

Food and Beverage Service (Hospitality and Catering) Level 2

ВИРТУАЛЬНЫЙ ПРАКТИКУМ

[Демо-версия](#)

Структура курса

Legislation

Aims and Objectives

- Aims and Objectives: Legislation

i-ACT: Health and Safety Legislation

- Roles and Responsibilities in the Workplace
- Health and Safety Legislation
- COSHH Symbols
- Hazards, Chemicals and Substances
- Health and Safety at Work
- Health and Safety Legislation
- COSHH Symbols
- Health and Safety Legislation

i-ACT: Weights and Measures

- Legislation
- Measures
- Correct Measures
- Legislation
- Legal Measures
- Weights and Measures

i-ACT: Licensing

- Licensing Laws
- Gambling
- Music and Entertainment Licences
- Licensing
- Licensing Laws
- Licensing

i-ACT: Consumer and Data Protection

- Data Protection Act
- Consumer Protection
- Consumer Protection Examples
- Consumer and Data Protection Principles
- Consumer and Data Protection Definitions
- Consumer and Data Protection

i-ACT: Allergies

- Food Safety
- Animal Allergens
- Plant Allergens
- Allergens and Allergic Reactions

- Allergies
- Allergies

Health and Safety in the Workplace

Aims and Objectives	Демо-версия
- Aims and Objectives: Health and Safety in the Workplace	✓
i-ACT: Uniform and Personal Hygiene	Демо-версия
- Reducing Illness and Infection	✓
- Handwashing Procedure	✓
- Clothing, Footwear and Headgear	✓
- Importance of Handwashing	✓
- Handwashing Procedure	✓
- Uniform and Personal Hygiene	✓
- Uniform and Personal Hygiene	✓
i-ACT: Safety and Emergency Procedures	Демо-версия
- Types of Emergency and Emergency Response	✓
- Fire Emergency	✓
- Emergency Signs and Posters	✓
- Safety and Emergencies	✓
- Safety and Emergencies	✓
i-ACT: Manual Handling	Демо-версия
- Manual Handling Legislation	✓
- Lifting and Carrying	✓
- Manual Handling	✓
- Manual Handling	✓
i-ACT: Risks and Hazards	Демо-версия
- Hazards in the Workplace	✓
- Good Working Practices and Risk Assessment	✓
- Reporting Risks and Hazards	✓
- Risks and Hazards	✓
- Risks and Hazards	✓
- Hazards in the Workplace	✓

Teamwork

Aims and Objectives

- Aims and Objectives: Teamwork

i-ACT: Teamwork Introduction

- Teamwork and Effective Communication
- Principles of Teamwork and Team Organisation
- Self Development
- Teamwork
- Teamwork

Maintaining Food Safety for the Service Industry

Aims and Objectives

- Aims and Objectives: Maintaining Food Safety for the Service Industry

i-ACT: Personal Hygiene and Food Safety

- Food Safety
- Potential Contaminants
- Reducing, Maintaining and Controlling Food Safety Hazards
- Food Safety Legislation
- Food Safety
- Food Hazards

i-ACT: Maintain Personal Hygiene

- Hygiene Standards
- Hygiene in a Food Service Setting
- Handwashing
- Hygiene Protocol
- Maintain Personal Hygiene

i-Practice: Storing Food

- Storing Food – Part 1
- Storing Food – Part 1 (Assessment)
- Storing Food – Part 2
- Storing Food – Part 2 (Assessment)

i-Practice: Maintaining Personal Hygiene

- Personal Hygiene
- Personal Hygiene (Assessment)
- Handwashing
- Handwashing (Assessment)

Serving Food at the Table

Aims and Objectives Демо-версия

- Aims and Objectives: Serving Food at the Table ✓

i-ACT: Introduction to Customer Service Демо-версия

- Elements of Good Customer Service ✓
- The Process of Good Customer Service ✓
- Body Language and Good Service ✓
- Professional Presentation ✓
- Good Customer Service ✓

i-ACT: Legislation and Consumables for Serving Food at the Table Демо-версия

- Legislation in Hospitality ✓
- Consumables in Hospitality ✓
- Legislation in Hospitality ✓
- Consumables in Hospitality ✓
- Legislation and Consumables in Hospitality ✓

- Customer Journey – Part 1	✓
- Customer Journey – Part 1 (Assessment)	✓
- Customer Journey – Part 2	✓
- Customer Journey – Part 2 (Assessment)	✓

Serving Alcoholic and Soft Drinks

Aims and Objectives

- Aims and Objectives: Serving Alcoholic and Soft Drinks

i-ACT: Serving Alcoholic and Soft Drinks

- Glassware and Accompaniments
- Customer Service and Product Knowledge
- Perfect Pour
- Serving Alcoholic and Soft Drinks
- Serving Alcoholic and Soft Drinks
- Glassware and Accompaniments

i-ACT: Legislation and Consumables

- Weights and Measures
- The Licensing Act (2003)
- Serving Alcoholic and Soft Drinks. Legislation
- Legislation Related to Serving Alcoholic and Soft Drinks
- Legislation and Consumables

i-Practice: Preparing for Serving a Drink

- Preparing for Serving a Drink
- Preparing for Serving a Drink (Assessment)

i-Practice: Lager

- Lager
- Lager (Assessment)

i-Practice: Cream Flow and Stout. Guinness

- Cream Flow and Stout. Guinness
- Cream Flow and Stout. Guinness (Assessment)

i-Practice: Cask Ale

- Cask Ale
- Cask Ale (Assessment)

i-Practice: Spirits. Optic

- Spirits. Optic
- Spirits. Optic (Assessment)

i-Practice: Spirits. Measure — Jigger

- Spirits. Measure — Jigger
- Spirits. Measure — Jigger (Assessment)

i-Practice: Wine

- Wine
- Wine (Assessment)

i-Practice: Post Mix

- Post Mix
- Post Mix (Assessment)

i-Practice: Bottle

- Bottle
- Bottle (Assessment)

i-Practice: Can or Carton

- Can or Carton
- Can or Carton (Assessment)

Barista Skills

Aims and Objectives

- Aims and Objectives: Barista Skills

i-ACT: Introduction to Barista Skills

- Coffee Origins
- The Coffee Machine
- The Grinder
- Brewing, Steaming Milk and Assembling Coffee Drinks
- Coffee Origins
- Coffee Equipment and Drinks
- Assembling Drinks

i-ACT: Customer Service, Legislation and Consumables

- Customer Service
- Legislation
- Consumables
- Customer Service and Legislation
- Consumables
- Customer Service, Legislation and Consumables

i-Practice: Setting Up the Coffee Machine

- Setting Up the Coffee Machine
- Setting Up the Coffee Machine (Assessment)

i-Practice: Tea. Loose

- Tea. Loose
- Tea. Loose (Assessment)

i-Practice: Latte

- Latte
- Latte (Assessment)

i-Practice: Cappuccino

- Cappuccino
- Cappuccino (Assessment)

i-Practice: Flat White

- Flat White
- Flat White (Assessment)

i-Practice: Espresso

- Espresso
- Espresso (Assessment)
- i-Practice: Macchiato**
 - Macchiato
 - Macchiato (Assessment)
- i-Practice: Tea. Bag**
 - Tea. Bag
 - Tea. Bag (Assessment)
- i-Practice: Hot Chocolate**
 - Hot Chocolate
 - Hot Chocolate (Assessment)
- i-Practice: Mocha**
 - Mocha
 - Mocha (Assessment)
- i-Practice: Americano**
 - Americano
 - Americano (Assessment)
- i-Practice: Frappe**
 - Frappe
 - Frappe (Assessment)

Cellar Management

Aims and Objectives

- Aims and Objectives: Cellar Management
- i-ACT: Cellar Management from Delivery to Dispensing**
 - Cellar Conditions and Security
 - Cellar Management Equipment
 - Draught Dispense
 - Beer Line Cleaning
 - Cellar Conditions and Security
 - Draught Dispense
 - Cellar Management
- i-ACT: Health and Safety for Cellar Management**
 - Health and Safety for Cellar Management
 - Safe Stacking and Manual Handling
 - Cellar Maintenance
 - Cellar Maintenance and Manual Handling
 - Cellar Management
 - Health and Safety for Cellar Management
- i-Practice: Kegs from Delivery to Dispensing**
 - Kegs from Delivery to Dispensing – Part 1
 - Kegs from Delivery to Dispensing – Part 1 (Assessment)
 - Kegs from Delivery to Dispensing – Part 2
 - Kegs from Delivery to Dispensing – Part 2 (Assessment)

- Kegs from Delivery to Dispensing – Part 3
- Kegs from Delivery to Dispensing – Part 3 (Assessment)
- i-ACT: Changing a Mixer — Introduction to Customer Service**
 - How Post-Mix Drinks Work
 - Post-Mix Drinks and Customer Service
 - Customer Service and Post-Mix Drinks
 - Cleaning a Dispensing Unit
 - Customer Service and Post-Mix Drinks
- i-ACT: Changing a Mixer — Consumables and Legislation**
 - Equipment and Consumables
 - Health and Safety When Changing a Mixer
 - Equipment and Consumables
 - Legislation and Consumables
- i-Practice: Changing a Mixer**
 - Changing a Mixer
 - Changing a Mixer (Assessment)
 - Cleaning the Post-Mix System
 - Cleaning the Post-Mix System (Assessment)
- i-ACT: Changing a Keg — Legislation, Equipment and Consumables**
 - Essential Items for Cellars
 - Changing a Keg
 - Changing a Keg
 - Essential Items for Cellars
 - Essential Items for Cellars
- i-Practice: Changing a Keg**
 - Changing a Keg
 - Changing a Keg (Assessment)
- i-ACT: Introduction to Cask Ale**
 - What is Cask Ale?
 - Common Problems with Cask Ale
 - What is Cask Ale?
 - Introduction to Cask Ale
- i-ACT: Changing a Cask — Real Ale — Legislation, Equipment and Consumables**
 - Essential Items for Cellars
 - Preparing to Work in the Cellar
 - Essential Items for Cellars
 - Legislation, Equipment and Consumables
- i-Practice: Changing a Cask — Real Ale**
 - Changing a Cask – Real Ale
 - Changing a Cask – Real Ale (Assessment)
- i-ACT: Introduction to Changing a Gas Canister**
 - Gas Canisters
 - The Impact of Serving a Good Quality Drink

- Customer Service and Gas Canisters
- Gas Canisters
- Introduction to Customer Service

i-ACT: Legislation and Consumables

- Health and Safety with Gas Canisters
- Equipment Used When Handling Gas Canisters
- Health and Safety Practices
- Equipment Used in Cellars
- Health and Safety When Handling Gas Canisters
- Legislation and Consumables

i-Practice: Changing a Gas Canister

- Changing a Gas Canister
- Changing a Gas Canister (Assessment)

Maintain and Deal with Customer Payments

Aims and Objectives

- Aims and Objectives: Maintain and Deal with Customer Payments

i-ACT: Taking Payments

- Payment Types and Processing Payments
- Preparing the Payment Point
- Payment Consumables and Security Measures
- Preparing for Taking Payments and Payment Types
- Taking Payments
- Taking Payments

i-Practice: Preparing Payment Point

- Preparing Payment Point
- Preparing Payment Point (Assessment)

i-Practice: Taking Cash Payments

- Taking Cash Payments
- Taking Cash Payments (Assessment)

i-Practice: Taking Card Payments

- Taking Card Payments
- Taking Card Payments (Assessment)

i-Practice: Taking Contactless Payments

- Taking Contactless Payments
- Taking Contactless Payments (Assessment)

Preparing and Clearing Service Areas

Aims and Objectives

- Aims and Objectives: Preparing and Clearing Service Areas

i-ACT: Introduction to Customer Service

- Mise-en-place
- Attention to Detail
- Preparing the Service Areas

- Introduction to Customer Service
- i-ACT: Legislation and Consumables in Hospitality**
 - Legislation in Hospitality
 - Consumables in Hospitality
 - Consumables in Hospitality
 - Legislation in Hospitality
 - Legislation and Consumables in Hospitality
- i-Practice: Preparing the Hospitality Environment**
 - Preparing the Hospitality Environment – Part 1
 - Preparing the Hospitality Environment – Part 1 (Assessment)
 - Preparing the Hospitality Environment – Part 2
 - Preparing the Hospitality Environment – Part 2 (Assessment)
- i-Practice: Setting Up the Table Top**
 - Setting Up the Table Top – Part 1
 - Setting Up the Table Top – Part 1 (Assessment)
 - Setting Up the Table Top – Part 2
 - Setting Up the Table Top – Part 2 (Assessment)
- i-Practice: Back Bar**
 - Back Bar – Part 1
 - Back Bar – Part 1 (Assessment)
 - Back Bar – Part 2
 - Back Bar – Part 2 (Assessment)
 - Back Bar – Part 3
 - Back Bar – Part 3 (Assessment)
 - Back Bar – Part 4
 - Back Bar – Part 4 (Assessment)
- i-Practice: Maintaining Glassware**
 - Maintaining Glassware – Part 1
 - Maintaining Glassware – Part 1 (Assessment)
 - Maintaining Glassware – Part 2
 - Maintaining Glassware – Part 2 (Assessment)
- i-Practice: Changing an Optic**
 - Changing an Optic
 - Changing an Optic (Assessment)