

Food and Beverage Service

Introduction

The objective of Food and Beverage Service is to provide students with an understanding of quality service as measured by the standard of the hospitality industry in today's world. In this module student will learn the effective and efficient ways to use the available resources, application of technology for transaction management. Students will also gain an understanding of different types of service and dynamics of foods in a variety of styles of restaurant and establishments.

Learning Outcomes

Upon successful completion of the course, the student will be able to:

- Describe a range of Food and Beverage production and service methods used in a variety of outlets.
- Manage the space and capacity, including the use of reservation systems.
- Understand the scope and usage of service mis-en place.
- Demonstrate different type of food service, beverage service and the proper table set ups.

Contents

Week 1	Introduction to food and beverage service industry	<ul style="list-style-type: none">• Introduction to Food and Beverage Operations and service• Organisation chart of a food and beverage operation• Job descriptions and roles of Food and Beverage personnel.
Week 2	Understanding the restaurant and catering concept	<ul style="list-style-type: none">• Opening and closing duties of restaurant• Point of sales, billing and payments• Types of furniture, linens, equipment etc used in a restaurant
Week 3	Food Service Systems	<ul style="list-style-type: none">• Methods of food service, silver service, plate service, buffet, counter service, room service, self-service, assisted service.• Types of outlet, banqueting, fast food, restaurant, public house, transport catering.• Implications, cost, customer demand, timescale, staffing level, staff skill level, layout of operation.
Week 4	Bar and types of bar	<ul style="list-style-type: none">• Bar layout• Stocktaking, FIFO, handling bar cellar• Requisition, purchasing and receiving

Week 5	Menu	<ul style="list-style-type: none"> • Why menu is important? • Component and characteristics of menu • Types of menu • Upselling and suggestive selling • Product knowledge
Week 6	Food and cuisines	<ul style="list-style-type: none"> • Identify the types of food served in hotel, restaurants and catering • Food pairing • Accompaniments of food • Types of cheese and its service • Types of sauces and dressings
Week 7	Service of Non-alcoholic and alcoholic beverages	<ul style="list-style-type: none"> • Operation, banquet, fast food, restaurant, public house, transport. Suitability of operation. • Preparation and layout of beverage service, service of beverages, alcoholic beverages, non-alcoholic beverages, hot beverages
Week 8	Types of cutleries, hollowware, china, glassware	<ul style="list-style-type: none"> • Learning the identification of cutleries, crockery, hollowware and china. • Cleaning and wiping the cutleries et al • How to handle breakages and theft of the table wares.
Week 9	Practical element for Food Service Systems	<ul style="list-style-type: none"> • Students must be able to do the table set up for : <ul style="list-style-type: none"> • ala carte menu • table d’hote • buffet • • Students must be able to demonstrate the various table service skills
Week 10	Practical element for service of alcohol and non-alcoholic beverage	<ul style="list-style-type: none"> • Students must be able to demonstrate the right methods of alcoholic and non-alcoholic beverage
Week 11	Revision	<ul style="list-style-type: none"> • Revision – prepare students for their final exam • Mock test or Quiz, Q&A et al
Week 12	Exam	

Recommended Text

- Five Star Service: How to Deliver Exceptional Customer Service (Prentice Hall Business) by Michael Heppell
- Food and Beverage Service 8th Edition by Lillicrap D., Cousins J., and Smith, R., (2010)
- Setting the Table: Lessons and inspirations from one of the world's leading entrepreneurs by Danny Meye

Assessment

The module will be formally assessed by means of:

- Written Examination (50%) – 1.5 hours
- Practical Assessment (50%) – 1.5 hours

Contact Hours

3 hours per week (10 weeks of formal classes) + 1 week of revision (3 hours) + assessment (mix of practical and exam) 3 hours = 36 hours.