



**Technical Examinations Board, Gujarat State,
Gandhinagar**

FOOD & BEVERAGE SERVICE MANAGEMENT

Title	68: Food & Beverage Service Management
Level	Trade Certificate
Course Duration	One Year (full time)
Entry Qualification	S. S. C. Pass or Equivalent
With Effect from	June 2023

Teaching Scheme:

Sub Code	Subject Name	Teaching Scheme		Examination Scheme				Term Work Marks	Total Marks
		Theory	Practical	Theory Marks	Hrs.	Practical Marks	Hrs.		
6810	Food & Beverage Service	06	12	100	3	150	03	50	300
6820	Food & Beverage Management	04	04	50	2	100	03	50	200
6830	Hotel Communication	02	04	50	2	-	-	100	150
6840	On the Job Training	-	-	-	-	-	-	100	100
6850	Project	-	-	-	-	-	-	100	100
Total		12	20	200	07	250	06	400	850

Total Week = 32

Total Teaching slot/Week = 32

Theory Periods = 12

Practical Periods = 20

Remarks

22 weeks at institute. 10 weeks on job industrial training in a hotel specified by the principal of the institute who will give the marks of "On the Job training".

68: FOOD & BEVERAGE SERVICE MANAGEMENT

Course Objectives:

- To provide deep knowledge about Hotel Operation/ systems/ law/ communications and management policies followed in the hotels.
- To develop and understanding regarding the importance of English as language in Hospitality Industry, Communication skills in particular oral communication, comprehension ability and of writing strategies in both literary and commercial situations.
- To create awareness among the students, the importance of FRENCH In their Profession.
- To understand recall and be able to use the common hotel management related terminologies.

Course Subjects:

Sr. No	Sub Code	Subject Name	Theory in Hrs	Practical in Hrs
1	6810	Food & Beverage Service	132	264
2	6820	Food & Beverage Management	88	88
3	6830	Hotel Communication	44	88
4	6840	On The Job Training	10 weeks(480Hrs)	
5	6850	Project		--
		Total	264	440

6810 : FOOD AND BEVERAGE SERVICE	
Unit-1	Introduction
1.1	Evolution of hotel industry introduction and brief history of hotel industry. Classification of hotels in brief with examples. Classification of F&B Outlets Planning and hierarchy of organisation of food and beverage department Organizational chart of food and beverage staff along with its duties / responsibilities / coordination and co-ordination between other departments of the hotel food plan in the hotel industry.
Unit-2	Food & Beverage Equipment
2.1	a. Types of equipment. b. Classification and sizes of equipment.
2.2	Restaurant equipment cleaning procedures
2.3	Controlling Procedures, Service area
2.4	Nomenclature and identification of the equipment in English and French terminology.
Unit-3	Attributes Of A Food And Beverage Service Personnel
3.1	Qualities and etiquettes of a waiter.
3.2	Grooming Standards of F&B Personnel
Unit-4	Menu
4.1	Types of menu
4.2	French classical menu with examples
4.3	Menu planning
4.4	Diet plan with examples. Menu compiling
4.5	Appropriate garnishes according to menu, Food and its accompaniments.
Unit-5	Types of Meals
5.1	Breakfast and garnishes and accompaniments according to breakfast order, Brunch, Lunch, Afternoon Tea, Evening Tea, Dinner & Supper
Unit-6	Table Layout
6.1	Size of tables and chairs, Setting of linen and its sizes, Setting of side – board.
6.2	Making table reservation, Table allocation
Unit-7	Observation And Rules For Waiting At A Table

7.1	Receiving a guest in food and beverage outlets. Introduction about kitchen order tickets. Taking alcoholic and non-alcoholic beverage orders. Taking food orders Taking order of cigarettes and cigars.
Unit-8	Types Of Service
8.1	All types major service and specialization services in different types of catering establishments.
Unit-9	Room Service
9.1	Types of Room Service- Centralized & Decentralized, Preparation of room service pantry, Sequences of taking orders and billing, Tray layout according to food and beverage order, Food preparation and its preparation timings, Special attention on carrying the food from the hot plate or from the kitchen, Service standards, Handling guest complaints.
Unit-10	Banquet
10.1	Definition of Banquet, Hierarchy in banqueting, Classification of banqueting (functions), Special banqueting, Menu planning
Unit-11	Beverage
11.1	Meaning of the beverage, Classification of non-alcoholic beverages, Brief introduction about TEA and COFFEE
Unit-12	Alcoholic Beverage
12.1	Classification of alcoholic beverages- Fermented & Distilled Alcoholic beverages
12.2	Beer: Types of beer, Ingredients of beer, Production procedure of beer, Categories of beer Some common problems, which normally found with beer, Service and serving temperature of beer, Beer producing countries, International and domestic brand names of beer
12.3	WINE: History of wine, Wine growing countries, Procedures of wine making, Classification of wine, Service and serving temperature of wine, Harmony of wines, Golden rules of wine (food and wines), Storage of wine, International and domestic brand names of wines.
12.4	SPIRIT: Meaning & classification of spirit, Proof scales
12.5	WHISKY: History of whisky, Classification of whisky and its strength, Ingredient of whisky, Procedures of whisky making, International and domestic brand name of whisky, Storage of whisky
12.6	VODKA: History of vodka, Ingredient of vodka, Procedure of vodka making, Service and service temperature of vodka, International and domestic brand name of vodka, Storage of vodka

12.7	RUM: History of rum, Ingredient of rum, Procedure of rum making, Service and service temperature of rum, International and domestic brand name of rum, Storage of rum
12.8	GIN: History of gin, Ingredient of gin, Procedure of gin making, Service and service temperature of gin, International and domestic brand name of gin, Storage of gin
12.9	BRANDY: History of brandy, Ingredient of brandy, Procedure of brandy making, Service and service temperature of brandy, International and domestic brand name of brandy, Storage of brandy
12.10	Liqueur: Classification of liqueurs, Ingredients of liqueurs, Manufacturing process of liqueurs
Unit-13	BAR
13.1	Definition of bar, Types of bar- Cocktail Bar & Dispense Bar, Parts of Bar- Front bar, Back bar & under bar, Bar layout, Equipment used in bar, Various types of glassware used in bar. Accompaniment use in bar, Introduction about beverage order ticket (BOT)
Unit-14	Cocktail & Mocktail
14.1	Definition of cocktail & Mocktail, Equipment used, Various types of cocktails & Mocktail, Various types of glassware used, Base cocktails & Mocktails and their presentation, Accompaniment and garnishes.
Note	Three Periodic Tests Of One Hour Each. Application of Knowledge And Skill Learned During Class Room Learning

6820 : FOOD AND BEVERAGE MANAGEMENT	
Unit-1	Managing Food & Beverage Outlet
1.1	Job of manager & supervisor, Standard operating Procedures (SOP), How to write SOP, Physical layout of outlets, Seating arrangements, Interior design of F&B outlets, Selection & planning of equipment
Unit-2	Accounts Managements
2.1	Operating cash register, Billing manually – computerized, Daily cash report, Inventory procedure, Costing procedure of food/beverage and covers, Factors responsible for losses / profit, Preparation of cost statement, Method of pricing, Ascertaining a profitable price level
Unit-3	Personnel Management
3.1	Development and its policies, Procedure of recruitment, selection, method of induction and duty roster.
Unit-4	Safety

4.1	Legal responsibilities of food and beverage manager, Accident from structural inadequacies, Accident from improper placement of equipment in spaces, Accident from improper selections, Storage of equipment, Safety procedures, Classification of fire, Safety training, Enforcement of safety, Some useful safety devices, Laws and acts.
Unit-5	Law
5.1	Health and safety, Working conditions, Labour law, Harmonious working conditions, Payments and wages, Food law
Note	Two Periodic Tests Of One Hour Each. Assignments On Application Of Management of Food Outlets At Least Two Types: The Safety Standards And Laws Used By Them

6830 : HOTEL COMMUNICATION

Unit-1	Grammar
1.1	Subject, predicate, noun-pronoun, verb, article, composition, parts of speech active & passive voice, figures of speech phrase, clause, sentences & synthesis, precise, comprehensions. Common errors.
Unit-2	Business Communication
2.1	Spelling, Punctuation, Formation, Paraphrasing, Letter Writing.
Unit-3	Concept Of Communication
3.1	Definition, meaning, scope, function & purpose of communication.
Unit-4	Elements Of Communication
4.1	Sender, message, treatment, channels, receiver, role of sender & receiver.
Unit-5	Types Of Communication
5.1	Direct & indirect communication, verbal & non-verbal communication, clarity in communication, techniques of communication, sensitivity, observation, empathy
5.2	Quest for knowledge, feedback, barriers to communication, predisposition, limited perspective, lack of knowledge, lack of appreciation, physical state of mind.
Unit-6	Sales Promotion
6.1	Importance & Technique: Information of facilities available in house, comparison with other hotels, justification of non-availability, house count, room occupancy.
Unit-7	Handling Emergencies
7.1	Types of emergencies, first aid, fire protection.
Unit-8	First Aid & Fire Protection

8.1	Wounds & cuts, Bandage & types of knot, respiration, first aid to fracture, Asphyxia, Food positioning,
8.2	Fire Protection. Definitions & importance & basic rules Roles of the first aider and the first aid kit. Types of dressing & their uses What To Do In Case Of: A) Bleeding. B) Burns & Scalds Electrics Shocks C) Fractures D) Food Poisoning
Unit-9	French As A Language And Its Relevance To The Hotel Management Education
9.1	Details of French usages with correct pronunciations: les numb rec de 1 a 100,le seasons Politesse. Days of the week, months of the year, seasons, fruits, vegetables , fish with meats ; culinary terms ; the table appointments (the cover); the hostel; kitchen ; culinary terms : As cuisine e material de la cuisine; le restaurant; le service ; q hotel, lachamber de 1 hotel; les repas; le menu (important); les joursdelasemaine; all verbs and terms relevant to cooking. as ill types of work in the kitchen ,the reception and the housekeeping, menus in French ; more culinary terms.
Unit-10	Personnel Grooming
10.1	Posture / appearance / mannerisms /etiquettes
Note	Three periodic tests, monthly class assignments

6840 : On the Job Training

Student should maintain a logbook the training & meeting a daily even their in. They should also report and problem found by them & how did they overcome the same.

6850 : Project

The student will be requested to identify one problem in any given area of the specialization study in detail & come up with the functional suggestions (as per the opinion of the student) They should submit a written report of the problems, process of identification, study process & minimum (30 typed pages)

Suggested List of Practical's

Sr. No	Practical Category
1	Planning the restaurant set-up
2	Cleaning restaurant equipment
3	Preparation of covers, course –wise
4	Preparation of side-table and side board
5	Preparation of gueridon trolley
6	Preparation of room – service pantry and tray according to food and beverage orders

7	Planning menus for special occasions
8	Techniques of table reservation and its allocation
9	Inspection of prepared restaurant and other service outlets
10	Taking orders and carrying beverage orders from bar and kitchen
11	Preparation of buffet and it's service
12	Billing manually and computerized
13	Closing down the restaurant
14	Receiving restaurant guest
15	Taking order
16	Taking order for food
17	Service of food
18	Taking alcoholic beverage orders and service
19	Taking non-alcoholic beverage order and service
20	Service of food and beverages in room from centralized and decentralized kitchen
21	Service of cigars and cigarettes
22	Preparation of cocktail / mock tail and sorbet
Note:	Student will be required to prepare & maintain a journal.

Reference Books:

1. Sudhir Andrews – Food & Service Management
2. John Cousins And Dennis Lillicrap- Food & Beverage Service
3. Food & Beverage: F&B Simplified By Vara Prasad & R. Gopi Krishna
4. Wren And Martin – English Grammar And Composition
5. Daniel Jones – English Pronouncing Dictionary 14th Edition
6. Red Revel & Trish Scott English For The Hotel And Catering Industry
7. Maugser G.Cours De Langue Et. De. Civilization Franchises.
8. Lemaitre Joseph French How To Speak And Write

Subject Course Committee

Sr. No	Name	Designation & Address
1	Shri Rishi Kashyap	Principal, GIHM, Vadodara
2	Shri Abhay Raghav	GIHM, Vadodara
3	Shri Venkatesh Sharma	GIHM, Vadodara

Invited Experts

Sr. No	Name	Designation & Address
1	Shri R. M. Gohil	Principal, GTHS, Ahmedabad
2	Shri R. K. Jethwa	Principal, GTHS, Vadodara