



Hospitality and Catering

Counter and takeaway services

Lesson 2

Master the job role of counter and takeaway service in hospitality and catering with this course.





Where will you find counter service?

In every town and city.

Cafes, pubs, bakers and every fast food outlet.





Who works in counter service?

- Young people
- Part time workers
- 1st job workers
- 2nd job workers
- Students
- People interested in the food industry





Follow the rules

Every café, pub and fast food chain
will follow national food safety rules.



Rules and procedures

They will all have different ways of following the rules.

Listen, learn and follow your employers procedures.





What tasks will you perform?

Keeping all work areas and utensil's clean, hygienic and safe.





Keeping clean

Protects staff and customers from food poisoning.

Maintaining a good image and standard.





Tasks – Stocking up

Making sure that stocks and service areas are kept stocked up safely and ready for service.

e.g. Drinks cabinets





Keeping fridges and food cabinets stocked

This will keep the flow of customers moving.

Preventing queues and complaints.





Tasks – Switching on and checking.

Turning on and checking all equipment is turned on and ready for service.

Checking temperatures of fridges and cooking equipment.

It takes time to warm cooking equipment up.





Switching off equipment

At the end of the day all electrical equipment except fridges should be turned off.





Switching off equipment

This prevents:

- Fires
- Breakdown
- Expensive electric bills





Temperature checks

- Fridges and cold cabinets 1 to 5°C
- Cooking meat above 70°C for 2 minutes
- Hot food storage above 63°C





Food temperatures

If food is outside the recommended temperature it can cause food poisoning.





Task- topping up

Ensuring all condiments and accompaniments are topped up.

- Salt and pepper
- Sauces
- Napkins
- Sugars and sweeteners





Presentation of food

In a busy working environment you can forget to keep presentation of all food and drink up to standard.





Presentation

Maintaining presentation standards is good because:

- It prevents cross contamination
- Customers have high expectations





Task – menus and promotion

Clean and check all the menus.

Check all the items are available on the menu.

Check your daily promotions e.g. 2 for 1 or 'super size'.





Task – bins and rubbish

Keep dining area clean and hygienic at all times.

Empty bins on a regular basis.

Clean bin and bin areas.





Bins and rubbish

Regular cleaning and changing of bins prevents:

- Cross contamination
- Rats and mice
- Bad customer image





Cleaning in public areas

Wear gloves

Wear apron

Use sanitiser and clean cloths





Revision Activity 2

**What does switching
off equipment
prevent?**