

Catering & Hospitality Work Experience Guide



Key Stage 4/5



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What to Expect



Use this workbook with the 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. Can you list three different types of hotel below?



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.

i. Complete the table by thinking about what might be expected in each level of hotel

ii. Write down what you think the advantages and disadvantages of working in each type of hotel.

	What type of services would you expect?	What type of hours would you expect to work weekly?	What do you think the advantages would be of working here?	What do you think the disadvantages are of working here?
1 Star 				
3 Stars 				
5 Stars 				

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.



	Training	Education options	Entry-level jobs
Coffee shop owner			
Restaurant manager			
Chef			

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](#)

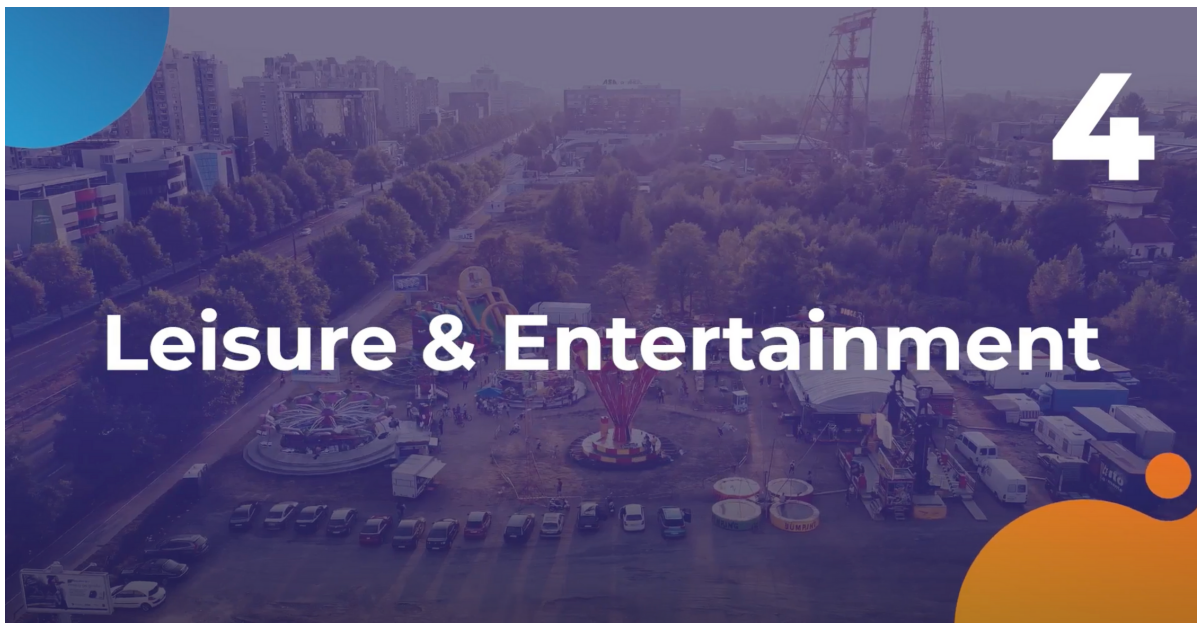
4. Leisure and Entertainment



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



1.41
mins



a. In the matrix below mark off the job roles you think are needed in the Leisure & Entertainment industry:

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. In the table below can you list three jobs in the leisure and entertainment sector and briefly describe what you would expect the job to involve.

Job role/ title	What I think the job entails



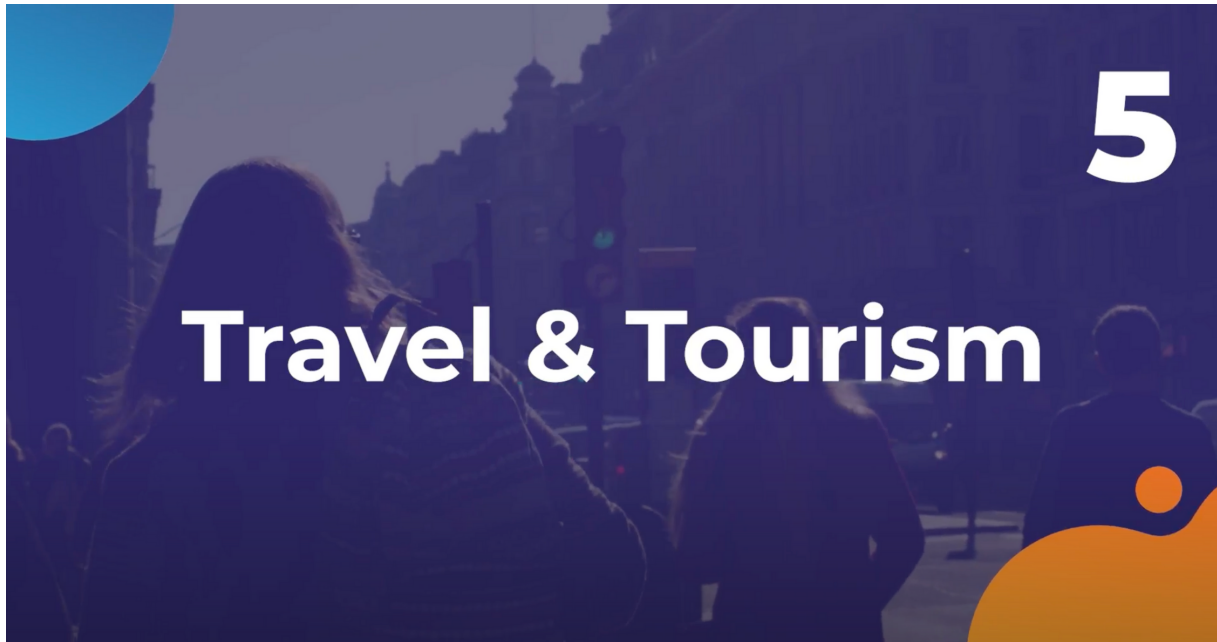
5. Travel and tourism



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



2 mins



a. Take a look at the LMI data for the three roles below

Aircraft pilots and flight engineers	Train and tram drivers	Travel agents												
<table border="0"> <tr> <td>Weekly Pay £1,710</td> <td>Annual Pay £88,920</td> </tr> <tr> <td>Hours/Week 40h</td> <td>Hourly Pay £43</td> </tr> </table>	Weekly Pay £1,710	Annual Pay £88,920	Hours/Week 40h	Hourly Pay £43	<table border="0"> <tr> <td>Weekly Pay £1,110</td> <td>Annual Pay £57,720</td> </tr> <tr> <td>Hours/Week 39h</td> <td>Hourly Pay £28</td> </tr> </table>	Weekly Pay £1,110	Annual Pay £57,720	Hours/Week 39h	Hourly Pay £28	<table border="0"> <tr> <td>Weekly Pay £440</td> <td>Annual Pay £22,880</td> </tr> <tr> <td>Hours/Week 38h</td> <td>Hourly Pay £12</td> </tr> </table>	Weekly Pay £440	Annual Pay £22,880	Hours/Week 38h	Hourly Pay £12
Weekly Pay £1,710	Annual Pay £88,920													
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Hours/Week 38h	Hourly Pay £12													
<p>Workforce Change (projected)</p> <table border="0"> <tr> <td>Growth 6.3%</td> <td>Replacement 50.4%</td> </tr> </table> <p>The workforce is projected to grow by 6.3% over the period to 2027, creating 1,500 jobs. In the same period, 50.4% of the workforce is projected to retire, creating 11,800 job openings.</p>	Growth 6.3%	Replacement 50.4%	<p>Workforce Change (projected)</p> <table border="0"> <tr> <td>Growth 0.1%</td> <td>Replacement 69.1%</td> </tr> </table> <p>The workforce is projected to grow by 0.1% over the period to 2027, creating 0 jobs. In the same period, 69.1% of the workforce is projected to retire, creating 17,400 job openings.</p>	Growth 0.1%	Replacement 69.1%	<p>Workforce Change (projected)</p> <table border="0"> <tr> <td>Contraction -1.3%</td> <td>Replacement 68.7%</td> </tr> </table> <p>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.</p>	Contraction -1.3%	Replacement 68.7%						
Growth 6.3%	Replacement 50.4%													
Growth 0.1%	Replacement 69.1%													
Contraction -1.3%	Replacement 68.7%													
<p>You might find this job in</p> <ul style="list-style-type: none"> Air transport Warehousing, etc Public admin. & defence Education 	<p>You might find this job in</p> <ul style="list-style-type: none"> Land transport, etc Warehousing, etc 	<p>You might find this job in</p> <ul style="list-style-type: none"> Travel, etc Warehousing, etc Air transport Food & beverage services Land transport, etc 												
<div style="display: flex; justify-content: space-between;"> More info Clear card </div>	<div style="display: flex; justify-content: space-between;"> More info Clear card </div>	<div style="display: flex; justify-content: space-between;"> More info Clear card </div>												

Powered by LMI For All.

i. Complete the table below using the LMI data above and your own research too.



	Education/ qualifications needed	Job requirements	Working hours/shift patterns	Starting salary
Pilot				
Train driver				
Travel agent				

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](#)



6. Getting a job



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



2.22
mins



a. What jobs do you think are in high demand in Catering and Hospitality now and which do you think will be in high demand in 10 years?



In high demand now

- 1.
- 2.
- 3.
- 4.
- 5.

In high demand in 10 years

- 1.
- 2.
- 3.
- 4.
- 5.



a. Reflecting on the videos you have watched and the tasks you have completed are there jobs in this sector you would like to pursue? Please list three below

- 1 _____
- 2 _____
- 3 _____

b. Using the jobs you have listed above think about:

i. what skills you have that match the job role

ii. write a list of things you can do to develop the skills you need in the job. (this could include work experience, social action, extra-curricular activities you can do or networking)

Skills I have

Was I can develop my skills further

1

2

3

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



a. Below are three examples of travel and tourism careers. Can you complete the table below that explores the roles in more detail.

	Education/ qualifications needed	Job requirements	Working hours/shift patterns	Salary
Pilot			40h	£88,920
Train driver			39h	£57,720
Travel agent			38h	£22,880



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](#)



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www.youthemployment.org.uk



info@youthemployment.org.uk



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