

FOOD CRAFT INSTITUTE, ALIGARH

(Under Department of Tourism, Govt. of UP)

Affiliated to National Council for Hotel Management &
Catering Technology

Craftsmanship course in Food & Beverage Service



SYLLABUS



FOOD & BEVERAGE SERVICE

1. An Introduction

Food & Beverage industry is usually defined by its output of Products, to satisfy the various demands of food & drinks of people. But it doesn't include the manufacturing of food & beverage or their retailing. In today's world, the Food & Beverage Service industry has expanded a lot and now-a-days, as per calculation it is serving more than 100 million meals per day. It has spread across all walks of life. Hotels, Restaurants Industrial Canteen, Hospital Housekeeping & Canteen, Railway Catering, Airways Catering & Cabin Crew – all are now part of Food & Beverage Service Industry. The basic function of this industry is to serve food & Beverage drink to people, to satisfy their various types of needs. The main aim is to achieve customer satisfaction. The needs that customer might be seeking to satisfy are:

• **Physiological:** the need of special food items • **Economic:** the need for good value for the price paid • **Social:** a friendly atmosphere, to express feelings frankly • **Psychological:** the need for enhancement of self-esteem • **Convenience:** the desire for someone else to do the work. These various needs play a major role to decide the factors, responsible for defining different type of service method in Food & Beverage Service industry.

Food & Beverage Service is mainly concerned with the delivery and presentation of the food and beverages to customers. This department occupies as integral place in any hotel industry which plays a vital role in the profitability of the hotel business by providing varieties of services to the customer.

Food & Beverage department has three main operational areas, which are :-

- Food Production (Kitchen/bakery)
- Bar (Beverage)
- Restaurant (Service)

Food & Beverage Service should co-ordinate & co-operate with other different dept like H.K. dept, front office, security, accounts, human resource department, maintenance department etc.

Food & Beverage Service also include the economics consisting food & pricing, wastage control, position control & staff training which are the most important things for achieving the guest relation, satisfaction and earning the profit up to 40 % revenue.



2. Learning Objectives

After completion of the course students may be able to learn:

- Have an idea about Basic elements of Hotel
- Have Knowledge of other departments in hotel
- Know General idea about catering industry
- Identify catering segments.
- Understand the basic principles of food & Beverage
- State different types of restaurant
- Identify the basic Etiquette for restaurant staff
- State the basis grooming procedures
- Understand the hygienic factors
- Understand the importance of team work
- Use the Food & Beverage terms effectively
- Understand the basic preparation for service
- Understand the general layout of a restaurant
- State the Organizational Structure of restaurant
- Explain the duties and responsibilities of Various staffs in restaurants
- Handle & Use various service equipments
- Know the Co ordination with other department of hotel
- Understand various types of service offered in restaurants & Bar
- State service procedure
- Understand the procedures
- Understand the procedure for table reservation
- How to take an order
- Handle room service
- State the difference between banquets and outdoor catering
- Understand different types of menu
- Understand the basic principles of planning and evaluating menu
- Differentiate between food Service and Beverage Service
- State the different types of break fast
- Understand the classification of Beverages
- Understand the categories of alcoholic beverages
- Practice the procedure of Serving various drinks
- Understand the Variety of tobacco
- Prepare a bill and receive payments
- Acquire the basic skill required for service
- Get attitude for serving better
- Know the staff scheduling procedure
- Understand the check points and skills for restaurants & Bar supervisor
- Have clear cut idea about standard portion size
- Understand the need of customer
- Have idea about method of cooking
- Understand the usage and servicing Sauces
- Understand how to receive guests and seating them

CRAFTSMANSHIP COURSE IN FOOD AND BEVERAGE SERVICE

Eligibility:	10 th Pass
Duration:	24 weeks (2 batch in one session)
Teaching hours per week:	35 Hours
Effective teaching:	20 weeks
Industrial training:	04 weeks after the annual examinations.

TEACHING AND EXAMINATION SCHEME

No.	Subject code	Subject	Hours per week	Term Marks*
THEORY				
1	CFB-01	Food Service	5	100
2	CFB-02	Beverage Service	5	100
3	DCS-03	Communication	2	-
TOTAL			12	200
PRACTICAL				
4	CFB-11	Food Service	10	100
5	CFB-12	Beverage Service	10	100
6	CFB-13	Pantry Operations	03	50
TOTAL			23	350
GRAND TOTAL			35	550

*Term Marks will comprise 30% Mid Term Marks & 70% End Term Exam Marks.

RULES AT A GLANCE

NO.	TOPIC	REQUIREMENT
1.	Attendance required to become eligible for exam	75% in aggregate
2.	Minimum pass marks for each theory subject	40%
3.	Minimum pass marks for each practical subject	50%
4.	Maximum duration to pass/clear all subjects/ papers	03 academic years

FOOD SERVICE THEORY (CFB-01)

TIME ALLOTTED: 05 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

OBJECTIVE:

The students acquire and develop knowledge of the Hotel and Catering Industry and its relation to their own particular jobs within the industry; knowledge of different types of service; knowledge of menu items including ingredients and method of preparation, accompaniments and garnishes, mis-en-place for service.

COURSE CONTENT:

1. Development of Catering Industry and brief description of different types of catering establishments.
2. Catering as a career and job prospects in the Hotel Industry.
3. Staff organisation of Food and Beverage Department.
4. Attributes and Attitudes.
5. Different types of cutlery used in a good catering establishments, their description and correct use.
6. Different types of crockery used in good catering establishments, their description and correct use.
7. Different types of glassware used in good catering establishments, their description and use.
8. Different types of silver and flatware used for the service of food, their description and use.
9. Different types of special equipment e.g. Nut cracker, grape scissors, service gear for the service of Oysters, Caviare, Lobster etc. Cigar cutter, wine bottle openers, Gueridon equipment etc, their description and use.
10. Equipment layout, Side board.
11. Different types of Menus – A la carte; Table – d’hote.
12. Menu and meal planning.
13. Various courses of a meal:
 - i) Hors d’oeuvre
 - ii) Soup
 - iii) Fish
 - iv) Entrée
 - v) Joint
 - vi) Sorbet
 - vii) Roast
 - viii)Vegetable and Potato preparations
 - ix) Salads

- x) Accompaniments and garnishes
- xi) Sweet
- xii) Savoury
- xiii) Dessert and Coffee.

14. Rules for laying the table and side board and Mis-en-place.
15. Rules for waiting at the table and some useful tips for good service.
16. Different sections of kitchen and their staff organisation in brief.
17. Silver polishing:
 - Polivit method
 - Plate powder method
 - Burnishing method
 - Silvo method
18. Restaurant vocabulary – English and French.
19. Relationship of waiter with:
 - Customer
 - Kitchen
 - Management
20. Simple methods of Restaurant controls.
21. Breakfast – different types, laying and service. Breakfast menu items and their preparation.
22. Banquets: Booking and banquet enquiry from: Seating space:
 - Seating arrangements; Banquet menu – service formalities.
 - Toast procedures.
23. Buffet – layout – display – service.
24. Room service – House Rules, Equipment, Butler Service.
25. Snack Bar and Cafeteria.

BEVERAGE SERVICE – THEORY (CFB 02)

TIME ALLOTTED: 05 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

- Beverage Classification.
- Basic knowledge of the history, composition and service alcoholic and non-alcoholic beverages; knowledge of the equipment used in restaurants and auxiliary areas.
- Wines: Definition of wines; making of wines in general; broad categories of wines; trade names of famous wines.
- Service of white wine, red wine and sparkling wine.
- Storage of alcoholic beverages.
- Brief description about spirits, whisky, rum, brandy and vodka.
- Basic knowledge of portions and cost control.
- Basic knowledge of liqueurs, mineral waters.
- Dispensing of spirits.
- Cocktails – different types of important cocktails and recent Rules for making cocktails.
- Bear making – service, trade names, storage and types.
- Simple Beverages – hot and cold and their preparation.

FOOD & BEVERAGE SERVICE – PRACTICALS

OBJECTIVE:

The students develop skills in preparing mis-en-scene and mis-en-place for service, skills in taking orders, advising on menu choice, service of food and beverage and presenting of bills.

FOOD SERVICE PRACTICAL (CFB-11)

TIME ALLOTTED: 10 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

- Apprising and drawing of silver, cutlery, crockery and special equipment.
- Hygienic handling of cutlery, crockery, glassware and trays.
- Proper laying and relaying of table cloth during meals.
- Correct use of waiters cloth.
- Arrangement of silver and other tables, side board appointments according to different menus.
- Correct methods of handling and re-laying of silver, glassware etc., during the meals.
- Correct handling and practice of service spoon and service fork for silver service.
- Service and clearing of a meal, course by course. Different methods of service.
- Napkin foldings.
- Receiving and seating the guests, presenting the menu, and taking the order from the customer.
- Passing the order to the kitchen, co-ordinating orders.
- Making and presentation of bills.
- Service and accompaniments of special dishes, smoked salmon, caviars, pats de fote gras, asparagus, borsch, grape fruit, melon, cheese, fresh fruits.
- Service of breakfast: English, Continental, Indian, American Egg preparation and other Breakfast items, cereals for breakfast.
- Room Service Mis-en-place for meals, snacks and beverages, both for tray and trolley service – proper loading of trays, carrying and service. Execution of orders to the room.
- Layout and service of small tea parties.
- Sandwiches – preparation and service.
- Banquets lay up and service formal and semi formal.
- Preparation and service of certain Gueridon dishes e.g. Crepe Suzette, Banana flambé, peach flambé, pepper steak.
- Suitable placing of arrangements on different sizes and shapes of tables in a restaurant.
- Coffee shop service.
- Packed foods – Packing and service, Take away.

MARKING SCHEME FOR EXAMINATION

FOOD SERVICE PRACTICAL (CFB-11)

Maximum Marks **100** **Pass Marks** **50**

Part 'A' 25 Marks

	MARKS
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
Total	: 25

Part 'B' 75 Marks

	Marks
a) Mise-en-place	: 20
b) Service Efficiency	: 20
c) Silver Service skills	: 20
d) Menu Knowledge	: 15
Total	: 75

Note:-

1. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
2. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

BEVERAGE SERVICE PRACTICAL (CFB-12)

TIME ALLOTTED: 10 HOURS PER WEEK

MAXIMUM MARKS: 100

ACTIVITY	MAXIMUM MARKS
Marks for attendance	5
Mid-term exam marks	25
Total (Incourse Assessment Marks)	30
End term exam marks	70
Total	100

- Service of water and other simple beverages – milk shakes, iced tea, cold coffee, chocolate, lassi, juices etc.
- Service of hot beverages, tea and coffee.
- Service of white wine, red wine and sparkling wines – presenting the bottle, removing the cork and service.
- Service of spirits, whisky, rum, gin, brandy etc.
- Service of cocktails and liqueurs.
- Service of beer.
- Service of cigars and cigarettes and their storage. Choice of cigars, famous brands of cigars and Cigarettes.

MARKING SCHEME FOR EXAMINATION BEVERAGE SERVICE PRACTICAL (CFB-12)

Maximum Marks 100 Pass Marks 50

Part 'A' 25 Marks

	MARKS
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
Total	: 25

Part 'B' 75 Marks

	Marks
a) Mise-en-place	: 20
b) Service of tea/coffee	: 20
c) Service of wine/beer	: 15
d) Service of hard liquor/cocktails	: 20
Total	: 75

Note:-

3. The examination should test skills and knowledge of the students by assigning sets of tasks as listed in the practical syllabus under each category.
4. The student must ensure that sideboard contains everything necessary for service.
5. During table service each guest should pose one question to the candidate on the item being served. The invigilators can brief guests prior to service.

PANTRY OPERATION – PRACTICAL (CFB-13)

TIME ALLOTTED: 03 HOURS PER WEEK

MAXIMUM MARKS: 50

ACTIVITY	MAXIMUM MARKS
Marks for attendance	2½
Mid-term exam marks	12½
Total (Incourse Assessment Marks)	15
End term exam marks	35
Total	50

- PANTRY LAYOUT of a specialty Restaurant.
 - Different sections of the Pantry:
 - Main pantry
 - Still Room
 - Silver Room/Plate Room
 - Scullery/Wash up
 - Floor Pantry

- Different equipment required in the Pantry, their operation, handling and upkeep.
 - Major Equipment:
 - Food Service Counter
 - Hot Section and Cold Section
 - Coffee Machine
 - Microwave Oven
 - Salamander
 - Juicer/Blender (Electric)
 - Plate Warmers
 - Dish Washing Machine
 - Ice Cream Counter
 - Ice Cube Machine
 - Water Cooler
 - Refrigeration
 - Minor Equipment:
 - Proper upkeep and maintenance of all Holloware and Crockery.

- Mise-en-place for breakfast and meals:
 - Coffee making
 - Tea making
 - Care and Service of Juices
 - Sandwiches preparation
 - Soda fountain operation
 - Burgers preparation

**MARKING SCHEME FOR EXAMINATION
PANTRY OPERATION PRACTICAL (CFB-13)**

Maximum Marks 50

Pass Marks 25

Part 'A' 25 Marks

	MARKS
1. Uniform & Grooming	: 05
2. Journal	: 10
3. Viva	: 10
Total	: 25

Part 'B' 25 Marks

	Marks
a) Indent	: 05
b) Product	: 20
Total	: 25

COMMUNICATION

TIME ALLOTTED: 02 HOURS PER WEEK

MAXIMUM MARKS: NIL

Objective:

Students will be able to comprehend and communicate specific terms of speech in the specified areas; write essential reports.

COURSE CONTENT:

- Messages, booking.
- Use of Vocabulary of the food and beverage.
- General: Reported speech and dialogue writing; Role Plan Analysing Situation; Dictation and comprehension related to the food & beverage industry.
- Verbal:
 - Telephone Conversation.
 - Person to person – with colleagues, customer, subordinate superiors, F&B Terminology.
 - Social skills – Courtesy, apology, compliments, suggestion, recommendation, suggested selling.
- Non-Verbal:
 - Body language – Gestures, Posture, Body movement, Hands etc.
 - Written:
 - Language
 - Use of F&Bs terminology.
 - Reservation, log book, message, KOT, billing, incident reports, bulletin boards.