

Micro Credential Course Programme

D3.2 - MICRO CREDENTIAL COURSE PROGRAMME



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Document Version History

Version	Date	Author	Description
1.0	20 Feb 2025	NALCO EUROPE B.V/LOBSTER INK	First Draft
2.0	21 Mar 2025	NALCO EUROPE B.V/LOBSTER INK	<p>Included more information regarding target audience and skills selection chapter provided by Hosco</p> <p>Updated verbiage and format based on input from ESTUR ESCUELA DE TURISMO DE SANT POL DE MAR, S.L.</p> <p>Added updated Course Checklist format for the evaluation of the VET providers of the quality of the courses (created by IDAN FRAEDSLUSETUR EHF)</p>

1. Introduction

1.1 About the Project

The MCEU Hospitality Pilot Project is a 36-month programme designed to develop micro-credentials aimed at enhancing the skills of hospitality professionals while ensuring industry compliance with EU regulations concerning green and digital practices. The initiative will offer five courses targeting 500 learners, focusing on green and digital competencies critical for career progression through a convenient online platform. This project aligns with the EU's Skills Agenda for modernising vocational education and training, aiming to foster innovation in the hospitality sector.

The MCEU Hospitality Pilot Project, spanning 36 months, seeks to create micro-credentials to upgrade the skills of hospitality talent, aiding the industry in adhering to EU regulations with an emphasis on green and digital expertise.

It provides five online courses for 500 research participants (testers), in accordance with the EU's Skills Agenda, to modernise vocational education and promote innovation within the hospitality industry.

The MCEU Hospitality project focuses on developing micro-credentials to support the upskilling and reskilling of hospitality workers, addressing challenges arising from the COVID-19 pandemic and the EU's green and digital transition plans. It offers demand-driven courses in green and digital skills, aligning with EU recommendations on micro-credentials.

The project will establish an online platform for issuing and verifying these credentials, utilising EU tools for portability and recognition. Featuring five courses targeting 500 learners, the project is in line with the EU's Skills Agenda for modernising vocational education and training. It aims to foster innovation in the hospitality industry, driving systemic change at both practice and policy levels.

1.2 Project Partners

The MCEU Hospitality project collaborates with several reputable partners, each contributing unique expertise to enhance the hospitality industry. Here are the key points about the partners:

- **Hospitality Connection Barcelona SL (Hosco):** Provides industry connections and networking opportunities.
- **Access Advisors:** Offers advisory services to improve accessibility in hospitality.
- **DIPLOMASAFE:** Specialises in secure certification and credentialing.
- **SAMTOK FERDATHJONUSTUNNAR (SAF):** Focuses on tourism services and development.
- **University College of Northern Denmark:** Contributes academic research and educational resources.
- **IDAN FRAEDSLUSETUR EHF:** Training centre for Continuous Professional Development for crafts and trades in Iceland and engages in VET training and development.
- **ESTUR ESCUELA DE TURISMO DE SANT POL DE MAR, S.L.:** Provides specialised tourism education.
- **NALCO EUROPE B.V/LOBSTER INK:** Offers training and development programmes for hospitality professionals.

The partners are working together to develop micro-credentials, address skill gaps, and support the EU's green and digital transition goals.

1.3 Lobster Ink

Lobster Ink is a leading provider of digital learning solutions, specialising in the hospitality industry. Their mission is to empower hospitality professionals with the knowledge and skills they need to excel in their careers. Founded on the principles of innovation, excellence, and accessibility, Lobster Ink has established itself as a trusted partner for some of the world's most prestigious hospitality brands.

Vision and Mission

At the core of Lobster Ink's vision is the belief that education is the key to unlocking human potential. They strive to create a world where every hospitality professional has access to high-quality, relevant, and engaging learning experiences. The company's mission is to deliver these experiences through cutting-edge technology and expertly crafted content, ensuring that learners can achieve their full potential and drive performance within their organisations.

Lobster Ink Impact

Since inception, Lobster Ink has made a significant impact on the hospitality and tourism industry. Their courses have been adopted by leading hotel chains, restaurants, other hospitality organisations and tourism bodies around the world. Thousands of hospitality and tourism professionals have been trained, helping them to improve their skills, advance their careers, and contribute to the success of their organisations. Lobster Ink's commitment to excellence and innovation has earned them a reputation as a trusted partner in the industry.

In conclusion, Lobster Ink is dedicated to transforming the hospitality industry through education. Innovative learning solutions, expert content, and unwavering commitment to quality make them a leader in the field. Proudly supporting the professional development of hospitality professionals and contributing to the growth and success of the industry.

1.4 Purpose of the document

Based on "D3.1 – MCEU Micro Credential course framework" report, this new document describes in detail the MCEU courses that will be used by partners in the piloting phase of the project.

Through group discussion and desk research, Lobster Ink, Idan, UCN, and EUHT Sant Pol have selected by consensus five skills (2 green skills, 1 managerial skill, 1 digital skill, 1 technical skill) for which to develop courses. The partners have determined the learning outcome for the courses, using the ESCO framework to map the course to relevant skills, competences, qualifications, and occupations. This will ensure that the courses are aligned with the skills and competencies required for specific jobs and occupations in the European labour market. The assessment methods have also been defined in such a way to verify that learners have developed the skills through its theoretical learning. Finally, this document also addresses the audience(s) toward which the courses are geared. This learner profile will be used to recruit learners as part of the piloting phase in WP5.

2. SKILLS SELECTION

To ensure that the micro-credentials respond to industry and students' needs, Hosco developed and rolled out a survey on the current and future skills needed in the hospitality industry (Deliverable N° D.2.2). The report presents the results and recommendations for creating micro-credentials on green and digital skills in the hospitality industry, analysed by type of respondents and tasks.

The survey applies the **ESCO (European Skills, Competences, Qualifications, and Occupations) framework** to categorise skills that align with EU standards. Developed by the European Commission, ESCO supports consistency and relevance across industries, essential for creating transferable, industry-aligned micro-credentials. For this survey, two main ESCO pillars were selected:

1. **Skills > Skills:** This pillar encompasses specific task-based skills, including technical and digital competencies, environmental responsibilities, and role-based abilities critical in hospitality.
2. **Transversal Skills and Competences > Transversal Skills and Competences:** This pillar captures broad, flexible skills adaptable across roles, such as problem-solving, customer service, and teamwork.

The survey narrows its focus within these pillars to skills supporting four targeted categories:

- **Sustainability / Green Skills:** Skills that promote sustainable practices, such as waste reduction and eco-friendly cleaning procedures.
- **Technical Skills:** Practical abilities specific to each department, such as culinary techniques or front office operations.
- **Managerial Skills:** Competencies for managing teams, developing plans, and ensuring operational standards, supporting career advancement into management roles.
- **Digital Skills:** Proficiencies in using technology for tasks like scheduling, data entry, and digital communication.

This skills mapping is applied across eight key departments: Culinary, Bar & Beverage, F&B Service, Front Office, Events, Spa, Housekeeping, and Hospitality Management. By mapping skills to ESCO categories specific to each department, the survey aligns findings with EU occupational standards, ensuring that future micro-credentials are relevant and transferable across the European hospitality sector. For more on ESCO, see [ESCO's Skill Pillars](#).

Key findings from the report:

- **Core departmental skills:** Hospitality professionals identified job-specific skills such as food safety in culinary roles, customer needs identification in front office positions, and multitasking in F&B service as critical for career advancement.
- **Sustainability:** Although there is a growing demand for sustainability in operations, it is often seen as a company-driven initiative rather than an individual career driver.
- **Digital Transition:** While digital skills are essential, they are often perceived as basic requirements for doing one's job rather than as career differentiators.

Based on the results of the survey, the objective was to select five core skill areas for training, including

- 2 green skills
- 1 digital skill
- 1 managerial skill
- 1 technical skill

Accordingly, based on their ranking across all eight departments, the following skills were chosen to support the EU green and digital transition plans.

2.1 Green/Environmental Skills

- **Reduce, Recycle, and Reuse Waste:** According to the ESCO definition, this means disposing of waste in accordance with legislation for the spa division, thereby respecting environmental and company responsibilities.

For the housekeeping division, this means performing cleaning activities in an environmentally friendly way. ESCO defines this as undertaking all cleaning duties in a manner that minimises environmental damage and follows methods that lessen pollution and resource wastage.

This skill is vital for advancing careers in departments like housekeeping and spas, which use large quantities of cleaning/hygiene/bath and body products. The more conscious these professionals are about what products they choose and how they manage waste, the better their prospects are.

- **Adopt Ways to Reduce the Negative Impact of Consumption:** This is critical for departments such as events and culinary, reflecting the industry's increasing focus on environmental responsibility regarding food consumption.

45.2% of hiring decision-makers in the culinary division rank focusing on developing food waste reduction strategies as the second most important skill for career advancement. ESCO defines this as developing policies, such as staff meals or food redistribution, to reduce, reuse, and recycle food waste where possible. This includes reviewing purchasing policies to identify areas for reducing food waste, e.g., quantities and quality of food products.

For the events division, 22.2% of hiring managers value focusing on adopting ways to reduce the environmental impact during events. ESCO defines this as applying principles, policies, and regulations aimed at environmental sustainability, including reducing waste, energy, and water consumption, reusing and recycling products, and engaging in the sharing economy.

2.2 Managerial Skill

- **Supervising Quality:** Leadership and quality control are vital for career progression. As hospitality moves towards more green initiatives, every resource usage must be accounted for and viewed through sustainability. This requires a keen eye and an ability to allocate resources efficiently while upholding high-quality standards.

In the culinary department, 61.7% of hiring managers rank supervising food quality as a critical skill. According to the ESCO definition, this involves overseeing the quality and safety of food served to visitors and customers according to food standards.

In the events division, 41.4% of hiring decision-makers consider focusing on supervising event staff relevant. ESCO defines this as selecting, training, and supervising volunteers and support staff required for events.

2.3 Digital Skill

- **Collaborating through Digital Technologies:** ESCO defines it as the use of digital tools and technologies for collaborative processes and for co-construction and co-creation of resources and knowledge.

Decision-makers across all departments prioritise the ability to work efficiently through digital platforms and tools. This is especially true for the front office, where hiring managers rank this skill in third place, and in other departments, where hiring managers rank it second. This point is a trend where customers increasingly prefer touchless contact and online availability.

2.4 Technical Skill

- **Complying with Food Safety and Hygiene:** ESCO defines this skill as respecting optimal food safety and hygiene during the preparation, manufacturing, processing, storage, distribution, and delivery of food products.

According to 44% of hiring managers in the culinary, F&B service, and bar and beverage departments, ensuring compliance with safety regulations is essential for success.

3. TARGET AUDIENCE ANALYSIS

Based on the MCEU project objectives, the priority is to engage with emerging talent while also addressing the needs of established professionals.

1. **Emerging Talent:**

This primary demographic comprises young individuals, typically aged 18 to 30, who are enrolled in or have recently completed tertiary education in hospitality or related fields. They are at the beginning of their careers and are eager to build a strong foundation in modern green, digital, and managerial competencies.

2. **Current Hospitality Professionals:**

In addition to emerging talent, the programme is designed for industry workers at various career stages seeking to enhance their skills in green and digital domains to advance their careers. This group includes experienced professionals (aged 45 and above) and those currently unemployed who would benefit from retraining and upskilling to improve their competitiveness in the job market.

The courses are designed to address the diverse needs of both groups by providing targeted training that aligns with current industry standards. Survey data supports the investment in these skill-based courses, with respondents emphasizing the importance of high-quality, industry-aligned content.

A key challenge remains in that of the lack of awareness around the value of micro-credentials, which can be addressed through a structured marketing programme that clearly communicates their professional benefits.

Additional Audience Characteristics:

- Gender: The courses are designed for individuals of all genders.
- Location: The primary audience is located within the European Union, with initial pilot programmes in Denmark, Iceland, and Spain.
- Education: The target audience encompasses individuals with varied educational backgrounds, including primary school, secondary school, vocational school, and higher education.
- Employment Status: The courses are intended for employed and unemployed professionals, as well as full-time students.
- Job Roles: The key roles directly associated with the course content include different positions in housekeeping, spa, culinary, events, and food and beverage. Courses are also relevant for a broader segment of hospitality professionals and support roles that benefit from enhanced green and digital competencies or managerial skills.
- Prior Experience or Hospitality Knowledge: The programme is designed to accommodate individuals with a wide range of experience levels in the hospitality sector.
- Literacy: The target audience is expected to have basic literacy skills.
- Digital Proficiency: Learners should possess a basic level of digital proficiency to effectively engage with the online platform

- Languages: The pilot courses will be available in English, Spanish, Danish, and Icelandic. Future courses will continue to support these languages.
- Attitudes to the Subject Matter: The learners are anticipated to have a positive and proactive attitude towards the subject matter.

4. VET PROVIDERS COURSE QUALITY EVALUATION METHOD

The quality of the courses is evaluated by the VET providers participating in the project by aligning the courses with the EU Micro-Credential Recommendations and EQF levels.

The [European Qualifications Framework \(EQF\)](#) is a standard reference system that helps compare qualifications across different education and training systems in Europe and are closely linked to national qualification framework. It consists of eight levels, each describing the complexity, depth, and expected learning outcomes of qualifications.

To determine the EQF level of a course, one must evaluate it against the following three learning outcome categories:

1. **Knowledge** – What theoretical and/or factual knowledge does the learner acquire?
2. **Skills** – What cognitive (problem-solving, logical thinking) and practical (applying methods, tools, and techniques) skills does the learner develop?
3. **Responsibility & Autonomy** – What degree of independence, supervision, and responsibility does the learner have in applying their knowledge and skills?

Steps to determine an EQF Level for a Course:

1. **Identify the Intended Learning Outcomes**
 - Review the course syllabus, curriculum, or in the MCEU context the training content to determine what learners will know, understand, and be able to do upon completion.
2. **Compare Learning Outcomes with EQF Descriptions**
 - Match the course outcomes with the descriptors for each EQF level.
 - For example, a Level 4 course typically includes factual and theoretical knowledge with some problem-solving, whereas a Level 6 course (equivalent to a bachelor's degree) involves advanced knowledge and critical analysis.
3. **Assess the Depth and Complexity of Learning**
 - Lower EQF levels (1–4) focus on foundational skills and structured learning, often under supervision.
 - Higher EQF levels (5–8) require more autonomy, research, and critical analysis.
4. **Verify with National Qualifications Framework (NQF) Standards**
 - Each country aligns its National Qualifications Framework (NQF) with the EQF.
 - If a course is already classified under an NQF, you can find its EQF equivalent using official national guidelines.
5. **Check Accreditation & Certification Bodies**
 - Some courses are already assigned an EQF level by recognized accrediting bodies or institutions.
 - If necessary, institutions can submit their course for EQF-level assessment by an authorized body.

EQF Levels Descriptions

EQF Level	Knowledge	Skills	Responsibility & Autonomy
1	Basic general knowledge	Basic skills for simple tasks	Work under direct supervision
2	Basic factual knowledge	Use simple rules and tools	Work under supervision with some autonomy
3	Knowledge of facts, principles, and processes	Problem-solving and execution of routine tasks	Take responsibility for tasks under supervision
4	Theoretical & practical knowledge in a field	Select and apply methods in familiar settings	Self-management with some guidance
5 (EQF short cycle)	Specialised knowledge	Solve problems, apply knowledge creatively	Supervise or manage limited tasks
6 (Bachelor's level)	Advanced knowledge & theory	Critical thinking, problem-solving	Manage tasks independently, some leadership
7 (Master's level)	Highly specialized knowledge	Advanced problem-solving & research	High degree of autonomy, manage complex issues
8 (Doctorate level)	Frontier knowledge & original research	Develop new theories & methods	Full professional autonomy, leadership in research

Course Quality Evaluation Format

VET provider will apply the below “**MCEU Course – Checklist**” template to all 5 courses created for the project. The resulting five checklists will be included in document D 3.3 “MCEU Micro-credential script and quality assessment”.

Core Elements for the MCEU Course - Checklist

Mandatory Elements (Must be included for compliance with EU standards)

Recommended Elements where relevant (Enhances portability and employer recognition)

1. Course Identification & Micro Credential Issuance

Standard Element	Included?	Notes -
Identification of the learner	<input type="checkbox"/> Yes <input type="checkbox"/> No	Name
Course Title of the Micro Credential	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Micro Credential Issuer	<input type="checkbox"/> Yes <input type="checkbox"/> No	Name of VET provider & Country
Micro Credential Issuance Date	<input type="checkbox"/> Yes <input type="checkbox"/> No	The date the micro-credential is awarded.
Micro Credential Expiration Date	<input type="checkbox"/> Yes <input type="checkbox"/> No	If applicable. Is refresher training needed?

2. Transparency and accessibility – measurable, comparable and understandable LO, workload, content and level (as relevant)

Standard Element	Included?	Notes -
Clearly Defined Learning Outcomes	<input type="checkbox"/> Yes <input type="checkbox"/> No	
EQF Level (1-8)	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Competency-Based Learning Approach	<input type="checkbox"/> Yes <input type="checkbox"/> No	If Assessment is based on real-world skill application.
Total Learning Hours Defined	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Mode of Delivery	<input type="checkbox"/> Yes <input type="checkbox"/> No	(Online/In-Person/Blended)
Credits Assigned	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Prerequisites for Enrolment Clearly Defined	<input type="checkbox"/> Yes <input type="checkbox"/> No	Example: "No prior experience required" OR "Basic digital skills recommended."
Appeals or Review Process Stated	<input type="checkbox"/> Yes <input type="checkbox"/> No	Learners can challenge assessment results.

3. Assessment & Validation Process

Standard Element	Included?	Notes -
Assessment Type Clearly Defined	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Valid assessment	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Passing Criteria Stated and grade achieved	<input type="checkbox"/> Yes <input type="checkbox"/> No	Unsupervised with no identity verification, supervised with no identity verification, supervised online or onsite with identity verification (min pass 80%)
Identity Verification Process in Place	<input type="checkbox"/> Yes <input type="checkbox"/> No	

4. Recognition -Authenticity - Portability – Verification

Standard Element	Included?	Notes -
Recognition & Transferability Across EU VET Systems	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Europass/EBSI Digital Format Used	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Credential Portability & Sharing via Digital Wallet	<input type="checkbox"/> Yes <input type="checkbox"/> No	

Standard Element	Included?	Notes -
Employer & VET Provider Recognition Stated	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Validation of non- formal and informal learning	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Credential Holder Identity Verified	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Issuer Legitimacy Confirmed	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Tamper-Proof Certificate Issued	<input type="checkbox"/> Yes <input type="checkbox"/> No	

5. Learner-Centered Approach

Standard Element	Included?	Notes -
Learning is Flexible & Adaptable	<input type="checkbox"/> Yes <input type="checkbox"/> No	Allows self-paced learning with blended options (online/in-person).
Clear Pathways for Career Progression	<input type="checkbox"/> Yes <input type="checkbox"/> No	Learners understand how the credential supports career growth.
Accessible Learning Materials	<input type="checkbox"/> Yes <input type="checkbox"/> No	Digital & accessible formats for different learning needs
Stackability of Micro-Credential Defined	<input type="checkbox"/> Yes <input type="checkbox"/> No	Standalone or part of a learning pathway leading to a full qualification or towards a MCEU credential

6. Information & Guidance for Learners

Standard Element	Included?	Notes -
Pre-Course Information Available	<input type="checkbox"/> Yes <input type="checkbox"/> No	Learners can access a training roadmap/description before enrolling.
Support for Career Development Provided	<input type="checkbox"/> Yes <input type="checkbox"/> No	Guidance on how to use credentials in job applications.
Recognition in Industry Clearly Stated	<input type="checkbox"/> Yes <input type="checkbox"/> No	Learners understand where their credential is valued.
How to Appeal/Retake Assessments is Clear	<input type="checkbox"/> Yes <input type="checkbox"/> No	Fair process for challenging assessment results.

5. COURSE ASSESSMENT METHODS

All courses include assessments that provide learners with regular feedback. The assessments are incorporated into the courses. This helps learners track their progress, identify areas for improvement and stay motivated to continue their learning journey. There are two types of assessments on the Lobster Ink platform, formative assessments (knowledge check lessons), and summative assessments (theory assessments)

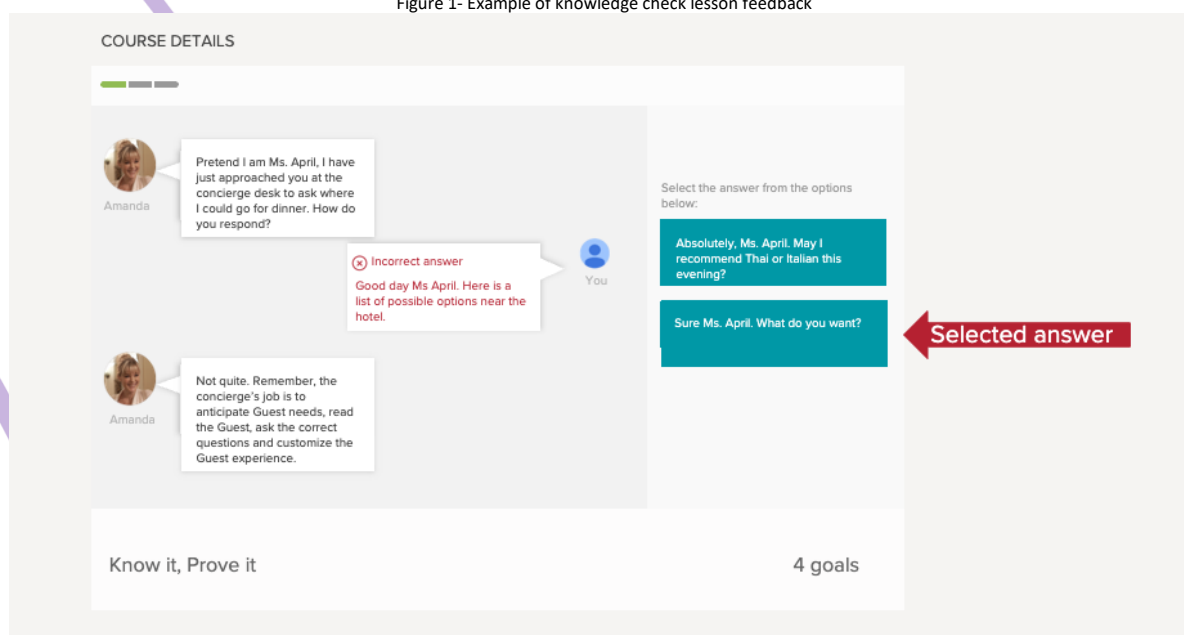
Formative assessments can be found in the form of knowledge check lessons. These types of lessons are included at regular intervals to check understanding of key concepts and techniques. These 'mini assessments' do not carry a pass mark and do not halt progress on the course.

Knowledge check lesson examples include:

- Hot Spot
- Dialogue
- Visual Choice
- Combination

The feedback to the learner is provided based on their selections. Below is an example of provided feedback in a dialogue lesson.

Figure 1- Example of knowledge check lesson feedback



Summative Assessments can be found in each of our courses as theory assessments. Theory assessments test whether learners have understood the theoretical knowledge passed on to them in the various lessons and that they are able to apply this knowledge.

The assessments will meet the following criteria.

- Valid - providing useful information about the concepts they were designed to test.
- Reliable - allowing consistent measurement and discriminating between various levels of performance
- Recognisable - instruction has prepared students for the assessment
- Realistic - concerning time and effort required to complete the assignment (Svinicki, 1999).

Assessments will focus on the most important content and behaviours emphasised during the lessons. They will focus on the primary ideas, issues, and skills to be learned during a particular lesson.

Question type examples include:

- Multiple Choice
- Multiple Response
- True / False
- Ordering
- Matching

Figure 2 - Example of an ordering question

Drag the following procedures into the correct order for restricting an employee with an open infected wound from working with food.

- 1 ☐ Monitor their symptoms over 24 hours
- 2 ☐ Allow to return to work with food if they are symptom free for at least 24 hours
- 3 ☐ Check if the infected wound can be covered with a bandage and glove, then allow to return to work
- 4 ☐ If the infected wound cannot be covered, move the employee to a non-food area
- 5 ☐ Food Handler reports they have an infected open wound

Figure 3 - Example of a matching question

Match each element of coaching to its definition.
Select an option from column A and match it with an option in column B

Column A	Column B
Practice	Demonstrating to an employee the steps to perform a task
Monitoring	Allowing an employee to perform the task
Explaining	Overseeing employee accuracy when performing the task
Showing	Describing to an employee how to perform a task

For the MCEU courses, Lobster Ink will follow the guidelines used when creating the content to ensure that the criteria of assessment are met:

- One or two theory assessments per course with a varying length based on the content
- Each learning outcome will have a pool of questions to allow for randomisation of questions per assessment
- Randomisation of options for multiple choice questions
- Pass rate = 80%
- Time for completion = 1 minute per question

6. COURSES OVERVIEW

A framework for the courses to be included in the pilot project has been designed to address the above findings. The courses have been curated into learning paths (journeys) to allow learners to obtain certificates in addition to micro-credentials for the successful completion of the courses.

Additional courses and learning paths can be added as the project expands to include additional skills.

The proposed framework can be found in Annexure 1 of D3.1 – MCEU Course Framework report.

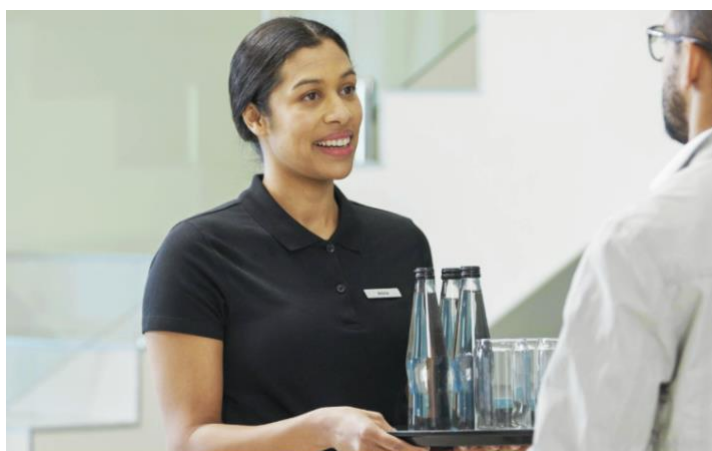
6.1. Course 1 - "SUSTAINABLE AWARENESS IN HOSPITALITY: HOUSEKEEPING AND SPA"

- LEARNING PATH NAME:
 - **SUSTAINABLE AWARENESS IN HOSPITALITY: HOUSEKEEPING AND SPA**
- TARGET AUDIENCE
 - Housekeeping and SPA departments
- EU SKILLS that are being addressed
 - GREEN / ENVIRONMENTAL SKILLS:
 - SKILLS FOCUS: Sustainability Skill
 - REDUCE, RECYCLE, AND REUSE WASTE
 - Adopt ways to reduce negative impact of consumption
 - Perform cleaning activities in an environmentally friendly way
 - Evaluate environmental impact on personal behaviour
- LEARNING PATH DURATION: 46 minutes
- COURSES that form the learning path:
 - **SUSTAINABILITY AWARENESS IN HOSPITALITY FOR ALL TEAM MEMBERS**
 - **SUSTAINABILITY AWARENESS IN HOSPITALITY FOR HOUSEKEEPING TEAM MEMBERS**
 - **ENERGY SAVINGS – HOUSEKEEPING**
 - **SUSTAINABILITY AWARENESS FOR SPA TEAM MEMBERS**

6.1.1 SUSTAINABILITY AWARENESS IN HOSPITALITY FOR ALL TEAM MEMBERS

Course description:

"Welcome to the Sustainability in Hospitality course for team members. This course will equip you with a better understanding of why sustainability is so important and how you play a role in reducing waste and pollution at your property."



Course Learning outcomes:

1. Understand the importance of sustainability
2. Communicate sustainability initiatives
3. Recall how to reduce, recycle, and reuse waste
4. Work on sustainable initiatives with your manager

Sustainability Awareness in Hospitality for Team Members

2 lessons | 3 minutes | 1 theory assessment

ASSIGN THIS COURSE

VIEW ACHIEVEMENTS

Outline

- ✓ Understanding Sustainable Hospitality
- ▶ Reducing Waste
- ✓ Theory Assessment

About this course

Welcome to the Sustainability in Hospitality course for team members. This course will equip you with a better understanding of why sustainability is so important and how you play a role in reducing waste and pollution at your property.

This course will enable you to

- ▶ Understand the importance of sustainability
- ▶ Communicate sustainability initiatives
- ▶ Recall how to reduce, recycle, and reuse waste
- ▶ Work on sustainable initiatives with your manager

Lessons names:

1. Understanding Sustainable Hospitality
2. Reducing Waste

Course duration: 3 minutes

Additional resources: none

Theory assessments: 5 questions from below list

Understanding Sustainable Hospitality

What is one of the key actions to promote sustainability in hospitality?

Cooking with seasonal produce
Using disposable plastic containers
Installing energy-efficient lighting

What is the primary benefit of understanding sustainability in hospitality and communicating it to guests?

Enhanced service excellence
Higher room rates

Improved guest satisfaction

Make sure your hotel communicates sustainability initiatives to guests clearly and prominently. (True/False)

What actions can you take to promote sustainability in hospitality?

- Communicate sustainable initiatives in a positive way
- Take sustainability training seriously
- Discuss sustainability only when asked about it by guests

Using disposable cups and containers is a good way to save water. (True/False)

Reducing Waste

Reducing the amount of waste generated at your property has a bigger impact on sustainability than recycling. (True/False)

What is the best way to reduce waste?

- Recycling waste generated at your property
- Identifying ways to reduce waste in daily tasks
- Encouraging the use of single-use items

Which type of water bottle is recommended as a sustainable option?

- Plastic bottle
- Glass bottle
- Disposable bottle

What can you do to reduce waste at your property?

- Track waste on a yearly basis
- Work with your manager to track waste on a monthly basis
- Work with your manager to use eco-friendly disposable products

What is a good way to reduce waste and promote sustainability in the guest room without compromising the guest experience?

- Provide amenities like shampoo and hand soap in dispensers
- Use eco-friendly single-use bottles in hotel rooms
- Encourage guests to bring their own toiletries

6.1.2 SUSTAINABILITY AWARENESS IN HOSPITALITY FOR HOUSEKEEPING TEAM MEMBERS

Course description:

The Sustainability Awareness in Hospitality - Housekeeping Team Members course, will show learners the vital role they play in promoting sustainability at their hotel. With this course they will learn tips to minimize waste, enhance recycling efforts, and contribute to a greener environment. They will also gain insights into water-saving practices and discover areas where they can collaborate with managers to implement sustainable initiatives.



Sustainability Awareness in Hospitality: Housekeeping Team Members

ASSIGN THIS COURSE

START LEARNING

1 lesson | 2 minutes | 1 theory assessment

Course Learning outcomes:

1. Understand the importance of sustainability in the housekeeping department
2. Implement waste reduction practices in daily operations to minimize environmental impact
3. Collaborate with managers to identify and implement sustainable initiatives
4. Evaluate the effectiveness of sustainable practices and initiatives with a manager

Outline

- Reducing Water Waste in Housekeeping 2:21
- Theory Assessment 5 questions

About this course

The Sustainability Awareness in Hospitality - Housekeeping Team Members course, will show learners the vital role they play in promoting sustainability at their hotel. With this course they will learn tips to minimize waste, enhance recycling efforts, and contribute to a greener environment. They will also gain insights into water-saving practices and discover areas where they can collaborate with managers to implement sustainable initiatives.

This course will enable you to

- Understand the importance of sustainability in the housekeeping department
- Implement waste reduction practices in daily operations to minimize environmental impact
- Collaborate with managers to identify and implement sustainable initiatives
- Evaluate the effectiveness of sustainable practices and initiatives with a manager

Lessons names:

1. Reducing Water Waste in Housekeeping

Course duration: 2 minutes

Additional resources: none

Theory assessments: 5 questions

Asinda wants to apply the sheets and towel procedure at her hotel to reduce water waste. What should she do?

Inform guests how they can save water by not requesting fresh sheets and towels every day.

Ask team members to only use disinfectants when necessary and use concentrated chemical cleaning products for daily cleaning.

Change laundry settings on washing machines to reduce water and energy use.

What can Omar do at his hotel to help reduce water waste?

Understand and apply the sheets and towel procedure.

Use eco-friendly products.

Use eco-friendly procedures.

Asinda wants to start implementing eco-friendly procedures in the laundry room at her hotel. What should she do?

Ask her manager about changing washing machine settings that can reduce water and energy use.

Talk to her manager about the products they currently use.

Identify products that are not eco-friendly and talk to her manager about replacing them with products that have recognised eco-labels.

Omar knows that some of the products in the laundry room are not eco-friendly because they do not have internationally or nationally recognised eco-labels. What should he do?

Speak to his manager about replacing them with products that are eco-friendly.

Stop using the products.

Simply continue using the products as usual.

Omar and Asinda should use diluted chemical cleaning products for daily cleaning. (True/False)

6.1.3 ENERGY SAVINGS – HOUSEKEEPING

Course description:

This course provides actionable steps housekeepers can take in an effort to save energy at their hotel. As costs continue to rise, it's important to save as much as possible - now more than ever. With this course you will learn how to identify and implement basic energy saving actions when cleaning a room and public areas, helping your hotel save costs, while still providing a great guest experience.

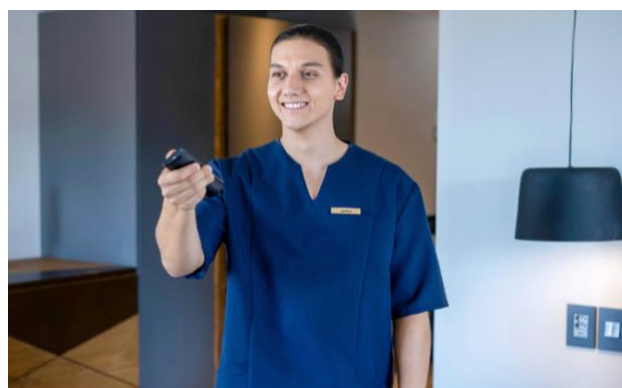
Course Learning outcomes:

1. Recall the importance of saving energy at your hotel
2. Identify and implement energy-saving actions when cleaning a room either during a guest's stay or after check-out
3. Identify and implement energy-saving actions you can take when cleaning public areas

Lessons names:

1. Energy Saving Awareness in your Hotel
2. Energy Saving Awareness in Housekeeping

Course duration: 7 minutes



Energy Saving Awareness - Housekeeping

ASSIGN THIS COURSE

2 lessons 7 minutes 1 theory assessment

CONTINUE LEARNING

Outline	Resources	About this course
<ul style="list-style-type: none"> ✓ Energy Saving Awareness in Your Hotel 📄 Energy Saving Awareness in Housekeeping 📄 Theory Assessment 	<ul style="list-style-type: none"> 5 minutes 5 questions 	<p>Energy is an important resource for all hotels. As costs continue to rise, it's important to save as much as possible - now more than ever. With this course you will learn how to identify and implement basic energy saving actions when cleaning a room and public areas, helping your hotel save costs, while still providing a great guest experience.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> ▶ Recall the importance of saving energy at your hotel ▶ Identify and implement energy-saving actions when cleaning a room either during a guest's stay or after check-out ▶ Identify and implement energy-saving actions you can take when cleaning public areas

Additional resources:

1. Housekeeping Digital Reference Guide.pdf


ENERGY SAVING IN HOTELS

Housekeeping

During your shift, remain focused and apply all the **energy-saving measures** you can implement at your hotel.

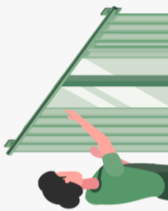
i Instructions for use: this reference guide is a digital version that can be edited. Download the guide to save and edit.

Make sure you turn off the following items as you clean the **room, public spaces, fitness and wellness centers, conferencing spaces, and business centers.**



- Lights
- Power plugs
- Air conditioners
- Bathroom fans
- Televisions
- Fitness equipment not in use

You can also take action when you are walking around the hotel or shutting down areas for the day.



Close:

- Curtains
- Windows
- Doors

Use the space below to **identify extra measures** you can take to save energy. Share these with your manager to improve energy saving. Type your answer in the box.

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2. Housekeeping Printable Reference Guide.pdf

ENERGY SAVING IN HOTELS

Housekeeping

During your shift, remain focused and apply all the **energy-saving measures** you can implement at your hotel.

i Instructions for use: this reference guide is a print version. Download and print this document to use.

Make sure you turn off the following items as you clean the **room, public spaces, fitness and wellness centers, conferencing spaces, and business centers.**



- Lights
- Power plugs
- Air conditioners
- Bathroom fans
- Televisions
- Fitness equipment not in use

You can also take action when you are walking around the hotel or shutting down areas for the day.



- Close:**
- Curtains
 - Windows
 - Doors

Use the space below to **identify extra measures** you can implement to save energy at your hotel. Share these with your manager to improve energy saving.

Theory assessments: 5 questions

Energy Saving Awareness in Your Hotel

Why are energy-saving initiatives important for hotels?

- They reduce energy usage and save costs
- It saves time when staff are completing tasks
- It increases the number of booked rooms

An energy-saving initiative is successful when all team members support and implement it. (True/False)

Energy Saving Awareness in Housekeeping

You have to clean a guest room after they checked out. The room is not booked for the following night. How should you adjust the lights for maximum energy-saving?

- Turn off all lights
- Leave one light on
- Turn off the main room lights but leave the bathroom light on

Mr. Walker has left the hotel for a day-tour and will only return in the evening. The room has a keycard power switch. Select the best energy-saving initiatives you can implement while cleaning Mr. Walkers room.

- Switch off all the lights
- Switch off the television
- Switch off the air conditioner and be sure to close the curtains
- Switch off the lights but leave one on

When should you turn off ALL the power plugs and lights when cleaning the room?

- When the guest has checked out
- During a turn down service
- If the guest will only return in the evening

How can you implement energy-saving initiatives when cleaning public areas?

- Switch off any lights, plugs, heating, and cooling, that are not being used, if it doesn't inconvenience guests
- Switch off air conditioners and lights for conferences being held during the day
- Switch off lights and plugs in public spaces, fitness and wellness centers, conferencing spaces, and business centers
- Switch off bathroom lights and extractor fans when cleaning the room.

6.1.4 SUSTAINABILITY AWARENESS FOR SPA TEAM MEMBERS

Course description:

Sustainability is an ethical commitment to preserve our planet for future generations. In the Spa environment, this means being mindful of how resources are used. In this course, you will learn how to reduce water waste, save energy, use supplies and amenities sustainably, and use plastics, reusables, and disposables responsibly. Always follow your spa's guidelines and policies.

Course Learning outcomes:

1. Understand the importance of sustainability in the Spa
2. Implement waste reduction practices in daily operations to minimize environmental impact
3. Identify and implement energy-saving actions when caring for the Spa
4. Identify how to responsibly use plastics, reusables and disposables
4. Collaborate with managers to identify and implement sustainable initiatives
5. Evaluate the effectiveness of sustainable practices and initiatives with a manager

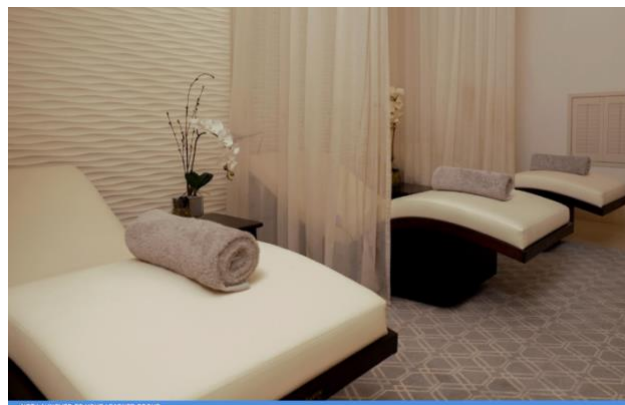
Lessons names:

1. Reducing Water Waste in the Spa
2. Energy Saving in the Spa
3. Using Supplies and Amenities Sustainably
4. Using Plastics, Reusables, and Disposables Responsibly

Course duration: 8 minutes

Additional resources:

- Resource 1: Checklist: Sustainable Actions in the Spa.pdf



Sustainability Awareness for Spa Team Members

4 lessons | 8 minutes | 1 theory assessment

PREVIEW PRODUCT

Outline	Resources	About this course
<ul style="list-style-type: none"> ▶ Reducing Water Waste in the Spa ▶ Energy Saving in the Spa ▶ Using Supplies and Amenities Sustainably ▶ Using Plastics, Reusables, and Disposables Responsibly ▶ Theory Assessment 	<ul style="list-style-type: none"> 2:16 1:56 1:47 2:03 7 questions 	<p>Sustainability is an ethical commitment to preserve our planet for future generations. In the spa environment, this means being mindful of how resources are used. In this course, you will learn how to reduce water waste, save energy, use supplies and amenities sustainably, and use plastics, reusables, and disposables responsibly. Always follow your spa's guidelines and policies.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> ▶ Explain why sustainability matters in the spa ▶ Demonstrate waste reduction techniques in daily tasks ▶ Apply energy-saving methods in spa operations ▶ Choose and use plastics, reusables, and disposables responsibly ▶ Work with managers to create sustainable initiatives



Checklist: Sustainable Actions in the Spa

This checklist will help you contribute to a more environmentally friendly and sustainable spa environment. As you work through the checklist, you can track your own performance. Use the Notes section to note down areas that need special attention and speak to your manager about these.

Reduce Water Waste in the Spa	Answers	Notes
Regularly inspect taps and showerheads for leaks.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Report any leaks to your manager immediately.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Be mindful of water usage when preparing treatment rooms for baths or rinses.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Encourage guests to take shorter soaks and explain their effectiveness.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use the minimum necessary water when offering hydrotherapy.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use damp cloths instead of running water when cleaning or rinsing equipment and surfaces.	<input type="checkbox"/> <input type="checkbox"/>	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Share water conservation tips and ideas with team members during meetings.	<input type="checkbox"/> <input type="checkbox"/>	
Choose eco-friendly products that emphasize water conservation.	<input type="checkbox"/> <input type="checkbox"/>	
Discuss alternatives for products with excessive water usage with your manager.	<input type="checkbox"/> <input type="checkbox"/>	

Save Energy in the Spa	Answers	Notes
Turn off lights in treatment rooms when not in use.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use natural light by opening blinds and curtains during the day.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Only switch on lights in areas actively being worked in.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Only operate steam and sauna rooms when guests are present.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Turn off any unused equipment while waiting for guests.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Ask guests if they would like to reuse their used linens and towels.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Avoid automatically providing new towels or robes to guests who already have towels and robes, unless necessary.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Stay updated on spa sustainability policies and practices.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Discuss energy-saving initiatives with your manager.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Use Supplies and Amenities Sustainably	Answers	Notes
Choose only eco-friendly products labeled as organic or biodegradable. Use these products to support sustainable suppliers and reduce harmful chemicals in water systems.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use only the amounts needed to ensure quality service to prevent waste.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use refillable containers for body lotions and scrubs to reduce plastic waste.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Speak to your manager if current practices don't align with sustainability goals and explore sustainable alternatives.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Implement simple ways to reduce waste, such as recycling empty product containers.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use digital documentation instead of printed materials.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Use Plastics, Reusables, and Disposables Responsibly	Answers	Notes
Choose products with minimal or no plastic packaging whenever possible.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Ensure all plastic items are recyclable and familiarize yourself with local recycling guidelines.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Use cloth towels instead of paper ones during treatments.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Choose refillable containers for products where possible.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Provide reusable cups or mugs for beverages instead of single-use plastic cups.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Minimize the use of disposable items and when necessary, choose eco-friendly or biodegradable options.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Regularly discuss concerns and suggestions about sustainability practices with your manager.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	
Collaborate with team members to enhance environmental initiatives.	<input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	

Support the sustainability initiatives of your spa

- Resource 2: Poster: Your Actions Matter



Promote sustainability in all
you do at the spa



Reduce water
waste



Save energy



Use supplies
wisely



Reduce, reuse,
recycle

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Theory assessments: 7 questions

Understand the importance of sustainability in the Spa

You can help to protect the planet by creating less waste and using less energy. (True /False)

Your manager is responsible for ensuring that water and electricity are used sparingly in your spa. (True /False)

Implement waste reduction practices in daily operations to minimize environmental impact

How can you help your manager improve waste reduction at your spa? Select two answers.

By recommending alternatives to products with excessive packaging

By reporting water leaks immediately

By using less water for guests who buy smaller spa packages

Hydrotherapy is the one place in the spa where water usage should not be limited. (True /False)

Which method is the most effective for reducing waste in your spa?

Use damp cloths to clean surfaces

Use running water to clean surfaces

Use only hoses to clean the floors of the spa

Identify and implement energy-saving actions when caring for the Spa

How can you help save energy at your spa?

By only turning on lights in the areas you're working in

By only turning on lights in the spa's treatment rooms

By only turning on lights at the reception area and in treatment rooms

Emily is the first to arrive in the morning, and the spa is always dark and uninviting. What action can she take to illuminate the area while keeping energy usage low?

She can open the blinds or curtains

She can turn on the overhead lights

She can turn on the small lamps

Ultrasonic equipment is essential for keeping tools in the spa sanitized. As a result, it's important to keep them running throughout the day. (True/False)

Identify how to responsibly use plastics, reusables, and disposables

Which of the following products are most eco-friendly? Select two products.

A shampoo that's labelled 'organic'

A cleanser that's labelled 'biodegradable'

A sparkling beverage that's labelled 'vegan'

Why is it not sustainable to use excessive amounts of product during your treatments? Select two answers

- It wastes resources
- It creates excess waste
- It negatively affects air quality

Identify two practical ways to enhance sustainability in your spa.

- Use empty product containers for other purposes
- Use refillable containers
- Use disposable tools

Which of these disposable products would be the better choices for sustainability in your spa? Select two items.

- Biodegradable treatment applicators
- Refillable cosmetic containers
- Synthetic treatment gloves

Which of these towels are better for the environment? Select two answers.

- Reusable cloth towels
- Single-use paper towels
- Plant-based bamboo towels

Which of the following products are most eco-friendly? Select two products.

- A shampoo that's labelled 'organic'
- A cleanser that's labelled 'biodegradable'
- A sparkling beverage that's labelled 'vegan'

Why is it not sustainable to use excessive amounts of product during your treatments? Select two answers.

- It wastes resources
- It creates excess waste
- It requires more water to be used

Identify three practical ways to enhance sustainability in your spa.

- Use empty product containers for other purposes
- Use digital tools that reduce paper usage
- Use refillable containers

Which of these disposable products would be the better choices for sustainability in your spa? Select two items.

Biodegradable treatment applicators

Refillable cosmetic containers

Synthetic treatment gloves

Which of these towels are better for the environment? Select two answers.

Reusable cloth towels

Single-use paper towels

Plant-based bamboo towels

6.2. COURSE 2 – “SUSTAINABLE MANAGEMENT OF WASTE AND RESOURCES IN KITCHENS”

- LEARNING PATH NAME:
 - **SUSTAINABLE MANAGEMENT OF WASTE AND RESOURCES IN KITCHENS**
- TARGET AUDIENCE
 - CULINARY Department
- EU SKILLS that are being addressed

GREEN / ENVIRONMENTAL SKILLS

SKILLS FOCUS: Sustainability Skill

ADOPT WAYS TO REDUCE THE NEGATIVE IMPACT OF CONSUMPTION

DEVELOP FOOD WASTE REDUCTION STRATEGIES

- Develop policies such as staff meals or food redistribution to reduce, reuse and recycle food waste where possible. This includes reviewing purchasing policies to identify areas for reducing food waste, e.g., quantities and quality of food products

DISPOSE WASTE

- Dispose waste in accordance with legislation, thereby respecting environmental and company responsibilities

- LEARNING PATH DURATION: 83 minutes
- COURSES that form the learning path:
 - **MANAGING RESOURCES SUSTAINABLY**
 - **FIGHTING FOOD WASTE IN KITCHENS**

6.2.1 MANAGING RESOURCES SUSTAINABLY

Course description:

Maximize your culinary impact with our *Managing Resources Sustainably* course! Learn how to use resources responsibly, minimize food and beverage waste, and make informed choices about plastics, reusables, and disposables.

Course Learning outcomes:

1. Recall the Waste Pyramid
2. Identify options to achieve energy and water efficiency in high-volume kitchens
3. Distinguish between pre-consumer and post-consumer waste and identify behavioural science tools to reduce consumer waste
4. Identify the pros and cons of using different service ware and packaging, and when each type is appropriate
5. Identify how to minimize waste with non-food supplies

Lessons names:

1. Using Resources Responsibly
2. Minimizing Food and Beverage Waste
3. Responsible Use of Plastics, Reusables, and Disposables
4. Design a Sustainable Kitchen
5. Sustainable Resource Management

Course duration: 25 minutes

Additional resources: none

Theory assessments: 10 questions

Using Resources Responsibly

According to the waste pyramid, which method of waste management is most sustainable?

Dispose of waste

Recycle or compost waste

Reuse waste



Managing Resources Sustainably

5 lessons | 25 minutes | 1 theory assessment

ASSIGN THIS COURSE

START LEARNING

Outline

Using Resources Responsibly	5 minutes
Minimizing Food and Beverage Waste	5 minutes
Responsible Use of Plastics, Reusables, and Disposables	5 minutes
Design a Sustainable Kitchen	
Sustainable Resource Management	5 minutes
Theory Assessment	10 questions

About this course

Maximize your culinary impact with our *Managing Resources Sustainably* course! Learn how to use resources responsibly, minimize food and beverage waste, and make informed choices about plastics, reusables, and disposables.

This course will enable you to

- ▶ Recall the Waste Pyramid
- ▶ Identify options to achieve energy and water efficiency in high-volume kitchens
- ▶ Distinguish between pre-consumer and post-consumer waste and identify behavioral science tools to reduce consumer waste
- ▶ Identify the pros and cons of using different service ware and packaging, and when each type is appropriate
- ▶ Identify how to minimize waste with non-food supplies

Reduce waste

You've realized that some of the greens in your kitchen have wilted and some fruit is bruised. Which method of waste management is most sustainable?"

Make smoothies from the waste

Add the waste to your compost heap

Throw the waste in a trashcan

Sustainability in the commercial kitchen means never disposing of any waste. (True/ False)

Which of these appliances is the least energy efficient?

A, B, C

A schedule for turning electrical equipment on and off can help you manage energy efficiently in the commercial kitchen. (True/ False)

What type of appliance is being described: 'Not only does it cook faster, but it is also energy efficient'?"

Electric induction stove

Gas stove

Deep fryer

Identify two ways that water can be saved in a commercial kitchen

Use high-efficient spray nozzles in dishwashers

Thaw food under hot running water

Regularly check water pipes

Running small loads in the dishwasher helps to save on water usage

How can you help your establishment use water more efficiently? Select two methods

Install low-flow faucets

Defrost food in the refrigerator

Pre-rinse dirty dishes under running water

Minimizing Food and Beverage Waste

What is one of the causes of food spoilage in the kitchen?

Exposure to oxygen

Overproduction

Incorrect seasoning

Match the causes of food waste to its correct description:

Trimming

Parts of food removed before cooking or serving, like peels

Too much food has been prepared, such as soups

Food spoilage

Food has expired or deteriorated and is unsafe to eat

Uneaten food

Food served and not consumed, due to cooking error

What is considered unserved food in restaurants?

Food that meets quality control

Food that has deteriorated

Food trimmings

Why is it suggested to allow customers to taste food before they buy it? Select two answers

It helps people discover new and exciting food options

Tasting reduces impulse purchases that might lead to food waste later

Tasting allows customers to check the quality and freshness of the food before buying

How can offering a variety of portion sizes help reduce food waste

People with larger appetites will be discouraged from buying food altogether

Smaller portions allow people to try new foods without committing to a large amount,

People will likely buy the largest size available to ensure they have enough food

What is the purpose of considering consumer demographics when trying to reduce food waste?

To be able to market food better based on a person's age, gender, and income level

To know which types of ingredients and colors to use when displaying food on menus

To offer portion sizes that cater to different appetites, with smaller options for those who eat less

Responsible Use of Plastics, Reusables, and Disposables

What is the MAIN reason for prioritizing reusable items over disposable ones?

Reusable items are typically more affordable than disposable options

Reusable items create a more pleasant dining experience due to their aesthetics

Reusable items have a longer lifespan and generate less waste, reducing environmental impact

When might using disposable service ware be a more suitable option? Select two answers

When takeout meals are offered

In situations where transporting food for outdoor events requires easy cleanup

Disposable items are always a better choice for hot or cold beverages because they offer better insulation

Why are plastic disposable containers a concern for the environment?

Plastic containers cannot withstand high temperatures and are not suitable for hot food items

Even if composted, plastic containers release harmful methane gas into the atmosphere

They are rarely recycled and can end up in waterways, harming marine life

How can businesses encourage customers to reduce disposable waste?

Offer discounts for customers who bring their own reusable containers

Inform customers about the business's efforts to reduce waste and encourage them to take only what they need

Charge extra fees for customers who request disposable items for their takeout orders

What is an important question to consider when choosing disposable plastic service ware?

Does the local recycling program accept this type of plastic for proper waste management

Is the plastic strong enough to hold hot or cold beverages safely?

Does the plastic come in a variety of colors to match the business's branding?

When it comes to disposable items, the overall goal is to reduce the environmental impact of disposable items, when their use is unavoidable (True/ False)

What are two actions restaurants can take to encourage the use of reusable items?

Offer a discount to customers who bring their own containers for takeout meals

Completely eliminate disposable options and only offer reusable items

Clearly prioritize reusable items on the menu and emphasize their environmental benefits

A responsible recycling action would be to encourage customers to sort their recyclables at the table before they throw them away (True/ False)

How can chefs contribute to reducing waste in the restaurant?

Prioritize menu items that can be made with fresh, local ingredients to minimize packaging waste

Encourage wait staff to suggest smaller portion sizes to customers to avoid leftovers

Repurpose leftover food into creative new dishes to avoid throwing them away

Design a Sustainable Kitchen

In which part of the kitchen are natural resources being used most sustainably?

Electric vs Gas Stoves

Compared to electric induction stoves, natural gas stoves release large amounts of greenhouse gases and cook slower. This makes electric induction stoves the more sustainable option

Optimizing dishwasher use

By running dishwashers only once they're full, you conserve both energy and water. Using dishwashers with high-efficiency spray nozzles improves this even more

Water is a limited resource

Thawing frozen food under running water is not an efficient use of this limited natural resource. Plan schedules carefully so that you have time to thaw frozen food in the refrigerator instead

Leaking water pipe

Don't wait until scheduled maintenance to check on leaking pipes. Fix water leaks immediately to conserve water

In which part of the kitchen is food waste being managed most sustainably?

Composting organic waste

Organic materials that cannot be reused or repurposed can be composted and used in vegetable and herb gardens. This ensures they do not end up in overburdened solid waste landfills

Reuse, repurpose and upcycle

Decrease the burden on solid waste landfills by reusing unused or prepared food, instead of dumping it in the trash. Think of ways to incorporate this 'waste' into other menu items or new dishes.":

Portion sizes

Cut back on food waste by reducing portion sizes that are served on smaller plates, or by offering a variety of portion sizes.

Cooking errors

Cooking errors directly contribute to food waste. Reduce food waste by reducing food errors such as over- or under--cooking food and incorrect seasoning.

Which of the serveware in this kitchen is the least sustainable?

Plastic disposables

Not only are plastic disposables made with fossil fuels, but they often end up in waterways when not properly recycled or contained, negatively impacting the environment

Reusable serveware

Not only is reusable serveware a more sustainable option, it also reduces costs and is generally more attractive than disposable serveware. Examples include glass, ceramic and hard plastic items.":

Bulk disposable serveware

If the service you provide relies on disposable serveware, try bulk disposable items, such as multi-compartment containers, to reduce the amount of disposable material that ends up in landfill

Recycled disposable products

Every food or non-food item has an environmental impact. Be mindful when choosing your purchases and select recycled disposable serveware where disposable options are unavoidable

Sustainable Resource Management

Can you manage resources sustainably? Complete this journal activity and apply the concepts you've experienced in this course.

6.2.2 FIGHTING FOOD WASTE IN HOTELS

Course description:

Fighting Food Waste in Hotels is a five-lesson short course created in collaboration with The World Wildlife Fund and The American Hotel and Lodging Association. This course will enable you and your team to reduce and prevent food waste with a detailed understanding of food waste management. Be informed, be proactive and learn how to reduce food waste by signing up to this free course today.

Course Learning outcomes:

1. Understand Food Waste
2. Build your Food Waste task force
3. Measure your Food Waste problem
4. Know the 6 Steps in preventing Food Waste
5. Manage Food Waste post-service

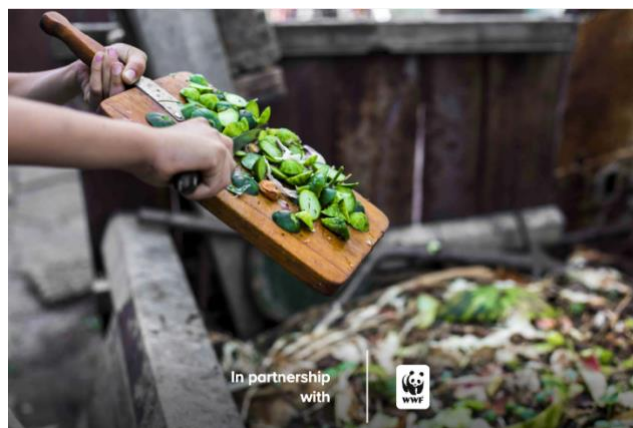
Lessons names:

1. Introducing Food Waste Management
2. Building Your Food Waste Task Force
3. Measuring Your Food Waste Problem
4. 6 Steps to Prevent Pre-Service Waste
5. Best Practices Pre-Service
6. Managing Food Waste Post-Service
7. Best Practices Post-Service

Course duration: 23 minutes

Additional resources:

1. Fighting Food Waste in Hotels Manual



Fighting Food Waste in Hotels

7 lessons | 23 minutes | 1 theory assessment

[Assign this course](#)

[Continue Learning](#)

Outline	Resources	About this course
<ul style="list-style-type: none"> Food Waste Management Introducing Food Waste Management Building Your Food Waste Task Force Measuring Your Food Waste Problem 6 Steps to Prevent Pre-Service Waste Best Practices Pre-Service Managing Food Waste Post-Service Best Practices Post-Service Theory Assessment 	<ul style="list-style-type: none"> 3:51 4:23 3:24 4:31 2 minute read 3:18 2 minute read 20 questions 	<p>Fighting Food Waste in Hotels is a five lesson short course created in collaboration with The World Wildlife Fund and The American Hotel and Lodging Association. This course will enable you and your team to reduce and prevent food waste with a detailed understanding of food waste management. Be informed, be proactive and learn how to reduce food waste by signing up to this free course today.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> Understand Food Waste Build your Food Waste task force Measure your Food Waste problem Know the 6 Steps in preventing Food Waste Manage Food Waste post-service

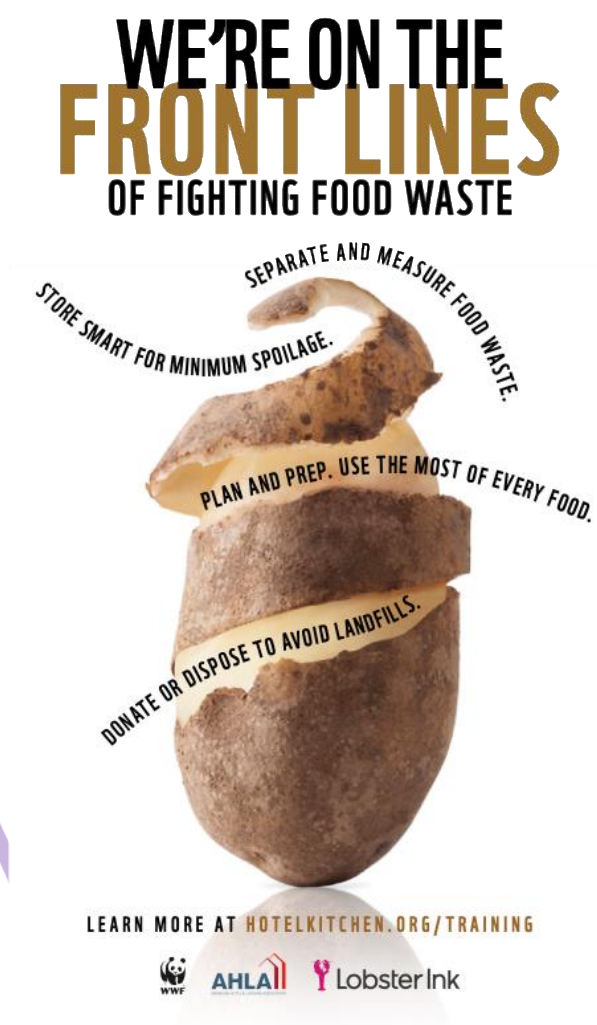
WEEKLY Food Waste Checklist

Start date – End date	–
Service	<input type="radio"/> Breakfast <input type="radio"/> Lunch <input type="radio"/> Dinner
Item thrown away	Cumulative amount of item thrown away

MONTHLY Food Waste Checklist

Month	
Service	<input type="radio"/> Breakfast <input type="radio"/> Lunch <input type="radio"/> Dinner
Item thrown away	Cumulative amount of item thrown away

3. Fighting Food Waste in Hotels Poster



4. Fighting Food Waste in Hotels Huddle Cards

Huddle Card One-Pager

What will you learn in this series?

Use the information in this section to encourage staff to share their areas of interest. This helps identify areas where staff may excel as part of the food waste management team.

Think and/or Did You Know?

Begin the conversation by asking staff about the team's role in addressing food waste and the practices that can be implemented.

Think outside the box!

Encourage employees to take 1-3 minutes to brainstorm and share innovative ideas, suggestions, and potential improvements relevant to your operations.

Take Action!

Engage in a discussion with your team about actionable steps. Encourage them to consider tasks they can undertake individually or as a team initiative.

Introducing Food Waste Management

Did you know?

One head of lettuce takes 25 years to decompose in a landfill.

Food waste is defined as the use of food meant for consumption by humans for non-consumption purposes, the redirection of food to feed animals, or the disposal of edible food.

THE GOAL? To cut food waste in ½ by 2030!

Why?

1.7 million square miles = The total area of land used to produce food that was lost or wasted on farms globally. This is equivalent to half the size of the United States! This impacts wildlife habitat, the freshwater we share with them, and the global climate.

More than 66 trillion gallons of water go toward producing food that's lost or wasted. This is equivalent to 100,000,000 Olympic-sized swimming pools!

Every year, food sent to landfills around the world results in 9.3 billion tonnes of CO₂e (Carbon Dioxide Equivalent), a powerful greenhouse gas that traps heat in our atmosphere. This is half of the amount produced by the global food system, from production through to consumption. This does not account for methane, which traps more heat per molecule, making it 80x more potent than carbon dioxide over 20 years.

At the same time, people around the world are facing more extreme weather linked to the accelerated warming of the atmosphere caused by these gases.

Finally, the global hotel industry produces 79,000 tons of food waste annually.

It's time to do our part in fighting food waste!

What will we learn in this series?

- The role that team collaboration plays
- Food waste measurement and data collection
- Best practices pre-service
- Best practices post-service

The time is now!

- Let's have a conversation about how food waste shows up in our daily lives, at work and at home.
- Take note of how food waste is managed during your shift.
- Learn from successful food waste reduction campaigns from hotels across the world!

Team Collaboration in Food Waste Prevention

Think!

What role does our team play in fighting food waste?
What practices can we adopt to prevent food waste?

Did you know?

Collaboration is crucial for making an impact, putting our brains together allows for room to come up with creative solutions!

This is how our food and beverage team can get involved in fighting food waste:

- **Culinary:** Keep track of portion sizes, take note of the data gathered from food waste measurement, practice ingredient utilization protocols
- **Service Team:** Listen to guest feedback, follow best practices
- **Catering and Event Sales:** Communicate efforts to clients, ensure accurate head counts, follows Meetings and Events Sustainability Standards
- **Stewarding:** Dispose of food waste properly, guide service staff on using the organics bin
- **Restaurant manager:** Support leadership, lead training, and lead by example.

Embrace the Four Seasons for Good mindset and make food waste prevention your personal responsibility!

With everyone using their unique talents to do their part to prevent food waste, we can make a significant difference in preserving biodiversity and creating a more sustainable future.

Think outside the box!

- The role that team collaboration plays
- Food waste measurement and data collection
- Best practices pre-service
- Best practices post-service

The time is now!

Let's work in pairs for 5 minutes to brainstorm 1-3 opportunities for collaboration between the FOH and BOH staff on fighting food waste and discuss!

Take action!

- It's time to discuss our team's food waste management goals!
- Let's familiarize ourselves with our measurement equipment and organics bins.
- Think about how food waste management ties into your role. What is something that you can make your responsibility?

The Importance of Measuring and Tracking Food

Think!

What role does data play in fighting food waste?

Can you think of some practical ways we can measure and track food waste? Did you know? Some advanced technology systems use artificial intelligence (AI) to identify the type and amount of food being thrown away and have the ability to provide information on environmental impact. Using equipment such as Leanpath, Winnow, KITRO, and Lumitics can on average lead to a 30% reduction in food waste in the first 6 months!

Can you guess what the other benefits of using this type of equipment are?

- Accurate identification of what's being rejected in the dining room
- Helps chefs utilize these insights to make changes to recipes or prep procedures
- Provide insights on cost to help save money!

However, using a scale and food waste log sheet is just enough to do the trick!

Let's ask ourselves

- What categories of food waste can be measured?
- What measurement system do we have in place?
- What resources do we have to get started?

Sort, weigh, and analyze!

- Make sure accurate/regular weights are being recorded.
- Take note of where the organics bins are found throughout the operation.
- Use the data found during measurement along with your creativity to come up with ways to reduce food waste!

Take Action!

- Become familiar with the food waste measurement and tracking system on property.
- Participate in a food waste measurement process to learn what our food waste hotspots are.
- Take note of the food item or category that is getting wasted the most, what are some ideas you have that can reduce this?
- Submit your food waste prevention ideas to your management team!

Pre-Service Food Waste Prevention

Think!

What are some practical strategies that can be implemented by the food and beverage team to reduce food waste during the pre-service phase?

Did you know?

Collaboration and creativity are keys to success when proactively fighting food waste!

Front of House team

- Communicate guest feedback to culinary staff
- Communicate that the garnishes are edible on food and drinks, offering condiments upon request, and being mindful of portion sizing of these items
- Communicate your property's sustainability initiatives outside of food waste prevention with guests.
- Review buffet setup and optimize set up for reduced food waste

Back of House team

- Follow the First In, First, Out (FIFO) system for food storage
- Adhere to food safety guidelines
- Ensure portion sizes are being controlled and reassessed, especially in desserts and other frequently left-behind ingredients
- Use creativity to inspire guests to eat the garnish!

Take action!

Front of House team

- Open your ears to guest feedback on ingredients used in dishes or portion sizes!
- Think twice before automatically serving commonly wasted items!
- For example, ask the guest if they would like creamers, bread, condiments or sauces, rice, instead of assuming that they need it
- Bartenders: work with chefs to use their fruit peels and herb stems to create syrups or other fun cocktail additions! Get creative!

Back of House team

- Revisit your inventory management practices and find areas of improvement
- Participate in "total food utilization" exercises!
- Collaborate with your bartender!

The whole team!

- Go to [HotelKitchen.org](https://www.hotelkitchen.org) and learn about tools and initiatives applicable to your operations!
- Set your own personal food waste reduction goals and share them with your team!

Post-Service Food Waste Management

Think!

Now that the food has been cooked, what can we do with edible and inedible food waste after service?

Did you know?

It is estimated that the average banquet produces 1-2 lbs of food waste per guest per year!

In some countries, there are laws that protect food donors from liabilities when donating edible food in good faith! This type of action helps to address food insecurity in our community.

The overall goal in this stage is to divert food from being sent to the landfill.

After preventative action, upcycling, feeding hungry people and animals, then composting, or anaerobic digestion comes next!

What is composting?

Composting is the natural process of recycling organic matter, such as leaves and food scraps, into a valuable fertilizer that can enrich soil and plants. The final product is fondly referred to by farmers as black gold, as it is rich in nutrients and can be used to amend soil. It's kind of like replenishing planet Earth with nutrients by returning its product!

Take Action!

- Learn about local policies related to surplus food donation and organic waste!
- Familiarize yourself with your property's partner food donation organization.
If you don't have one, encourage your leader to establish a partnership with an organization in alignment with your company'
- Find out if your property works with an organic waste hauler.
If not, encourage your leader to establish a partnership with a hauler or onsite processing system provider in alignment with your company's sustainability goals

Bonus

- Volunteer with your local community kitchen or other local organizations dedicated to fighting food insecurity to learn more about their work.
- Learn how you can compost at home and share your experience with the team!

Theory Assessments: 20 questions

Introducing Food Waste Management

Approximatively how much food is wasted each year in the US?

63 million tons.

75 million tons.

65 million tons.

20 million tons.

What does the annual wastage of food represent?

Waste of the world's agricultural land.

63 million tons of food wastage.

75 million tons of water wastage.

20 million malnourished individuals.

What is the best way to battle the food waste epidemic?

Recycling.

Donations.

Prevention.

Preservation.

Food waste should be proactively prevented rather than reactively disposed of.

What are some examples of how to prevent food waste?

Controlling stock, creating awareness and reactively disposing of food waste.

Following 'total food utilization' protocols, inventory management, and by revising your recipes and menus.

Buying fresh foods only, buying day to day, donating foods and educating employees.

Encouraging buffet meals, green foods and disposing offsite.

When food is wasted, what else is also wasted?

Energy and water.

Water and wildlife habitats.

Wildlife habitats and energy.

Water, wildlife habitats and energy.

What can you do to help prevent food waste?

Be reactive, and help to create a like-minded culture.

Be proactive, and help to create a prevention-minded culture.

Be reactive, and encourage Guests to order many extras.

Be proactive, and encourage Guests to order large desserts.

Building Your Food Waste Task Force

Food waste is an epidemic that cannot be stopped.

Who should create the food waste management task force?

The hotel's general manager or another member of the executive team.

Any member of the culinary team.

The chef or sous chef.

The human resources department or finance manager.

What is the 'total food utilization' concept?

A concept that can be used to design a restaurant where Guests can easily dispose of food waste.

A concept that can be used to make sure food waste is placed in the correct bin.

A concept that can be used to help the team become passionate about food waste management.

A concept that is created around developing menus and recipes that extract the most from every ingredient.

If the department in charge of purchasing and receiving ensures food orders are correct, it can help to reduce food waste.

Which department in the task force is responsible for informing the client of the hotel's food waste prevention initiatives?

Purchasing and receiving.

Culinary.

Catering and event sales.

Marketing and PR.

Which department in the task force is responsible for creating documents for clients that state the hotel's food management initiatives, and how the client can contribute?

Accounting and finance.

Human resources.

What is one of the benefits of having a food waste management task force?

They can create a culture change in the hotel.

They can improve employee benefits.

They can ensure more food is disposed of than donated.

They can ensure a sensible seating plan in the restaurant.

Food waste management should be a daily duty, not additional work.

What should the task force do to put food waste management practices in place?

Guess how much food each department wastes.

Separate and measure food waste according to their department's standard operating procedures.

Focus their efforts on the rooms department.

Focus only on post-service practices such as donating and disposing of food.

Food waste management practices that the task force implement can bring about a culture change.

Measuring Your Food Waste Problem

Gathering food waste data allows the hotel to set goals to reduce food waste.

What should the task force measure to help them minimize food waste?

The amount of donated food.

The water use of the hotel.

The electricity use of the hotel.

The type of food wasted and how much of each item is wasted.

Color-coded bins can be used effectively to separate and measure food waste.

What should the task force do if their food waste management goals are not being achieved?

Set higher goals.

Experiment with additional changes to ensure less is wasted.

Stop attempts at reducing food waste.

Nothing – it means the hotel does not contribute to the food waste epidemic.

If you do not meet the food waste management goals that have been set for you, it is a poor reflection on you and your colleagues.

Where in the hotel can the food waste management task force measure food waste?

Only in the kitchen.

Only in the warewashing areas.

In various areas, such as storage areas, kitchens, warewashing areas, and areas where Guests eat.

Only in areas where Guests eat.

What should the food waste management task force do to ensure they measure food waste accurately?

Map the areas of the hotel where food could go to waste.

Focus on the areas of the hotel where the most water is used.

Focus on the areas in the hotel where the most electricity is used.

Focus on the areas in the hotel where there is the most Guest traffic.

6 Steps to Prevent Pre-Service Waste

What stage would you ensure chefs use high quality equipment and measuring tools to ensure they are not using too much of an ingredient?

Menu development.

Sourcing and purchasing.

Food preparation.

Storing prepared food.

During which stages can food waste occur before service? Choose the best answer.

During sourcing and purchasing, during donation, and during disposal.

During food preparation.

During anaerobic digestion, when composting offsite and when composting onsite.

During catering sales, menu design, sourcing and purchasing, when storing delivered food, prepared food, and during food preparation.

The catering sales department can help reduce food waste by ensuring clients understand the consequences of wasting food.

What can the catering sales department do to help reduce food waste?

Focus on developing menus according to Guest preference.

Reinforce the importance of not purchasing ugly produce.

Reinforce the importance of receiving an accurate Guest count to ensure food is not over prepared.

Reinforce the importance of always catering for more Guests than expected.

Ensure that the client only orders good looking produce.

Explain the importance of preparing more food than is needed to the client.

Immediately dispose of all leftovers.

Talk to the client about food rescue options for leftovers.

How can the menu be adjusted to help reduce food waste?

Place an emphasis on plated entrees.

Offer a smaller menu.

Offer more variety on the menu.

Place an emphasis on the dessert menu.

Offer mainly decorative garnishes.

Offer edible garnishes and bite sized desserts.

Avoid bite-sized desserts.

Remove garnishes from the menu.

Promote large desserts.

Promote buffet dining.

Promote plated meals.

Promote entrees that are not plated.

Design the menu to offer mostly fine dining.

Design the menu to offer only one type of cuisine.

Incorporate Asian cuisine if possible.

Design the menu using the 'total food utilization' concept.

How can food waste be reduced when sourcing and purchasing food?

Buy ugly produce.

Avoid buying ugly produce.

Avoid buying organic produce.

Buy only organic produce.

When storing delivered food, those responsible can reduce food waste if they keep the area well lit, clean, pest-free, at the correct temperature and use the FIFO system.

When storing prepared food, the chef responsible should follow safety guidelines in order to preserve the quality and yield, and minimize spoilage.

What can be done when storing prepared food to prevent food waste?

Follow food safety guidelines and label food with use-by dates.

Store oldest produce at the back.

Store new produce in the front.

Remove all sell by dates from labels on food items.

Why should the 'total food utilization' concept be implemented when designing a menu?

It maximizes the number of ingredients used and minimizes the amount of food made from one ingredient.

It minimizes the number of ingredients used and maximizes the amount of food made from one ingredient.

It minimizes the number of ingredients used and minimizes the amount of food made from one ingredient.

It maximizes the number of ingredients used and maximizes the amount of food made from one ingredient.

Which system should be used in storing delivered foods?

'Total food utilization.'

Fresh foods only.

FIFO.

Green foods only.

Bins should have see-through plastic bags to make it easier to separate and measure the amount of food that is wasted.

Managing Food Waste Post-Service

What are the two ways to prevent food waste in the post-service phase?

Donation or correct disposal of foods.

Prevention or disposal.

Using FIFO and the 'total food utilization' systems.

Menu engineering and disposal.

What is the best way to manage leftover food in the post-service phase?

Disposing of foods by incinerating it.

Donating the wasted food.

Disposing of foods by sending it to a landfill.

Disposing of foods by composting on or offsite.

What should you do if you cannot donate the wasted food?

Dispose of food waste in a way that avoids landfills.

Redesign the menu.

Reuse the food.

Throw the food in the bin.

When will the hotel have to dispose of food instead of donating it?

When donation facilities are far.

When it is scraps from a Guest's plate.

When it is unhealthy food.

When there is not a lot of food.

When the food is unhealthy.

When the food is inedible.

When the donation facilities are far.

When there is a lot of food.

When it is high risk expired food.

6.3 COURSE 3 - "SUPERVISING AND LEADING IN HOSPITALITY"

- LEARNING PATH NAME:
 - **SUPERVISING AND LEADING IN HOSPITALITY**
- TARGET AUDIENCE
 - EVENTS Department
- EU SKILLS that are being addressed
 - MANAGERIAL SKILLS
 - SKILLS FOCUS: Supervising a team or group
 - SUPERVISING QUALITY
 - SUPERVISING A TEAM OR GROUP
 - Select, train, and supervise volunteers and support staff required for events.
- LEARNING PATH DURATION: 70 minutes
- COURSES that form the learning path:
 - **SUPERVISORY SKILLS**
 - **LEADING PEOPLE**
 - **LEADING THE GUEST EXPERIENCE**

6.3.1 SUPERVISORY SKILLS

Course description:

“As a supervisor, you need to drive service excellence within your team. In this course, you will learn how to set and maintain service standards, train team members, and apply approved business techniques to solve problems effectively.”

Course Learning outcomes:

1. *Develop skills to set and maintain service standards*
2. *Train and coach team members on your establishment’s service standards*
3. *Gather and utilize guest feedback effectively and in a timely manner*
4. *Provide constructive guest feedback to team members*
5. *Demonstrate decision-making and problem-solving skills*



Supervisory Skills

4 lessons 15 minutes 1 theory assessment

ASSIGN THIS COURSE

START LEARNING

Outline	Resources	About this course
How to Set and Maintain Service Standards	2:46	<p>As a supervisor, you need to drive service excellence within your team. In this course, you will learn how to set and maintain service standards, train team members, and apply approved business techniques to solve problems effectively.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> Develop skills to set and maintain service standards Train and coach team members on your establishment’s service standards Gather and utilize guest feedback effectively and in a timely manner Provide constructive guest feedback to team members Demonstrate decision-making and problem-solving skills
How to Solve Problems Effectively	3:40	
How to Make Effective Decisions	3:53	
Activity: What a Solution-Focused Supervisor Does		
Theory Assessment	10 questions	

Lessons names:

1. Video Lesson: How to Set and Maintain Service Standards
2. Video Lesson: How to Solve Problems Effectively
3. Video Lesson: How to Make Strategic Decisions
4. Activity: What a Solution-Focused Supervisor Does

Course duration: 15 minutes

Additional resources:

1. Problem solving checklist

Problem-Solving Checklist

Facing a team member or operational challenge? This problem-solving checklist is your step-by-step guide. It outlines a structured, documented approach to deal with issues effectively. **Always keep a printed or digital copy within reach for easy reference.**

Step 1: Determine the impact

☐ **Ask yourself:**

- How is the problem affecting the establishment, team members, and/or guests?



Step 2: Ceate an action plan

☐ **Ask yourself:**

- What are all the possible actions that can solve the problem?
- Who will be responsible for each action?
- What team members and resources will be required to action the plan?
- What is the timeline for implementing each action?
- How will the success of the plan be measured?



Step 3: Involve relevant team members

☐ **Ask yourself:**


- How can feedback from team members inform the action plan?



Step 4: Apply solutions

☐ **Ask yourself:**

- Is the action plan being used as intended?



Step 5: Monitor and evaluate

☐ **Ask yourself:**


- Is the action plan delivering effective results?
- Are there any unexpected challenges?



Step 6: Adjust and improve

☐ **Ask yourself:**

- How can the information gained from Step 5 be used to improve or adjust the action plan?



Step 7: Communicate and follow up

☐ **Ask yourself:**

- Who should you communicate with?
- How should you continue communication with these people?



2. Decision making checklist

Decision-Making Checklist

Facing a crucial decision about a team member or your operations? This decision-making checklist is your step-by-step guide. It ensures a consistent, documented process for decision-making. **Always keep a printed or digital copy within reach for easy reference.**

Step 1: Define the goal

☐ Ask yourself:

- What is the desired outcome?
- Is the outcome realistic and achievable?



Step 2: Gather relevant information

☐ Ask yourself:

- What information is missing that will help to make an informed decision?
- Who or what can provide the missing information?



Step 3: Evaluate decision options

☐ Ask yourself:

- How well does each option align with the desired outcome?
- Which options are most feasible and most effective?



Step 4: Consider consequences

☐ Ask yourself:

- What are the opportunities and drawbacks of each option?
- What are the long-term implications of each option?



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Step 5: Make the decision

☐ Ask yourself:

- Have all the effects of the decision been considered?
- Do more questions need to be answered before deciding what to do?



Step 6: Carry out the decision

☐ Ask yourself:

- Who will be responsible for implementing different aspects of the decision?
- Who needs to be informed of the decision?



Step 7: Monitor and evaluate

☐ Ask yourself:

- Are the goals of the decision being achieved?
- Who needs to be informed about the results?



Step 8: Note down learnings

☐ Ask yourself:

- What were some of the challenges while carrying out this decision?
- How can the learnings help with future decisions?
- How can the learnings be used to improve other areas of the establishment?



3. Troubleshoot this card game

Troubleshoot This

Instructions for the Game

This game can be used during your pre-shift meeting. It will help team members build their confidence by applying what they have learnt in the program and sharing their work experiences with the team.



As the supervisor, you lead the game. You can either ask your team random questions from the list or print the playing cards. Team members can then draw a card and answer the question.

If your team is feeling competitive, split them into two groups that compete for points. For example, award points for the most answers provided in the time limit, the best acting, or the most memorable experience shared.

Give your team 30 seconds to answer each question.

To print the full deck of cards, select the two-sided option on your printer. For printers without this option, print the question cards only.

Then cut along the dotted line to separate the cards.

Questions

1. What are five guidelines from our establishment's dress code that relate to jewelry, makeup and/or hair?
2. What is the location of each even- or odd-numbered table in our establishment?
3. Describe the position of each item that makes up a cover at our establishment. Then name five items that the server's station should always have.
4. How many covers can you set correctly in 30 seconds?
5. How many pieces of cutlery can you polish in 30 seconds without leaving any fingerprints or smudges behind?

Questions continued

6. Suggest three action steps for the following scenario: Your guests have not stopped chatting since you presented them with menus 10 minutes ago. You are ready to take their drinks order. What do you do?
7. Your guest has a [insert one food allergy: crustacean shellfish / fish / soybean / peanut / tree nut / wheat / egg / milk / sesame seed] food allergy. Give a short, informative and persuasive description of two dishes on the menu that are safe for them to eat.
8. Which three dishes on the menu contain allergens?
BONUS QUESTION: What are the allergens in those dishes?
9. Act out five different ways a guest will try to get your attention.
10. What are the service ware items needed outside of our basic cover setting?
11. Name a dish from the menu that has accompaniments.
BONUS QUESTION: What are the accompaniments?
12. What is your most memorable guest complaint? How did you handle it? What did you learn from it?
13. Your guest has just enjoyed [insert any main dish from the menu]. Which dessert would complement it?
BONUS QUESTION: How does this dessert complement the main dish?
14. How can you assist guests who are leaving? How have you been able to assist a departing guest in the past week?
15. What three things could go wrong if you don't listen to guests attentively? Where possible, share examples from your own experience and explain what the consequences and solutions were.

You have 30 seconds	You have 30 seconds	You have 30 seconds	You have 30 seconds
What are five guidelines from our establishment's dress code that relate to jewelry, makeup and/or hair?	What is the location of each even- or odd-numbered table in our establishment?	Describe the position of each item that makes up a cover at our establishment. Then name five items that the server's station should always have.	How many covers can you set correctly in 30 seconds?
You have 30 seconds	You have 30 seconds	You have 30 seconds	You have 30 seconds
How many pieces of cutlery can you polish in 30 seconds without leaving any fingerprints or smudges behind?	Suggest three action steps for the following scenario: Your guests have not stopped chatting since you presented them with menus 10 minutes ago. You are ready to take their drinks order. What do you do?	Your guest has a [insert one food allergy: crustacean shellfish / fish / soybean / peanut / tree nut / wheat / egg / milk / sesame seed] food allergy. Give a short, informative and persuasive description of two dishes on the menu that are safe for them to eat.	Which three dishes on the menu contain allergens? BONUS QUESTION What are the allergens in those dishes?
You have 30 seconds	You have 30 seconds	You have 30 seconds	You have 30 seconds
Act out five different ways a guest will try to get your attention.	What are the service ware items needed outside of our basic cover setting?	Name a dish from the menu that has accompaniments. BONUS QUESTION What are the accompaniments?	What is your most memorable guest complaint? How did you handle it? What did you learn from it?
You have 30 seconds	You have 30 seconds	You have 30 seconds	
Your guest has just enjoyed [insert any main dish from the menu]. Which dessert would complement it? BONUS QUESTION How does this dessert complement the main dish?	How can you assist guests who are leaving? How have you been able to assist a departing guest in the past week?	What three things could go wrong if you don't listen to guests attentively? Where possible, share examples from your own experience and explain what the consequences and solutions were.	

Theory assessments: 10 questions

How to Set and Maintain Service Standards

Setting standards for your team members and your establishment could seem overwhelming. What should your starting point be?

Identify the strengths and weaknesses of your establishment's service and operations

Identify the vision for your establishment and the guest experience you'd like to offer

Identify the trends in the feedback received from guests

Maintaining service standards is as important as setting them. How can you maintain service standards at your establishment? Select three methods.

Establish standard operating procedures

Train team members

Listen to team member feedback

Implement new standards in stages

New service standards can be maintained by sharing relevant information during team meetings and through documentation. (T/F)

You have just introduced new service standards which require team members to actively promote menu items. Which skills should you focus on developing during training sessions with your team? Select three answers.

Product knowledge

Upselling

Effective communication

Improved numeracy

Which skills could help your team meet the service standards of your establishment? Select two answers.

Time management

Conflict resolution

Strategic thinking

Training team members to be attentive and adaptable will help them meet your establishment's service standards. (T/F)

How can you use guest feedback to improve your establishment's service standards? Select two answers.

Guest feedback can highlight training areas for team members

Guest feedback can provide opportunities for team member recognition

Guest feedback can pinpoint the root cause of problems in your establishment

You've recently introduced new vegan and vegetarian dishes to your menu. What is the most reliable and efficient way to measure the success of these new menu items? Select two answers.

Gather guest feedback while they're dining

Gather guest feedback from post-dining reviews and surveys

Gather guest feedback by observing their responses during the meal

Guest feedback should be approached with scepticism because some guests complain without having a good reason to do so.

You've received some feedback from guests that you think will benefit your team. Which of the feedback below would you share with all team members during the next briefing meeting? Select two answers.

Two stars! Food at The Restaurant was tasty but long delays between courses were annoying. The servers should've communicated better.

Two stars! Service at The Restaurant was awful. Our server, Will, served our food lukewarm and other servers had to refill our drinks.

Five stars! Sally was my server at dinner last night. She was attentive and made excellent menu suggestions based on my preferences.

Why should you share guest feedback with team members? Select two answers.

To motivate team members

To brainstorm solutions or new ideas

To reprimand team members

Always recognize team members who receive positive feedback from guests. This encourages service excellence across the entire team. (T/F)

How to Solve Problems Effectively

There are seven steps that can be used when solving problems in operations or with team members. What are the last two steps?

Adjust and improve the original action plan

Communicate and follow up

Monitor the action plan and evaluate its effectiveness

It's best not to use feedback from team members when trying to resolve problems related to guests and operations. Team members could be too close to a problem and lack objectivity.

Why is it important to create a culture where team member feedback is welcomed and valued?

Team member insights are useful to enhance business operations

Team members need a platform for sharing their grievances

Team members can showcase their skills for promotional opportunities

What should you do after creating an action plan, but before applying solutions to a problem at your establishment?

Ask relevant team members for input

Determine the impact of each solution

Adjust and improve the action plan

How to Make Effective Decisions

The final step in the decision-making process helps you apply what you've learned to different parts of your establishment. What is this step called?

Note down learnings

Evaluate decision options

Monitor and evaluate

Data collection is an inevitable task in the decision-making process.

You received feedback from several guests that they had to wait a long time to be seated at your establishment. You've just concluded that, over weekends, there is an increase in guest reservations. And even though you have sufficient servers, the kitchen team is under-resourced. Which step of the decision-making process can be used to solve this?

Gather relevant information

Make the decision

Activity: What a Solution-Focused Supervisor Does

After reviewing guest feedback, your manager has tasked you with improving your establishment's service delivery. Can you apply the steps for problem-solving, decision-making, and setting standards?

Select 5 responses

I've been reviewing our guest feedback and noticed an opportunity to improve our service. Many of our guests have been complaining that their warm entrées are cold by the time they're served. I'm confident that

you can find a solution. Before you start, let's review some of the steps involved in problem-solving, decision-making, and setting service standards. Can you recall the first steps of solving a problem?

Yes, I'll first identify the best problem-solving steps.

That's not the best starting point because you first need to understand the problem before finding a solution. What can you do to define the problem better?

Yes, I'll first identify how the problem is impacting our establishment, team members, and guests.

Yes, I'll first identify which team members are best suited to help me solve the problem.

While the input from team members is a valuable resource when solving a problem, it's not the best starting point. What can you do to define the problem better?

That's right! Knowing the impact of a problem will help you identify the best solution later in the problem-solving process. What will you do next to solve the problem?

I'll create an action plan that broadly states my intentions.

Remember, an action plan needs to have clear steps so that it's easier to implement and measure. What can you do to outline clear, practical steps that are appropriate for our establishment?

I'll create an action plan based on the same solutions implemented by other establishments.

While it's good to understand what your competitors and other establishments are doing, your action plan must be tailored specifically to the unique needs of your establishment. What can you do that will help you outline clear, practical steps that are appropriate for our establishment?

I'll create an action plan that includes ideas and insights from team members.

Good! In creating your action plan, you will identify the root cause of the problem and find viable, efficient ways to solve the problem. This will likely provide you with a variety of possible solutions. How will you decide on the correct options for our establishment?

I'll evaluate the options, and consider the consequences, risks, and long-term impact of each.

I'll evaluate the options, and consider the advantages and disadvantages of each.

It is important to consider all the advantages and disadvantages. But what can you do to deepen your understanding of the impact of each option?

I'll evaluate the options, and consider which could be implemented the quickest.

That might cause some problems. While you do need to consider the resources and timelines of each option, this shouldn't be the only consideration when deciding. What can you do to deepen your understanding of the impact of each option?

You're right! Once you've implemented, evaluated, and refined the solutions, you can set some new service standards to manage the problem long term. Do you recall the starting point for setting service standards?

Yes. I'll visualize the ideal guest experience and then identify where new standards are required to bring it to life.

Yes. I'll visualize the ideal guest experience, then align market expectations to guests needs.

You do need to find the balance between the service we offer and what our guests desire. However, this step comes later in the process. What can you do to deepen your understanding of which service standards to create?

Yes. I'll visualize the ideal guest experience, then get stakeholder buy-in for this envisioned objective.

Input from stakeholders can indeed help you set realistic and achievable standards. However, this step can be taken later in the process. What can you do to deepen your understanding of which service standards to create?

Correct! Having a clear idea of the outcome you want will help you outline the service standards required to achieve the goal. With the new service standards in place, how will you implement and maintain them?

A good approach is to train team members, then direct them to the employee handbook to stay informed.

Documentation is a good way of keeping your team informed, but it cannot be the only approach because there is no guarantee that they will consult resources. In which other way can you keep them engaged and accountable?

A good approach is to train team members, then keep them informed, and then ask for feedback and insights.

A good approach is to train team members, then establish fun 'penalties' that will reinforce and train the new behaviour set by the standards

This could be a fun tool to reinforce new behaviour, but it cannot be the only approach. In which other way can you keep them informed, engaged, and accountable?

Manager

You've got it! You can use both team meetings and documentation to keep your team informed and reinforce the new behaviour set by the standards. Remember, regular training is key, as well as implementing clear standard operating procedures. Good luck!

6.3.2 LEADING PEOPLE

Course description:

A great manager can provide both positive and negative feedback to team members. In this course, you will learn how to give feedback in a constructive way and how to effectively communicate information.

Course Learning outcomes:

1. Understand key touchpoints on the guest journey
2. Resolve guest dissatisfaction
3. Execute and manage consistent quality checking
4. Follow brand standards

Lessons names:

1. Giving Feedback and Managing Conflict
2. Giving Rewards and Recognition

Course duration: 15 minutes

Additional resources: none

Theory assessments: 5 questions



Leading People

2 lessons 10 minutes 1 theory assessment

ASSIGN THIS COURSE

START LEARNING

Outline

 Giving Feedback and Managing Conflict	5 minutes
 Giving Rewards and Recognition	5 minutes
 Theory Assessment	5 questions

About this course

A great manager can provide both positive and negative feedback to team members. In this course, you will learn how to give feedback in a constructive way and how to effectively communicate information.

This course will enable you to

- Provide positive feedback effectively
- Provide negative feedback effectively
- Apply essential rules when providing feedback
- Use the correct communication channels for different situations

Giving Feedback and Managing Conflict

In this lesson, you will learn how to give both positive and negative feedback, and what communication channels to use.

Which of the following are good guidelines to follow when giving feedback?

- Give feedback in public
- Give general feedback
- Be calm
- Be consistent

Match the type of feedback to its description.

- Positive feedback
- Recognition of good work
- Negative feedback
- Constructive criticism

Match the communication method to its disadvantage.

- Written communication
- It's difficult to convey emotion accurately
- Verbal communication
- You can't keep a record of it
- Visual communication
- It can easily be misinterpreted

Match the communication method to its advantage.

- You can easily keep a record of it
- You can easily convey emotion with it
- It's very effective for reaching a larger audience
- Giving Rewards and Recognition

In this lesson, you will learn how rewards and recognition work together, the different types there are, and what guidelines to follow.

Match the description to the guideline for effective recognition.

- Keep rules simple
- Ensure rules are clear and straightforward
- Reward excellence, not expectations
- Offer recognition for exceeding expectations not meeting the
- Be transparent and fair
- Ensure that everyone understands and adheres to same rules
- Take an individual approach

Recognize specific growth and look at levels of experience

Rewards and recognition go hand-in-hand. What are the distinguishing differences of each?

Recognition is verbal or written and intangible, and rewards are monetary and tangible

Recognition is expected by team members, but rewards are not

There is no difference between the two as they both acknowledge team members

Impromptu feedback

Immediate response to exceptional work for specific behavior

Formal reward system

Incentivizing top-performing team members regularly

Rewarding team performance

Recognizing collective accomplishments and teamwork

Your manager is always praising your team for any job completed, whether good or average. What impact could this type of praise have on the team?

The praise is not seen as genuine, and can diminish the impact of the recognition

The praise is recognized although not always remembered

The team expects this type of praise to always be received and welcomes it

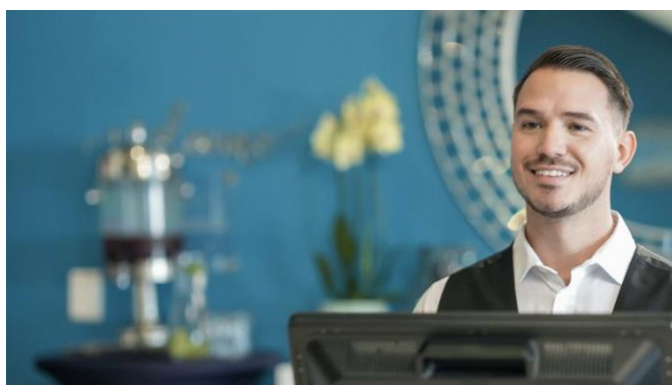
6.3.3 LEADING THE GUEST EXPERIENCE

Course description:

Maintaining quality and ensuring service excellence are essential to being a great manager. In this course, you will learn how to motivate your team to deliver high quality service and follow brand standards.

Course Learning outcomes:

1. Understand key touchpoints on the guest journey
2. Resolve guest dissatisfaction
3. Execute and manage consistent quality checking
4. Follow brand standards






Leading the Guest Experience

2 lessons | 10 minutes | 1 theory assessment

ASSIGN THIS COURSE

START LEARNING

Outline		About this course
 Delivering Service Excellence	5 minutes	<p>Maintaining quality and ensuring service excellence are essential to being a great manager. In this course, you will learn how to motivate your team to deliver high quality service and follow brand standards.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> ▶ Understand key touchpoints on the guest journey ▶ Resolve guest dissatisfaction ▶ Execute and manage consistent quality checking ▶ Follow brand standards
 Maintaining Quality and Brand Standards	5 minutes	
 Theory Assessment	5 questions	

Lessons names:

1. Delivering Service Excellence
2. Maintaining Quality and Brand Standards

Course duration: 15 minutes

Additional resources: none

Theory assessments: 5 questions

Delivering Service Excellence

In this lesson, you will learn about the key touchpoints on the guest journey and how to ensure guest satisfaction and resolve dissatisfaction.

Any service interaction with a guest at a hotel is seen as a critical interaction. Match the guest touchpoints with the activity.

Pre-arrival

A first email or welcome package

Arrival

A warm welcome and smooth check-in

Stay

A dining and spa experience

Departure

Baggage handling and a smooth check-out

Which touchpoint is most effective to ensure guest satisfaction?

Sending an email with hotel package information

Sending a follow-up email for a reservation request

Greeting a guest during check-in

Guest dissatisfaction can be resolved by following a five-step process. Match the steps with the correct description or action.

Listen actively

Make eye contact and listen without interrupting

Offer a sincere apology

Do not be defensive or justify the situation

Offer an alternative solution

Provide more than one solution, offering the guest a choice

Action the solution

Once a solution is selected, process it immediately

Report the incident

Learn from the experience and try to avoid it in future

A guest who has just arrived at your hotel is visibly tired from their journey, and during check-in complains that their room is very far from the hotel restaurant. What action could you, as the Front Office Manager, take to turn this situation around?

Offer the guest a refreshing beverage and offer to check if a room closer to the hotel restaurant is available

Explain that the hotel is fully booked, and that room service is available, if they wish to order a meal

Offer the guest a refreshing beverage and apologize about the situation, mentioning that the new reservations agent is still a trainee

Maintaining Quality and Brand Standards

In this lesson, you will learn how to drive high quality service delivery and maintain brand standards.

As a manager in the housekeeping department, you need to ensure team members deliver high-quality service. Which methods could you use to help achieve this?

Inspire team members to take ownership and responsibility of their duties by quality checking their own work

Offer to check the work of team members and to rectify all their mistakes

Encourage team members to quality check each other's work

More guest complaints have been coming to you, the restaurant manager, about slow service in the restaurant. What could you do to help ensure a higher quality of service and increased efficiency?

Complete daily checks on quality and efficiency of the service, and address issues with team members to improve the levels of service

Complete a weekly task checklist and identify areas that need improvement

Complete a fortnightly check on quality in the restaurant and focus training on areas that need improvement

As a manager, you have a responsibility to perform quality checks. What essential elements do you need to do this?

Know the service that needs to be evaluated and how well it needs to be performed

Know how to write detailed reports on types of quality requirements in the hotel and who should be performing them

Know how to rewrite standard operating procedures to suit team member abilities

Besides knowing the brand standards and using quality checking tools, how can you create a culture of collaboration and service excellence within your team?

By using disciplinary measures when quality standards are not achieved

By appointing more experienced team members to meet the desired quality standards at your hotel

By supporting team members to meet the desired quality standards at your hotel

6.4 COURSE 4 – “INTRODUCTION TO DIGITAL SKILLS IN HOSPITALITY”

- LEARNING PATH NAME:
 - **INTRODUCTION TO DIGITAL SKILLS IN HOSPITALITY**
- TARGET AUDIENCE
 - FRONT OFFICE
 - HOUSEKEEPING
 - FOOD AND BEVERAGE SERVICE
 - BAR AND BEVERAGE
 - EVENTS
 - CULINARY
 - SPA
 - OTHER DEPARTMENTS
- EU SKILLS that are being addressed
 - DIGITAL SKILLS
 - SKILLS FOCUS: Collaborating through digital technologies
 - COLLABORATING THROUGH DIGITAL TECHNOLOGIES
 - Use digital tools and technologies for collaborative processes, and for co-construction and co-creation of resources and knowledge
- LEARNING PATH DURATION: 77 minutes
- COURSES that form the learning path:
 - **DIGITAL ETIQUETTE**
 - **INFORMATION SECURITY – CORPORATE SECURITY**

6.4.1 DIGITAL ETIQUETTE

Course description:

Various digital technologies play a key role in enhancing teamwork and operational efficiency across departments, as well as enhancing the guest experience. In this course, you will learn about important digital technologies in the hospitality industry. You will also learn how to effectively collaborate across departments using these digital technologies and how to communicate with guests via digital channels. Always follow your property's guidelines and policies.

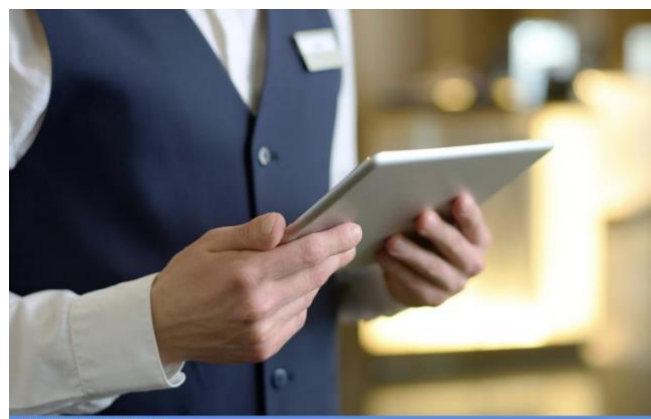
Course Learning outcomes:

1. Identify the most common digital technologies that hospitality workers collaborate through
2. Follow best practices for collaborating using digital technologies
3. Apply effective communication techniques when communicating with guests using digital technologies

Lessons names:

1. Key Digital Technologies in Hospitality
2. Using Digital Technologies Effectively
3. Communicating with Guests Via Digital Channels

Course duration: 10 minutes



Digital Etiquette

3 lessons | 10 minutes | 1 theory assessment

PREVIEW PRODUCT

Outline

▶ Key Digital Technologies in Hospitality	3:53
▶ Using Digital Technologies Effectively	2:30
▶ Communicating with Guests Via Digital Channels	3:11
📋 Theory Assessment	5 questions

Resources

About this course

Various digital technologies play a key role in enhancing teamwork and operational efficiency across departments, as well as enhancing the guest experience. In this course, you will learn about important digital technologies in the hospitality industry. You will also learn how to effectively collaborate across departments using these digital technologies and how to communicate with guests via digital channels. Always follow your property's guidelines and policies.

This course will enable you to

- ▶ Demonstrate the ability to identify the most common digital technologies that hospitality team members collaborate through
- ▶ Execute best practices to effectively collaborate with team members using digital technologies
- ▶ Implement effective communication techniques when communicating with guests using digital technologies

Additional resources:

- Digital Etiquette guidelines

Guidelines: Key Digital Technologies and Best Practices

These guidelines provide an overview of essential digital tools and best practices to ensure that you are equipped to achieve success in today's fast-paced hospitality environment.



Key Digital Technologies

Property Management Systems: These systems are used to manage reservations and guest interactions seamlessly.

Point of Sale Systems: These systems are used to process transactions and analyze sales data.

Collaboration Tools: These platforms are used for project management and real-time communication across departments.

Mobile Communication: These apps are used to maintain connectivity with team members.

Customer Relationship Management Systems: These tools are used to personalize communication based on guest preferences.

Inventory Management Software: These systems are used to track supplies to ensure good coordination between kitchen and service teams.

Social Media: These tools are used to collaboratively manage a property's online presence and respond to guest reviews.



Best Practices

Digital Tools: Use collaboration tools that align with your tasks. If unsure, speak to your manager for guidance.

Goals: Define goals that are Specific, Measurable, Achievable, Relevant, and Time-bound to enhance focus and collaboration.

Project Management: Use suitable tools for ongoing projects and adhere to defined deadlines for tracking progress.

Communication Protocols: Use designated channels for specific types of communication. For example, use instant messaging for quick updates and project management tools for task tracking.

Feedback and Improvement: Speak to your manager and team about tools and processes to foster open communication.

Training: Stay up to date with training for any new tools to ensure you use these effectively.

Cybersecurity: Implement strong passwords, recognize phishing attempts, and understand role-based access to secure guest and property information.

Flexibility: Adapt to new tools and methods as needed, and feel free to propose improvements to enhance collaboration.

- Digital Etiquette checklist

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Checklist: Communicating with Guests via Digital Channels

This checklist will help you to enhance guest interactions through effective digital communication practices. As you work through the checklist, you can track your own performance. Use the Notes section to note down areas that need special attention and speak to your manager about these.

Greet Guests Correctly	Answers	Notes
Greet guests warmly and use their name where possible to establish a personal connection.	👍 👎	
Communicate Clearly	Answers	Notes
Ensure messages are concise and include all necessary information like check-in times, special requests, and event information.	👍 👎	
Respond Promptly	Answers	Notes
Respond to guest inquiries promptly, based on your establishment's guidelines and standards. If additional time is needed, acknowledge receipt and provide a follow-up timeframe.	👍 👎	
Pay Attention to Your Tone	Answers	Notes
Use positive language, focusing on solutions rather than denials, even in difficult situations.	👍 👎	

Theory Assessments: 5 questions

Identify the most common technologies that hospitality workers collaborate through

Which types of digital systems are typically found in hospitality settings? Select three answers.

- Inventory management software
- Property management systems
- Customer relationship management software
- Research and development software

Match each digital software to its corresponding function in hospitality settings.

- Customer relationship management systems
- Collaboration tools
- Point of sale systems
- Manage guest preferences and improve teamwork
- Manage team member tasks and share relevant team updates
- Track transactions and analyze transaction data

Hospitality businesses avoid using mobile apps due to security concerns and the risk of unauthorized access to confidential information. (T/F)

Follow best practices for collaborating using digital technologies

Your property should enable team members at all business levels to access guest preferences and booking details. This way, all team members can provide personalized service to guests. (T/F)

Which of the following guidelines will help you use the digital collaboration tools at your property professionally? Select two answers.

- Always follow your property's rules for using digital tools
- Always share your experience of using the digital tools with your manager and team
- Always challenge yourself to use new digital tools, even if they don't relate to your role at the

property

Every team member with access to your property's digital tools is responsible for keeping confidential data secure. (T/F)

Apply effective communication techniques when communicating with guests using digital technologies

Which of the following statements about using digital technologies at your property is true? Select one answer.

You can use an informal tone when speaking to guests on social media

You can personalize your digital communication with guests by addressing them by name

You can delay your replies to guest enquiries on digital platforms because they understand digital delays

Communicating with guests must be effective and professional in both face-to-face and digital communication. Which guidelines can help you achieve this when using digital tools? Select two answers.

Use positive language

Follow up after guest concerns have been resolved

Focus even more on guest communication when multitasking on digital tools

Inform a guest if you cannot assist them and reassure them that their request is important. Then speak to your manager for resolution. (T/F)

6.4.2 INFORMATION SECURITY – CORPORATE SECURITY

Course description:

As the first line of defence against cyber-attacks, every team member should understand corporate security and their role in it. This course explains the right behaviours, password characteristics, signs of insider threats and appropriate use of corporate assets needed to mitigate the risk of a cyber-attack. Avoiding catastrophe starts here.

Course Learning outcomes:

1. Describe why corporate security is important
2. Quote 5 good behaviours to adopt at the workplace
3. Describe the characteristics of a good password
4. Explain what content is safe to access from your work computer
5. Identify signs of insider threats

Lessons names:

1. Introduction to Corporate Security
2. Good Habits in the Workplace
3. Password Security
4. Responsible Use of the Internet
5. Physical Security
6. Insider Threats
7. Reporting a Security Incident

Course duration: 42 minutes

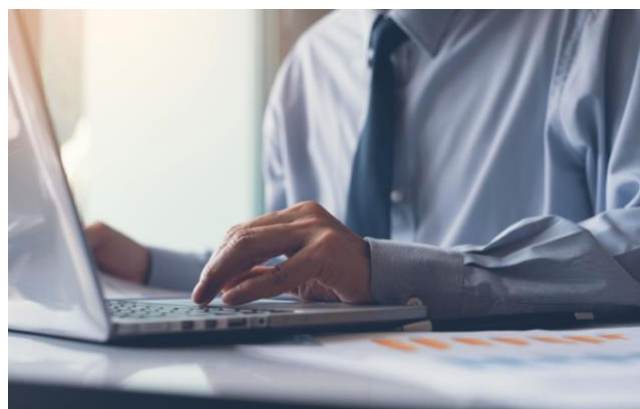
Additional resources: none

Theory assessments: 20 questions

Good Habits of Corporate Security

Answer questions about the correct habits to practice in corporate security.

Answer 3 questions.



Corporate Security

8 lessons 42 minutes 1 theory assessment

ASSIGN THIS COURSE

START LEARNING

Outline

- ▶ Introduction to Corporate Security
- ▶ Good Habits in the Workplace
- ▶ Good Habits of Corporate Security
- ▶ Password Security
- ▶ Responsible Use of the Internet
- ▶ Physical Security
- ▶ Insider Threats
- ▶ Reporting a Security Incident
- ▶ Theory Assessment

Resources

5:45
5:46
5:13
5:28
5:19
4:26
4:39
20 questions

About this course

As the first line of defense against cyber attacks, every team member should understand corporate security and their role in it. This course explains the right behaviors, password characteristics, signs of insider threats and appropriate use of corporate assets needed to mitigate the risk of a cyber attack. Avoiding catastrophe starts here.

This course will enable you to

- ▶ Describe why corporate security is important
- ▶ Quote 5 good behaviors to adopt at the workplace
- ▶ Describe the characteristics of a good password
- ▶ Explain what content is safe to access from your work computer
- ▶ Identify signs of insider threats

What could happen if my corporate password is weak and not regularly changed?

Your corporate account could be hacked and your company system put at risk.

Changing your password regularly ensures that it is more difficult for a potential threat actor to figure out your password.

Nothing, because the antivirus will block any attack.

Really? Unfortunately antivirus cannot block all attacks and cannot prevent an attacker from hacking your account if your password is weak.

A malware will be launched.

Almost right! A malware could be launched assuming the attacker has hacked your account and accessed your work computer.

Great! How can you ensure that confidential information is kept secure?

Shoulder surfing allows you to keep information private.

Really? A suspicious colleague might gain access to confidential information.

Sharing passwords helps in securing information.

Are you sure? Is sharing passwords considered good IT practice?

Keeping a clean desk policy prevents access to confidential documentation.

Doing this prevents you accidentally sharing confidential information.

Perfect! I have one last question. Can you tell me what an example of an insider threat could be?

The IT department asking you to perform a system update.

Are you sure? Actually this could be a social engineering attack but it is not an insider threat.

Someone asking suspicious questions on confidential company information.

An internal threat actor could very well be someone you like, or trust.

Confidential papers lying on your desk for everyone to see.

Really? Don't you think an insider threat would hide this type of information?

Andrea

Thank you. You have helped me understand corporate security a lot better.

Introduction to Corporate Security

What is corporate security?

The practices put in place to protect a company against any internal or external threats to its business activities.

The practices put in place to protect a company from its employees only.

It's a strategy to ensure all companies adhere to the same legal requirements.

It's a plan that is used to protect physical information.

What are the two most important layers that make up corporate security?

Information security and physical security.

Cyber security and strategy security.

Personal security and work safety.

Physical security and personal security.

An employee could accidentally provide sensitive information to a threat actor through negligence.
(T/F)

Communicating via personal emails at work is a good habit to prevent putting the company at risk.
(T/F)

Good Habits in the Workplace

Match the good behavior to adopt at your workplace to its description.

Take ownership of IT security

Be accountable for your behavior to information security.

Understand social engineering threats.

Be suspicious of emails from strangers.

Be aware of internal threats.

Be prepared to report colleagues.

Maintain a clean desk policy.

Clear confidential information from your desk.

Identify the good behavior to adopt in the following scenario: The office is scheduled for routine carpet cleaning by an external company.

Pay attention to details.

Identify the good behavior to adopt in the following scenario: A colleague constantly requests access to sensitive information.

Be aware of internal threats and report reasonable suspicions.

What is the effect of a cyber attack on a company?

They could suffer reputational damage and financial losses.

Customers are not affected.

Employees are no longer covered by internal network security.

An employee can lose their job if they inadvertently share sensitive information.

Password Security

What is the purpose of a secure password?

A strong password is more difficult to hack.

A secure password can be used for multiple accounts.

A secure password is impossible to break.

What does a secure password protect?

Work and private information

It prevents you from being a victim of a phishing attack.

Your search and browser history.

Passwords protect personal data online and reduce the risk of identity theft.

How long should a strong password be?

At least 8 characters long.

At least 6 characters long.

At most, 10 characters long.

Weak passwords are protected by antivirus and firewalls.

When using different online services, what is a good practice to adopt when entering passwords?

Use a different password for each login.

Use a combination of your birthday and name to create a password you will remember.

Use the same login for all services.

Responsible Use of the Internet

Following your company's policy for internet usage limits the risk of accessing unsafe content online.

What could be a sign of an unsafe website?

The website has no https and contains suspicious content.

The website is encrypted.

The website link has a an 's' after 'HTTP'.

The following scenario is an example of acceptable usage of corporate assets: An employee uses their corporate laptop to download movies at their home.

The following scenario is an example of unacceptable usage of corporate assets: Using your company USB drive to share information with friends.

Which of the following could be an example of unacceptable use of corporate assets?

Accessing personal social media accounts for private purposes on a corporate network.

Printing sensitive information on the company printer.

Sharing internal notes using the company's network.

Physical Security

Identify the physical breach in the following scenario: You swipe into a secured area within your company and a colleague follows you in.

Tailgating.

Cyber spying.

Shoulder surfing.

Identify the physical breach in the following scenario: At the airport the person next to you keeps looking onto your device's screen.

Piggybacking.

Identify the physical breach in the following scenario: You notice someone searching through your discarded papers.

Dumpster diving.

What can you do to prevent shoulder surfing?

Be aware of people around you and use a privacy screen on your device.

Never read emails in public.

Always delete your emails after you read them.

What can you do to prevent cyber spying?

Avoid visiting websites with unsafe content.

Avoid using Wi-Fi hotspots.

Insider Threats

An insider threat can cause financial, legal and reputational damage to a company.

How does an insider threat impact a company?

They could steal and leak intellectual property or publish business secrets.

They negatively affect company morale.

They incite other employees to follow suit.

Identify the motive behind the following insider threat: An employee releases insider information about animal testing.

Ideology.

Money.

Revenge.

Identify the motive behind the following insider threat: After having constant arguments with their superior, an employee releases information about a new patent via social media.

An insider threat can't be identified until they have acted against the company.

Which of the following is a sign of a possible insider threat attack?

Constantly requesting access to privileged information.

An employee calls in sick.

An argument with a colleague.

Reporting a Security Incident

It is best practice to report an incident only when you are completely sure that there is an ongoing cyber attack.

Identify the biggest risk in the following scenario: An employee received an email and clicked on a malicious link and did not report this to their superior.

By not reporting their actions, the company can't take action to prevent a possible attack.

The employee clicked on a link.

The employee did not use a secure site to access the link.

Every employee is responsible to prevent, or detect a possible attack.

Match your role in maintaining corporate security to each category.

Prevention

Practice good habits.

Detection

Identify signs of a possible attack.

Response

Report a possible attack immediately.

6.5 COURSE 5 – “COMPLYING WITH FOOD SAFETY AND HYGIENE”

- LEARNING PATH NAME:
 - **COMPLYING WITH FOOD SAFETY AND HYGIENE**
- TARGET AUDIENCE
 - FOOD AND BEVERAGE SERVICE
 - BAR AND BEVERAGE
- EU SKILLS that are being addressed

TOPIC: TECHNICAL SKILLS
SKILLS FOCUS: Complying with health and safety procedures

COMPLY WITH FOOD SAFETY AND HYGIENE

 - Complying with health and safety procedures
- LEARNING PATH DURATION: 99 minutes
- COURSES that form the learning path:
 - **FOOD ALLERGENS AWARENESS (EU/UK)**
 - **HEALTH AND SAFETY STANDARDS – FOOD AND BEVERAGE**

6.5.1 FOOD ALLERGENS AWARENESS (EU/UK)

Course description:

The food you work with contains allergens that can trigger an allergic reaction in any one of your customers. Being aware of allergens and what you can do to protect customers is vital, both for their health and the sake of your establishment. In this Food Allergens course, you'll be introduced to allergens and the reactions they cause. You'll also learn about the major allergens, food allergen controls and the food allergen information requirements that keep your customers safe.

Course Learning outcomes:

1. Understand why being aware of food allergens is important
2. Recognise the symptoms of various allergic reactions
3. Identify the major food allergens
4. Recall food allergen controls
5. Recall food allergen information requirements

Lessons names:

1. Introduction to Food Allergens
2. Allergic Reactions
3. Major Food Allergens
4. Identify the Food Allergen
5. Food Allergen Controls
6. Food Allergen Information Requirements

Course duration: 24 minutes

Additional resources: none

Theory assessments: 9 questions

Introduction to Food Allergens

Match each of the terms with their definition.

Food Allergy

A reaction to a food involving the immune system



Food Allergen Awareness

6 lessons 24 minutes 2 theory assessments

ASSIGN THIS COURSE

START LEARNING

Outline	Resources	About this course
<ul style="list-style-type: none"> Introduction to Food Allergens 3:44 Allergic Reactions 2:51 Theory Assessment 5 questions Major Food Allergens 3:16 Identify the Food Allergen Food Allergen Controls 4:11 Food Allergen Information Requirements 4:21 Theory Assessment 9 questions 		<p>The food you work with contains allergens that can trigger an allergic reaction in any one of your customers. Being aware of allergens and what you can do to protect customers is vital, both for their health and the sake of your establishment. In this Food Allergens course, you'll be introduced to allergens and the reactions they cause. You'll also learn about the major allergens, food allergen controls and the food allergen information requirements that keep your customers safe.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> Understand why being aware of food allergens is important Recognise the symptoms of various allergic reactions Identify the major food allergens Recall food allergen controls Recall food allergen information requirements

Food Intolerance

A person finds the allergen difficult to digest

Autoimmune Disease

A disease that causes the body to attack itself

Why is it important for food handlers to know about food allergens?

It is a legal requirement to provide safe food

In extreme cases an allergic reaction can cause death

Some customers might have a food allergy, intolerance to a certain food, or Coeliac disease

All of the options listed

Allergens are the proteins in certain foods which can cause bad reactions in some people.

A food allergy is the reaction of the body's immune system against a certain food or foods.

Allergic Reactions

An allergic reaction can occur rapidly or take a few hours depending on the severity of the allergy.

An allergic reaction can vary from person to person.

Which of the following is a symptom of an allergic reaction?

Back pain and itchy eyes

Headaches and runny nose

Itchy eyes and runny nose

Headaches

Skin rashes

Infections

What is anaphylaxis?

A life-threatening reaction to an allergen

A mild reaction to an allergen

A food allergen

If someone is suffering from anaphylaxis they will not show any symptoms.

What are the most dangerous symptoms of a severe allergic reaction?

Difficulty breathing, runny nose and itchy eyes

Dizziness, fainting, and difficulty breathing

Dizziness, fainting, and itchy eyes

If someone is having an allergic reaction, lay them flat and do not move them.

After you have identified someone is having an allergic reaction and have called an ambulance, what is the next step?

Leave the person suffering the allergic reaction alone

Inject the person with an adrenaline pen even though you have no specific training

Stay with the person and encourage them to use their adrenaline pen

After you have identified someone is having an allergic reaction, what steps should you take? Place the steps in the correct order.

Call an ambulance

Ensure there is someone at the entrance to direct the medics

Lay the person having the reaction flat, and don't move them

Encourage the person to use their epi pen themselves, if they have one

Stay with the person until the medics arrive

Major Food Allergens

A customer orders a prawn curry. Which food allergens are MOST likely to be found in this dish?

Crustaceans, tree nuts, and peanuts

Molluscs, eggs, and milk

Celery, fish, and tree nuts

A customer orders a peanut butter chocolate cake. Which allergenic ingredients should you make them aware of?

Peanuts and eggs

Tree nuts and sugar

Sesame seeds and peanuts

Which food allergen is most commonly found in breads and pastries?

Peanuts

Gluten

Sulphur dioxide

A customer wishes to avoid products containing gluten. Which major food allergen can be found in some gluten-free substitutes?

Sesame seeds

Lupin

Most wines contain sulphites.

Celery is a food allergen that is often found in soups, salads, and stock bases.

Food Allergen Controls

Allergen controls are very important, because they help to reduce the risk of cross-contamination.

Throughout the product journey allergen control procedures must be followed.

Match each of the steps of the food journey to their control measures to prevent cross-contamination.

Delivery

Inspect package labels and reject split packages

Storage

All products are correctly labelled and in sealed containers

Preparation

Wash hands before preparing special meals

Cooking

Use separate utensils and follow your establishment's policy

Cleaning

Use the two-stage method

A customer and their friend orders food. One of them notifies you they have a food allergy. Which steps would you take during service to ensure the customer's safety?

Serve the customer with the allergy or special dietary request first

Serve the customer with the allergy or special dietary request last

Ask your supervisor to take over service for their table

Allergenic cross-contamination happens when an allergen is transferred from one food to another by using the same equipment or by not washing hands.

It is very important to know which allergens are in the food you serve.

If you are unsure of the allergens in the food you serve, what should you do?

Say there are no allergens in the food

Always know where to find allergen information

Say that all the food contains allergens

Food Allergen Information Requirements

Pre-packed foods must be labelled with all ingredients including allergens.

Allergen information only has to be made available for pre-packed foods.

Allergens in all loose food items at your establishment must be listed in an allergen file.

If a customer informs you about their food allergy, you should ask for more details.

If a customer informs you of their food allergy, what should you do next?

Acknowledge their request

Ask about their allergy

Ask if they prefer a substitute for that ingredient

Where on a food label will you find the food allergens listed?

In the ingredients list

On the front of the label

Under the name of the product

Labelling requirements allow customers to make informed food choices.

All major food allergens must be easy to identify on a food label.

If there was a possibility of cross-contamination during manufacturing, the words "may contain" can be added to the label of the product.

How can you help to prevent an allergic incident at your establishment?

Ask the customer if they have any allergies

Put a notice in the service area

Add allergen details to products or menus

The allergen file at your establishment must be kept up to date at all times.

Identify the Food Allergen

Knowing about food allergens keeps your customers safe. Can you identify the hidden allergen in each of these items?

Match 9 items

Use the arrows to match the allergens on the right with the food or beverage item shown in the left column. Match all the hidden allergens correctly.

Correct! Sulphur dioxide is a common preservative found in frozen prawns, fruit juices, dried fruit, wine and meats like charcuterie, sausages, and pork products.

Food or beverage: Wine

Allergen/s: Sulphur Dioxide

Well done! Milk is a major allergen that is found in yoghurt, cream, butter, cheese, and baked goods.

Food or beverage: Cheese

Allergen/s: Milk

Correct! Well done for spotting the sesame seeds! Sesame seeds are often used to top bread. People who are allergic to prawns might also be allergic to other crustaceans such as crab and crayfish.

Food or beverage: Prawn Toast

Allergen/s: Crustaceans, Sesame Seeds, and Gluten

Correct! Gluten is found in cereal grains. These are used to make flour for cakes, breads, and pasta. Additionally, bread can also contain or be topped with tree nuts.

Food or beverage: Walnut Tea Bread

Allergen/s: Tree Nuts and Gluten

Correct! Natural soy products such as tofu, edamame, tempeh, and soy milk can be a great replacement for animal protein and are often used in meat alternatives. Keep this in mind!

Food or beverage: Vegan Burger

Allergen/s: Soybeans

You are good at this! Remember that there are often a couple of hidden allergens in a dish, such as the anchovies in this salad, so always double-check the ingredients.

Food or beverage: Caesar Salad

Allergen/s: Fish, Gluten and Milk

Great job! Chicken curry usually contains the hidden allergens peanuts, tree nuts, mustard and milk.

Food or beverage: Chicken Curry

Allergen/s: Peanuts, Tree Nuts, Mustard, and Milk

Great! A mustard seed allergy can be very severe, and it's also quite a common allergy. Foods free of gluten, soy or genetically modified ingredients may contain lupin.

Food or beverage: Gluten-free Chicken Sandwich with Mustard

Allergen/s: Mustard Seeds and Lupin Beans

Great! Crustaceans and molluscs are more well-known allergens, so well done for also spotting the celery! Celery is included in stocks and bases for soups.

Food or beverage: Mollusc and Prawn Soup

Allergen/s: Molluscs, Crustaceans and Celery

6.5.2 HEALTH AND SAFETY STANDARDS – FOOD AND BEVERAGE

Course description:

Did you know that accidents and illness in the workplace are everyone's responsibility? Health and safety standards are designed to protect you, your colleagues and your Guests. This course will teach you how to keep your establishment safe and pleasant for colleagues and Guests alike. You'll learn about everything from health and safety procedures to implementing HACCP, as well as preventing and avoiding hazards and illness in the kitchen and restaurant.



Course Learning outcomes:

- * Adhere to health and safety procedures
- * Recognise the importance of conducting risk assessments
- * Define personal hygiene
- * Define ergonomics
- * Know your first aid responsibilities
- * Minimise slips, trips and falls
- * Explain bacteria's role in food poisoning and contamination
- * Prevent contamination through HACCP
- * Avoid hazards in the kitchen and restaurant
- * Implement safe service procedures in Front of House and Back Of House

Lessons names:

1. HACCP
2. Understanding Cross-Contamination
3. Understanding Food Poisoning
4. Preventing Contamination
5. Personal Protective Gear
6. Equipment Handling
7. Safety During Service

Course duration: 45

Health and Safety Standards - Food and Beverage

[ASSIGN THIS COURSE](#)
[START LEARNING](#)

7 lessons 45 minutes 1 theory assessment 1 practical assessment

Outline	Resources	About this course
<ul style="list-style-type: none"> Food and Beverage <ul style="list-style-type: none"> HACCP 7:47 Understanding Cross-Contamination 5:39 Understanding Food Poisoning 7:19 Preventing Contamination 7:38 Personal Protective Gear 5:45 Equipment Handling 6:19 Safety During Service 4:51 Theory Assessment 20 questions 		<p>Did you know that accidents and illness in the workplace are everyone's responsibility? Health and safety standards are designed to protect you, your colleagues and your Guests. This course will teach you how to keep your establishment safe and pleasant for colleagues and Guests alike. You'll learn about everything from health and safety procedures to implementing HACCP, as well as preventing and avoiding hazards and illness in the kitchen and restaurant.</p> <p>This course will enable you to</p> <ul style="list-style-type: none"> Adhere to health and safety procedures Recognise the importance of conducting risk assessments Define personal hygiene Define ergonomics

Additional resources:

1. [Poster.pdf](#)

Do YOU have all your Personal Protective Gear?

Chef's hat

This provides an extra layer of protection for the head and collects sweat on the forehead.

Mask | goggles

Masks help to prevent the inhalation of dust, dangerous gasses, chemical fumes and limit the chance of developing respiratory conditions. Goggles and facemasks prevent injury from chemicals.



Gloves

Latex | stewarding | oven | chain metal

Gloves protect hands from chemicals, bacteria (and the spread of bacteria) and from developing skin conditions. Chain metal gloves protect hands from injury when working with machinery. Stewarding gloves protect hands from hot water, harsh chemicals and sanitisers, whereas oven gloves protect hands from injury when working with hot equipment.



Shoes

Non-slip | comfortable | steel-capped

These protect feet from cleaning agents and hot liquids. They should be closed-toe shoes. They should be comfortable and provide good support. They also help prevent slips on any liquids. Comfortable, steel-capped shoes protect the feet from injury from heavy falling objects, chemical or hot liquid spills and slipping.



Noise-cancelling headphones

These and earplugs protect the ears when people are exposed to very high noise levels. Headphones or earplugs should be fitted properly, but you should still be able to hear your colleagues if they try to speak to you.



Chef's whites

Chef's whites are made from thick cotton cloth and protect the skin from heat, hot oil splatters and spills and are fire resistant.



Aprons

Aprons serve as an extra layer of protection from chemical spills and hot liquids. Additionally, they help to keep clothes clean and stain-free.



Service cloths

Protect bare hands from hot crockery during service.



Theory assessments: 20 questions

HACCP

What does HACCP stand for?

- Hazard Analysis and Critical Control Points
- Hazard Action and Cautious Control Points
- Hazard Analysis and Control Centre Points
- Hazard Action and Control Centre Points

When did HACCP originate?

- 1960's
- 1950's
- 1940's
- 1970's

HACCP is currently used by very few countries around the world. (True/False)

HACCP is a food safety plan that focuses on preventing people getting sick from eating unhygienic and unsafe foods. (True/False)

How many principles of HACCP are there?

Which one of the following best describes what is always better than a cure?

- Prevention
- Action
- Caution
- Fleeing

Which one of the following hazards does the HACCP cover?

- Microbiological
- Mental
- Psychological
- Emotional

Match the principle of HACCP with its description.

Analysing hazards

The possible hazards and risks are thought of.

Identifying critical control points

The key risks and hazards areas are recognised.

Establishing critical limits

The standard is created for the key risk areas.

Establishing monitoring procedures

Tests need to be created.

Establishing corrective actions

The monitoring procedure of the key risk area

Establishing verification process

The monitoring tools are frequently checked

Record keeping

Issues and solutions are noted in a logbook

How many requirements are there for food safety?

Always ensure all food handling operations are carried out according to the rules of hygiene and safety. (True/False)

Identifying and controlling all potential food safety hazards is NOT very important. (True/False)

How do you ensure that the food safety requirements are adhered to?

Ensure that everyone takes responsibility for their part.

Ensure that Guests wash their hands.

Ensure that all cutlery is plastic.

Ensure that all cutlery is metal.

What is most important in employee and employer responsibility?

Hygiene

Handling

Price

Time

What does HACCP training empower you to become?

Proactive

More forceful

Colder

Less friendly

What were many hotels and restaurants forced to do when NOT following the correct procedures to ensure hygiene and safety in Food and Beverage?

Forced to close

Forced to increase their revenue

Forced to decrease their revenue

Forced to increase the number of employees

Understanding Cross-Contamination

Which type of contamination is the biggest cause of food-related illnesses and food spoilage?

Physical

Chemical

Allergenic

Which one of the following is a type of microbiological contaminant?

Moulds

Micro particles

Herbicides

Pesticides

Match the common microbiological contaminant with its description.

Bacteria

Microscopic organisms that are found everywhere on earth

Appear like whiskers or fluff on food

Yeasts

Grow on substances containing moisture

Yeast creates carbon dioxide, giving contaminated food a slightly fizzy mouthfeel.

Good bacteria, known as pathogens, can make anyone who consumes the contaminated food better from certain diseases. (True/False)

Which one of the following types of contaminants are actually things that accidentally fall into the food during preparation?

Which one of the following types of contaminants are usually visible to the eye and find their way into food when the methods of food preparation and service are poor?

Which one of the following is a type of physical contamination?

Plastic

Bacteria

Mould

Food colouring

It is vital that chemicals used on food contact surfaces are food safe.

Which one of the following is something you should do to maintain a ware-washing machine?

Descale daily

Make sure it works sometimes

Get it serviced when you think it is needed

Give it a voltage boost every day

Which one of the following is an effect of allergenic contamination?

Discomfort

Nausea

Concussion

Headache

Which one of the following is a common food allergen?

Dairy

Fruit

Olive oil

Vegetables

You have to be extremely careful when preparing or serving food to avoid allergenic contamination at all costs. (True/False)

Understanding Food Poisoning

Which one of the following is a common pathogen?

Clostridium Perfringens

TB

HIV

Malaria

Match the pathogen with its description.

Salmonella

This pathogen occurs in the intestines of humans

Staphylococcus Aureus

Found on the skin and nose of humans

Occurs naturally in the digestive tract of humans

E. coli

Often found in raw meat

Which one of the following is a food commonly affected by salmonella?

Shellfish

Raw fruit

Nuts

Wheat

Staphylococcus Aureus is also known as 'Golden Staph'. (True/False)

Which one of the following is a food commonly affected by Clostridium Perfringens?

Raw meat

Herbs

Nuts

E. coli is frequently transferred to food via faecal matter. (True/False)

How long after you have consumed contaminated food, does the poisoning become apparent?

2 - 72 hours

1 - 2 hours

Immediately

24 - 42 hours

Different bacteria will affect your body in the same ways.

Which one of the following is a symptom of poisoning?

Upset stomach

Heartburn

Acid reflux

Paleness

Which one of the following is a symptom of poisoning?

Fever

Heartburn

Diarrhoea

Pimples

Match the steps to avoid food poisoning with its description.

Ensure you have proper personal hygiene.

Bathe regularly and wear clean uniforms.

Practise HACCP

Follow the criteria strictly to ensure safety.

Be accountable

Responsibility comes in many different forms.

If you see a colleague working in a way that does NOT adhere to HACCP and strict standards of hygiene and safety, ignore them. (True/False)

Every employee needs to be trained in the practise of HACCP. (True/False)

Preventing Contamination

What is the term used for the temperature range where bacteria multiply most rapidly?

- The danger zone
- The red zone
- The green zone
- The blue zone

What is the average internal temperature of the human body?

- 37 °C
- 32 °C
- 35 °C
- 33 °C

What is the ideal temperature for rapid bacteria growth?

What temperature is considered as 'Room temperature'?

- Between 18 °C to 25 °C
- Between 8 °C to 15 °C
- Between 28 °C to 35 °C

What temperature is considered as 'the danger zone'?

- Between 5 °C and 60 °C
- Between 10 °C and 40 °C
- Between 50 °C and 60 °C
- Between 5 °C and 66 °C

What temperature should food be prepared at?

- 18 °C to 25 °C
- 28 °C to 35 °C
- 5 °C to 60 °C
- 55 °C to 66 °C

How long does it take bacteria to reproduce?

- 15 to 20 minutes
- 20 to 25 minutes
- 25 to 30 minutes
- 10 to 15 minutes

What temperature should cold food be ideally kept?

- 1 °C to 5 °C
- 8 °C to 15 °C
- 12 °C to 15 °C
- 5 °C to 10 °C

What temperature should hot food be ideally kept?

- Above 72 °C
- Above 37 °C
- Above 57 °C
- Above 60 °C

How long can you keep hot and cold food in the open, before their quality lessens?

- 2 hours
- An hour
- 3 hours
- 4 hours

If you are cooking in large quantities, you need to cool the food down as quickly as possible.

To what temperature should you cool down large quantities of food?

- 1°C to 5 °C

Match the colour with its ingredient.

- Red
- Brown
- Cooked meat

Yellow

Raw poultry

Match the colour with its ingredient.

Blue

Seafood

Green

Fruit and vegetables

White

Dairy and bread

It is a requirement that all establishments have colour-coded knives. (True/False)

Boards can be reused without washing as many as 3 times. (True/False)

Which one of the following is something you should add to a food label?

The 'use by or best before' date

The date it was made

Where the item is made

Its origins

Which one of the following is a group food is usually separated in?

Raw goods

Solid goods

Dry goods

Wet goods

Match the group of goods with its ingredients.

Store goods

Refrigerate goods

Condiments and sauces

Food needs to be stored correctly and safely with a strict focus on stock rotation.

What is the abbreviation for when old stock is always used before new stock?

FIFO

FOFI

FIFA

FBFU

New stock should always be used first. (True/False)

Which one of the following is something food separation in storage helps prevent?

Cross-contamination

The reduction of bacteria

To ensure the storage areas are cleaned semi-regularly

Ensure slow service is provided

Personal Protective Gear

What does PPG stand for?

Perfect Protective Gear

Personal Proactive Gear

Proactive Personal Gear

What is worn to protect various areas of your body when exposed to hazardous equipment or elements?

What can protect you from cuts, burns, falling, strains and any other injuries that could occur in the kitchen or restaurant?

The worst way to avoid injury is to be aware and educated about prevention. (True/False)

Knowing how to protect yourself will help you to approach your job with confidence. (True/False)

It is extremely important that employees are instructed about what protective gear they should wear, as well as when and how to wear it. (True/False)

Which one of the following is used as kitchen-specific protective gear?

Chef's hat

Glasses

Hair net

Plastic bracelets

Which one of the following is used as kitchen-specific protective gear?

Non-slip shoes

Hair ties

Match the kitchen-specific protective gear with its description.

Chef's whites

Protects the skin from heat and hot oil splatters

Provides an extra layer of protection for the head

Apron

Keeps employees' clothes clean

Closed-toe shoes with proper grip.

Gloves

Prevents the spread of contamination

Stewarding gloves

Protects your hands from harsh chemicals

Oven gloves

Protects your hands when dealing with hot equipment

What is the most important protective gear to wear when working in a restaurant?

Comfortable shoes

You should ensure that you are wearing the correct footwear according to the standards of your establishment and department. (True/False)

You should never choose shoes that have a well-defined rubber pattern on the sole as this provides a weak grip on the floor. (True/False)

Shoes made from artificial materials such as nylon or polyester are wise choices, as they are breathable and comfortable. (True/False)

Which one of the following is prevented with comfortable shoes?

Musculoskeletal disorders

Energy

Strong bones

Increasing productivity

Use dry service cloths when handling hot tea pots or warm plates. (True/False)

Your apron acts as an extra protective layer to shield you from hot liquids or food that may spill on you. (True/False)

Equipment Handling

Match the topic of knife safety with its description.

Working with a knife

Hold it quite loosely by the handle

Chopping and slicing safely

Keep the knife as far from your fingertips as possible

Washing a knife safely

Wash the knife yourself, right there and then

Match the topic relating to knife safety with its description.

Passing a knife

Hold it with the handle towards the other.

Keep your fingers almost perpendicular to your ingredient

Do it meticulously with detergent disinfectant

When using your knife, be sure to keep it as far from your fingertips as possible, while still maintaining a secure hold on your item. (True/False)

Always try to catch the knife, if it drops into the sink when you wash it. (True/False)

In order to walk with your knife safely, hold it quite loosely by the handle, at arms length by your side. (True/False)

Meat slicers are highly dangerous and can cause grievous damage to you.

Which part of your body is most at risk when using a meat slicer or meat grinder?

Your hands

Your face

Your feet

Your hair

Which one of the following is a useful tip to use when cleaning the meat slicer?

- Ensure that its turned off.
- Ensure that the plug is in of the socket.
- Ensure that you dismantle and clean only the dirty parts.
- Ensure that the plug is still in its socket when rinsing.

Be very meticulous when cleaning meat grinders – if cleaned incorrectly, they could easily cause food poisoning. (True/False)

It is NOT important that you first receive training before you handle any sharp or dangerous equipment. (True/False)

Safety During Service

One of the most important things you can do in a restaurant is perform a risk assessment before your Guests arrive.

Never angle the tables and chairs.

Ensure that there are no obstacles in your way that could trip anyone up when preparing the dining area.

Measure the distance between tables with a colleague to determine whether you can pass each other easily, while holding plates or trays.

Which one of the following is a tip to help smooth flow between the front of house and back of house?

- Be aware of all instructions given.
- Create separate swing doors for exiting only.
- Ensure that there is a fresh, dry pile of sponges.
- Always communicate messages in third person.

What does consistent communication between the front of house and back of house ensure?

- Smooth service
- Rocky service
- Weak-paced service
- Slow-paced service

How can good service be described?

- Fast-paced

Weak-paced

Slow-paced

Rocky-paced

Where should you place the heaviest item when holding a tray?

In the middle

At the far right

At the far left

At the top

By crossing the centre line when serving food and beverages, you may make the Guest uncomfortable.

What should you say to your colleagues to inform them you are behind them?

Behind you

Hey

Your name

Their name

Service procedures have been developed to look unprofessional, and to be dangerous and unhygienic. (True/False)

Always be very aware of where you are walking when your hands are full. (True/False)

