Unit 202: Understand business success

# Worksheet 11: Understand the importance of profitability to hospitality (Tutor)

**Describe how standard operating procedures can increase operational efficiency and performance:**

Step-by-step instructions compiled by the business to help staff carry out their daily tasks. SOPs aim to achieve efficiency, quality output and standardisation of performance whilst minimising miscommunication and failure to comply with applicable regulations.

**Explain how staff training can reduce costs within a hospitality business:**

**Describe how the following contribute to cost saving:**

|  |  |
| --- | --- |
|  | **Explain how they contribute to saving costs** |
| Time management | Reduces wasted time, over rostering, efficient staffing practice. |
| Sustainability of resources | Reduced use of energy, power, water and heating costs. |
| Reducing waste | Efficient waste management practices reduce costs. |
| Maintaining or replacing equipment | Having the most power efficient models that need less maintenance will reduce costs. |
| Manage or reduce stock | Good stock control will minimise waste, reduce stack having to be thrown out or reduced in price. |
| Technology | Efficiencies from apps, software will save time and energy.  Technology allows for timely reporting allowing for a quicker reaction and problem solving. |

Word scramble

1. ETIM TNMENMAGEA **Time management**
2. OTSC AVGISNS **Cost savings**
3. PWROE EMAGTENNMA **Power management**
4. RUCDNIGE STOCS **Reducing costs**
5. FATFS SCOST **Staff costs**
6. LESHNTIEGOCO **Technologies**
7. ALTNEOIARPO YCCIEFFIEN **operational efficiency**
8. MEOEACNFRRP **Performance**
9. RADSATND AORNIEGPT PRERODEUC **Standard operating procedure**
10. NORTMOI AND AVEAEULT **Monitor and evaluate**

**Make recommendation on how you would advise staff on reducing costs**

|  |  |  |
| --- | --- | --- |
| **Source** | **Practical advice** | **Method/Reminder** |
| Electricity | Turn off when not in use | Auto light switches-Signage, Monitor |
| Water | Don’t leave taps running, report and fix leaks | Signage, training, supervision  Monitor |
| Food wastage | Minimise waste by good stock rotation, minimum stock levels and regular checks | SOP’s, policies, training, supervision signage  Monitor |
| Staff costs | Good information, rostering practices, flexible staff, good time management | Rosters, function sheets, Induction, training, Policies  Monitor |