



MAY 11-15

TOPIC: CORE COMPETENCIES OF FOOD AND BEVERAGE SERVICES

1. Prepare Dining Room / Restaurant Area for Service
2. Welcome Guests and Take Food Orders
3. Promote Food and Beverage Products
4. Provide Food and Beverage Services to Guest
5. Provide Room Service
6. Receive and Handle Guest Concerns

SUMMARY

Food and Beverage Service operations involve a multitude of activities which engage the staff right from purchasing raw materials, preparing food and beverage, keeping the inventory of material, maintaining service quality continuously, managing various catered events, and most importantly, analysing the business.

EXERCISES:

Instructions: Make your summarization about the given core competencies of FNB as your specialization.

Core #1

“Draw here the desired layout of your dining area”

Core #2
