

## GCSE Hospitality unit 3 – role play suggestions

**Content:** Food preparation roles  
Food service roles

Role play is a fun way to teach some of the roles involved in the function/event.

### Suggestion 1:

Serving tea/coffee and biscuits

A good introductory practical lesson in year 11 to make pupils realise that hospitality is not like home economics in key stage 3.

Teacher will first

- Teach the class how to make tea or coffee as it would be done in hospitality outlet e.g. hotel/coffee shop/café.
- Demonstrate how to set up a serving tray and serve beverage to customers.
- Demonstrate how to serve biscuits. (can serve scones)

Pupils work in groups to role play serving customers tea/coffee and biscuits.

Within each group identify

- Customers
- A waiter
- A cook

Waiter greets customers **“Good morning/afternoon” “Table for 2/3/4/?”**

Waiter leads customers to table **“are you happy with this table?”**

**“Would you like to see a menu?”** Waiter presents menu (tea/coffee/biscuits).

Allow customers time to decide.

Waiter returns to table. **“Are you ready to order?”**

Waiter records order and takes it to the kitchen.

Cook makes tea/coffee and organises the food while waiter sets up tray.

Waiter serves food and beverage of choice to customers.

Waiter returns and checks with customers that everyone is happy.

**“Is everything ok? Can I get you more tea/coffee?”**

(Once the food and beverages are served all pupils in the group may sit at table to eat.)

Everyone helps with clearing up.

Teacher can observe and lead discussion on how well each person carried out their duties.

## **Suggestion 2: Job roles in food and beverage preparation and service**

The purpose of this practical exercise is to allow pupils to work as a team and to teach the skills for a range of roles.

- Organise a class meal, for example at Christmas.
- Plan a **simple** two course meal with the class.
- Produce a menu. Discuss the menu in detail.
- List all the different tasks to be done and identify the job roles involved to cook and serve the meal.

**Agree one job role for each pupil, either a food preparation or a food service role.  
The emphasis is on teaching the skills for each role.**

**Pupils with a service role write out statements they will say when serving customers.**

Pupils prepare, cook and serve the meal, with teacher guidance on the skills linked to each role.

Teacher evaluate with the class the importance of each role when preparing, cooking and serving the food to the standard expected within the hospitality industry.

A similar task can be carried out later in the year so those pupils who had food preparation roles have food service roles and vice versa. Instead of a 2 course meal the task could be set for afternoon tea.

The work should be able to be completed over 2 weeks.