

Food & Beverage Service

Course Code: HTCFB00005

Total Session: 45 Hrs

Objective:

To have an understanding of the Hospitality industry and the Food and Beverage Service department. By the end of the course, the students will have the basic theoretical and practical knowledge in this department

Unit I: Introduction to the Hospitality Industry (2 Session)

- History of the Catering Industry
- Classification of Catering Industry
- Hospitality Industry in India
- Career opportunities

Unit II: Food and Beverage Departmental Organization and Staffing (3 Session)

- Organization of F&B department of hotel
- Principal staff of various types of F&B operations
- Duties & responsibilities of F&B staff
- Attributes of a waiter

Unit III: Intra and Inter departmental communication (2 Session)

Unit IV: Food and Beverage Outlets (4 Session)

- Speciality Restaurant
- Coffee Shop
- Cafeteria
- Grill Room
- Banquet
- Bar
- Discotheques

Unit V: Ancillary Department (4 Session)

- Pantry
- Food Pick-up Area
- Store
- Linen Room
- Kitchen Stewarding

Unit VI: Familiarization with the Restaurant Equipments (4 Session)

- Tables
- Chairs
- Side Station
- Cutlery
- Crockery
- Glassware
- Special Equipments

Unit VII: Styles of Service (3 session)

- English Service
- American Service
- French Service
- Russian Service
- Gueridon Service
- Buffet Service

Unit VIII: Basic Technical Skills (8 Session)

- Task-01: Holding Service Spoon & Fork
- Task-02: Carrying a Tray / Salver
- Task-03: Laying a Table Cloth
- Task-04: Changing a Table Cloth during service
- Task-05: Placing meal plates & Clearing soiled plates
- Task-06: Stocking Sideboard
- Task-07: Service of Water
- Task-08: Using Service Plate & Crumbing Down
- Task-09: Napkin Folds
- Task-10: Changing dirty ashtray
- Task-11: Cleaning & polishing glassware

Unit IX: Menu (2 Session)

- Origin
- Types of Menu
- French Classical Menu

Unit X: Setting up Table for (4 session)

- Table d' Hote menu
- Tea
- Breakfast
- Buffet

Unit XI: Servicing of (3 Session)

- Black Tea
- Black Coffee
- Milk Coffee

Unit XII: Beverage (4 Session)

- Classification
- Tea
- Coffee
- Wine

Unit XIII : Social Skills (2 Session)

- Handling Guest Complaints
- Telephonic Etiquettes
- Dining and Service Etiquettes