



# GUJARAT TECHNOLOGICAL UNIVERSITY

Program Name: Bachelor of Vocation

Level: Under Graduate

Branch: Food Processing and Quality Control

Subject Code: BV05009081

Subject Name: Food & Beverage Service-Steward

w. e. f. Academic Year:	2026-27
Semester:	5
Category of the Course:	On Job Training Elective

<b>Prerequisite:</b>	NA
<b>Rationale:</b>	This course prepares students to function effectively as <b>Food &amp; Beverage Service Stewards</b> by developing competencies in restaurant service operations, guest handling, hygiene and sanitation, food & beverage knowledge, order taking, service etiquette, billing procedures, and compliance with food safety standards. Emphasis is placed on <b>practical exposure</b> , professional behavior, and real-time service delivery in hotels, restaurants, cafeterias, and catering establishments.

### Course Outcome:

After Completion of the Course, Student will able to:

No	Course Outcomes	RBT Level
01	Prepare and maintain hygienic service areas, dining equipment, and service stations	Remember
02	Demonstrate correct food & beverage service techniques and service styles	Understand
03	Perform order taking, service sequencing, and billing procedures efficiently	Apply
04	Implement food safety, personal hygiene, and customer service standards in F&B operations	Analyze

### Teaching and Examination Scheme:

Teaching Scheme (in Hours)			Total Credits L+T+ (PR/2)	Assessment Pattern and Marks				Total Marks
L	T	PR	C	Theory		Tutorial / Practical		
				ESE (E)	PA / CA (M)	PA/CA (I)	ESE (V)	
0	0	12	6	0	0	100	100	200



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## Course Content:

Unit No.	Content	No. of Hours	% of Weightage
1.	<ul style="list-style-type: none"><li>• <b>Service Area &amp; Equipment Management</b></li><li>• Restaurant layout and service area organization</li><li>• Types of service equipment, glassware, crockery, cutlery</li><li>• Cleaning, sanitation, and storage of service equipment</li><li>• Workplace safety and personal grooming standards</li></ul>	20	10
2.	<ul style="list-style-type: none"><li>• <b>Food &amp; Beverage Service Preparation</b></li><li>• Mise-en-place and mise-en-scene</li><li>• Table setting (American, Continental, Buffet)</li><li>• Service station preparation and sideboard arrangement</li><li>• Coordination with kitchen and bar</li></ul>	40	20
3.	<ul style="list-style-type: none"><li>• <b>Food &amp; Beverage Service Operations</b></li><li>• Types of food service (à la carte, table d'hôte, buffet)</li><li>• Order taking methods (KOT/BOT, POS systems)</li><li>• Service sequence for food and beverages</li><li>• Handling guest requests and complaints</li></ul>	40	30
4.	<ul style="list-style-type: none"><li>• <b>Billing, Documentation &amp; Communication</b></li><li>• Billing methods and payment modes</li><li>• Guest checks and bill settlement procedures</li><li>• Basic documentation and daily service records</li><li>• Professional communication and service etiquette</li></ul>	40	20
5.	<ul style="list-style-type: none"><li>• <b>Food Safety, Hygiene &amp; Customer Care</b></li><li>• Personal hygiene and sanitation practices</li><li>• Food safety principles (GHP, GMP basics)</li><li>• Allergen awareness and contamination prevention</li><li>• Guest satisfaction, service recovery, and hospitality ethics</li></ul>	40	20
	<b>Total</b>	<b>180</b>	<b>100</b>



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## Suggested Specification Table with Marks (OJT):

Distribution of OJT Marks (%)					
R Level	U Level	A Level	N Level	E Level	C Level
30	30	30	10	-	-

Where R: Remember; U: Understanding; A: Application, N: Analyze and E: Evaluate C: Create (as per Revised Bloom's Taxonomy)

## References/Suggested Learning Resources:

ITHCO301-FB-Service-Steward-V1—06-03-2018

## Open-source software and website:

1. **FSSAI (Food Safety and Standards Authority of India)** – <https://www.fssai.gov.in/>  
Provides guidelines on **food safety, hygiene, sanitation, personal cleanliness, food handling, storage, service practices**, and regulatory compliance relevant to food & beverage service operations.
2. **FSSAI Guidelines for Food Service Establishments**  
Offers standards and best practices for **restaurants, hotels, catering units, and food service outlets**, including cleanliness, waste management, allergen control, and customer safety.
3. **Open-Source POS and ERP Tools (Hospitality Sector)**  
Used for **order taking, billing, inventory control, documentation, service tracking, and workflow management** in food & beverage service operations.
4. **Food and Agriculture Organization (FAO)** – <http://www.fao.org/home/en/>  
Provides **international best practices on food hygiene, sanitation, safe food handling, service operations, and hospitality standards** applicable to food & beverage service personnel.
5. **HACCP International (Hazard Analysis Critical Control Point)** – <https://www.haccp-international.com/>  
Offers guidance on **HACCP principles**, food safety risk control, contamination prevention, and safe food handling practices for food service environments

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