

Name of Faculty	:	Faculty of Hospitality & Tourism
Name of Program	:	Bachelors in Hotel & Tourism Management (BHTM)
Course Code	:	2BHT02
Course Title	:	Introduction to Food and Beverage Service
Type of Course	:	Professional Core (PC)
Year of Introduction	:	2023-24

Prerequisite	:	None. This course is open to all undergraduate students interested in gaining a comprehensive understanding of food and beverage service in the hospitality industry. No prior knowledge or experience is required.
Course Objective	:	Develop a thorough understanding of food and beverage service in the hospitality industry, including the various sectors, service styles, protocols, and skills required. Gain expertise in menu planning, table culture, and table décor, while demonstrating professionalism and providing exceptional guest care.
Course Outcomes	:	At the end of this course, students will be able to:
	CO1	Demonstrate comprehension of the role of "The Guest" in the food and beverage industry and differentiate between various types of restaurants and service areas.
	CO2	Apply knowledge of the service profession's hierarchy to analyze organizational structures, evaluate the responsibilities of food and beverage service employees, and adhere to professional etiquette standards.
	CO3	Evaluate different service styles and methods, analyze the selection of furniture, fixtures, equipment, and supplies used in food and beverage service, and appraise the execution of room service and gueridon/showmanship service.
	CO4	Construct and design effective "mis en place" procedures, compare and contrast various types of meals and breakfasts, and interpret and implement the protocols and rules governing food and beverage service.
	CO5	Create comprehensive strategies for food and beverage control, integrate guest care principles throughout the entire service process, analyze and design menus based on customer preferences and industry trends, critique and develop table culture practices, demonstrate knowledge of various cheeses and their characteristics, and evaluate the selection and presentation of classical condiments and table décor.

Teaching and Examination Scheme

Teaching Scheme (Contact Hours)			Credits	Examination Marks				
L	T	P		Theory Marks		Practical Marks		Total Marks
			C	SEE	CIA	SEE	CIA	
2	0	4	4	50	25	50	25	150

Legends: **L**-Lecture; **T**-Tutorial/Teacher Guided Theory Practice; **P**-Practical, **C** - Credit, **SEE** - Semester End Examination, **CIA** - Continuous Internal Assessment (It consists of Assignments/Seminars/Presentations/MCQ Tests, etc.)

Course Content

Unit No.	Topics	Teaching Hours	Weightage	Mapping with COs
1	Introduction to Food & Beverage Industry Introduction to 'The Guest', Introduction to food and beverage industry and its sectors, Types of Restaurants and Other service areas	5	15%	CO1
2	Food & Beverage Personnel Introduction to the service profession, The Food and Beverage Service Employee, Etiquette	4	15%	CO2
3	Service Styles & Method Service styles and method, Furniture, Fixtures, Equipment & Supplies, Room Service, Gueridon / Showmanship Service	6	20%	CO3
4	Service Protocols & Rules Mis en place, Types of meals, Types of Breakfast	6	20%	CO4
5	Beyond the Basics F&B Control, Caring for Guest: From Guest Arrival to Departure, Menu Basics Lesson, Table Culture, Cheese Knowledge, State classical condiments and their purpose, Table décor presentation	9	30%	CO5

Suggested Distribution of Theory Marks Using Bloom's Taxonomy						
Level	Remembrance	Understanding	Application	Analyse	Evaluate	Create
Weightage	20	35	20	10	10	5

NOTE: This specification table shall be treated as a general guideline for the students and the teachers. The actual distribution of marks in the question paper may vary slightly from above table.

Suggested List of Practicums

Sr. No.	Name of Practicum	Teaching Hours
1	State the contents of a waiter's kit. Explain the basics of grooming and presentation w.r.t service. Introduction to various Food Service areas and ancillary areas. State and show with examples typical dining room equipment, material, linen, glasses, and special cutlery. Explain the different Mise en place (preparatory work) in the dining room and waiter pantry. Care and maintenance of F&B Service Equipment Service of water and practice	6
2	Preparing for buffet/ Mise en place Laying / changing tablecloth, linen. Carrying a tray / salver Carrying beverage glasses and plates Clearing soiled plates Cleaning & polishing glassware and practice Cleaning the areas of restaurant / mise en scene Video on Service - 1	6
3	Service of Water, Clearing plates, Communication with guests' Cleaning / mise en scene Laying of breakfast cover Service of Tea / Coffee & beverages. Stocking sideboards Setting up cover, tables, Linen, and equipment for breakfast Service	6
4	Service of breakfast Video on Service - 2 Holding service spoon and fork Using service plate and crumbing.	6

	Napkin folds and types Laying the cover for lunch and pre-plated service. Practicing service of lunch	
5	Setting up and service of breakfast Cleaning of restaurant, Polishing of silverware for service on Service - 3 Setting up for lunch, service, and cleaning. English Service Deep cleaning of restaurant and its importance Revision / Review of things covered during the week. Debriefing	6
6	Preparing for breakfast service, buffet, and tea / coffee service Taking order Linen laying and setup for lunch; Polishing of required equipment. Basic wine service, Announcing Menu Napkin folding	6
7	Taking guest reservations, Order taking Laying tables, linen for banquet service. Detailed service in banquets, Wine service, MC speech Various banquet arrangements, preparation (mis en place) for banquet service	6
8	Dome service and practice. Video on Banquets. Service of food and wines during banquet, Communication with guest, Rules of formal banquet, Wind up High tea cover and set up	6
9	Room service tray setup and sequence of service Formal banquet mis en place, setup, and service; Practice Review and practice for midterm exam	6
10	Practical Assessment (Grooming check, setup of table, assessment of skills and knowledge, etc)	6

Suggested Learning Websites

Sr. No.	Name of Website
1	https://restaurant.org/
2	https://www.ciachef.edu/
3	https://www.foodbeverageinsider.com/
4	https://www.hospitalitynet.org/
5	https://www.foodandwine.com/
6	https://www.opentable.com/blog/



Reference Books

Sr. No.	Name of Reference Books
1	"Food and Beverage Service" by Lillicrap Cousins & Smith, , 5 th Edition
2	"Service- A Guide for Professionals", 1 st Edition, by Gartlgruber, Gutmayer, Lenger, Siegel, Stickler, Austria, Trauner Publishing Linz
3	"Professional Table Service" by Meyer, Schmidt, Spuhler
4	"Professional Dining Room Management" by Ed Sanders
5	"Restaurant Concepts, Management, and Operations" by John R. Walker and Don R. Walker
6	"Food and Beverage Management" by Bernard Davis and Andrew Lockwood