

## 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 stock 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