



Hospitality and Catering

Counter and takeaway services

Lesson 1

Master the job role of counter and takeaway service in hospitality and catering with this course.





Learning Objectives

- Define the purpose of a counter service
- List disadvantages of counter service
- Summarise where you would find counter service outlets
- Describe tasks involved in counter service and takeaway job roles
- Recognise the importance of clean hygienic work practices
- Explain how to serve customers correctly





Learning Objectives

- Identify how to prevent any cross contamination from occurring
- Recognise the importance of portion control
- Identify food labelling requirements
- Understand the purpose of stock control and how to perform it correctly
- Define how to handle unexpected situations and rush hour





No reservations

Counter service outlets are sometimes also called takeaway outlets.

These outlets have no booking and no reservation of tables.

First come are first served.





What is counter service?

The customer will stand at the counter and order food and wait at the counter or sit and wait for their order to be called out.

Example: McDonalds, high street cafes and bars.





Why have a counter service?

Easy and quick to service customers.

This is called 'fast turnover'.





Why have a counter service?

Quick turnover of customers leading to more profit.

Very little prior qualifications are usually required from staff.

Easy to maintain hygiene and safety.





Disadvantages of counter service

Customer may feel rushed.

No time to really enjoy the food.

No real connection with customers.



Revision Activity 1

**Name one reason why
you would have counter
service?**