













































Food, Hospitality and Personal Services











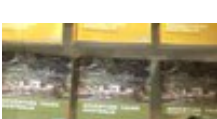

60 videos

	Year	Rating	Duration
 <p>4 Weeks 2 a Higher Food IQ It doesn't take long to forge some great new habits like raising your food IQ. In this exciting programme, reality TV meets the new dietary guidelines as keen teen Lexi takes the four week challenge t...</p>	2012	E	00:28:26
 <p>An Introduction to Hospitality The hospitality industry is alive and growing worldwide. This programme provides a well rounded introduction to the industry ideal those interested in a career tourism or hospitality. Discussing the d...</p>	2009	E	00:23:53
 <p>Catering for an Event Catering for an event or function needs careful planning and execution. This programme examines a range of areas relevant to event or function catering.</p>	2004	E	00:27:18
 <p>Changes and Trends Series: Impacts on Tourism Like all industries, tourism is subject to changes and trends brought about by a range of diverse factors. As increasing numbers of people worldwide become more affluent and make decisions about spend...</p>	2013	E	00:26:20
 <p>Coaching in Hospitality The longevity of the hospitality industry is dependent on the quality of coaching given to today's trainees and apprentices. Yet many hospitality managers consider coaching a time-consuming and costly...</p>	2011	E	00:18:34
 <p>Competitive Marketing in Tourism The marketing and management of a destination is increasingly becoming extremely competitive worldwide. Some destinations are more successful in terms of attracting tourism visitation and expenditure...</p>	2009	E	00:26:54
 <p>Cooking Techniques Series: 21st Century Food Series Do you know how to chop, dice and grate? How do you enhance the flavour of a dish simply by steaming, frying or grilling, and which method is best? What is rubbing in, creaming, melting in and whiskin...</p>	2009	E	00:31:20
 <p>Daily Cafe Operations A cafe culture is developing with new cafes springing up on a weekly basis. There are many different types, but all cafes have similar underlying principles of what is involved in their day to day run...</p>	2005	E	00:25:59
 <p>Dealing With Cultural Differences in Tourism and Hospitality Today many Australians in the tourism and hospitality industries are trying to achieve the "World's Best Practice". Differences and common threads for various cultural groups are summarised, in partic...</p>	1998	E	00:22:07
 <p>Dealing with Difficult Customers This programme covers important principles in dealing with difficult customers within the customer service industry.</p>	2004	E	00:25:33

	<p>Ecotourism: A Case Study</p> <p>Ecotourism is a massive growth industry. Using Phillip Island Nature Park as a case study, this film explores and illustrates the principles of ecotourism.</p>	2002	E	00:28:48
	<p>Emerging Tourism Markets</p> <p>Attracting both international and domestic tourist dollars is the key objective for any tourism-related business. In Australia, as in many other countries, the industry has to consistently innovate an...</p>	2009	E	00:25:14
	<p>Employability in Travel and Tourism Series: Travel and Tourism</p> <p>The travel and tourism industry is a major employer – both in the UK and abroad. There are many career options and pathways available. This film looks at employment and employability within the indust...</p>	2013	E	00:25:56
	<p>Environmental Practices at Work: Hospitality</p> <p>Environmental sustainability is about designing and implementing practices and processes within a workplace that do not waste or exhaust natural resources or cause ecological damage. It not only minim...</p>	2013	E	00:19:14
	<p>Espresso Coffee Service: Preparing and Serving Café Style Coffee</p> <p>This programme deals with coffee making techniques for the beginner. It covers espresso machines and their components, coffee types and extraction.</p>	2006	E	00:30:42
	<p>Essential Preparations Series: At Your Service Series</p> <p>Using practical skill demonstrations, role-plays, computer graphics and descriptive narration, this programme looks at types of menus, basic equipment and laying of tables and covers.</p>	2000	E	00:20:34
	<p>Finishing Off Series: At Your Service Series</p> <p>Using practical skill demonstrations, role-plays, computer graphics and descriptive narration, this programme comprehensively explores serving food, clearing up, the dessert menu, presenting the bill...</p>	2000	E	00:16:11
	<p>Five Star Hospitality</p> <p>In this comprehensive examination of what it takes to provide world class service, we visit SkyCity Darwin – a five star international hotel – and discover valuable lessons from the hotel's experience...</p>	2011	E	00:16:51
	<p>Four Star Ecotourism: A Case Study of Aquila Eco Lodges</p> <p>This program looks at Aquila and ecotourism in the Grampians; building design; power and water; waste management; and managing for sustainability.</p>	2006	E	00:23:08
	<p>Have a Nice Day: Working with Colleagues and Customers in Hospitality and Tourism</p> <p>This programme addresses the core module Working with Colleagues and Customers. It covers communication in the workplace, providing assistance to customers, maintaining personal presentation standards...</p>	2002	E	00:26:54
	<p>Health, Safety and Security Series: Hospitality Series</p> <p>Throughout the world, the hospitality industry is a major contributor to the day-to-day lives of many unique cultures. It provides jobs, boosts the economy and plays an integral role in other industri...</p>	2010	E	00:16:53

	Hospitality: A Question of Attitude This programme gives a real 'feel' for the industry, exploring the difference between service and servility, the need for positive workplace attitude, effective staff and client communication, buildin...	2001	E	00:18:44
	Impacts of Travel and Tourism Series: Travel and Tourism The tourism industry impacts heavily on local areas and communities in a number of key ways. Economically, both domestic and international tourism can bring many benefits, although in some cases when...	2013	E	00:26:53
	Implementing a Food Safety Program: HACCP in the Workplace Food safety is an integral and vital part of any hospitality or food technology subject. This program focuses on a large food service workplace and follows their food safety practices from the start t...	2006	E	00:29:57
	Introducing Hospitality Between 1990 and 1993, tourism employment grew 50% faster than world employment! This programme provides an insight into: how the hospitality industry has changed, its contribution to the economy, an...	1995	E	00:22:51
	Introducing the Basics Series: At Your Service Series Using practical skill demonstrations, role-plays, computer graphics and descriptive narration, this programme explains some of the skills, competencies and personal attributes needed to gain employmen...	2000	E	00:20:06
	Introduction To Food and Beverage Service Series: Hospitality Stories Series Through interviews with employees, viewers are introduced to the basic skills needed to work in a busy bar, a silver service restaurant and a five star hotel.	1996	E	00:20:59
	Introduction to the Front Office and Reception This programme of part of The Hospitality Stories Series, introduces the crucial areas of the front office and reception.	1996	E	00:19:07
	It's a Chef's Life Both Philippa and Marcus work long hours under extreme pressure, but nothing would make either of them change their job. They are artists who strive for perfection, taking pride and pleasure in deligh...	1999	E	00:31:48
	It's a Waiter's Life A career as a professional waiter or waitress is no simple task. Duties include preparing tables for a meal, taking customers' orders, serving drinks and food, and cleaning up before, after and during...	2001	E	00:22:59
	Kitchen and Food Production The programme examines food production and related issues in three commercial kitchens: a major hotel, an airline caterer and a busy bistro.	1996	PG	00:23:59
	Legislation and Regulation in Travel and Tourism Series: Travel and Tourism Every industry works within legal and regulatory frameworks. Some are general in nature and affect every sector and workplace; others are designed with the specific nature of different industries in m...	2013	E	00:29:53
	Managing an International Tourist Destination: The Great Ocean Road This programme examines the importance of tourism to local economies. It covers all aspects of managing an international tourist destination using The Great Ocean Road as a case study. The broad topic...	2006	E	00:28:05

	<p>Managing Conflict in Hospitality</p> <p>Dissatisfied customers, miscommunication between staff, alcohol affected patrons, personality clashes: conflict is a daily part of working in hospitality. This is why it is so important that we all ha...</p>	2011	E	00:14:52
	<p>Maximum Return, Minimum Footprint: An Ecotourism Case Study</p> <p>Ecotourism is a relatively new term used to describe tourism related activities which are managed within a sustainable manner and incorporates the elements of education and interpretation of the natur...</p>	2009	E	00:28:22
	<p>Part 1: More Than Food on a Plate Series: Great Food Presentation</p> <p>Food is a total sensory experience and good cooks try to engage all our senses with everything they produce. In this programme we look at the creative skills and knowledge required to produce great fo...</p>	2000	E	00:32:06
	<p>Part 2: A Practical Guide Series: Great Food Presentation</p> <p>This programme shows how to imaginatively present soup, sushi, pastry and terrine entree platters, main courses of fish, chicken and dessert.</p>	2000	E	00:24:50
	<p>Part One Series: The Characteristics and Properties of Food</p> <p>Simple food preparation examples are provided to explain the main properties of food. The programme also lists food compounds as well as factors causing changes in food composition. Topics examined ar...</p>	1996	E	00:32:16
	<p>Part Two Series: The Characteristics and Properties of Food</p> <p>We can drastically improve the preparation, preservation and presentation of the food we eat when we understand the role of enzymes, pectin and pigments. In this follow-up programme to Characteristics...</p>	1999	E	00:23:28
	<p>Preparing and Serving Non-Alcoholic Beverages</p> <p>The programme shows how to prepare and present the drinks expertly and efficiently. It also covers equipment handling, maintenance and safety.</p>	2001	E	00:13:24
	<p>Quality Customer Service Series: Hospitality Series</p> <p>Throughout the world, the hospitality industry is a major contributor to the day-to-day lives of many unique cultures. It provides jobs, boosts the economy and plays an integral role in other industri...</p>	2010	E	00:19:58
	<p>Responsible Tourism</p> <p>This film explores a range of areas relating to responsible tourism including sustainability, green tourism and 'greenwash', and environmental and economic impacts. A range of experts provide differen...</p>	2013	E	00:32:26
	<p>Serving Customers Series: At Your Service Series</p> <p>Using practical skill demonstrations, role-plays, computer graphics and descriptive narration, this programme covers greeting and seating guests, ordering drinks and ordering food.</p>	2000	E	00:19:11
	<p>Setting the Scene Series: Catering Skills Series</p> <p>This video covers menu planning, budgeting, table setting and styles of service.</p>	2005	E	00:27:13

	Spick and Span	2004	E	00:30:10	This programme explores cleaning in the tourism and hospitality industries. Particularly examining: the importance of cleaning, different cleaning tasks, chemicals used for cleaning and health and saf...
	Sustainable Food Product Design	2011	E	00:16:02	Sustainable product design is one of the major focuses of food producers across the world, who are dedicated to providing the best for consumers and the environment both now and in the future. This fi...
	Sweet Stuff: Working in the Pastry and Sweet-Making Industries	2002	E	00:20:04	This is both an information-rich programme and a realistic look at the workplaces, people and expectations of a career in the pastry and sweet making industry.
	Teamwork in Hospitality	2009	E	00:25:06	Hospitality is a service offered the world over. Sometimes the service you receive is good, other times it is bad. There are many reasons why the quality of service you receive can vary, however it us...
	Technology in Travel and Tourism Series: Travel and Tourism	2013	E	00:26:12	As in any industry, technology has made a significant difference to the approach and behaviour of both customers and providers of travel and tourism products and services. This film is aimed at studen...
	The Australian Tourism Industry: An Overview	2008	E	00:26:14	Tourism contributes 3.9% of gross domestic product (GDP) of the Australian economy with almost \$81 billion in consumption by tourists per annum (\$21 billion by international tourists and \$60 billion b...
	The Resort Office	2012	E	00:17:29	The resort office is the hub of any resort. It is where hotel reservations are processed, rooming lists issued and transfers arranged. It is the focal point for hoteliers and other suppliers, such as...
	The Resort Representative	2012	E	00:14:23	The importance of resort representatives in the tourism industry cannot be overstated. They are the individuals who deal at the front line with customers, attending to a range of needs, ensuring their...
	Tourism Planning and Development: A Case Study in Sustainability	2007	E	00:29:56	The development of tourism can have massive environmental, social and economic impacts. To be successful and sustainable, extensive planning is needed. In this programme we examine the careful co-oper...
	Travel and Tourism Business Environments Series: Travel and Tourism	2013	E	00:33:53	Many factors make up the environment in which businesses and industry operate. This film explores a range of these factors applying to the travel and tourism industry. A range of interviewees from bus...
	Upselling Product and Service in Tourism and Hospitality	2008	E	00:27:55	The total tourism and hospitality experience consists of both products and services. Products are considered more tangible whilst services are intangible in nature. Up-selling is a marketing tool use...
	Where the Bloody Hell Are You?: An Introduction to Tourism in Australia	2007	E	00:28:23	Introduces the key planning and management issues necessary for sustainable and balanced tourist development.



Working Front of House

This programme interviews a number of people who work in the hospitality industry dealing with the public: receptionist, porter, duty manager, and restaurant/bar staff. Each section illustrates and de...

2008 E 00:22:25



Working in a Large Resort: Case Study

Series: View and Do: English Lesson Starters 2

Resort tourism is a popular form of tourism entailing visitation to a resort generally for holiday purposes to relax on a beach, ski the snowfields or merely a break away from the hustle and bustle of...

2008 E 00:27:00



Working in a Travel and Tourism Team

Travel and tourism is an industry where teamwork is universal. Just about any employment role involves other people you rely on to be able to do your job. Every team is unique and there are many facto...

2013 E 00:18:08



Working In Socially Diverse Environments

Series: Hospitality Series

Throughout the world, the hospitality industry is a major contributor to the day-to-day lives of many unique cultures. It provides jobs, boosts the economy and plays an integral role in other industri...

2010 E 00:16:43