

HM-201: Food and Beverage Service

Theory: 4 Credits

Objective: To make the students to understand the basic knowledge of Food and Beverage Service Operations

Course Content:

Unit 1 :Food & Beverage Service- Introduction, Types of Catering Establishments F & B Service areas in a hotel - Restaurant, Coffee Shop, Room Service, Bars, Banquets, Discotheques, Still Room, Grill Room, Snack Bar, executive lounges, business centre & Night Clubs.

Unit 2: F & B Service Equipment - Usage of Equipment, criteria for selection, requirements, quantity and types Furniture, Linen, Chinaware, Silverware & Glassware, Disposables Special Equipments & Other Equipments - Care and maintenance

Unit 3: Food & Beverage Service Organization Job Descriptions & Job Specifications of F& B Service Personnel Attitude & Attributes -Food & Beverage personnel, competencies. Basic Etiquettes for catering staff - Interdepartmental relationship

Unit 4: Food & Beverage Service Methods Table Service-Silver/English, Family, American, Butler/French, Russian Self Service-Buffer & Cafeteria

Unit 5: Specialized Service-Guerdon, Tray, Trolley, Lounge, Room, etc., Single Point Service-Take Away Vending, Kiosks, Food Courts & Bars, Automats Food & Beverage Terminology

Reference Books:

1. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGraw Hill
2. Food & Beverage Service - Lillicrap & Cousins, ELBS
3. Modern Restaurant Service - John Fuller, Hutchinson
4. Food & Beverage Service Management-Brian Varghese
5. Introduction F& B Service - Brown, Heppner & Deegan
6. Professional Food & Beverage Service Management -Brian Varghese