



Lösungshinweise für die KMK FSZ-Prüfung

Berufsfeld: Gastgewerbe HoFa

Sprache: Englisch

Niveau lt. GER: B1

Tapescript zu Aufgabe 1

Good morning, ladies and gentlemen, I am pleased to be guest of the South Beach Hotel, Hanover and many thanks for the warm welcome. Today, I would like to tell you something about our new concept of sustainability and healthy food.

In advance, I would like to talk about the problems of the past and challenges of today. Our hotels have wasted many scarce resources. Specifically, we have **consumed too much electricity**. Our lighting systems are outdated. Also, we still have **piles of laundry** every day. Whole truckloads have to be transported from each hotel to the washhouse. This results in a **high demand of water**.

Additionally we have to tackle the issue of our **poor variety of dishes in the menu**. We must **update** it to the current trend and to attract a younger target group.

What did we in the States change in our hotels to live the concept of sustainability? We **replaced all conventional light bulbs with LED lighting** that needs less than 40 % energy than normal bulbs. Furthermore we installed **motion detectors** to make sure that the light won't be switched on permanently...so we save energy. Of course, we also have some **emergency light systems** that make sure that no guest will be left in the dark.

As an innovative idea, we also want the guests to participate in our new green concept. In our fitness area, they get the possibility to **produce their own energy on fitness bikes** which is then fed into our hotel energy system.

What else does our hotel do in terms of sustainability? Usually, in hotels, we and our guests use many towels every day. A daily towel change consumes much water and detergent. As we now **only replace the towels if the guests want us to**, we save many resources.

In addition, the material of our bed linen and table clothes have been changed. Formerly, we used expensive Egyptian cotton. Now we **use a fabric that includes 10 % recycled plastic bottles** next to cotton.

What else...? the buffet selection has been also revised concerning packaging waste. Especially during breakfast we have changed the small plastic containers for jam and the butter to **eatable waffle bowls**.

And this is not all! Also, we tried to improve our carbon footprint by reducing the CO₂-emissions. All our ingredients need to be transported. Wherever possible, our food is **ordered at farmers nearby** without long transport distances. Speaking of transport systems, we also have introduced a new offer for our guests and employees and that is the possibility to **borrow hotel bikes for free**. That is why many sporty guests now spend their free time with us and in our region.

Another sustainable means in our hotel is to offer healthy food that has become a trend in the last few years and we decided to catch the wave by adapting our menus, so that we now have included more vegan and vegetarian dishes.

What kind of vegan and vegetarian dishes have we integrated into our menu? Due to a research based on vegans and vegetarians we have learned that bowls are a good option, because they contain a lot of vitamins, and additionally choosing fresh, fibre-rich and nutritious food leads to healthy diets that's why our head chef in Chicago created several bowls. If you want to know about these delicious recipes please let me know.

So, I now come to an end and hopefully I have given you many new ideas. For further questions please contact me by email: ghwinston@south_beach.us or just take the chance to talk to me this evening as I'm sure I'll see you all at dinner tonight.

Thank you for your attention and (fading out)

Items und Bepunktung dieser Aufgabe:

Memo:	Vortrag George-Henry Winston, 23.03.23
Thema:	Umsetzung eines Nachhaltigkeitskonzeptes in Hotels
<u>Probleme</u>	
- hoher Elektrizitätsverbrauch (1)	
- hoher Wasserverbrauch/viel Wäsche (1)	
- wenig variantenreiche Speisen auf der Karte (1)	
<u>Lösungsansätze</u>	
- Glühlampen durch LED-Beleuchtung ersetzen (1)	
- Stromerzeugende Fitnessbikes (1)	
- Bewegungsmelder (1)	
- Notbeleuchtung/Sicherheitsbeleuchtung (1)	
- Handtücher werden nicht täglich ersetzt/Austausch nur auf Wunsch des Gastes (1)	
- Tischdecken und Bettwäsche sind aus 10% recyceltem Material (1)	
- Essbare Schälchen (1)	
- Regionale Produkte/ Reduzierung des CO2-Fußabdrucks (1)	
- Hotelfahrräder zur kostenlosen Ausleihe (1)	
- Überarbeitete Speisekarte/gesunde Gerichte: (1) <ul style="list-style-type: none"> ○ Vegane Gerichte (1) ○ Vegetarische Gerichte (1) ○ Aufnahme von Bowls (1) ○ Vitaminreiche Speisen/Zutaten (1) ○ ballaststoffreiche Speisen/Zutaten (1) 	
Kontaktmöglichkeiten für weitere Fragen: <ul style="list-style-type: none"> ○ Mail: ghwinston@south_beach.us (1) ○ persönliches Gespräch (1) 	

Items und Bepunktung dieser Aufgabe:

<u>Gründe, warum „Bowl-Essen“ im Trend ist</u> <ul style="list-style-type: none"> ○ Frische /unverarbeitete Zutaten ○ viel Gemüse <ul style="list-style-type: none"> ➤ haben positiven Effekt auf die Gesundheit 	3
<u>3 Hauptbestandteile:</u> <ul style="list-style-type: none"> ○ Gemüse ○ sättigende Kohlenhydrate ○ Lebensmittel mit einem hohen Eiweißgehalt 	3
<u>Typische Zutaten unserer Bowls:</u> <ul style="list-style-type: none"> ○ Frisches Obst, ○ Gemüse, ○ Getreide, ○ Nüsse, ○ Samen/Sprossen 	5
<u>Gründe, weshalb Bowls die Gäste optisch überzeugen:</u> <ul style="list-style-type: none"> ○ Ungewöhnliche Erscheinung/ Farbenfroh (1) ○ Mundgerecht geschnittene Komponenten (1) ○ Zutaten werden nicht vermischt (1) 	3
<u>Vorteile für das Restaurant und die Küche :</u> <ul style="list-style-type: none"> ○ Leicht zu individualisieren ○ Einfach zuzubereiten ○ Schnell servierfähig ○ Höherer Gewinn als bei klassischem Salat ○ Kostenlose Werbung durch Restaurantbesucher/Instagram Postings ○ Neue Zielgruppen werden erreicht 	6
	20

Checkliste in der **Zielsprache** ohne Punkte (im Zusammenspiel mit Deskriptorensatz Produktion)

Formale Aspekte

Einige Aspekte einer Geschäfts-E-Mail sind auch für den Berufsbereich *Gastgewerbe* unverzichtbar:

- angemessene Anrede
- Betreffzeile
- Verabschiedung
- angemessene Sprache

Mögliche inhaltliche Aspekte

- what colours are available?
- what different sizes can be delivered?
- what different types for different purposes are available: hot and cold drinks / food?
- what about transport safety / leak safety?
- can the dishes be cleaned in a dishwasher / is it dishwasher safe?
- what is the price for different types of cups and bowls?

- *Other questions important for examinee*

Inhaltliche Checkliste in der **Zielsprache** ohne Punkte (im Zusammenspiel mit Deskriptorensatz Mediation)

Formale Aspekte

- Kurze und prägnante Formulierungen
- werbewirksame Sätze, die den Mehrwert für die Zielgruppe ausdrücken

Inhaltliche Aspekte

Location

- magnificent view
- beautiful green area
- coffee and cake in panoramic conservatory

Food

- modern, trendy dishes
- fresh, high quality, regional, sustainable food

Events

- attractive rooms
- every celebration becomes an experience
- from just two up to 450 people can be cared for
- special offers/events available
 - o horse carriage nearby river
 - o festival barn is both country-style and comfortable
 - o more events can be asked for