, their function manufacturing high standard of cleaning rest solely on the efforts put in a general rule is one assistant housekeeper for 50 rooms.
  - b) The Room Maids (stewards) these perform the following functions:
    - (i) Cleaning guest rooms, toilets, bathroom, dress beds with clean bed linens.
    - (ii) Cleaning away used plates, drinking glasses, cutlery and service trays which were served by the room service steward
    - (iii) Reports any damage and fault promptly to the supervisor who then informs the housekeeper.
    - (iv) Send dirty bed linens and guest laundry to the laundry room.
    - (v) Assists the housekeeper by reporting any suspicious matter or bad habits about guests or staff. He also keeps vigilance on the rooms while working to ensure that unauthorized people will not enter the room.

(ii) The Florist: He/she is responsible for all floral arrangements and decoration throughout the year. The florist departmental is very important part of the housekeeping department. They tend both live and artificial flowers.

(iii) The laundry headman: This is another sub- section of housekeeping department responsible for receiving washing and ironing properly hotel linens such as bed sheets, pillow cases, blankets, towels, table cloths staff uniform and guest cloth after which these linens are to be returned safely without damage. He can also be called linen keeper.

(iv) Cloak room attendant: Is the person who looks after the ladies powder room.

(v) House porters/ cleaners: Their work consist of removal of rubbish, the shifting of furniture, vacuum cleaning and other odd jobs.

### QUALITIES OF A GOOD HOUSE KEEPER

The house keeper who has the ability and personality to

- a. Make guests feel welcome
- b. a pleasant personality
- c. Inspire confidence
- d. Ability to hide personal likes and dislikes
- e. Smooth over difficulties
- f. Conscientiousness, fair and just.
- g. Train her staff (where she/he is the manager)
- h. Be punctual, loyal to the establishment and staff
- i. Be honest
- j. Critical powers of observation
- k. Use initiative
- l. Adaptability and willingness to experiment with new ideas
- m. Take responsibility
- n. A cool head to deal with emergencies
- o. The possession of a strong heart and good feet.

## DUTIES OF HOUSEKEEPER

In any establishment a housekeeper' s work may consist of some or all of the following:

1. Co– operation with other departments to ensure that work goes smoothly without any or less complaints.
2. Compilation or preparation of duty roster
3. Checking of the cleanliness of all the areas for which she/ he is responsible.
4. Completion and/checking of room occupancy lists
5. She deploys, supervises, controls and sees to the training of staff.
6. Deals with guest' s complaints and requests.
7. Reporting and checking of all maintenance work.
8. He/ she administer, plans, controls all the items meant for housekeeping use.
9. Dealing with lost property.
10. Control of all keys in the department.
11. Prevention of fire and other accidents in the department.
12. Provision of first aid to the staff.
13. Ordering and controlling stores, equipment' s in the department.
14. Being willing to advice on the interior design of the rooms.
15. Control and supervision of the work of the linen rooms and possibly an in- house laundry.
16. Keeping inventory and records of equipment and any other relevant details of the department.
17. Floral decoration.

## MEANING OF RECEPTION/ RECEPTIONIST

Reception is the act or process of receiving or being received. It is the act of receiving or getting something, or the way it is received. It is welcoming or greeting a guest. In catering industry the reception is the front office. This is the sales point of the establishment that comes in direct contact with the customers. It manages the customer service. The receptionist works at the reception.



A receptionist is a person that welcomes the customer, and stays at the reception area where customer's activities, services and other enquire.

### Duties and Responsibilities of a Receptionist.

1. Welcoming, checking in and registering guest.
2. Carrying out cashier duties and exchanging currency
3. Allocating room status with housekeeping department.
4. Up selling room categories
5. Informing guest of hotel facilities and of any social events taking place within the hotel.
6. Carrying out customers checks outs
7. Carrying out any bills adjustment.
8. Assisting with any room reservations
9. Communicating with any other departments as at when required.
10. Dealing with customers complains.
11. Operating hotels point sales(pos) system.
12. Keeps the reception book up to date.
13. Prepare departure list
14. To prepare and balance the cash book
15. To prepare managers' report daily turnover and rooms occupied.
16. To send arrival list to all department.



## EVALUATION.

1. Describe the duties of the laundry headman.
2. Write two duties of room maid / steward
3. List four personnel of the housekeeping department.
4. List 5 duties of a receptionist.

## GENERAL EVALUATION:

1. The duties of a housekeeper includes all except.
  - (a) Cleaning the floors.
  - (b) Making beds
  - (c) Cleaning the lavatory nursing a baby.
2. The attributes of a housekeeper includes all except.....
  - (a) Punctuality
  - (b) Cool headed
  - (c) Irritability
  - (d) Courtesy
3. Aims of housekeeping include.
  - (a) To keep a good account
  - (b) To keep the environment clean and comfortable
  - (c) To keep raw materials in the store.
  - (d) To take stock of sales.
4. The factors that can influence housekeeping include.
  - (a) Size of the area provided
  - (b) Quantity of food available
  - (c) Available fund
  - (d) Weather
5. The first impression a guest gets on arrival in a hotel can make the guest to
  - (a) Come back again
  - (b) Eat again
  - (c) Sleep again
  - (d) Laugh again

## ESSAY TEST

1. Define HOUSEKEEPING?
2. ‘ The cleanliness of the environment as judged by the guest can make him/ her retain’ .  
Explain
3. Write three (3) Aims of Housekeeping

4. As the image projector of the establishment, the house keeper should possess some qualities. Write four (4) attributes/qualities of a Housekeeper.
5. Housekeeping is carried out in many places. Write five.

#### WEEKEND ASSIGNMENT

Read: **Catering Craft Practice for Senior Secondary Schools Books 1-3**, by AdewumiOlasupo et.al, (pages 19)

#### PRE-READING ASSIGNMENT:

Read Bed Making.

#### WEEKEND ACTIVITY

Describe bed making procedure.

#### REFERENCE TEXTS

**The Theory of Hospitality and Catering** by David Foskett and Patricia Paskins. Publishers BookPower with Hodder Education.

**Catering Craft Practice for Senior Secondary Schools** by Adewumi et.al Cosmpolitan Book Services, Ibadan

Catering Craft Practice for senior secondary school SS 1-3 by Aminu S.N. Bariki

Catering: A Guide for Teachers and students published by Mid- field publishers limited.

WEEK FOUR (4)

DATE:.....

## **Bed making**

**Sub Topic 1: Identification of various types of bed Linen.**

**Sub Topic 2: (Demonstration of bed making).**

### Identification of various types of Bed Linen

Bed linen includes all the different types of fabric materials used to make the bed. They are :

1. Mattress Cover- used for covering the mattress in order to protect it from dust and dirt
2. Bed sheets: used for making the bed
3. Pillow cases- used for covering the pillow
4. Bed spreads- used as spread over a made bed and a covering for the person lying on the bed.
5. Blankets- used as a covering for warmth in the cold nights.

### Characteristics of A Good Bed Linen

Bed linen should

- Be comfortable
- Have a good appearance
- Be durable and withstand abrasion while on bed and during laundry
- The strength of the material, its appearance and comforts depend on the type of fabrics and weave chosen. Ideally the fabrics should be
  - i) Strong when wet than when dry
  - ii) Smooth but not slippery
  - iii) Absorbent
  - iv) Cool
  - v) Able to withstand creasing

### Bed Making

Materials required for bed making includes:

1. Bed and mattress
2. Two bed sheets (the bottom and top sheets)
3. A pillow and pillow case (more pillows can be used)
4. One bed cover/bed spread
5. One blanket.

### **Bed Making procedure**

1. Strip the bed by removing all the beddings.
2. Place the underlay.
3. Shake the mattress and place it over the underlay.
4. Spread the mattress and place it over the underlay.
5. Make sure the sheet fits smoothly around the mattress and tuck sheet tightly.
6. Place the top sheet with the wrong side up and the right side against the bed.
7. Spread the blanket over the sheet.
8. Turn the sheet over the blanket and tuck the top sheet and blanket smoothly around the mattress.
9. Put the pillows in their cases and place at the end of the bed.
10. Spread the bedcover or bed spread smoothly over the bed.



### **EVALUATION**

1. ----- is equipment for sleeping and relaxing the body.  
A) Chair b) bed c) pillow d) table.
2. Which of these is an equipment used in carrying bed linens?  
A) Wheel barrow b) cart c) washing bowl d) pusher
3. A good bed linen should be ----- (a) absorbent b) oily c) slippery d) shocking.
4. Which of these is not used in making beds? (a) Blankets (b) rugs (c) underlay (d) carpets.

### **Theory**

- A) Explain the steps in making bed
- B) State 5 characteristics of a good bed linen

### **WEEKEND ASSIGNMENT**

Read: **Catering Craft Practice for Senior Secondary Schools Books 1-3**, by AdewumiOlasupo et.al, (pages 15- 17)

#### **PRE-READING ASSIGNMENT:**

Read on catering establishment type' s functions and differences between the various establishments.

### **WEEKEND ACTIVITY**

Differentiate the differences between catering services/ establishment.

#### **REFERENCE TEXTS**

**The Theory of Hospitality and Catering** by David Foskett and Patricia Paskins.Publishers BookPower with Hodder Education.

**Catering Craft Practice for Senior Secondary Schools** by Adewumi et.al Cosmpolitan Book Services, Ibadan

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**WEEK FIVE (5)**

**DATE:.....**

**TOPIC: Catering Establishment**

**Sub Topic 1: Types of catering establishments**

**Sub**

**Topic 2: Types of Catering establishment contd./ Functions of catering establishment.**

Types of Catering Establishments

Catering establishment can be classified into two (2). They are commercial and non- commercial. The commercial catering establishment are traditionally considered or known for profit operations, while the non-commercial catering establishment is for welfare catering, which is characterized by its non- profit making focus minimizing cost by achieving maximum efficiency. However with the introduction of competitive tendering, many public sector operations have been won by contract

caterers who have introduced new concepts and commercialism with the public sector. This sector is commonly known as the cost sector.

## COMMERCIAL CATERING ESTABLISHMENT

### 1. RESTAURANT CATERING.

A restaurant is an establishment that serves the customer with prepared food and beverages on order, to be consumed on the premises. The term covers a multiplicity of venues and a diversity of style of cuisine. Restaurant are sometimes also a feature of a large complex, typically a hotel here the dinning amenities are provided for convenience of the resident and for the hotel to maximize their potential revenue.

### 2. OUTDOOR CATERING

This catering includes the provision of food and drinks away from home base and supplied. The venue is left to the people's choice. Hotels, restaurant and catering contractors meet this growing demand (they handle and cater the services). The type of food and set-up depends entirely on the price agreed upon; outdoor catering includes catering for functions such as wedding, birthdays, other party, conventions etc.

### 3. LEISURE-LINKED CATERING.

This type of catering refers to the provision of food and beverages to people engaged in rest and recreation activities. This includes scale of food and kiosks at exhibition, theme parks, galleries and theatres. The increase in the availability of leisure time and a large disposable income for leisure activities has made it a very profitable form of catering.

### 4. HOTEL CATERING. In the pasts hotels operated food and beverage facilities merely for their guests, but today's hotelier are increasingly adopting a more pro-active approach by using their food and beverage outlets as a means to generate profit and also to publicize the hotel. Hotel as a catering establishment operates as follows :

- a) Featuring restaurant that cater primarily for resident of the hotel and for work-in guests who are not residents. These often take the form of casual, all-day dining facilities. The most enterprising of these are attempting to attract different customers at different time of the day.
- b) Some hotel developed a restaurant as a brand that stands alone aimed at walking in customer, they come and buy not necessary lodge in a hotel.

### 5. SCHOOL CATERING. Schools were primary, secondary or university operated as day or boarding. Some, day only while some boarding only while some both day and boarding whichever one is operated a way of providing meals for students and teachers is made. The standard of school meal should provide food containing nutrients essential for the children and the young people.

6. **DRIVE THROUGH RESTAURANT:** It's a new concept of catering but becoming popular now. This is related to the fast food service point and as the car moves forward in the queue; the order is prepared and then presented to the driver at the service window.
7. **MOBILE CATERING:** In mobile catering, a van or a truck is used to carry and serve food. All the items in form of food, snacks, drinks, crockeries, cutlery etc. are carried in the van the service of food and drinks are done from the van.
8. **HOSPITAL CATERING:** Hospital catering assists the medical team to get patient well as soon as possible. In majority of the hospitals all the food except diet is cooked in the main kitchen. In this kitchen all meals for patients, staffs and visitors are prepared. A staff restaurant is provided and there may be a snack bar for out-patient which may come under the control of the catering staff. In some hospitals the food for special diet will be prepared in a diet bay by diet cook supervised by qualified dietitians.
9. **PUB/LICENSED HOUSE:** They provide great variety of alcoholic drinks especially beer. They also provide light meals, entertainment and leisure facilities.
10. **DELICATESSEN AND SALAD BARS:** Offer a service (usually lunch) based on a wide variety of bread and rolls e.g. Panini, focaccia, pitta, baguette and tortilla wraps. Fresh salads, home-made soups and one hot 'chef's dish of the day' may be available. A chilled food selection from which customers can pick and mix can provide the basis for a day-long service including breakfast. A 'made to order' sandwich counter and a baked jacket potato bar with a good variety of fillings and very popular components of some bars.

## EVALUATION

1. Explain commercial catering.
2. State 5 types of commercial catering and explain them.
3. Differentiate between commercial Catering and noncommercial catering.

### SUB-TOPIC 2: TYPES OF CATERING ESTABLISHMENT CONTD/ FUNCTIONS OF CATERING ESTABLISHMENT.

#### NON- COMMERCIAL CATERING ESTABLISHMENT:

1. **TRANSPORT CATERING:** The provision of food and beverages to passengers, before, during and after a journey on trains, airport catering. These services may also be utilized by the general public catering railways catering unit. The major forms of modern day transport catering are airline catering, railways catering, ship catering and surface catering in coaches or buses which operate on long distance routes.

**Airline Catering:** Catering to airline passengers on board the aircraft, as well as at restaurants situated at airport termed as airline catering. Modern airports have a variety of food and beverages outlets to cater to increase number of air passengers. Catering to passengers on road



normally contracted out to a flight catering unit of a reputed hotel or to a catering contractor or to the catering unit operated by airlines itself as an independent entity

**Railway Catering:** Catering to railway passengers both during the journey as well as during halts at different railway stations is called railway catering. Traveling by train for long distance can be very tiring hence constant supply of a variety of refreshment choice helps to make the journey less tedious. On board meal services are also provided on long distance.

**Ship Catering:** Ship catering is catering to cargo crew and passengers. Ship has kitchens and restaurants on board. The quality of service and facilities offered depends on the class of the ship and the passengers are willing to pay. They are cruises to suit every pocket. They range from room service and cocktail to specialty dining restaurant.

2. **INDUSTRIAL CATERING:** The provision of food and beverage to people at work, in industries and factories and factories at highly subsidized rates is called industrial catering. It is based on the assumption that better fed employees at concessional rate are happy and more productive. Catering for a large work force may be undertaken by the management itself, or may be contracted out to professional caterers. Depending on the choice of the menu suggested by the management catering contractors undertake to feed the work force for a fixed period of time at a predetermined price.
3. **PRISONS CATERING (WELFARE CATERING):** Prisons catering is one of these catering services set to take care of the welfare of the prisoners and staff working in the prison. It may be run by contract caterer or by the prison service. The food is usually prepared by prison caterers and inmates. The kitchen are also used to train inmates in food production, which can lead to useful qualification and encourage them to seek employment on release.
4. **ARMED FORCES CATERING:** These cover the police, soldier, Navy, air force and others. The arm forces catering services include feeding armed service staff in barracks, in the mess, in the field or on ship. This is done to reduce cost and increase efficiency. The ministry of defense have contract caterer taking over many services operation at all the mentioned location. Caterers are given these jobs at different states, station. Some of the armed force catering is handled by the catering unit of the armed force, usually managed by people that home- economics or relevant courses to catering. The price of food is highly subsidized.

#### FUNCTIONS OF CATERING ESTABLISHMENT.

1. The non- commercial catering establishment reduces cost to staff and increases efficiency to the company.
2. The satisfy the demand of the people in terms of food and drink for example they provide food and drinks for wedding, birthdays on contract.
3. Commercial sector makes profit for the establishment.
4. Commercial sectors advertise the hotel or any of the establishment.

5. They de-congest producers or manufacturers warehouses by purchasing and using their food commodities which boost sales for food producing companies.
6. It provides jobs opportunity for people.
7. Catering and hospitality teaches customers care relationship which helps us to be hospitable to guests, friend and family members.
8. They help to retain people in production of foods.eg. The prison catering where inmates are trained to cook their meals.
9. Catering establishment also helps to provide meals for passengers on board e.g. Surface catering, airline catering, ship catering- this helps to ease the journey of passengers.
10. It encourages tourism and globalization, since it provides a home for foreigners, foreigners can mix together with other people from different countries and establish good relationships in business.

## Types of Catering Establishments



3. Out door Catering
4. Retail store Catering
5. Club Catering
6. Welfare Catering





## EVALUATION.

1. State and explain four(4) types of noncommercial catering establishment
2. Enumerate five (5) function of catering.

## GENERAL EVALUATION:

1. Which of these is a type of commercial catering establishment? (a) hotel catering (b) school catering (c) prison catering (d) hospital catering
2. Catering Establishment are classified into 2 groups they are \_\_\_\_\_ (a) classical and local (b) commercial and noncommercial (c) traditional and modern (d) welfare and cost sector.

3. Which of these catering establishment subsidized price of food to staff for productivity?  
(a) hotel catering (b) industrial catering (c) restaurant catering (d) all of the above.

#### ESSAY TEST

1. List 3 types of transport catering
2. Explain 5 types of commercial catering establishment.
3. State five functions of catering establishment.

#### WEEKEND ASSIGNMENT

Read: **Catering Craft Practice for Senior Secondary Schools Books 1-3**, by AdewumiOlasupo et.al, (pages 20-45)

#### PRE-READING ASSIGNMENT:

Read on culinary terms.

#### WEEKEND ACTIVITY

Using the internet find out more on culinary terms.

#### REFERENCE TEXTS

**The Theory of Hospitality and Catering** by David Foskett and Patricia Paskins. Publishers BookPower with Hodder Education.

**Catering Craft Practice for Senior Secondary Schools** by Adewumi et.al Cosmpolitan Book Services, Ibadan

Catering Craft Practice for senior secondary school SS 1-3 by Aminu S.N. Bariiki

Catering: A Guide for Teachers and students published by mid- field publishers limited.

#### WEEK SIX (6)

**DATE:.....**

#### **TOPIC: Culinary terms**

**Sub Topic1:** Definition of terms commonly used in catering,

**Sub Topic 2:** Translation of basic culinary terms from English to French and vice versa

#### **SUB TOPIC 1:**

#### **DEFINITION OF TERMS COMMONLY USED IN CATERING.**

Culinary terms could be described as the commonly used in terms in the catering and hospitality world. These include:

<b>FRENCH</b>	<b>ENGLISH</b>
<b>A La carte</b>	<b>Dishes prepared to order and priced individually.</b>
<b>A la minute</b>	<b>Cooked to order</b>
<b>A la franchise</b>	<b>In the French style</b>
<b>Abatis de volaille</b>	<b>Poultry offal, giblets, etc.</b>
<b>Agar-agar</b>	<b>A vegetable gelling agent obtained from seaweed, used as a substitute for gelatine.</b>
<b>Aromates</b>	<b>Fragrant herbs and spices</b>
<b>Assorti</b>	<b>An assortment</b>
<b>Au beurre</b>	<b>With butter</b>
<b>Au four</b>	<b>Baked in the oven.</b>
<b>Barder</b>	<b>To bard, to cover breasts of birds with thin slices of bacon.</b>
<b>Basting</b>	<b>Spooning melted fat over the food moist</b>
<b>Bat out</b>	<b>To flatten slices of raw meat with a cutlet bat.</b>
<b>Blanc</b>	<b>A cooking liquor of water, lemon juice, flour and salt; also applied to the white of chicken-the breast and wings.</b>
<b>Blanch</b>	<b>To make white as with bones and meat. To retain color as with certain vegetables To skin, as for tomatoes To make limp as for certain braised vegetables. To cook without color as for the first frying of fried (chip) potatoes.</b>
<b>Blaquette</b>	<b>A white stew cooked in stock from which the sauce is made</b>
<b>Carte du jour</b>	<b>Menu for the day.</b>
<b>Casserole</b>	<b>An earthenware fireproof dish with a lid.</b>
<b>Couper</b>	<b>To cut</b>
<b>Duxelle</b>	<b>Finely chopped</b>
<b>Mise en place</b>	<b>Basic preparation prior to serving.</b>
<b>Vol-au-vent</b>	<b>A large puff pastry case</b>
<b>Veloute</b>	<b>Basic sauce A soup of velvet or smooth consistency.</b>

## EVALUATION

1. Define culinary term.
2. Fill in the missing boxes.

FRENCH	ENGLISH
Couper	
Blanquette	
	Cook to order
	Poultry offal
	Bake in oven
Carte du jour	
	Small dice

## SUB- TOPIC 2 : TRANSLATION OF BASIC CULINARY TERMS FROM ENGLISH TO FRENCH AND VICE VERSA.

### FRENCH TERMS FOR FOOD COMMODITIES.

ENGLISH	FRENCH
Butter	Beurre
Rice	Riz
Salt	Le sel
Thyme	Le thym
Garlic	Ail
Fish	Poisson
Curry	Le kari
Soup	Potage
Bacon	Le lard
Cabbage	Le chou verts
Vegetable	Legumes
Macaroni	Le macaroni
Flour	Farine
Poultry	La volaille
Peas	Les petits pois

Melon	Le melon
Pineapple	L' ananas
Mushroom	Champignon
Nutmeg	La musade
Bone	L' os

#### FRENCH TERMS FOR CATERING STAFF

ENGLISH	FRENCH
Headwaiter	Maître d' hotel
Kitchen staff	Le brigade de cuisine
Head chef	Le chef de cuisine
Assistance cook	Le commis
Pastry cook	Le patisseur
Fish cook	Le poissonnier
Kitchen porter	Le garcon d' office
Roast cook	Le Rotisseur
Station waiter	Chef de rang
Waiter	Commis de rang
Floor waiter	Chef d' etage
Wine waiter/butler	Sommelier
Buffet waiter	Chef de buffet
Sauce cook	Le saucier
Still room maid	La fille d' office
Still room man	Le garcon d' office
Lounge waiter	Chef de sale
Assistance station waiter	Demi – chef de rang
The announcer	L' aboyeur
Carver	Trancheur

#### FRENCH TERMS FOR DISHES

ENGLISH	FRENCH
Fried eggs	Oeufs frits
Onion sauce	Sauce espagnole
Fish salad	Salade de poisson
Braised rice	Riz pillaf

Braised rice with cheese	Riz pillaf au fromage
Braised rice with mushrooms	Riz pillaf aux champignons
Spaghetti bolognaise	Spaghetti bolonaise
Spaghetti with tomatoes sauce	Spaghetti napolitaine
Boiled chicken with rice and supreme sauce	Poulet poche au riz,sauce supreme
Grilled chicken	Poulet grille
Brown mutton stock	Fond brun de mutton
Fish stock	Fond de poisson
Onion omelet	Omelette Lyonnaise
Baked potatoes	Pommes au four
Chicken and mushroom	Vol-au-vent de volaille
Ox-tongue	Langue de boeuf
Vegetable salad	Salade de tomates
Cheese omelet	Omettette au fromage
Fried sole	Sole frite
Curried chicken	Kari de poulet.

#### FRENCH TERMS FOR KITCHEN AND SERVICES.

ENGLISH	FRENCH
The hot plate	Le bain marie
Frying pan	La poele
Oven	Le four
Conical strainer	Le vepeur
The sieve	Le tamis
The steamer	Le chinois
Spoon	Cuillere
Knife	Couteau
Plate	Plaque
Pot	Pot
Bill of fare	Menu
Cooked to order	A la minute
Dishes on a menu which may have limited choice, served at a fixed price	Table d' hote
A meal of several courses, prepared to order and individually priced	A la carte
Cancel the order	Annulez
Follow on	Suivant
The order to be done with care	Soignez la commande



Creame caramels	Deux crème caramel
Pastry cook, send up two	Patissier envoyez
Larder cook,send another portion of cold salmon	Garder manger,envoyez un saumon froid supplement.

## EVALUATION

1. Compile ten French menu
2. Translate ten food commodities in french

## GENERAL EVALUATION

- A) Explain at least fifteen catering culinary terms.
- B) Comile at least fifteen menus of French.

## WEEKEND ASSIGNMENT

Read: **Catering Craft Practice for Senior Secondary Schools Books 1-3**, by AdewumiOlasupo et.al, (pages 51- 54)

## PRE-READING ASSIGNMENT:

Read on safety procedures in catering.

## WEEKEND ACTIVITY

Discuss the importance of safety in catering..

## REFERENCE TEXTS

**The Theory of Hospitality and Catering** by David Foskett and Patricia Paskins.Publishers BookPower with Hodder Education.

**Catering Craft Practice for Senior Secondary Schools** by Adewumi et.al Cosmpolitan Book Services, Ibadan

Catering Craft Practice for senior secondary school SS 1-3 by Aminu S.N. Bariki

Catering: A Guide for Teachers and students published by Mid- field publishers limited.

**WEEK Eight (8):**

**DATE:.....**

**TOPIC: Safety Procedures in catering**

**Sub Topic1: Meaning, types, and causes of accidents in kitchen.**

**Sub Topic 2: Prevention and remedy of kitchen accidents.**

### **Sub Topic1: Meaning, types, and causes of accidents in kitchen,**

MEANING OF ACCIDENT: Accidents are unexpected circumstantial happening resulting into pains and discomforts in the body. Many accidents are avoidable if necessary precautions are taken.

### **TYPES OF ACCIDENTS**

There are basically five types of accidents that can occur in a catering establishment which are:

- (i) Human error or mistakes.
- (ii) Fire accidents
- (iii) Electrical installation accidents
- (iv) Mechanical operated equipment' s accidents
- (v) Architectural design accidents.

### **CAUSES OF ACCIDENT**

Causes of accident are:

- (i) spilling on liquid on the floor, slippery surfaces, stepping into the liquid spill without consciousness,
- (ii) careless disposal of broken items,
- (iii) absentee cooking,
- (iv) Cooking and not attending to it while on fire.
- (v) lack of care during the emptying and cleaning of fryers
- (vi) not switching off electrical appliances after use;
- (vii) draining oil when hot;
- (viii) Not adhering and following instructions;
- (ix) Missing tiles on the kitchen;
- (x) Missing ones steps and putting leg in a wrong place;
- (xi) Place sharp objects carelessly;
- (xii) Carelessness with cooking gas;
- (xiii) Not observing safety rules while in kitchen;
- (xiv) Opening cans and bottle with teeth.

### **EVALUATION**

- Define kitchen accident
- What are the implications of accidents
- State four (4) types of accident

### **Sub-Topic 2: Prevention and Remedy of Kitchen Accidents**

In preventions and remedy for accidents, there are five steps to take and probably write it and

place at the kitchen. These include placing it in a notice form.

- i. Look for hazardous things that could cause harm
- ii. Decide who might be harmed and how
- iii. Evaluate the risks and decide whether the existing precaution are adequate or whether more should be done
- iv. Write down your findings, so you have a record that you can check back against.
- v. Regularly review your assessment, and revise it if necessary.

In the kitchen the under-listed are necessary to prevent and give remedy to accidents:

- a) Squat to carry heavy object instead of bending or stooping to carry it to avoid sprain and waist pain;
- b) Electrical equipment must be given special attention to prevent shock and fire accidents;
- c) Use oven glove or dolly to carry out items in the hot oven to avoid burn, scald and pain;
- d) Form the habit of cleaning the floor, the moment there is spillage on it to avoid slips;
- e) Place utensils and equipment back to their place after use to reduce movement accident and walking into objects
- f) Do not be in much haste in Kitchen to minimize hitting oneself and preventing avoidable accident.
- g) Avoid the wearing of high-heeled shoes while in the kitchen for stability and avoidance of fall.
- h) Use tin cutter instead of knife when opening cans and tins to reduce cuts and wounds accidents.
- i) Serve foods and drinks using trays to avoid their spillage.
- j) Put all things in correct and right places especially sharp objects e.g. knife to reduce hazard.
- k) Switch off cooking gas from the cylinder rather than from the gas cooker only to prevent leakage.

## EVALUATION

- What five steps should one take notice of in preventing accidents
- Why must one squat to carry heavy objects

- List the preventive measures on cuts and wounds

## GENERAL EVALUATION

### Objective Test

1. All these define accidents except one:
  - a) Mishaps b) Unexpected c) Preventable d) Unplanned for
2. Accidents bring about all these excepts
  - a) Comfort b) Discomfort c) Pain d) Death
3. One of these is not a type of accident
  - a) Fire accident b) Architectural design accidents c) Human error accidents d) One inflicting injury on oneself
4. Causes of accident are these but....
  - a) Not switching off electrical appliances b) Draining oil when cold c) Draining oil when cold d) Missing tile on the floor
5. Lifting and Handling of heavy and awkward loads cause all these except:
  - a) Scald b) Strain c) Sprain d) Pain

### ESSAY TEST

1. What are accidents?
2. Accidents imply negative outcome. Discuss
3. What are the causes of accident?
4. What are the remedies to the causes?

### WEEKEND ASSIGNMENT

Read: **Food and Nutrition for Senior Secondary School 1-3**, by Olusanya et.al University Press Plc., Ibadan (pages, 46-47)

**Catering Craft Practice for Senior Secondary School, Books 1-3**, Combined by Adewumi Olasupo et.al. Cosmopolitan Book Services Ibadan (pages, 51-52)

### PRE-READING ASSIGNMENT

Read: Meaning, Definition, Causes and Prevention of Accidents.

### WEEKEND ACTIVITY

Read: first aid and fire equipment

### REFERENCE TEXTS

**Food and Nutrition for Senior Secondary School 1-3**, by Olusanya et.al University Press Plc., Ibadan

**WEEK 9:**

**TOPIC: FIRST AID AND FIRE- FIGHTING EQUIPMENT.**

**SUB TOPIC 1: Definition of first-aid / contents of first aid box and their uses/ first-aid treatments and remedy.**

**MEANING OF FIRST AID/DEFINITION**

Illness, accidents and other emergencies to guest and staff from time to time in any establishment when people at work suffer injuries or fall, it is important that they receive immediate attention and if the condition of the victim is serious an ambulance is called.

**DEFINITION**

First aid treatment is the treatment given to a victim before the arrival or consultation of a medical doctor. The employer must provide sufficient first aid equipment and facilities. The personnel to administer first aid should also be available at all times and the staff should know who they are. The first aider should be available to give immediate assistance to casualties with both common injuries and illness.

Since 1982 it has been a legal requirement that adequate first aid equipment and facilities should be provided in the place of work.

In large establishment there may be resident doctor or qualified nurse in attendance.

In the catering industry, while the housekeeper may or may not be the official first aider she may become involved as she is the one responsible for the comfort of others. One being told

that a guest or staff is or had an accident, the housekeeper will visit them and see to their needs, helping them in whatever way she can by making them comfortable and where necessary calling the doctor and following his instructions.

In the case of a disease that need the attention of the doctor that are communicable e.g. small pox, diphtheria, measles etc. the doctor is notified and if the room needs to be fumigated this will be done with an approved fumigant or by the health authorities to prevent other guests or staff contacting it.

In the case of a death being reported to the house-keeper, she is expected to inform the manager and a doctor. And also, she should make effort to prevent unauthorized persons entering the room. While the room is locked until the body is removed. Similarly, in the case of a suspected suicide, any drinking glass, tablets, or vomits must be left for the doctor and or police to see as they may be needed for evidence.

## THE FIRST AID BOX

First Aid boxes are required to be kept and made available to all members of staff in certain areas of the establishment under the First-Aid Regulation 1982. The box should contain as minimum:

- A card giving general first aid guide
- Waterproof of adhesive dressings
- Cotton wool packs.
- Triangular bandages
- 12 safety pins
- Two sterile eye pads with attachment
- Sterilized dressings
- Tweezers (a pair)
- Scissors
- Plastic gloves
- Eye bath
- Pressure bandage
- Ointment
- Antiseptic cream

- Gentian violet
- Hydrogen peroxide
- Iodine
- Soap
- Calamine lotion

The first aider, who may be the housekeeper or one of her assistant will only deal with immediate treatment or first aid and will leave special treatment or second aid to the doctor.

## USES OF CONTENTS OF FIRST AID BOX

Scissors: For cutting bandages, plasters and blisters

Bandage: for covering open wound

Iodine: for treatment of burns and scalds

Cotton wool: for cleaning the skin area and applying treatment to the affected area.

Plasters: To cover and protect the open and treated skins area.

Soap: for washing the hands before and after treatment of the affected area.

Ointment: for soothing scalds and burn effect

## FIRST AID TREATMENT/REMEDIES

Treatment or medical remedy is a procedure, technique or the application of medical care to cure disease, heal injuries or ease symptoms.

First aid treatment/remedy as the name implies is the first treatment given in an emergency to a sick or accident victim before he/she gets the attention of a doctor.

Shock: Shock can be caused by an injury giving rise to pain, through hemorrhage or mental stimulus, such as bad news. The patient complains of feeling cold and shivery and looks pale.

The patient should be laid down flat, all tight fitting clothing removed, kept warm by covering with a blanket and nothing should be given by mouth. Hot water bottles should be not be applied.

Fainting: this may occur after a long period of standing in a hot, badly ventilated kitchen. The



signs of an impending faint are whiteness, giddiness and sweating. A faint should be treated by raising the legs slightly above the level of the head and when the person recovers consciousness, putting them in the fresh air for a while and making sure that they have not incurred any injury in fainting. The patient is then treated for shock.

**NOSE BLEEDS:** Sit the person down with their head forward and loosen the clothing around the neck and chest. Ask them to breathe through their mouth and to pinch the soft part of the nose. Nose bleeding may be spontaneous or due to a blow, and it is generally more frightening but not dangerous. Release the pinch after about 10 minutes and warn the person not to blow the nose for several hours. If the bleeding has not stopped or recurs in 30 minutes, obtain medical help.

**HEAT ATTACK:** This is due to a clot of blood in the heart and manifests itself by an acute pain, breathlessness, and feeling faint. The patient should be propped up or allowed to sit forward on a chair and on no account moved until the doctor or ambulance arrives.

**STROKE:** Is associated with high blood pressure and there may or may not be loss of consciousness but there is usually some degree of paralysis on one side of the face and body. The patient should be treated for shock and the doctor be called immediately.

**CONCUSSION:** Is caused by a blow on the head which may or may not render the patient unconscious. If, on questioning the victim later and there is any sign of loss of memory concerning the accident or the time preceding it, then concussion should be suspected and person should be treated for shock. And call the doctor.

**ELECTRIC SHOCK:** Can be caused by a variety of faults in and the mishandling of electrical equipment and may result in burns, shock and even death. Also, the current should be switch off using a dry insulating material such as cloth, wood, rubber, taking care not to use the bare hands. If breathing has stopped, give artificial respiration. Treat for shock. If any burns, treat too.

**BURNS AND SCALDS:** Burns are caused by dry heat from hot fat or oil, while scald is caused by wet heat. Scalds form blisters and burn peels off easily. There are different degrees of burns and scalds, and for the minor ones where the skin is not broken the affected part should be immersed in cold water. Also, for more serious burns and scalds, the air should be excluded by covering the affected part with a clean, dry dressing, and applying nothing because of the risk of infection. The patient should be treated for shock and a doctor or an ambulance called.

**DIABETES:** Is a disease of the pancreas which prevents the body from burning or oxidizing sugar. Many diabetics are treated with insulin which has to be carefully balanced with the diet. If insufficient food is eaten to balance the insulin, the patient starts to perspire and become irritable and nervous. Most diabetics carry a diabetic card and sugar to such emergencies should this condition be allowed to continue, coma might result. In addition, the patient should be given two lumps of sugar, a piece of chocolate or any available sweet food or drink at the first sign of insulin shock. If there is no response, call the doctor.

**EPILEPTIC FITS:** Can be major or minor, and it is not unusual for a major fit to follow a minor one. In major fit, the casualty will suddenly lose consciousness and fall to the ground and will have a series of convulsions, which may be quite violent. The place where the victim fell should be cleared of obstacles so that the patient does not hurt himself. If possible, clothing should be carefully loosened and something soft placed under his head. When convulsion ceases, the casualty should be placed in the recovery position and watched over until fully recovered. Call the doctor.

**CUTS AND ABRASIONS:** These may be caused in many ways and may vary considerably not only in the extent of the damage but also in the risk of infection e.g. when they are caused by rusty-tin or grit on the ground.

In addition, the wound should be cleaned with warm water and antiseptic and covered with a clean dressing. If bleeding is profuse pressure should be applied on the wound. The patient should be treated for shock, if necessary taken to the hospital.

**ARTIFICIAL RESPIRATION:** The act of assisting or stimulating respiration in a person, who has stopped breathing. The two most usual methods of artificial ventilation are mouth-to-mouth and the Holger-Neilsen method.

**Mouth-To-Mouth or Kiss of Life:-** This is the easiest when the casualty is on his back but it should be started immediately whatever the casualty's position. The casualty's head should be tilted backwards, putting a hand under the neck and pulling the chin upward in order to get a clear passageway to the lungs.

Also, pinching the casualty's nostrils hard and forming a seal round his mouth with his lips, blow hard into his lungs until his chest rises to maximum expansion. Watch chest fall and repeat inflation after two inflations check the pulse to be sure that his heart is beating. If it continues to give inflation until the doctor comes.

**HOLGER-NIELSEN:-** The patient's head is turned face downwards with his head turned to one side and by kneeling at the patient's head and putting the hands over the shoulder blades, pressure is exerted by slowly rocking forward. As the pressure is released by rocking backward, the patient's arms are raised by the elbows to expand his chest. This process should be repeated until the doctor or ambulance arrives.

## **EVALUATION**

1. What is a First Aid box
2. List six (6) things that can be seen in a First-Aid box
3. What is First-Aid
4. In what year did First-Aid become a legal requirement for establishment
5. Literally First Aid Remedy refers to what?
6. Mention four (4) emergencies on which First Aid Treatment can be applied.

## **SUB-TOPIC 2: Types of fire-fighting equipment and their uses.**

### **FIRE FIGHTING EQUIPMENT AND USES**

#### **Fire Fighting Equipment**

Fire fighting affords the protection of lives and properties, ensure security and stand as an insurance in times of fire accidents. Fire fighting prevents avoidable fire, guarantee customers of their safety and security. It assists the fire service officials in doing their work.

For fire to start three things are present and come together. They are 1) a source of ignition (heat); 2) fuel; 3) Oxygen. The source of ignition could be hot surfaces, electrical equipment, static electricity, smoking or naked flames. The fuel could flammable gases, flammable liquid or flammable solid while oxygen which is always present in the air or available through additional sources like oxidizing substances. In cognizance of this fire fighting equipment are made to prevent fire hazards.

Means of fighting fire: Equipment is highly needed to extinguish fire at its early stages. The equipment must be suitable to the risks and appropriate staff trained to properly use it. In small premises, having one or two portable extinguishers in an obvious location may be all that is required.

#### **FIRE FIGHTING EQUIPMENT**

Fires are classified as: Class A; Class B; Class C; Class D; Class F

Class A:- Fires involving solid materials where combustion normally takes place with the formation of glowing embers

Class B:- Fires involving liquids or liquefiable solids.

Class C:- Fires involving gases

Class D:- Fires involving metals

Class F:-Fires involving cooking oils or fats.

Generally, portable fire extinguishers can be divided into five categories according to the extinguishing medium they contain.

1) Water 2) Foam 3) Power 4) Carbon dioxide 5) Vaporizing liquids, including halons

The firefighting equipment include:

- i. Fire extinguishers
- ii. Red fire buckets of sands
- iii. Fire blankets
- iv. Fire alarm detector

Uses of Fire Fighting Equipment

- i. A fire extinguisher is a cylindrical metal equipment that contains various materials that extinguishes fire. Instruction for use is on the body.
- ii. Red bucket of sand- This is a bucket painted red and filled with sand. The sand is used to douse the fire at source.
- iii. Fire blankets: The equipment is used to mask or cover fire at source to deprive it of oxygen and put it off.
- iv. Fire Alarm Detector: It is an installation in which the glass is broken the moment anyone around notices fire burning. ‘ Break glass in case of fire’ is written on the body.

EVALUATION

- How is fire blanket used
- What is a fire alarm detector
- Explain the use of Red bucket of Sand
- Why is it necessary to be involved in fire fighting

GENERAL EVALUATION OBJECTIVE

1. First Aid is administered to:
  - a) A happy baby b) on the receptionist c) on a sick or accident victim d) on the guests

2. Health and Safety First Aid Regulation was established in ...  
a) 1980 b) 1992 c) 1972 d) 1982
3. The housekeeper gives the First Aid to the patient but treatment or Second Aid is given by.....  
a) The manager b) The guest c) The housemaster d) The doctor
4. The things in the First Aid box include.....  
a) Ointment, soap, bandage and body cream, b) bandage, belt, cap and plastic cup  
c) Bandage, scissors, clipper and razor d) Iodine, disinfectant, cotton wool and sterile dressings.

#### ESSAY TEST

1. In not more than three sentences define First Aid
2. List and write the uses of four (4) things found in the First-Aid Box
3. In not less than four (4) sentences describe the First-Aid Box.
4. In the case of death what should the housekeeper do?
5. When suicide is suspected, the room should be cleaned quickly and the body removed. True/False.

#### WEEKEND ASSIGNMENT

- For fire to start, three things must be present, what are they?
- What constitutes fuel in fire
- Divide fire extinguishers according to the extinguishing medium they contain.

#### PRE-READING ASSIGNMENT

Read: Sanitation and Hygiene In Catering.

#### WEEKEND ACTIVITY

List the types of sanitation and hygiene and explain them.

#### REFERENCE TEXT

**Read Hotel, Hotel and Hospital Housekeeping**, by Joan Branson and Margaret Lennox Book Power (pages, 64-66)

**Theory of Hospitality and Catering**, by David Foskett et.al. Book Power (pages, 383-385).

## **WEEK 10:**

### **TOPIC: Sanitation and Hygiene in Catering.**

**SUB-TOPIC 1: -Meaning of sanitation and Hygiene/ Types of sanitation and hygiene (water, environment, food)**

**MEANING OF SANITATION:** Sanitation is the act of keeping places, systems and equipment' s clean and healthy especially by removing unwanted waste and dirt. It discourages overcrowding and poor sanity condition that can leads to diseases.

**MEANING OF HYGIENE:** Hygiene is an act of cleanliness as a means of healthy living to be free from disease and germs. It is the observance of effective sanitary measure in food production, purchasing, processing and marketing.

**There are three types of hygiene**

- a) Personal hygiene**
- b) Kitchen hygiene(environmental hygiene)**
- c) Food hygiene.**

### **OBJECTIVES OF HYGIENE IN FOOD PRODUCTION,PROCESSING AND MARKETING.**

- 1. To prevent introduction of contaminated food to people (market).**
- 2. Avoid being infected and the spread of infection.**
- 3. To have a site clean and healthy environment for food production.**
- 4. Prevent food poisoning and food borne diseases.**

### **PERSONAL HYGIENE.**

**This is the observance of an individual of the sanitary measures involving cleanliness and care of the body to avoid being infected and prevent the spread of infection.**

### **Rules for personal hygiene of the food handler.**

- 1. Wash hands with soap and clean water. Rinse thoroughly before handling food and after each visit to the toilet, sweeping and dusting, blowing of nose(even with handkerchief) and changing of baby' s napkin.**
- 2. Keep fingernails short and clean**
- 3. Use a clean apron or overall and cover hair with a net or scarf.**
- 4. Remove jewelry from the fingers before cooking.**
- 5. Wear gloves when there is need to serve foods with hands.**
- 6. Do not cook for others when infected with communicable diseases e.g. tuberculosis.**
- 7. Avoid sneezing or coughing over the food.**

### **KITCHEN HYGIENE**

**This is the maintenance of high standards of cleanliness and sanitation in the kitchen to prevent contamination.**

### **RULES FOR KITCHEN HYGIENE.**

- 1. Keep all working surfaces clean at all times.**
- 2. Sweep the floor and scrub it regularly.**
- 3. Empty the dustbin after each session of cooking, keep it covered at all times.**
- 4. Prevent flies, other pests and pet from entering the kitchen at any time by screening the windows and doors or by regular spraying.**
- 5. Wrap up waste before dumping into dustbin.**
- 6. Keep the fire place, stove or cooker clean after each use. Clean regularly.**
- 7. Keep storage spaces including cupboards, cabinet, drawers and refrigerators. Clean at all times.**
- 8. Wash up dishes with clean soapy water, rinse drain and dry in a basket sink drainer or wipe with clean towel.**
- 9. Avoid using kitchen cloths as handkerchiefs; know the use of each type of kitchen cloths and use them appropriately.**
- 10. Use only clean utensils for preparing cooking and serving food.**
- 11. Do general cleaning of the kitchen regularly. Use a clean dish cloth, tea-towels, and other kitchen cloths and wash them regularly. Dry them in the sun by hanging them on the line not on the floor.**

### **EVALUATION.**

- 1. State the three food sanitation laws.**
- 2. Mention seven rules of hygiene in the kitchen.**
- 3. Name the various aspects of food handling that should be considered in achieving wholesome food on the table.**

## **SUB- TOPIC 2: Types of sanitation and hygiene ( FOOD HYGIENE)**

### **WHAT IS FOOD HYGIENE?**

This is the observance of sanitary rules by food handlers to prevent contamination, food poisoning and food borne diseases.

### **RULES FOR FOOD HYGIENE.**

1. Buy foodstuffs from a clean environment or market.
2. Buy only wholesome food stuffs applying all the rules for checking each type of foods.
3. Avoid buying dented or swollen canned foods
4. Store perishable and non- perishable goods correctly and avoid prolong storage of perishable ones.
5. Cover food during preparation to prevent flies from landing on it.
6. Cover cooked food with a good lid.
7. Preserve leftover food well.
8. Use clean water for cooking.

### **FOOD BORNE DISEASES.**

**Foods borne disease are diseases that occur due to the consumption of contaminated foods. These diseases are classified into two broad headings.**

- a) **Food poisoning:** This illness occurs or is caused by a poison or toxin secreted by microorganism present in the food we eat, or the result of some chemical reactions in the food.  
Examples of microorganism that causes food poisoning are staphylococcus aureus clostridium botulinum. Examples of poisonous chemicals that can lead to food poisoning are lead, mercury, arsenic, uranium, cobalt, etc. food poisoning can be mild or severe.
- b) **Food Infection:** This refers to an illness caused by a pathogenic organism carried by the food eaten and transmitted to man. It is the growth and metabolism of the pathogenic organism inside the body that causes the illness. Examples of organism that causes food infection is salmonella.

### **SYMPTOMS OF FOOD BORNE DISEASES.**

**Are intestinal pains, stomach upset, weakness, vomiting, nervous disorder, frequent stooling and sometimes death.**

### **PREVENTION OF FOOD BORNE DISEASES.**



**Food borne diseases can be prevented by**

- 1. Maintaining good personal hygiene.**
- 2. Proper cooking of food before consumption.**
- 3. Ensuring that leftover cooked foods are heated before consumption,**
- 4. All preservation equipment e.g. refrigerators and deep freezer are always kept clean.**
- 5. Avoid consuming food from doubtful source.**
- 6. Not leaving leftover canned food in the tins for future use.**
- 7. Covering of food when not ready for consumption.**
- 8. Avoid consumption of expired foods.**

#### **EVALUATION**

- List the rules that should be observed in the kitchen.
- Define food hygiene?
- Explain the food borne diseases.

#### **GENERAL EVALUATION**

#### **ESSAY TEST**

6. List 4 objectives of hygiene in the production, procession and marketing of food.
7. Mention and explain 3 types of hygiene observed in the kitchen.
8. State 5 symptoms of food borne diseases.
9. Define personal hygiene?

#### **WEEKEND ASSIGNMENT**

- State five problems associated with negligence of kitchen hygiene.
- List three conditions necessary for the growth of micro-organism.
- Mention three types of sanitation and explain them.

#### **PRE-READING ASSIGNMENT**

Read: Revise week1- week 11.

#### **WEEKEND ACTIVITY**

Make an album of food commodity.

## REFERENCE TEXT

**Read Hotel, Hotel and Hospital Housekeeping**, by Joan Branson and Margaret Lennox Book Power (pages, 64-66)

**Theory of Hospitality and Catering**, by David Foskett et.al. Book Power (pages, 383-385).

Catering Craft Practice for senior secondary school SS 1-3 by Aminu S.N. Bariki

**Basic foods and nutrition for senior secondary school SS1-3 by Aminu S.N. Bariki**

**WEEK ELEVEN(11)**

**DATE-----**

**REVISION**