

## **Y10 PPE Revision topics 29th June 2022**

Types of establishment rating and what they mean.

Different types of service (buffet, cafeteria etc).

Data protection Act

An environmental Health Officer

A company's corporate image

How can an establishment be environmentally friendly (reduce, re-use, recycle).

Training staff (how)?

How to ensure good customer service and how to measure customer satisfaction.

What new technologies can businesses use to attract more customers and give better service?

Be able to describe how an establishment can meet customer needs.

Identify hazards (risks) and how to control these.

The role of different staff at events e.g conferences, weddings.