

# HOSPITALITY matters 1

## Puzzle it out!

The quizzes in this leaflet will help you learn about alcohol and the problems which arise when it is misused.

You will also learn about the hospitality industry and why it is so important for young people in the UK.

Remember to work in your exercise book unless your teacher tells you otherwise.

SUPPORTED BY:



### A HEADS AND TAILS

**Match up the two halves of the sentences below:**

- |  |   |
|--|---|
| 1) Millions of foreign tourists ...          | a) ... have passed strict laws on the sale of alcohol.      |
| 2) The hospitality industry is worth ...     | b) ... good places to eat before a show.                    |
| 3) Studying languages at school ...          | c) ... let friends persuade them to drink too much alcohol. |
| 4) The Houses of Parliament ...              | d) ... use CCTV to help protect their customers.            |
| 5) PASS 'Proof of Age' cards ...             | e) ... can help if you follow a career in tourism.          |
| 6) Restaurants close to theatres are ...     | f) ... being helpful and friendly towards visitors.         |
| 7) Too many young people in the UK ...       | g) ... can prevent extra work for the police and hospitals. |
| 8) The hotel sector employs workers ...      | h) ... are a way of tackling under-age drinking.            |
| 9) Sensible attitudes to drinking ...        | i) ... visit the UK every year.                             |
| 10) British people have a reputation for ... | j) ... stages a large number of shows and musicals.         |
| 11) Most entertainment venues ...            | k) ... around £25 billion each year to the UK economy.      |
| 12) London's West End district ...           | l) ... in a wide variety of jobs.                           |

**And now ...**

Write down as many jobs as you can that you may find in a hotel, restaurant or entertainment venue.

## B CODE BREAKER - THE EFFECTS OF ALCOHOL

Use the code box to discover the words hidden in the sentences.

- 1) Alcohol is a **22-20-1-26** which affects the human **19-4-22-21**.
- 2) The strength of a packaged alcoholic drink must be **11-18-4-23-13** on the **17-10-19-14-17**.
- 3) Drinks are measured in units of alcohol. Experts publish **11-10-2-14** limits for the number of **1-13-24-8-11**.
- 4) Drivers who are stopped by the police are often asked to take a **19-20-14-10-8-18** test.
- 5) Many bars and clubs work with the **25-4-17-24-3-14** to encourage sensible attitudes to drinking alcohol.
- 6) Pregnant women can **18-10-20-5** their unborn **3-18-24-17-22** if they drink too much alcohol.
- 7) Teenagers who misuse alcohol can do permanent **22-10-5-10-26-14** to their **19-4-22-21**.



A = 10	C = 3	E = 14	G = 26	I = 24	K = 12	M = 5	O = 4	Q = 15	S = 11	U = 1	W = 23	Y = 21
B = 19	D = 22	F = 2	H = 18	J = 6	L = 17	N = 13	P = 25	R = 20	T = 8	V = 16	X = 7	Z = 9

## C WOULD YOU MAKE A GOOD EMPLOYEE?

The questions below are connected with qualities employers look for in the hospitality sector. When you are finished, the first letters of the answers will reveal something employers especially like young people to be.



- 1) Employers like workers who make an **e\_\_\_\_\_t** to learn and improve their skills. (6)
- 2) You should always be \_\_\_\_\_ and tidy when you go to work. (4)
- 3) In the hospitality sector it is very important that companies can **TUSRT** their workers. (Unscramble) (5)
- 4) Employees who deal with the public should always be polite and **LUFPHEL**. (Unscramble) (7)
- 5) Workers must never serve alcohol to customers who are **DNERU** age. (Unscramble) (5)
- 6) Employees who deal with the public find their job is much easier if they **MILES** a lot! (Unscramble) (5)
- 7) Employers like their workers to be **im\_\_\_\_\_ative** in thinking up solutions to a problem. (11)
- 8) Companies need some people who are **amb\_\_\_\_\_** and keen to get promoted. (9)
- 9) Employers like workers to take responsibility and use their common \_\_\_\_\_. (5)
- 10) Hospitality workers can do well if they go on **t\_\_\_\_\_g** courses and pass professional qualifications. (8)
- 11) People are normally happier if they are **NITTEEDSER** in the work they do. (Unscramble) (10)
- 12) Employers like their workers to be **RACLUFE** and avoid mistakes in their work. (Unscramble) (7)

The first letters of the answers to the questions spell the word: \_\_\_\_\_



## WEBSITE DETECTIVE

[www.schoolsproject.co.uk](http://www.schoolsproject.co.uk)

is a website with lots of information about the hospitality sector in the UK. The sector can be a busy, interesting and fun place to work, and the website has pupil quizzes you can enter online.

Why not visit the website and check whether a quiz is running at the moment? When you enter a quiz, your name is placed in a prize draw with gift vouchers, book tokens, footballs and other prizes for the winners.

Visit: [www.schoolsproject.co.uk](http://www.schoolsproject.co.uk)



## D FILL THE BLANKS

Most people drink alcohol sensibly but some misuse it. This causes great problems. Complete the blanks to reveal some health and social problems caused by alcohol misuse.

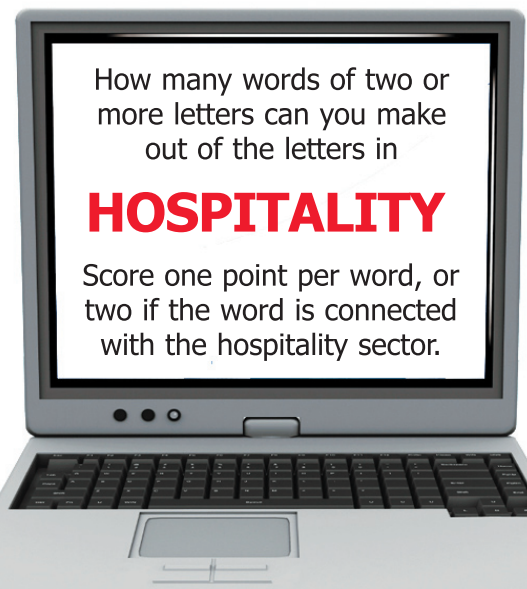
a\_c\_h\_l    add\_ \_ \_ion  
 h\_a\_t    att\_ \_ \_s  
 l\_v\_r    fai\_re  
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 tr\_ff\_ \_    acc\_ \_ \_nts  
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 m\_n\_y    p\_ \_b\_ \_ms

## E FIND THE WORDS

How many words of two or more letters can you make out of the letters in

**HOSPITALITY**

Score one point per word, or two if the word is connected with the hospitality sector.



## F HOW MUCH DO YOU KNOW?

### Are the following statements true or false?

- The UK has some of the best restaurants and hotels in the world.
- Tourism is a small industry in the UK.
- Tourists visit the UK for sight-seeing and are not put off by poor hotels and restaurants.
- There is a wide variety of jobs in the hospitality industry.
- The hospitality industry in the UK creates 1 in 5 of all new jobs.
- Many school pupils have part-time jobs in hotels and restaurants.
- Many of today's teenagers will follow a career in the hospitality industry.
- Young workers are never given responsible jobs in the hospitality sector.
- Qualifications and professional training are not important in the hospitality industry.
- Bar staff can study for a professional qualification.
- Professional people such as accountants, lawyers and nurses are employed in the hospitality sector.
- Restaurant staff must take great care to prevent cases of food poisoning.
- Bar staff can sell beer to people under the age of eighteen.
- Waiters who make a big effort to help customers tend to earn more tips.
- A friendly smile is a major factor in keeping customers happy.

## G WHICH JOB? Answer the questions about the five jobs described below.

The following job descriptions relate to five jobs in the hospitality sector. Each job description contains four mixed-up words.

### Employee 1: Alice (age 21)

"I work for a large **LOTEH** chain with over 1,000 employees. In the HR department we deal with issues such as recruitment, **YAP**, training, health and safety. My work is very varied. At the moment I am spending most of my time trying to make sure we recruit the **STEB** possible staff for the company. I help them settle in and then help them make progress by providing the right sort of **GINNATIR**."



### Employee 2: Marie (age 24)

"I work for a large drinks company with a wide **GREAN** of products which are sold in shops as well as restaurants and bars. I plan advertising campaigns. I also organise public relations events and write **SSEPR** releases. Our company is very keen to help **GOUNY** people develop responsible attitudes to drinking and I am therefore working with teachers on a new **NOTADUCEI** pack."



### Employee 3: Ali (age 19)

"I work in a top restaurant and I love my job. I don't simply serve **SALME**. As soon as diners arrive I try to make them feel relaxed. I advise people about the **UNME** and I have recently been on a **RUSCOE** about wine so I like helping them choose their wine – but only if I am asked. Eating out is about more than the food. People must **NOYEJ** everything about the occasion. If I do my job properly, they will."



### Employee 4: Linda (age 36)

"I prefer to **KWRO** for myself rather than someone else. I hold the licence for a bar and bistro in a country village. There are very strict laws about the sale of alcohol and I must take care to obey them or I could **SOLE** my licence and thereby, my livelihood. I make sure my premises are always clean and attractive. They must also meet strict hygiene regulations because we **REPRAP** food. I want both my **FASTF** and customers to be happy. This takes a lot of hard work but it is very satisfying when things go well."



### Employee 5: Ben (age 28)

"The UK no longer has as many factories as it used to but we now make a lot of money from **ROUTMIS**. And when tourists visit they eat out a lot ... which is where I come in. I'm in charge of a large city **RENTEC** restaurant and boy, do I have a busy job. Lots of tourists as well as British people eat here and therefore I have to make sure the food and drink are excellent and that my staff are **PAHYP**, well **DENTAIR** and understand the laws and regulations. My job is busy and challenging ... and I love it!"



### ACTIVITIES:

- Unscramble the mixed-up words in the job descriptions.
- Match up the following jobs with the workers' names:  
Restaurant Manager; Licensee; Waiter;  
Human Relations Manager; Marketing Manager.
- Ali needs to be good at communicating with people. Why?
- Explain why Linda needs to understand the law.
- Suggest something each worker enjoys about his or her job.
- Which of the above jobs most appeals to you? Say why.

# H

## FAMILY QUIZ



Ask an adult at home to help you solve the Alphabet Quiz below. Write the answers in your book unless your teacher tells you otherwise. The letters in the panel opposite may help you.

- A** Most entertainment venues are fitted with a fire \_\_\_\_\_ for safety.
- B** A continental \_\_\_\_\_ does not include fried food.
- C** A sparkling French wine used to celebrate special events.
- D** Breathalysers are used by the police to prevent drinking and \_\_\_\_\_.
- E** Anyone under the age of \_\_\_\_\_ cannot buy alcoholic drinks in the UK.
- F** Most restaurants and bars now cater for **IFASMILE**. (Unscramble)
- G** The \_\_\_\_\_ believes the hospitality industry is vital to Britain's future.
- H** **GIEHYEN** is very important on premises where food is sold. (Unscramble)
- I** Theatre-goers often pre-order their drinks for the **NITREVL**A. (Unscramble)
- J** Orange \_\_\_\_\_, cola and lemonade are all called soft drinks.
- K** A popular form of entertainment imported from Japan.
- L** Any retailer that sells alcohol in the UK requires a **ILNECEC**. (Unscramble)
- M** Each year, \_\_\_\_\_ of tourists depend on the British hospitality sector.
- N** Some hotel workers do regular **TINGH** duty. Some even prefer it! (Unscramble)
- O** Music lovers may go for a meal before an evening at the **POERA**. (Unscramble)
- P** Bar staff often ask a young person for a **P**\_\_\_\_ of Age card with the PASS hologram.
- Q** Professional \_\_\_\_\_ can help people gain promotion.
- R** Companies like to \_\_\_\_\_ young workers who are enthusiastic.
- S** Young people abroad often see British teenagers as **GANSTRE** because of their attitudes to alcohol. (Unscramble)
- T** Millions of people enjoy going to the **HEATTER** every year. (Unscramble)
- U** Alcohol misuse causes thousands of **unw**\_\_\_\_\_ pregnancies each year.
- V** ABV (Alcohol By **UMVOLE**) is a measure of the strength of an alcoholic drink.
- W** A key worker in a restaurant ... unless it is self-service restaurant!
- X** Sadly, many of these are taken in hospitals as a result of alcohol misuse.
- Y** Millions of **GONU**Y people enjoy dancing in clubs. (Unscramble)
- Z** Experts often say this is the amount of alcohol drivers should drink.



A L \_ \_ \_  
 B R \_ \_ \_ F \_ \_ T  
 C \_ \_ M P \_ \_ \_ E  
 D \_ \_ V \_ \_ \_  
 E \_ \_ \_ T \_ \_ \_  
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 Z \_ \_ O

# I

## AND FINALLY ....

Imagine you are a Human Relations Manager for a large company which owns a number of successful restaurants. You are about to interview some school leavers as potential employees. Describe the qualities you would look for. Also make a list of some of the things that may put you off applicants.

Produced by The Schools Project and BII for use by teachers. Phone 01620 894928 with any queries and requests for further copies of this leaflet. Schools are free to duplicate 'Hospitality Matters' for use with their pupils. Alternatively, the leaflet can be downloaded from [www.schoolsproject.co.uk](http://www.schoolsproject.co.uk)

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This leaflet was produced in May 2007. Some references may therefore be affected by updates to the [www.bii.org](http://www.bii.org) website.



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