

Keywords: H+C

Autumn 2

Topic Title: The Hospitality and Catering Industry.

Introduction to the topic: Why are you learning it and how does it link to what you've learned before?

The success of the H+C industry.

What lessons will you cover during the topic?

Employment rights, types of customers, how to measure the success of a business.

Keyword	Definition
Gross profit	The profit a company makes after taking away the costs of ingredients for a dish.
Net profit	The actual profit left after taking off all other costs - salaries, lighting, gas etc.
Economy	The state of a country in terms of the production and consumption of goods and services and the supply of money available to customers.
Workflow	The process of making or serving a dish from start to finish.
Employee welfare	Employee welfare entails everything from services, facilities and benefits that are provided by an employer for the advantage or comfort of an employee.
Legislation	Laws the H+C businesses have to follow.
Leisure customers	Customers using the H+C industry in their spare time e.g meals out, holidays.
Business/ corporate customers	A customer using the H+C industry for business purposes e.g conferences, meetings etc.
Local residents	Local residents live in the area around the H+C establishment so can be impacted by the positive and negative aspects of this.
Rights	A moral or legal entitlement to have or do something. This can be for the customer, employer or employee.

