PASSPORT TO HOSPITALITY

RESOURCE DIRECTORY

INSPIRING WORCESTERSHIRE

Worcestershire Local Enterprise Partnership

THE CAREERS & ENTERPRISE COMPANY

worcestershire county council

Unit	Element	Code	Resources Name	Comment
Induction	NA	UNInd01	Induction to hospitality Lesson plan	
		UNInd02	Project Teacher Brief	
		UNInd03	Passport example	
		UNInd04	My Skills My Future CEC Doc	
		UNInd05	Skills Builder inclusive learning pack	
		UNInd06	Marriot Hotel Presentation	
		UNInd07	What is hospitality True or False Activity	
		UNInd08	Department Flash card 1	
		UNInd09	Department Flash card 2	
		UNInd10	Department Flash card 3	
		UNInd11	Department Flash card 4	
		UNInd12	Staff in uniforms	
		UNInd13	Top ten Skills	
		UNInd14	Customer Service	
		UNInd15	Types of Service	
		UNInd16	Evaluation	
		UNInd17	Hospitality Settings	

Unit	Element	Code	Resources Name	Comment
Unit 1- Housekeeping	Element 1	UN1E101	Element 1 Housekeeping lesson plan	
		UN1E102	Things found in a hotel room	
		UN1E103	Cleaning tools	
		UN1E104	Clean room v dirty room	
		UN1E105	Room cleaning map	
		UN1E106	Step by step bathroom cleaning	
		UN1E107	Making a bed	
		UN1E108	Cleaning product safety	
		UN1E109	Rubbish	
		UN1E110	Hoovering	
		UN1E111	Housekeeping Job description	
		UN1E112	Making a Bed SoP	
		UN1E113	Replacing Towels	
		UN1E114	Replacing Toiletries and Refreshments	
Unit 1 -Housekeeping	Element 2	UN1E201	Element 2 Housekeeping lesson plan	
		UN1E202-	Hard Skills explanation	
		UN1E203-	soft skills explanation	
		UN1E204-	Hard and soft Skills search activity	
		UN1E205-	person outline for activity	
		UN1E206	Manual handling	
		UN1E207-	Hotel porter Job Description	
Unit 1 Housekeeping	Element 3	UN1E301	Industry Visit Lesson Plan	

Unit	Element	Code	Resources Name	Comment
Unit 2- Front of House	Element 1	UN2E101	Front of house Element 1 Lesson plan	
		UN2E102	Front v back of house job roles	
		UN2E103	Front v back of house uniform	
		UN2E104	Comment card activity	
		UN2E105	3 variations of setting a table	
		UN2E106	11 steps guide to services	
		UN2E107	5 steps to dealing with a complaint	
		UN2E108	Waiter job description	
		UN2E109	Steps of service SoP	
		UN2E110	Opening and Closing Procedure	
		UN2E111	Teamwork	
		UN2E112	Practical Activities	
Unit 2 Front of House	Element 2	UN2E201	Front of house Element 2 Lesson plan	
		UN2E202	Inclusive skills builder learning resource pack	
		Un2E203	Greetings	
		UN2E204	Top 5 tips to greeting a customer	
		UN2E205	Listening	
		UN2E206	Booking to check out	
		UN2E207	Step by step answering a call	
		UN2E208	Checking in and out process	
		UN2E209	Simple booking excel spreadsheet	
		UN2E210	Job description	
Unit 2 Front of House	Element 3	UN2E301	Front of house Element 3 Lesson plan	

Unit	Element	Code	Resources Name	Comment
Unit 3- Grounds & Maintenance	Element 1	UN3E101	Element 1 Grounds and Maintenance	
		UN3E102	Life cycle of a tomato plant	
		UN3E103	The Pig Menu	
		UN3E104	Types of food- healthy v unhealth foods	
		UN3E105	Food wheel	
		UN3E106	Growing plant activity/education pack	
		UN3E107	Safe use of a shovel and rakes	
		UN3E108	Ingredient's match	
		UN3E109	Step by step how to make a sandwich	
		UN3E110	Groundsman Job description	
		UN3E111	Do's and Don'ts of digging	
Unit 3- Grounds & Maintenance	Element 2	UN3E201	Element 2 grounds maintenance lesson plan	
		UN3E202-	Activity- Sentence match manual handling	
		UN3E203-	Use of rakes and shovels (same as previous Element)	
		UN3E204-	How to use a rake	
		UN3E205-	Weed ID	
		UN3E206	Before and after garden	
		UN3E207-	Grounds Maintenance job description	

Unit	Element	Code	Resources Name	Comment
Unit 3- Grounds & Maintenance	Element 3	UN3E301	Element 3 Hotel maintenance lesson plan	
		UN3E302	Hotel Maintenance check list	
		UN3E303	Broken or fixed	
		UN3E304	Health and Safety Sign work sheet activity 1	
		UN3E305	Health and Safety Sign work sheet 2	
		UN3E306	Health and safety worksheet and wordsearch	
		UN3E307	Spot the hazards	
		UN3E308	Introduction to health and safety at work act	
		UN3E309	How to change a light bulb	
		UN3E3010	How to change batteries	
		UN3E3011	Hotel maintenance job description	
Unit 3- Grounds & Maintenance	Element 4	UN3E401	Industry Visit Lesson Plan	

Unit	Element	Code	Resources Name	Comment
Unit 4 Food & Beverage	Element 1	UNInd11	From Induction Unit	
		UN4E101	F&B Lesson plan	
		UN4E102	Kitchen porter tasks	
		UN4E103	Kitchen Porter CV	
		UN4E104	Bin it	
		UN4E105	Washing up	
		UN4E106	First in First Out Stock Rotation	
		UN4E107	FIFO checklist	
		UN4E108	How to store food properly	
		UN4E109	Refrigerator Storage	
		UN4E110	8 Tips to wash fruits and vegetables	
		UN4E111	Hand Washing	
		UN4E112	Food Hygiene	
		UN4E113	Personal Hygiene	
		UN4E114	Cleaning Schedule	
		UN4E115	Healthy Eating	
		UN4E116	Storing Equipment	
		UN4E117	Workplace Procedure	
		UN4E118	Kitchen Porter Job description	

Unit	Element	Code	Resources Name	Comment
Unit 4 Food & Beverage	Element 2	UN4E201	Lesson plan	
		UN4E202	Staffing structure 1	
		UN4E203	Staffing structure 2	
		UN4E204	Measuring scales	
		UN4E205	Measuring fluids	
		UN4E206	Oven controls	
		UN4E207	How to hold and use a knife	
		UN4E208	Boiling water	
		UN4E209	How to read a recipe	
		UN4E210	Chopping Boards	
		UN4E211	Chopping board activity	
		UN4E212	Kitchen safe word search	
		UN4E213	Kitchen verb activity	
		UN4E214	Tool or ingredient activity	
		UN4E215	Kitchen verbs	
		UN4E216	How to bake a potato	
		UN4E217	Follow along recipes	
		UN4E218	Chef job description	
		UN4E219	Different dinning types	
		UN4E220	History of cooking	
		UN4E221	Types of Equipment	
		UN4E222	Hot or Cold?	
		UN4E223	Cleaning Areas and Equipment	
		UN4E224	Catering Duties	
		UN4E225	Practical Activity - Cooking	

Unit	Element	Code	Resources Name	Comment
Unit 4 Food & Beverage	Element 3	UN4E301	lesson plan	
		UN4E302	Challenge 25 poster	
		UN4E303	Spot the difference	
		UN4E304	How to make a non-alcoholic sunrise	
		UN4E305	Drinks	
		UN4E306	The Pig Menu	
		UN4E307	Restaurant bill	
		UN4E308	Chef job description	
Unit 4 Food & Beverage	Element 4	UN4E401	Industry Visit Lesson Plan	
Certificate of completion				
How to use this resource				