

ACCOMMODATION AND CATERING SERVICES

AIMS

The syllabus aims to foster and develop creative, intellectual and technical abilities through the study of the subject area of Accommodation and Catering Services which will also provide a general orientation towards post-secondary study and a career within the accommodation and catering services industry.

OBJECTIVES

The objectives of the examination are to test the candidates'

1. basic knowledge and understanding of the function and types of food service, and the role of the food service worker;
2. ability to utilize the manipulative skills involved in the basic preparatory and cooking processes with special reference to institutional and commercial catering (Western);
3. knowledge and application of the principles involved in housekeeping and work organization in relation to commercial and accommodation establishments;
4. understanding of the principles underlying the safe and correct use of materials and equipment;
5. understanding of the working procedures and concepts relating to health, hygiene and safety;
6. awareness and appreciation of the operation of the accommodation and catering services industry in Hong Kong and its contributions to the economy.

THE EXAMINATION

Only schools which have suitable facilities for practical training and testing may present candidates for this subject. All the materials for these tests must be made available by the schools.

The examination will consist of :

Paper 1 (Theory) (2 hours) - 50%

The paper will consist of two sections. Section A (60 marks) will consist of short questions, all of which are to be attempted. Section B (40 marks) will consist of questions requiring longer answers, and candidates will be required to answer 4 out of 6 questions.

Paper 2 (Practical) - 50%

The paper will consist of two compulsory tests. For each test, there may be more than one group of exercises, but candidates will be assigned to do one of them only.

Test A : Food Preparation, Food Production and Food Services (2 hours 20 minutes)
(Food Preparation and Food Production : 2 hours; Food Services : 20 minutes)

Test B : Accommodation Services (20 minutes)

SI units will be used in the examination.

THE SYLLABUS

THEORY

Syllabus Content

Explanatory Notes

Section I General Topics

1. Introduction to Accommodation and Catering Services industry in Hong Kong

Contributions to the economy

- (i) Employment opportunities
- (ii) Revenue from tax
- (iii) Promoting Hong Kong as a tourist destination
- (iv) Improve quality of life

*Syllabus Content**Explanatory Notes*

2. Hygiene

- (a) Personal Hygiene
Importance of personal cleanliness

Prevention of spread of germs
- (b) Food Hygiene
Hygienic handling of food
Food poisoning
- (c) Kitchen Hygiene
Cleanliness of kitchen, servery and store

Appreciation of food hygiene regulations

Bathing, hands, fingernails, hair, nose, mouth, ears, teeth, feet, hygienic use of cosmetics, correct uniform, protective clothing
Smoking, spitting, sniffing

During food storage, preparation, cooking and serving
Common food poisoning, causes, sources

- (i) Kitchen premises including floor, ceiling and walls
 - (ii) Food stores, food service counters
- Local food hygiene regulations

3. Safety

- (a) Prevention of accidents
- (b) Procedures for dealing with accidents
- (c) Use of fire fighting equipment

Treatment of shock, cuts, bleeding, fractures, burns and scalds, electric shock etc.

Types of fire extinguishers commonly used, fire fighting blankets

*Syllabus Content**Explanatory Notes*

4. Computerization

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| (a) Functions in Accommodation and Catering Services industry | (i) Information flow between front office/housekeeping
(ii) Information flow between ordering/kitchen/cashier |
| (b) Impact on the industry | (i) Efficiency
(ii) Quality of service
(iii) Training of staff |

Section II Food & Food Services

1. Use of kitchen tools & equipment

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| (a) Use of kitchen tools/utensils | Knives, choppers/saucepans, frying pans, woks |
| (b) Cooking equipment
Recognition and safe use of items of catering equipment | Mixing equipment and their attachments, convection oven, grill, microwave, deepfryer etc. |
| (c) Refrigeration equipment | Refrigerator, deep freezer |
| (d) Cleaning/maintenance | Items in (a), (b) and (c) |
| (e) Heat and Fuel
Economic use of common fuels in cooking operations | Gas, electricity |

*Syllabus Content**Explanatory Notes*

2. Nutrition

(a) Food substances and their function

Basic food groups, function of food

(b) The importance of a balanced diet

Simple menu planning

3. Commodities

(a) Beverages

Common types of non-alcoholic beverages (tea, coffee, juices and mixed drinks)

(b) Food
Comparison of fresh products and similar 'convenience' products

In terms of cooking method, cost and customer acceptability

4. Practical cookery (Western)

(a) Types of menu

The structure of breakfast, lunch, dinner, afternoon tea, buffet

(b) Basic methods of cooking

Boiling, steaming, stewing, braising, roasting, baking, frying (deep, shallow, saute) and grilling

(c) The principles underlying the preservation and storage of food

Refrigerating, freezing, dehydrating, canning and pickling

*Syllabus Content**Explanatory Notes*

5. Food costing control

- (i) Simple costing exercises
- (ii) Material purchasing
- (iii) Portioning

6. Food services

(a) Different types of catering outlets

Organization and services provided by commercial outlets (restaurants, coffee shops, fast food outlets) and institutional outlets (hospitals, canteens) and their differences

(b) Types of food/service provided by outlets mentioned in 6(a)

- (i) Traditional Western dishes, popular catering items e.g. snackfoods
- (ii) Plated, silver service, self service

(c) Restaurant equipment

Common types of chinaware, silverware and glassware and their use

Section III Accommodation Services

1. Commercial and Institutional Accommodations

(a) Organization of commercial and institutional accommodations (using hotels, service apartments, hospitals and halls of residence to illustrate the different classes of accommodation services)

Organization charts, duties, responsibilities, differences

*Syllabus Content**Explanatory Notes*

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| (b) Services and facilities provided by organizations mentioned in 1(a) | Cleaning of rooms, halls, bathrooms, public areas, furniture/fittings |
| (c) Types of residents and their requirements | Travellers, business people, students and patients |
| 2. Cleaning Processes | |
| (a) Identification and care of various materials and surfaces commonly used | Wood, ceramic tile, marble, P.V.C. floor, carpet, wallpaper, painted surfaces, upholstery |
| (b) Selection of proper cleaning agents/ tools/ equipment for different cleaning tasks, care of soft furnishing fabrics | Dusting, vacuum cleaning, floor scrubbing and polishing |
| 3. Working Methods | |
| Working methods to ensure economy of time, labour and materials | Planning the flow of work |
| 4. Provision of Services | |
| | Water, drainage, central heating/air-conditioning, ventilation |

PRACTICAL**Section I Food preparation**

1. Personal hygiene
2. Measurement : Metric system/Imperial system

3. Ingredients and equipment layout
4. Cleaning suitable ingredients
5. Skilled work :
 - (a) chopping/mincing, peeling, slicing, dicing, scaling, shredding, concassee (coarsely chopped)
 - (b) no excessive waste of ingredients
 - (c) draining ingredients if necessary
6. Seasoning

Section II Food production (Western orientated food)

1. Commodities study :
 - (a) Beef e.g. boneless, boned, shin, sirloin, wing ribs, topside
 - (b) Pork e.g. leg, loin, spare rib, shoulder
 - (c) Veal e.g. loin, shoulder, knuckle, neck-end
 - (d) Poultry e.g. chicken, duck
 - (e) Fish e.g. seawater fish, freshwater fish
 - (f) Shell-fish e.g. crab, prawn and shrimp, oyster
 - (g) Vegetable e.g. Root (root, tuber, bulb); Green (leaf, stem, flower, fruit, legumes); Fungi
 - (h) Fruit e.g. hard fruit, soft fruit, citrus fruit, stoned fruit
 - (i) Farinaceous foods e.g. macaroni, spaghetti, rice
2. Principles of cookery :
 - (a) Sauce e.g. brown sauce, bechamel sauce, veloute
 - (b) Hors d'Oeuvre e.g. oysters, smoked salmon
 - (c) Soup e.g. consomme, broth, cream, veloute
 - (d) Egg dishes e.g. omelet, boiled, poached, fried, scrambled

- (e) Farinaceous dishes e.g. rice, noodles, macaroni, spaghetti
 - (f) Fish e.g. boiled, grilled, roasted, braised, pudding, stewed, pie, fried, stock, soup
 - (g) Pork e.g. boiled, fried, grilled, roast, soup, pie, pate, saute
 - (h) Veal e.g. roast, fried, stewed, braised, saute, stock, soup, grilled
 - (i) Poultry e.g. steamed, boiled, stewed, grilled, roast, soup, fried, braised, pie, salad
 - (j) Vegetables e.g. boiled, fried, steamed, soup, pie, pudding, vegetarian foods
 - (k) Pastry e.g. short pastry, puff pastry, sugar pastry, choux paste
 - (l) Cakes e.g. creaming method, rubbing-in method, whisking method
 - (m) Biscuits e.g. cookies
 - (n) Pudding, custard, tart, sandwiches, savouries, bavaois
 - (o) Salad dressings e.g. Mayonnaise, French dressing
3. Portion control
 4. Food texture : combination of food texture
 5. Colour : garnishing e.g. carrot, parsley, tomato, red/green pepper, onion, spring onion, leek, turnip, flower
 6. Taste

Section III Western food services

1. Preparation of tables for :
 - (a) Table d'hote
 - (b) A la carte
 - (c) Function
2. Napkin-folding : various styles

3. Services :
 - (a) Plate service (American service)
 - (b) Silver service (French service)
(Gueridon service and self service are not required)
4. Procedures for serving food
5. Methods of service and accompaniments of certain dishes :
 - (a) First course e.g. mixed Hors d'Oeuvre, cocktails, avocado pear, halved grapefruit, tomato juice
 - (b) Egg dishes e.g. poached egg, scrambled egg
 - (c) Soups e.g. minestrone, consomme
 - (d) Farinaceous dishes e.g. spaghetti
 - (e) Meat and poultry dishes e.g. chicken, roast beef, Irish stew, curry
 - (f) Fish and shellfish dishes e.g. poached fish - sole, prawn salad

[N.B. The examples given above only serve as a guide and are by no means exhaustive.]

Section IV Accommodation services

1. Cleaning an occupied room — this will include the use of manual and mechanical equipment
2. Cleaning a checked-out room
3. Cleaning a vacant room
 - (a) Cleaning a room
bed making — day and night services; sofa/armchair; coffee table; writing/dressing table; lamp; glass top; T.V. set; fridge; wardrobe/coat hangers; luggage rack; floor/carpet; waste paper basket; ashtrays; telephone/radio set (if any); metal polishing
 - (b) Cleaning a bathroom
toilet bowl; wash-basin; bath-tub; shower/shower room; mirror; tissue box container; bin; floor drain