

Catering & Hospitality Work Experience Guide



Key Stage 3



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What to Expect



Use this workbook with the Catering and Hospitality Work Experience Videos. You can find them by clicking [here](#). You will need access to the internet. Make sure you download the workbook so you can save your answers as you go!

There are a mix of questions. Some will ask you to write a response and others will ask you to think and reflect.

It can take about 1 hour to watch all the videos and complete the activities in this booklet. The suggested times to complete each section are just for guidance.

Getting Started

Each section has a video for you to watch first. These videos are short introductions to each section.

The questions in each section will help you expand on what you see in the video and what you might already know.

This workbook is yours to keep. No-one is marking it, so use it in your own way to explore what the world of work might look like for YOU.

Guide to workbook symbols



Here is your space to write your answer



Watch the video



How long an activity may take to complete



Reflect on a scenario or your next steps

Your Work Experience Guide

In this booklet you will begin to:

- Understand the different types of organisations.
- Understand the variety of different employers in the sector.
- Begin to consider the careers available in Catering and Hospitality.
- Evaluate the skills, attitudes and behaviours needed to be successful in the industry.

1. Introduction



Before you start: have you watched the video? [Click here](#)



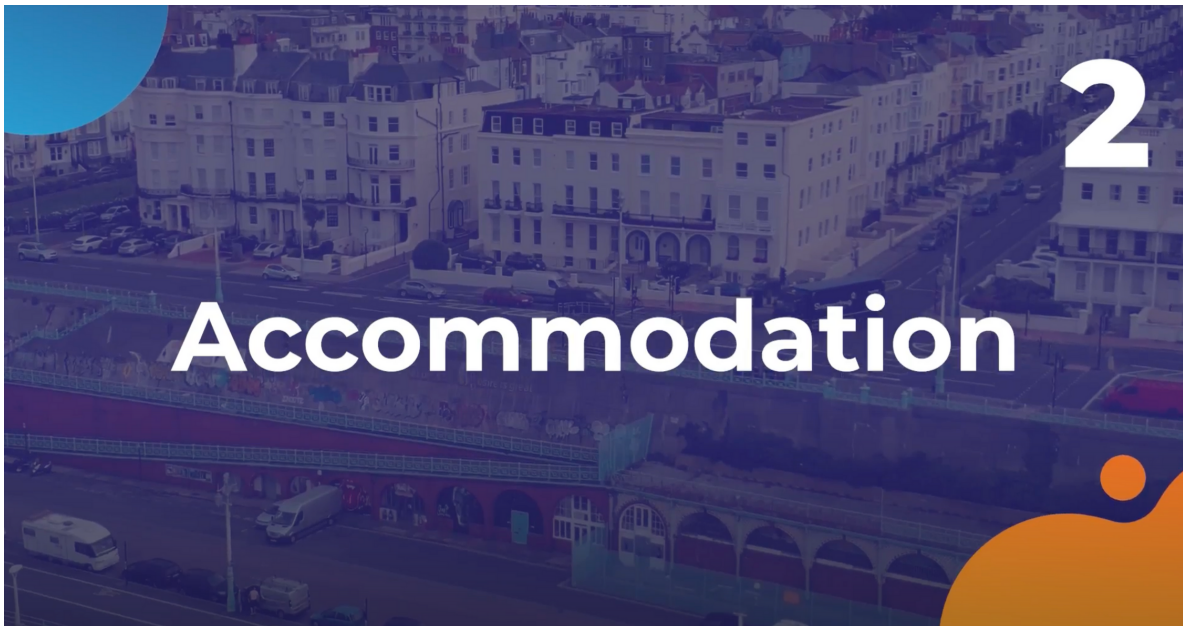
2.05
mins



2. Accommodation



Before you start: have you watched the video? [Click here](#)



a. As you saw in the video there are lots of different types of accommodation businesses, can you name three types of accommodation?



1

2

3

Hotels are given star ratings to show people what they can expect, it indicates what type of facilities there will be when you get there and the level of comfort available.

b. Can you think about what you would expect to see in each of the star rated hotels listed below: (Hint: Think about the services you might expect, the entertainment, food and drink and more!)

 1 Star:

 3 Stars:

 5 Stars:



c. Here is a sample of job roles you might find in different hotel settings.



Thinking about the different star rated hotels, choose which of the roles you would expect to see in a 1 star, 3 star and 5 star hotel and add the star rating next to the role?

You can have more than one answer for each job role.

You will find the answers on page 19.

Front of house manager	<input type="text"/>
Cleaning staff	<input type="text"/>
Bar staff	<input type="text"/>
Concierge	<input type="text"/>
Sales manager	<input type="text"/>
Marketing manager	<input type="text"/>
Chef	<input type="text"/>
Entertainer	<input type="text"/>

3. Food and Beverage



Before you start: have you watched the video? [Click here](#)



2.08 mins



- a. Thinking about the ways that you could enter each job
 - i. Think about education and training routes available
 - ii. Think the sort of entry-level jobs you may start with before reaching these job roles.



Head Chef

Education & training routes

Entry-level jobs

**Manager/owner of a
small coffee shop**

Education & training routes

Entry-level jobs

Catering Manager

Education & training routes

Entry-level jobs

Top tip: If you are unsure about how you can enter a job in Food & Beverage or you want to explore them further you can check out our [Catering & Hospitality Career Guide](#)

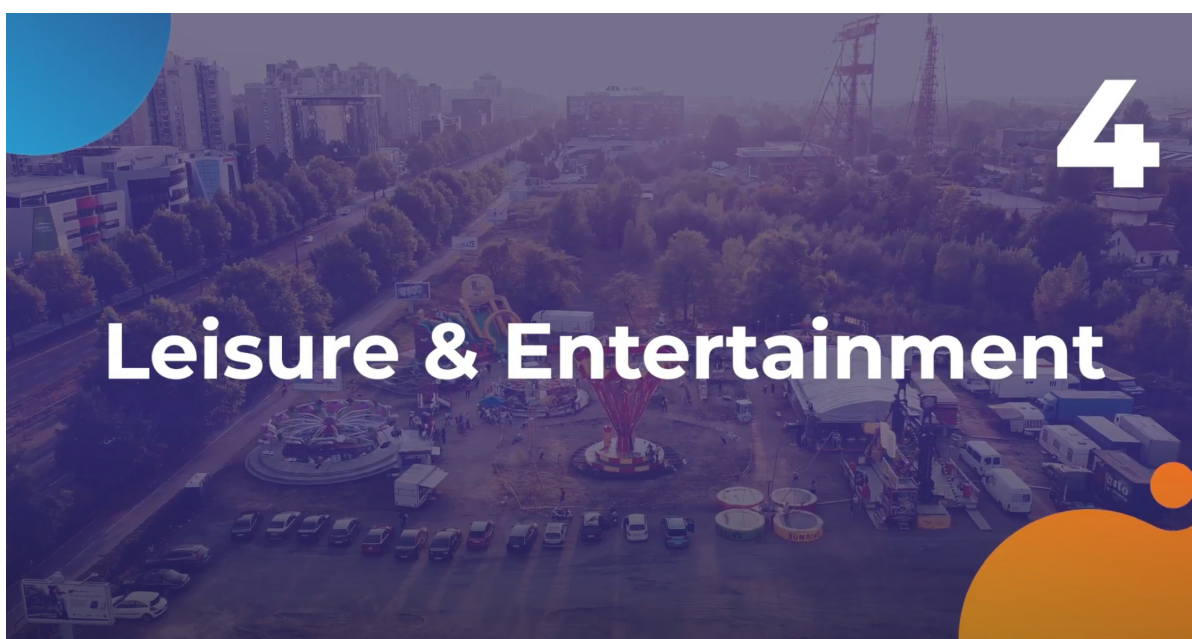
4. Leisure and Entertainment



Before you start: have you watched the video? [Click here](#)



1.41
mins



a. From the selection of job roles below tick the ones you think are available in the leisure and entertainment industry:

The answers will be on page 20

Lifeguard	<input type="checkbox"/>
Health and safety officer	<input type="checkbox"/>
Marketing director	<input type="checkbox"/>
Social media apprentice	<input type="checkbox"/>
Cleaner	<input type="checkbox"/>
Customer service assistant	<input type="checkbox"/>
Tour guide	<input type="checkbox"/>
Finance officer	<input type="checkbox"/>
Cruise ship Steward	<input type="checkbox"/>
Host	<input type="checkbox"/>



b. Below are 5 skills that may be used in the Leisure and entertainment sector, rate their importance from 1-5,

1 : being not very important and 5: being very important to be successful in the industry and give examples of how or why someone might use that skill



Communication

Problem Solving

Teamwork

Self-Belief

Self-Management



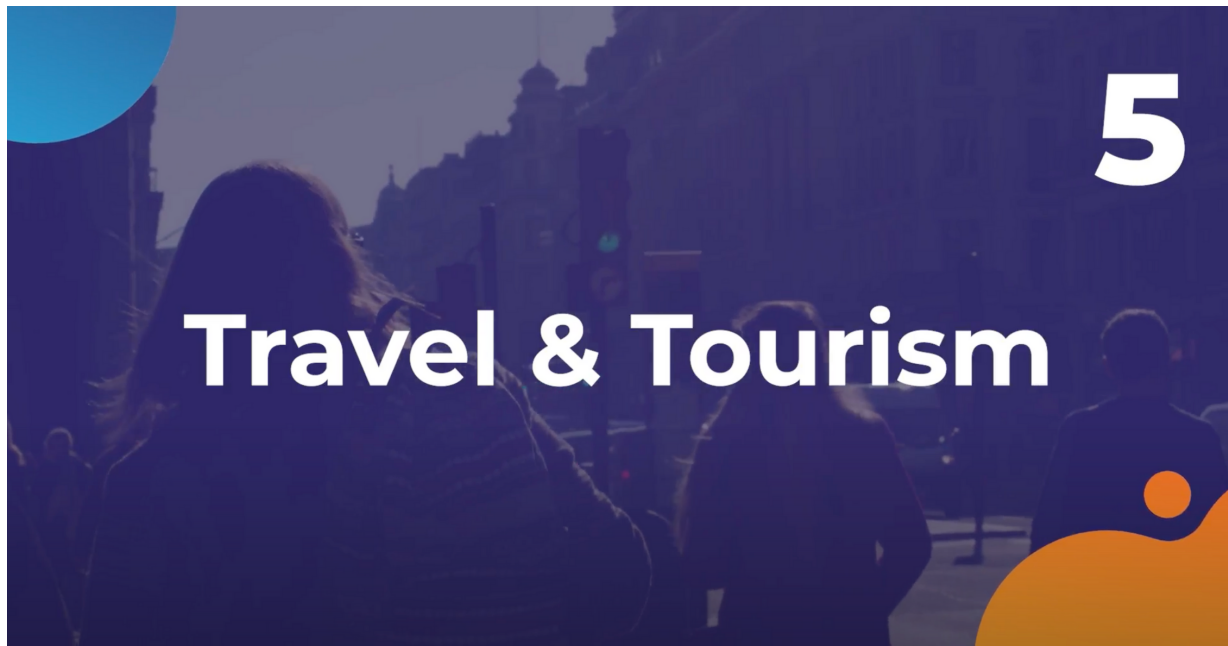
5. Travel and Tourism



Before you start: have you watched the video? [Click here](#)



2 mins



a. Think about a journey you have made recently, it can be a journey you make all the time or a one off trip.

i. List the different ways you travelled and the services you used (did you walk, take a bus, car, taxi, plane or boat - or maybe a mixture of the these)

ii. List the different types of jobs/careers needed to make that journey possible.



My Journey details:

Careers involved in making that journey possible:



LMI Quick Fire Questions

You'll find the answers on page 21 & 22.

Travel agents	
Weekly Pay £440	Annual Pay £22,880
Hours/Week 38h	Hourly Pay £12
Workforce Change (projected)	
Contraction -1.3%	Replacement 68.7%
<small>The workforce is projected to contract by -1.3% over the period to 2027, losing 500 jobs. In the same period, 68.7% of the workforce is projected to retire, creating 28,900 job openings.</small>	
You might find this job in Travel, etc Warehousing, etc Air transport Food & beverage services Land transport, etc	
More info	Clear card

Powered by LMI For All.

Rail travel assistants	
Weekly Pay £700	Annual Pay £36,400
Hours/Week 38h	Hourly Pay £18
Workforce Change (projected)	
Contraction -1.3%	Replacement 68.7%
<small>The workforce is projected to contract by -1.3% over the period to 2027, losing 300 jobs. In the same period, 68.7% of the workforce is projected to retire, creating 14,100 job openings.</small>	
You might find this job in Land transport, etc Warehousing, etc	
More info	Clear card

Travel jobs



a. Which career role will see the biggest need for candidates because of retirement?

.....

.....

b. Which role has the best hourly rate of pay?

.....

.....

c. Thinking about these two careers has this LMI information surprised you, why?

.....

.....



Sports and leisure assistants		Leisure and theme park attendants	
Weekly Pay £390	Annual Pay £20,280	Weekly Pay £360	Annual Pay £18,720
Hours/Week 38h	Hourly Pay £10	Hours/Week 32h	Hourly Pay £11
Workforce Change (projected)		Workforce Change (projected)	
Contraction -1.3%	Replacement 68.7%	Growth 0.2%	Replacement 63.6%
<p>The workforce is projected to contract by -1.3% over the period to 2027, losing 900 jobs. In the same period, 68.7% of the workforce is projected to retire, creating 50,500 job openings.</p>		<p>The workforce is projected to grow by 0.2% over the period to 2027, creating 100 jobs. In the same period, 63.6% of the workforce is projected to retire, creating 21,700 job openings.</p>	
<p>You might find this job in</p> <ul style="list-style-type: none"> Sport & recreation Gambling Education Libraries, etc Membership organisations 		<p>You might find this job in</p> <ul style="list-style-type: none"> Sport & recreation Film & music Arts & entertainment Membership organisations Food & beverage services 	
More info		Clear card	

Tourism jobs



a. Which career role will see the biggest need for candidates because of retirement?

.....

.....

b. Which role has the best hourly rate of pay?

.....

.....

c. Thinking about these two careers has this LMI information surprised you, why?

.....

.....



6. Getting a job



Before you start: have you watched the video? [Click here](#)



2.22 mins



a. Pick two of the sectors you have learnt about today.

i. think about what it might be like to work in that sector

ii. What skills would you need?



1

Sector:

What it will be like:	What skills will you need?:

2

Sector:

What it will be like:	What skills will you need?:



ANSWER SHEET

Accommodation

c. Here is a sample of job roles you might find in different hotel settings. Thinking about the different star rated hotels, choose which of the roles you would expect to see in a 1 star, 3 star and 5 star hotel and add the star rating next to the role?

You can have more than one answer for each job role.

Front of house manager	1,3,5
Cleaning staff	1,3,5
Bar staff	3 & 5
Concierge	5
Sales manager	3 & 5
Marketing manager	3 & 5
Chef	3 & 5
Entertainer	3 & 5

ANSWER SHEET

Leisure and Entertainment

a. From the selection of job roles below tick the ones you think are available in the leisure/entertainment industry:

Lifeguard	<input checked="" type="checkbox"/>
Health and safety officer	<input checked="" type="checkbox"/>
Marketing director	<input checked="" type="checkbox"/>
Social media apprentice	<input checked="" type="checkbox"/>
Cleaner	<input checked="" type="checkbox"/>
Customer service assistant	<input checked="" type="checkbox"/>
Tour guide	<input checked="" type="checkbox"/>
Finance officer	<input checked="" type="checkbox"/>
Cruise ship Steward	<input checked="" type="checkbox"/>
Host	<input checked="" type="checkbox"/>

ANSWER SHEET

Travel and Tourism



Travel agents	
Weekly Pay £440	Annual Pay £22,880
Hours/Week 38h	Hourly Pay £12
Workforce Change (projected)	
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You might find this job in Travel, etc Warehousing, etc Air transport Food & beverage services Land transport, etc	
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More info	Clear card

Travel jobs

a. Which career role will see the biggest need for candidates because of retirement?

Travel agents

b. Which role has the best hourly rate of pay?

Rail travel assistant

ANSWER SHEET

Travel and Tourism



Sports and leisure assistants		Leisure and theme park attendants	
Weekly Pay £390	Annual Pay £20,280	Weekly Pay £360	Annual Pay £18,720
Hours/Week 38h	Hourly Pay £10	Hours/Week 32h	Hourly Pay £11
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More info	Clear card	More info	Clear card

Tourism jobs

a. Which career role will see the biggest need for candidates because of retirement?

Sports and leisure assistants

b. Which role has the best hourly rate of pay?

Leisure and theme park attendants

Congratulations!

**You've completed this
online work experience
programme.**

Ideas for next steps:

Youth Employment UK careers hub

Find an apprenticeship

Caterer.com

McDonald's Work Experience



@YEUK2012



youthemploymentuk



Youth EmploymentUK



Youth EmploymentUK



www.youthemployment.org.uk



info@youthemployment.org.uk



Supported by Youth Friendly Employer McDonald's

