



Procedure

Catering and hospitality procedure

Version: 3.0 | Version effective: 11/07/2022

Audience

Department-wide

Purpose

This procedure outlines the requirements, responsibilities and processes for Department of Education (the department) employees when providing catering and hospitality using public funds or resources.

Overview

In the course of their official business, schools and business units are often required to undertake activities where catering and hospitality can be an appropriate inclusion. This may include hosting visitors, assisting students through providing a breakfast club, or organising meetings or events such as open days and awards nights.

Public funds and resources must only be used to provide catering and hospitality for an activity in accordance with the six principles of the [Appropriate and ethical use of public resources policy](#). Schools and business units must ensure that funds and resources are used for official purposes, there is stewardship, compliance, accountability and defensibility, and any conflicts of interest are removed or addressed. Catering must always be appropriate to the circumstances of the activity.

It is acceptable to provide reasonable catering where participants are attending to official business outside of their normal working hours, such as school staff supervising during an evening school concert or a weekend open day.

This procedure does not cover circumstances where an employee receives an offer of catering or hospitality. If offered a gift of catering or hospitality, employees should refer to the requirements of the [Gifts and benefits procedure](#).

Responsibilities

All employees

- must apply the principles of the [Appropriate and ethical use of public resources policy](#) when deciding what, if any, catering is appropriate for an activity
- must make decisions about appropriate catering based on the key considerations set out in this procedure and the [Catering guidelines](#)

Hospitality Procedure Guide

Michael Brown



Hospitality Procedure Guide:

Human Resources Management in the Hospitality Industry, Study Guide David K. Hayes, Jack D.

Ninemeier, 2008-03-07 This book approaches hospitality human resource HR management as a decision making practice that affects the performance quality and legal compliance of the hospitality business as a whole Beginning with a foundation in the hospitality industry employment law and HR policies the coverage includes recruitment training compensation performance appraisal environmental and safety concerns ethics and social responsibility and special issues Throughout the book Human Resources Management in the Hospitality Industry focuses on the unique HR dilemmas you face in the hospitality industry

Hospitality Reception and Front Office (Procedures and Systems) Negi Jagmohan, 2013 Section I Concepts Procedure Skills Techniques Section II Conversation Skills Some English French German And Hindi Communicational skills

Field Guide to Case Study Research in Tourism, Hospitality and Leisure Kenneth F.

Hyde, Chris Ryan, Arch G. Woodside, 2012-06-26 This international field guide provides methods and studies on how to do case study research in natural settings This text is ideal for those studying and conducting case study research in tourism hospitality and leisure disciplines It provides a comprehensive and practical account of how to describe explain and predict case behavior

Hospitality Law Stephen C. Barth, David K. Hayes, 2006 Hospitality Law Second Edition offers a practical interactive approach to teaching students basic legal concepts and how they apply to the all facets of the hospitality industry It helps develop the critical understanding of the legal ramifications of management activities from hiring and firing employees to management of the facility and guests that is critical to the success of any operation

Hospitality Security Darrell Clifton, 2022-12-23 Hospitality Security Managing Security in Today's Hotel Nightlife Entertainment and Tourism Environment Second Edition provides experience based proven methods for preventing and resolving the challenges faced by today's hospitality security staff and leadership The lodging component of a hospitality environment creates challenges to the security professional by its complex set of assets and amenities especially when combined with gaming environments Whether the reader is establishing or improving a professional proactive proprietary security force or the manager of a boutique hotel the practical methods described herein are applicable to everyone Author Darrell Clifton takes the reader through a logical and methodical process to first evaluate what risks are inherent to hospitality environments how to assess those risks through threat and vulnerability assessments and methods to mitigate eliminate or transfer them The book stresses the importance of prevention and investigation into the root causes of incidents as a tool for avoiding future undesirable events This is especially important in that each registered guest brings with them their own unique set of circumstances family values problems and social issues The security function must operate to protect their individual rights their right to privacy and their desire to enjoy the facilities they are patronizing while contributing to the revenue stream This must be balanced with the obligation or duty to provide reasonable care from foreseeable harm by the hotel to avoid

incidents and litigation Clifton an experienced industry veteran clearly establishes and identifies practical reasonable and cost effective ways to accomplish this balancing of guest enjoyment with guest protection This new edition includes expanded content on premises liability security force behavioral recognition workplace violence active shooter scenarios evacuation planning social media and guest reviews and hotel scams Additional coverage on nightclubs and bars has been added including four entirely new chapters on specialized security for events and venues crime prevention through environmental design CPTED advances in technology and industry trends for the gaming and hospitality sector Ideal for novices and veterans alike Hospitality Security Second Edition is an accessible reader friendly reference that enables security directors to evaluate what risks are inherent to hospitality environments to analyze those risks through threat and vulnerability assessments and to develop methods to mitigate or eliminate them all the while keeping customers and personnel safe and improving the bottom line

Human Resource Management in the Hospitality Industry Michael J. Boella, Steven Goss-Turner, 2005 This text now includes updates to all statistics information on job design and empowerment updated coverage of trade unionism and a new chapter on business ethics It matches new NVQ requirements and incorporates new material relevant to courses and learning needs

The Routledge Handbook of Hospitality Management Ioannis S Pantelidis, 2014-03-26 Hospitality is an industry characterised by its complex nature and numerous sectors including hotels hostels B Bs restaurants pubs nightclubs and contract catering However despite its segmentation there are key issues that are pertinent to all subsectors The Routledge Handbook of Hospitality Management adopts a strategic approach and explores and critically evaluates current debates issues and controversies to enable the reader to learn from the industry s past mistakes as well as future opportunities Especially relevant at a time when many sectors of the industry have to re evaluate and reinvent themselves in response to the economic downturn the Handbook brings together specialists from both industry and academia and from a range of geographical regions to provide state of the art theoretical reflection and empirical research Each of the five inter related sections explores and evaluates issues that are of extreme importance to hospitality organisations many of which have not been adequately explored before external and internal customers debates surrounding finance uncertainty risk and conflict sustainability and e Hospitality and Technology This book is an invaluable resource for all those with an interest in hospitality encouraging dialogue across disciplinary boundaries and areas of study It is essential reading for students researchers academics and managers of Hospitality as well as those of Tourism Events Marketing and Business Management

The Emerald Handbook of Entrepreneurship in Tourism, Travel and Hospitality Marios Sotiriadis, 2018-07-11 This book is a practical handbook for entrepreneurship in tourism related industries The book will provide students and prospective entrepreneurs with the knowledge know how and best practices in order to assist them in planning implementing and managing business ventures in the field of tourism

Professional Management of Housekeeping Operations Thomas J. A. Jones, 2007-10-26 Now in its fifth edition Professional Management of Housekeeping

Operations is the essential practical introduction to the field a complete course ranging from key principles of management to budgeting from staff scheduling to cleaning With expanded attention to leadership and training budgeting and cost control and the increasingly vital responsibility for environmentally safe cleaning the latest edition of this industry standard also includes new case studies that help readers grasp concepts in a real world setting Instructor s Manual Test Bank in both Word and Respondus formats Photographs from the text and PowerPoint Slides are available for download at www.wiley.com/college *The Creative Business Guide to Running a Graphic Design Business (Updated Edition)* Cameron S.

Footnote, 2010-02-15 The go to guide for graphic designers who want to run their own shop and improve their bottom line First published in 2001 The Creative Business Guide to Running a Graphic Design Business set long needed standards as the first comprehensive management manual for the graphic design industry Now brought up to date it describes current best practice procedures for firms of all sizes operating in an industry that is both fast evolving and increasingly competitive

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