

## **Certificate in Restaurant Management**

### **1,1 BASIC FOOD AND BEVERAGE**

#### **OBJECTIVES:**

At the end of the semester I the student will be able to:-

- Identify the role of the Food and Beverage Service department and explain its organization structure and importance.
- Explain how "moments of truth" affect guests, staff members, and managers, and describe the value of guests and staff members to a food service operation.
- Describe the duties and responsibilities of beverage service staff members, and summarize techniques and procedures for responsibly selling and serving cocktails, beer, and wine.
- Identify the operational and Auxiliary areas as well as equipment used in the Food and Beverage department.
- Understand the various service methods and procedures followed in the department.

#### **1. INTRODUCTION TO HOTEL AND CATERING INDUSTRY**

1.1 Role of catering establishment in travel/tourism industry

1.2 Types of F& B operation

(Classification). Commercial (residential / Non-Residential)

- Welfare
- Institutional
- Transport (Roads, Railways, Airlines, Marine)

1.3 Structure of the hospitality industry and career opportunities

#### **2. DEPARTMENTAL ORGANISATION AND STAFFING**

2.1 Organisation of F & B Department of a Hotel ( English & French)

2.2 Etiquette & Attributes of an F & B Personnel.

2.3 Duties and responsibilities of F & B Staff.

a) F & B Manager.

b) Banquet manager.

c) Outlet Manager ( All day dining/ Bar/ In Room Dining/Specialty Restaurant, etc)

d) Senior captain/ Captain/ Supervisor.

e) Steward.

f) Sommelier.

g) Hostess.

h) Cashier.

2.4 Departmental Relationship of F& B with other Departments.

### **3. OPERATIONAL & AUXILLARY AREAS OF FOOD AND BEVERAGE DEPARTMENT: IMPORTANCE & LAYOUTS**

a) Coffee shop

b) Snack bar/ counter service

c) Kiosks

d) Specialty restaurant/ theme restaurant

e) Banquet operations/ outdoor catering

f) In-Room Dining

g) Dispense Bar / Discotheque/ night club/ pub

h) Pantry/Still room

i) Kitchen stewarding

j) Silver room

k) Linen room

l) Vending machine

### **4. FOOD AND BEVERAGE SERVICE EQUIPMENT**

4.1 Classification of equipment. (Familiarization of equipment).

4.2 Criteria for selection and requirements.

- Tableware/ silverware (cutlery/ hollowware/flatware)
- Glassware
- Crockery
- Bar equipment

(For all of the above Brands, Measures & Quality suppliers)

- Special equipment with their uses.
- Furniture (Tables/Chairs/Trolleys/Dumb Waiter)
- Linen.
- Light and décor

- Care and maintenance of equipment.
- Napkin folds.

4.3 Table d 'hote ,ala c"arte Mis-en –place, Mis -en –Scene

## **5. DINING SERVICES METHOD AND PROCEDURES**

5.1 Different methods of services

### **a. Table service**

- Silver service/ English service
- American/ Plated
- Family
- Russian
- French/ butler
- Gueridon

### **b.Bar Counter**

### **c.Assisted**

#### **Service**

- Carvery
- Buffets

d.Self Service

•Cafeteria :

a).Counter

b).free-flow

c).Echelon

### **d).Supermark**

**et**

### **e)Single point service**

- Take-away
- Drive through
- Fast food
- Vending
- Kiosk
- Food court

- Bar

**f). Specialised (in-situ)**

- Tray

- Trolley

- Home delivery

- Lounge

- Room

- Drive in

**6. Special Service**

- Formal Service

- Wave service

- Carlton club service

**7. Rules to be observed while laying the table.**

**b.** Rules to be observed while waiting at the table.

**c.** Dos & don'ts in a restaurant.

## **1.2 Food Production**

### **OBJECTIVES:**

- To inculcate the right attitude and the required basic knowledge and technical skills in the art of culinary and the food production department.
- **To introduce the various equipment and utensils used in the kitchen.**

### **1. Introduction**

1.1 Introduction to the Food Production Department

1.1.1 Levels of Skills and Experience

1.1.2 Attitude and Behaviour in the Kitchen

1.1.3 Kitchen Uniforms

1.1.4 Personal Hygiene

1.1.5 Safety Procedures for Handling Equipment

### **2. History of Food Production**

2.1 Culinary History and Culinary Terms (Explanation with Examples)

2.2 Origins of Modern Cookery

2.3 Modern Development in Equipment and Technology

### **3. Equipment and Hand Tools used in the Kitchen & Different Types of Fuels used in the Kitchen**

3.1 Hand tools and utensils used in the Kitchen

3.2 Various Fuels Used in the Kitchen

3.3 Advantages & Disadvantages of Various Fuels

3.4 Various Equipment Used in the Kitchen

## **4. Introduction to Cooking**

4.1 Aims and Objectives of Cooking

4.2 Classification of Various Raw Materials According to Functions

4.3 Various Textures and Consistencies

4.4 Methods and Techniques of Preparation

## **5 Stocks**

5.1 Definition of Stock

5.2 Types of Stocks

5.3 Preparation (Recipe), Storage, Care and Precautions in Preparation

## **6. Culinary Terms**

### **7 Methods of Cooking**

7.1 Various Methods of Cooking Foods (Roasting, Grilling, Frying, Baking, Boiling, Poaching, Microwave)

7.2 Principles of each Method and Precaution to be taken

### **8 Hierarchy and Kitchen Staffing**

8.1 Classical Kitchen Brigade

8.2 Modern Staffing in Various Category Hotels

8.3 Duties and Responsibilities of Various Chefs

8.4 Role and Duties of the Executive Chef

8.5 Inter-Departmental Co-operation and Co-ordination

### **9 Egg**

9.1 Selection of Eggs

9.2 Structure of Eggs

9.3 Uses of Eggs

9.4 Nutritive Value of Eggs

### **10 Vegetables & Fruits**

10.1 Classification of Vegetables

10.2 Colour Pigments in Vegetables and Effects of Heat, Acid and Alkali on each of them

10.3 Cuts of Vegetables

10.4 Classification of Fruits

10.5 Uses of Fruits

10.6 Salad & Salad Dressing

## **11 Bakery & Pastry- Sugar**

11.1 Importance of Sugar

11.2 Types of Sugar

11.3 Cooking Stages and Temperature of Various Stages

11.4 Uses of Sugar

## **12. Sauces**

**12.1** Classification of Sauces / Composition

**12.2** Mother Sauces and its Recipes (1 Litre)

**12.3** Derivatives

Bechamel Sauce , Veloute Sauce, Espagnole Sauce, Mornay, Cream,

Parsley, Mustard Onion Soubise, Cardinal, Allemande, Supreme, Mushroom

Hongroise, Ivory Aurore, Caper

Demi-glaze, Madeira, Nancy, Chasseur, Robert, Bordelaise, Devil, Tomato Sauce

Hollandaise Sauce Mayonnaise, Barbecue, Italienne, Portugaise,

Provençal , Bretonne, Bearnaise Maltaise. Choron Foyot, Mustard

Tartare, Thousand Island , Cocktail , Chantilly

Gribiche , Milanaise , Chaudfroid, Mousseline , Noisette , Vincent , Andalous

## **13. Bakery & Pastry**

**13.1 Bread Making**

- Bread Making
- Principles of Bread Making
- Role of Each Ingredient
- Simple Yeast Bread
- Baking Temperature & its Importance

**13.2 Cookies**

- Types of Cookies
- Methods of Preparation

**13.3 Flour – Structure of Wheat**

- Types of Wheat

- Types of Flour
- Milling of Flour
- Nutritive Value

#### **13.4 Raising Agents**

- Classification and Role of Raising Agents

#### **Culinary Terms** (Explanation of the following Culinary Terms with examples)

- Au gratin Bake Barbeque
- Baste Batter Béarnaise
- Beat Béchamel Beurre Noir
- Beurre Manie Blanch Blend
- Bouquet garni Broil Brunoise
- Brush Bouillon Caramel
- Consommé Court Bouillon Croutes
- Croutons Custard Dough
- Mince Estouffade Espagnole
- Fume Garnish Glaze
- Hollandaise Infusion Liason
- Beurre Maître d' Hotel Marinate Mire Poix
- Mis-en-place Par boil Pare
- Poach Roux Sabayon
- Sauté Stock



## Menu Planning

### 1. MEALS AND MENU PLANNING

1.1 Menu – Origin, definition & objectives

1.2 Types of meals (Breakfast, Brunch, Lunch, Afternoon tea, High tea, Dinner)

1.3 Types of Menu

a) A la carte

b) Table d' hote

c) Cyclic menu

d) Banquet menu

e) Carte du jour / plat du jour

f) Californian menu

g) Take-away

### 2. SIMPLE CONTROL SYSTEMS.

- a) Restaurant reservation system
- b) KOT Checking System
- c) Types of KOT / BOT
- d) Method of billing (manual & computerized)

### 3. Other types of menu

- a). Children's menu
- b). Club menu
- c). Ethnic menu
- d). Health menu
- e). Spa Menu,
- f). Ayurvedic Menu

### 1.4 Principles of Menu planning

1.5 Breakfast: English, Continental, American, Indian

1.6 Types of Tea Service: Full Afternoon Tea, High Tea.

### 4. GLOSSARY

- Aboyeur A la Carte
- A l'Anglaise A l'Orly
- Aperient water Allemande
- Brunch Banquet
- Buffet Froid Brasserie
- Bisques Batwina
- Brotsch Bouillabaisse
- Bills of fare Balsamic Vinegar
- Chalybeate water Chateaubriand
- Consomme Canapé
- Caesar Salad Charcuterie

- Corn on the cob Cranberry Sauce.
- Cayenne Pepper Cumberland Sauce.
- Café au lait Caviar
- Cyclic Menu Carte du jour
- Dessert Debarrasseur
- Entrée Escargots
- Entremets En cocotte
- Farineux Formage
- French Dressing Fruitarians
- Gravlax Gnocchi
- Hors-d'oeuvres Hûîtres
- Humidor Horseradish Sauce.
- Kroupnich Kosher
- Legumes Lacto-Ovo Vegetarians
- Mineral water Malt Vinegar
- Menu Mousses
- Macaroni Mint Sauce
- Maitre d' hotel Nicoise Salad
- Natural Spring water Oeufs
- Olive Oil Potages
- Poisson Pates
- Parisienne Rouille
- Releve Rôti
- Sorbet Salade
- Savoureux Smoked Salmon
- Sur la plat Semolina
- Tofu Tabasco Sauce
- Tartare Sauce Table d'hôte
- TIPS Worcestershire Sauce