

COURSE TITLE	FOOD & BEVERAGE SERVICE MANAGEMENT- I
COURSE CODE	04AH0202
COURSE CREDITS	4

Course Outcomes: After completion of this course, student will be able to:

- 1 Categorize different types of Catering Establishments within the Food and Beverage Service Industry, including Restaurants, Coffee Shops, Bars, and Banquet Facilities, and explain their distinct roles and operations
- 2 Analyze Food and Beverage Service Equipment, detailing the proper usage, selection criteria, and care and maintenance of various items such as Chinaware, Glassware, Silverware, and Special Equipment used in the industry.
- 3 Demonstrate proficiency in Food and Beverage Service Methods by executing various Table Service styles (Silver, English, Family, etc.), Self-Service options (Buffet, Cafeteria), and Specialized Services (Guerdon, Trolley, Tray, etc.) in diverse hospitality settings
- 4 Differentiate between different Types of Meals, such as Breakfast, Lunch, Dinner, and Hi-Tea, understanding the components of each, designing menus, and providing service according to the specific meal's requirements.
- 5 Identify the essential attributes and competencies of Food and Beverage Service Personnel, develop job descriptions and specifications, and nurture inter-departmental relationships to enhance teamwork and service delivery in the hospitality industry

Pre-requisite of course:None

Teaching and Examination Scheme

Theory Hours	Tutorial Hours	Practical Hours	ESE	IA	CSE	Viva	Term Work
4	0	0	25	30	20	25	0

Contents : Unit	Topics	Contact Hours
1	The Food and Beverage Service Industry, Food and Beverage Service Areas in a Hotel Types of Catering Establishments: Introduction to different types of catering establishments and food and beverage operations., Restaurant, Coffee Shop, Room Service, Bars, Banquets: Understanding various food and beverage service areas within a hotel, including discotheques, still rooms, grill rooms, snack bars, executive lounges, business centers, and nightclubs.	15

Contents : Unit	Topics	Contact Hours
2	Food and Beverage Service Equipment, Food and Beverage Service Personnel Usage of Equipment, Criteria for Selection: Learning about the use and selection criteria for food and beverage service equipment., Requirements, Quantity, and Types: Understanding the requirements, quantities, and types of furniture, linen, chinaware, silverware, glassware, disposables, special equipment, and other equipment., Care and Maintenance: Guidelines for the care and maintenance of food and beverage service equipment and supplies., Food and Beverage Service Organization, Job Descriptions, Job Specifications, Attitude and Attributes of F&B Service Personnel: Exploring the organizational structure, job roles, specifications, and essential qualities of food and beverage service personnel, including competencies and inter-departmental relationships.	15
3	Food and Beverage Service Methods Table Service (Silver, English, Family, American, Butler, French & Russian): Understanding different styles of table service such as silver, English, family, American, butler, French, and Russian, Self Service (Buffet and Cafeteria): Exploring self-service methods like buffets and cafeterias., Specialized Service (Guerdon, Trolley, Tray, Lounge, Room): Studying specialized food and beverage service methods using guerdon, trolley, tray, lounge, and room services., Single Point Service (Takeaways, Vending, Kiosks, Food Courts & Bars, and Automats): Understanding single-point service options like takeaways, vending machines, kiosks, food courts, bars, and automats.	15
4	Types of Meals Breakfast, Brunch, Lunch, Hi-Tea, Dinner, Supper, Aliveness: Introduction to different types of meals and their components such as cover, menu, and service	15
Total Hours		60

Textbook :

- 1 Food and beverage service , Dennis Lilli crap, John cousins and Robert smith, Hodder Education, 2002
- 2 Food and beverage training manual , Sudhir Andrews, McGraw Hill education, 2017

References:

- 1 Food and beverage services, Food and beverage services, R. Singaravelavan, Oxford University press, 2016

Suggested Theory Distribution:

The suggested theory distribution as per Bloom's taxonomy is as follows. This distribution serves as guidelines for teachers and students to achieve effective teaching-learning process

Distribution of Theory for course delivery

Remember / Knowledge	Understand	Apply	Analyze	Evaluate	Higher order Thinking / Creative
20.00	30.00	25.00	15.00	10.00	0.00

Instructional Method:

- 1 THEORY