

GUJARAT TECHNOLOGICAL UNIVERSITY

HOTEL MANAGEMENT & CATERING TECHNOLOGY

B. E. SEMESTER: I

Subject Name: **Food & Beverage Service Management – I**

Subject Code: **113302**

[THEORY]

Sr. No.	Course Contents	Total Hrs
1.	The Food and Beverage Service Industry: Introduction to the Food & Beverage industry, Types of catering establishments, Introduction to Food and Beverage operations	20
2.	Food and Beverage Service Areas in a Hotel: Restaurant, Coffee Shop, Room service, Bars, Banquets, Discotheque, Stillroom, Grill room, Snack bar, Night clubs	22
3.	Food and Beverage Service Equipments: Usage of equipments, criterion for selection, requirements, quantity and types, Furniture, Linen, China ware, silverware and glass ware, Disposables, Special equipments and other equipments, Care and maintenance	16
4.	Food and Beverage Service Personnel: Food and beverage service organization (job description & job specifications of F & B service staff), Attitudes and attributes of a Food and Beverage service personnel Basic etiquette for catering staff, Inter-departmental relationship	12
5.	Food and Beverage Service Methods: Table service: silver service/ English, family, American, butler/ French, Russian Self-service: buffet and cafeteria, Specialised service: Gueridon, tray, trolley, lounge, room, etc, Single point service: take away vending, kiosks, food courts and bars, automats	20
6.	Food & Beverage Terminology related to the inputs of the I Semester	6

[PRACTICAL]

Sr. No.	Course Contents	Total Hrs
1.	Restaurant Etiquettes: Etiquette towards the guest (Observe the attributes towards the guest and apply the mannerism in the industry), Etiquette of service (Timely, Courtesy,	4

	Sincere and Honesty)	
2.	Restaurant Hygiene Practices	4
3.	Mise- en place & Mise- en Scène	4
4.	Identification of Food and Beverage Service Equipments: Familiarization of various equipments by showing samples of glassware and table ware, General points to be considered while purchasing Food and beverage service Equipments, (Flat ware, Glassware, Crockery, Cutlery and Special equipments), Identification of crockery and cutlery	12
5.	Observe the skill for laying and relaying of table cloths and practice it in the restaurant, Serviette folds: To lay different types of serviette folds by observing and modifying it after practicing	12
6.	Carrying a salver /Tray, Service of water, handling the service gear, Carrying plates, Glasses and other equipments, clearing an ashtray, Learn how to carry a tray and develop the skills for carrying room and develop the skills for carrying room service and restaurant tray service, Learn the skill of service of water and develop the skill for willingness of service	12
7.	Menu : Laying of A la' carte and Table d' hote cover, Compilation of a three course menu, soup, main course and Dessert, Course wise service of food, Food and Beverage terminology related to the input of the semester	16

Text Books:

1. Food & Beverage Services, 2nd Edition, Sudheer Andrews.
2. Food & Beverage Service Operation, 6th Edition, Denis Lillicrop

Reference Books:

1. Food & Beverage Service, Anil Sagar, APH Publishers
2. Food & Beverage Management, 2nd Edition, Bobby George, jalco
3. Brian Varghese Food and beverage service management