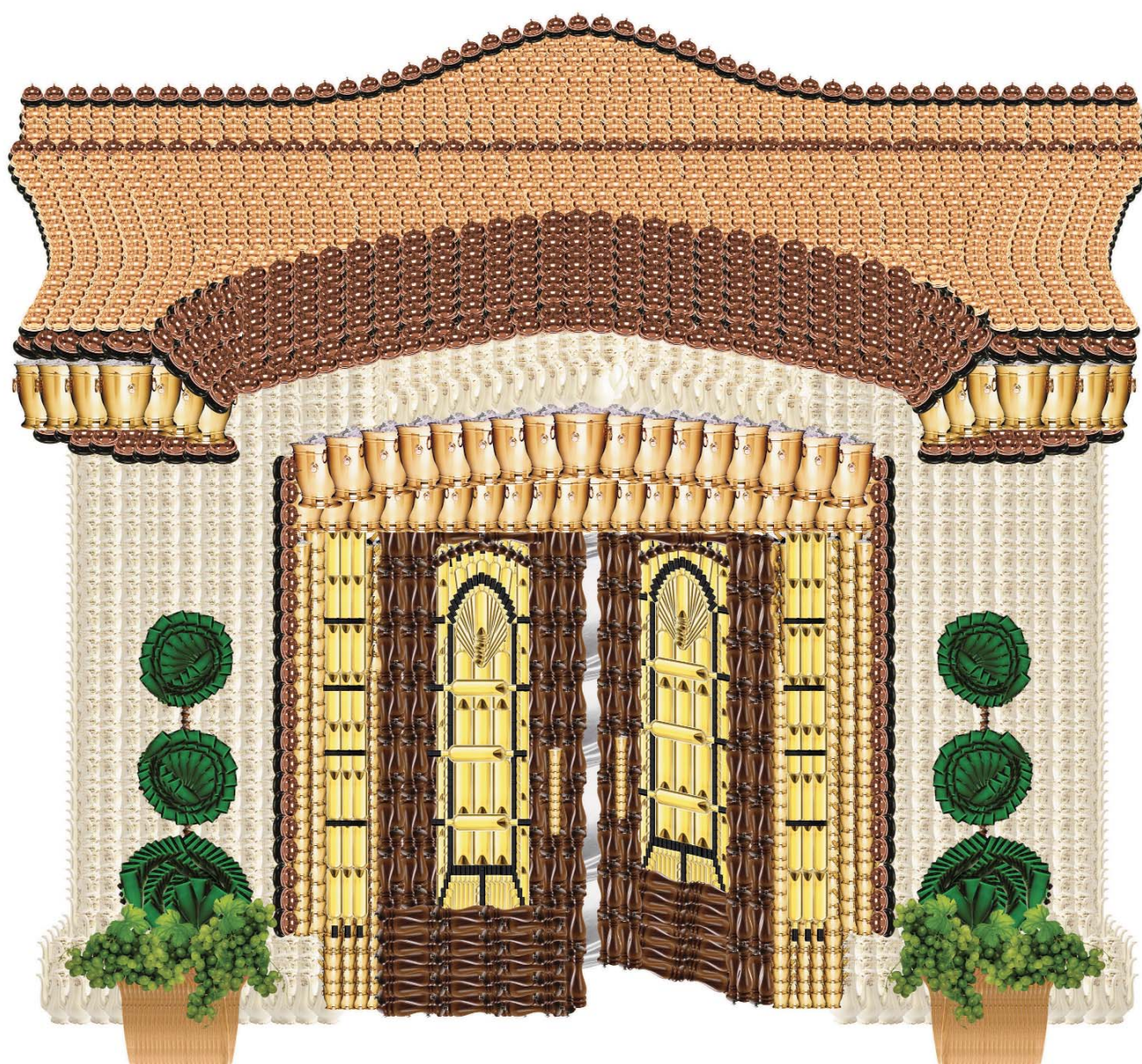


GUIDANCE NOTES FOR ACTIVITIES

UNIT 3 - LEGISLATION AND REGULATION FOR THE HOSPITALITY INDUSTRY



Level 2 Unit 3 Legislation and regulations for the hospitality industry

Week 1

Main items of legislation and regulation affecting all sectors

Issue worksheets to learners and ask them to research some of the main aspects of legislation and regulations that apply to each sub-industry or sector. The first one has been completed as an example.

Hotels	Display of prices of accommodation, food and beverages Safeguarding of guest property Food safety Health and safety Licensing laws Employment law
Restaurants	
Pubs, bars and nightclubs	
Contract food providers	
Hospitality services	
Membership clubs	
Events	

Week 2

Films and video clips can be accessed through www.hse.gov.uk

As well as using in-house or commercial videos from industry, you can find other DVDs/videos from the following websites:

www.highfield.co.uk/products/item/30/food-hygiene-the-movies-1-2/

www.officesafety.co.uk/shop/videos-dvds-and-cds/

Week 3

Case study – safeguarding of guest property

Mr and Mrs Stone are staying in your hotel for seven days and used the safe deposit facilities that are offered by the hotel. They arrive back late after an evening at the theatre. The night receptionist is busy checking in a large group of French students. Mrs Stone wants to deposit her jewellery and asks for the master key to the safe deposit facility. The night receptionist says she will telephone their room as soon as she is able to leave the desk. Mr and Mrs Stone go up to their room, and after half an hour, as they have heard nothing, they ring down to the front desk but there is no reply. Mr Stone goes to reception, but there is no one at the desk and the porter tells him the receptionist has gone for a break. After another couple of attempts to contact reception, they decide to go to bed and return the jewellery to the box in the morning. When they wake up the jewellery is missing, along with a credit card and some money.

Tasks

- 1) Explain the legal implications of this situation
- 2) What action should the hotel take?
- 3) Would the situation change if it was a pub rather than a hotel?

Weeks 4 & 5

Service and consumption of alcohol

A number of internet sites provide basic information relating to the service and sensible consumption of alcohol, eg the BBC campaign website can be accessed at:

news.bbc.co.uk/2/hi/health/8153176.stm

The Ark Foundation is a catering charity that educates young people about the issues associated with alcohol and drug abuse, often sending speakers to reinforce their message. They can be accessed via:

www.hospitalityaction.org.uk/

Exercise

Learners should be supported when conducting basic research. Teachers may wish to encourage students to make a display of their findings or to produce a series of leaflets warning others of the dangers of excessive consumption of alcohol.

Teachers should lead the discussion on non-compliance by giving examples that learners could relate to, eg closing down of establishments because of poor hygiene practices, underage drinking, etc. Learners should look in local papers to find similar examples to which they can refer.

Weeks 8 & 9

Legal rights of customers

Case Study/Scenario

Divide learners into two groups and issue group A with the first scenario and group B with the second scenario.

Group A

The conference centre in which you work is very busy with both day delegates and residential guests. The management have recruited some part-time staff to assist the regular staff in this particularly busy period.

A day delegate arrives for a conference and is rather flustered as the conference has already started and she is not sure where to go. The receptionist at the conference centre is busy with another group, and takes some time to direct her to the appropriate room on the basement floor. On the way she stops at the cloakroom and as she comes out a member of staff asks if she is alright and offers to take her coat. She leaves her coat and umbrella and goes into the conference room. At the end of the day when the conference has finished she returns to pick up her coat but neither it nor the member of staff who took it can be found.

Group B

You are attending a conference as a day delegate at a conference centre on the outskirts of a nearby town and you have decided to go by public transport. It is quite important for you as this is the first opportunity to meet colleagues from other branches of the organisation where you have just started work.

The train is delayed and when you arrive there are no taxis, so you have to wait. When you arrive at the centre, there are no signs to direct you to the room your company is in and you are obliged to wait for the receptionist to direct you. He is dealing with another group and doesn't seem in any hurry to assist you. Eventually, he directs you to a room downstairs. You are aware that you are late but want to stop off at the cloakroom first. You feel very worried as you are sure everyone will turn round and look when you go in late, and you have a coat, umbrella, your handbag and a briefcase so you are not likely to be able to make a discreet entrance. Luckily, as you are leaving the cloakroom, somebody offers to take your things, so at least you can go in looking more composed and you gratefully hand them over and make your way to the room. When the conference finishes you go to collect your possessions but neither they nor the member of staff who took them can be found.

Week 10

Summary of main legislation and regulations

Learners should be guided on ways to research, store and retrieve the information. It could be by area:

- Health and safety
- Food safety
- Accommodation
- Guest safekeeping

Or it could be as it relates to sub-industries, although there would be significant overlaps.

Week 11

Recording and reporting issues

Use examples from industry to begin discussions or research websites such as www.officesafety.co.uk/

Divide learners into small groups to produce an accident report form for a company specialising in events catering. Learners should be reminded that the purpose of an accident book is to record information about the accident and the possible outcomes to the individuals concerned. They should be reminded that since the introduction of The Data Protection Act it is important that information recorded cannot be viewed by personnel making future entries.

Scenario

An employee is carrying a large tray of canapés from the kitchen into the marquee. There is no room on the table so she sets them down on a crate while she makes some space on the table. As she turns to pick up the tray she catches her foot in a box that contained kitchen paper and falls, twisting her ankle badly and pulling the tray of canapés down on top of her. The tray hits her on the side of the head, and she cannot stand on the ankle. You have witnessed the event and should make an accident report.

Weeks 12–18

Practical assessments

Example witness testimony

WITNESS TESTIMONY

Name of learner	
Contact details	
Name of witness	
Role of witness	
Contact details	
WITNESS STATEMENT	

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Signature of witness _____ Date _____

This testimony provides support of evidence of the following:

Learning outcome	Assessment criteria