

## FOOD SERVICE - THEORY:

### 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:

- Development of Catering Industry and brief description of different types of catering establishments.
- Catering as a career and job prospects in the Hotel Industry.
- Staff organisation of Food and Beverage Department.
- Attributes and Attitudes.
- Different types of cutlery used in a good catering establishments, their description and correct use.
- Different types of crockery used in good catering establishments, their description and correct use.
- Different types of glassware used in good catering establishments, their description and use.
- Different types of silver and flatware used for the service of food, their description and use.
- 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.
- Equipment layout, Side board.
- Different types of Menus – A la carte; Table – d'hote.
- Menu and meal planning.
- Various courses of a meal:
  - Hors d'oeuvre
  - Soup
  - Fish
  - Entrée
  - Joint
  - Sorbet
  - Roast
  - Vegetable and Potato preparations
  - Salads
  - Accompaniments and garnishes
  - Sweet
  - Savoury
  - Dessert and Coffee.
- Rules for laying the table and side board and Mis-en-place.
- Rules for waiting at the table and some useful tips for good service.
- Different sections of kitchen and their staff organisation in brief.
- Silver polishing:
  - Polivit method
  - Plate powder method
  - Burnishing method
  - Silvo method
- Restaurant vocabulary – English and French.
- Relationship of waiter with:
  - Customer
  - Kitchen
  - Management
- Simple methods of Restaurant controls.
- Breakfast – different types, laying and service. Breakfast menu items and their preparation.
- Banquets: Booking and banquet enquiry from: Seating space:
  - Seating arrangements; Banquet menu – service formalities.
  - Toast procedures.
- Buffet – layout – display – service.
- Room service – House Rules, Equipment, Butler Service.
- Snack Bar and Cafeteria.

## **BEVERAGE SERVICE - THEORY:**

- 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.
- Beer 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:**

- 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.

### **BEVERAGE SERVICE:**

- 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.

## **COMMUNICATION:**

### **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.

### **PANTRY OPERATION – PRACTICAL:**

- PANTRY LAYOUT of a speciality 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