

FYUGP 2ND SEMESTER

Course Title: HOSPITALITY- FOOD AND BEVERAGE SERVICE STEWARD

Course Code: SEC232

Nature of the Course: Skill Enhancement Course (SEC)

Course Credit: 03 Credits

Distribution of Marks: 80 (End-Semester) + 20 (In-Semester)

Course Objective:

- To gain fundamental knowledge of f & b service industry along with the basic functions and operations of f & b service.
- To learn skill on how to provide hospitality services to satisfy the clients.
- Develop skill on preparation and serving food to the guests professionally.
- Develop skill on treating the customers at the front office.

Units	Contents	L	T	P
1 (15 Marks)	Introduction to Hospitality Industry-Overview of the Hospitality Industry and its Growth, Sectors and Sub-sectors; Types of Hotels, Basic Departments in a Hotel,	4	-	1
	Staff Organisation in F & B Department, Role and Attributes of F & B Service Steward, Discussion on Industry Trends, Visit to a Local Hospitality Establishment	3	-	1
2 (15 Marks)	Food and Beverage Basics-Understanding Food Menus, Beverage: Types and Service Techniques, Essential Equipment (Crockery, Cutlery etc) and Furniture in Food and Beverage Service	6	-	1
	Hotel Menu-Types of menus, Menu Planning Exercise, Identification of Service Equipment, Table Setting and Napkin Folding	4		1
3 (20 Marks)	Service Types and Techniques -Table Service: English / Silver, American, French, Russian Self Service, Buffet & Cafeteria Specialized Service: Gueridon, Tray, Trolley, Lounge, Room service, Buffet service and Banquet procedures	5	-	1
	Single Point Service: Take Away, Vending Kiosks, Food Courts & Bars, Vending machines; Mis-en-place & Mis-en-scene; Tableside Service Etiquette, Service and facilities specific to age/gender/special needs	5	-	1
4 (15 Marks)	Customer Interaction- Basics of communication, Effective Communication with Customers and Colleagues, importance of communication, Role-Playing Scenarios, Serving Simulated Guests	4	-	2
5 (15 Marks)	Quality Management, Safety and Control-Waste Disposal, Need, Food Safety and Hygiene Standards; Maintaining Service Quality, Billing - KOTs & BOTs, Case Study on Service Recovery, Food Handling and Safety Demonstration	6	-	2

	Total	37	-	10
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L = Lecture, T = Tutorial, P = Practical

MODES OF IN-SEMESTER ASSESSMENT:

(20: Marks)

- One Sessional Examination – 10 Marks
- Other (Any One) 10 Marks
 - Assignment
 - Group Discussion
 - Seminar Presentation on any of the relevant topics

Course Outcome: The students will be familiar with the basics of f & b service industry along with the fundamental knowledge and skills of f & b service operation.

Students will build up confidence in handling an unknown person with care.

Expected to become active and smart and will be able to tackle any critical and contingent situations in providing hospitality and food and beverages to the guests.

Recommended Books:

- Bernard Davis, Andrew Lockwood, Peter Alcott, Ioannis Pantelidis (2018), Food and Beverage Management, Routledge.
- Dennis Lillicrap, John Cousins (2010), Food & Beverage Service, 8th Edition, Hodden Education.
- Jagmohan Negi (2012), Food and Beverage Service Operation, S. Chand and Company.
- R. Singaravelavan (2016), Food and Beverage Service, Oxford University Press.
- Sudhir Andrews (2017), Food and Beverage Service: A Training Manual, McGraw Hill Education.
- S.N. Bagchi & Anita Sharma (2007), Food & Beverage Services, Aman Publications, New Delhi.
- Vara Prasad, Gopi Krishna (2013), Food & Beverage Simplified, 1st Edition, Dorling Kindersley, Noida.