

Identifying Catering and Accommodation

Identifying Catering and Accommodation Issues – Study Notes

Issues

1. Why It Matters

- **Guest satisfaction** ? Direct impact on repeat business and reputation.
- **Health & safety** ? Non-compliance can lead to fines, legal action, or illness.
- **Operational efficiency** ? Early detection prevents costly last-minute fixes.

2. Common Categories of Issues

Category	Typical Signs	Potential Consequences
Food Quality	• Stale or off-flavor ingredients • Inconsistent temperature (cold food warm, hot food cold) • Poor presentation	• Guest complaints • Food-borne illness outbreaks
Food Safety & Hygiene	• Improper storage (e.g., raw meat above ready-to-eat items) • Lack of hand-washing stations or PPE • Inadequate cleaning logs	• Regulatory violations • Health-department closures
Menu Planning	• Unbalanced dietary options (no vegetarian/vegan, gluten-free, halal, etc.) • Over- or under-stocking of ingredients	• Waste and higher costs • Exclusion of guest groups
Service Delivery	• Long wait times, incorrect orders, missing items • Inadequate staffing levels during peak periods	• Decreased turnover • Negative reviews
Accommodation Cleanliness	• Stains, dust, or odors in rooms • Unclean linens or bathroom fixtures	• Guest dissatisfaction • Increased housekeeping costs
Room Functionality	• Faulty HVAC, lighting, or plumbing • Broken furniture, missing amenities (e.g., Wi-Fi, TV)	• Compensation claims • Lower occupancy rates

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Category	Typical Signs	Potential Consequences
Accessibility	• Lack of wheelchair-friendly paths, grab bars, or adjustable beds • Inadequate signage for visually impaired guests	• Legal non-compliance (ADA, Equality Act, etc.) • Exclusion of a market segment
Safety & Security	• Poor fire-exit signage, blocked escape routes • Inadequate key-card control or CCTV coverage	• Accidents, liability claims, insurance penalties
Environmental Sustainability	• Excessive single-use plastics, food waste, energy waste	• Higher operating costs • Damage to brand image

3. Systematic Identification Process

1. Pre-Arrival Audits

- Review supplier certifications, storage temperature logs, and menu specifications.
- Walk-through rooms for cleanliness, functionality, and safety compliance.

2. During-Service Monitoring

- Use checklists for kitchen stations (temperature, cross-contamination controls).
- Deploy “mystery guest” or real-time guest feedback tools (tablets, QR codes).

3. Post-Service Review

- Collect and analyze incident reports, guest comments, and housekeeping logs.
- Conduct a debrief with chefs, servers, and front-desk staff to pinpoint gaps.

4. Periodic Audits (Monthly/Quarterly)

- External health-department inspections.
- Internal audits using a scoring matrix (e.g., 0-5 scale for each criterion).

5. Data-Driven Trending

- Plot recurring issues on a Pareto chart to focus on the “vital few”.
- Use a control chart for temperature compliance to spot out-of-control points.

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4. Key Tools & Checklists

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Tool	Purpose	Example Items
Food Safety Checklist	Verify HAC	