

DRAFT SYLLABUS FOR FOOD & BEVERAGE OPERATIONS - Waiter

Course Name	Food & Beverage Operations - Waiter
Course Code	STC-THC/FBOP/3804
Occupation	Waiter, Room Service order taker, Steward
Job Description	Serve the guest food and beverage in different Hospitality Organisations.
Anticipated Volume of Training	1200 Hrs (Theory-210 Hrs + Practical- 600 Hrs + Employability Skill-90 + OJT-300)
Trainees' Entry Qualification	Class 8 Pass + ITI (2 Yrs) with 2 years experience, OR Class 10 Pass + ITI (1Yr) after class 10 with 1 year experience, OR Class 10 Pass + ITI (2 yrs) after class 10, OR Class 10 Pass with 2 years experience, OR Class 10 Pass and pursuing continuous regular schooling, OR 3 years diploma after class 10 or Class 12 Pass with 6 months experience, OR Previous Relevant Qualification of NSQF Level 3 with 2 yrs experience.
Trainers Qualification	Diploma in hospitality management / Diploma in food and beverage / Diploma in Hotel Management / ITI in Food Beverage Trade / Bachelor of Hotel Management. 5 years in relevant field / 3 yrs Bachelor of Hotel Management.

Structure of Course:

Module No.	Outcome	Theory (hrs)	Practical (hrs)	Total (hrs)
1	Handle Cutlery crockery/ glassware, hygienically and observe do's & don'ts while waiting at the table. Carry and balance equipment /food/ beverages on a tray.	16	70	86
2	Arrange & set up tray for room service. Arrange & set up a tray for room service for American/ English/Continental/ Indian breakfast and breakfast layout in coffee shop.	20	100	120
3	Arrange & set up cover for <i>à la carte</i> and <i>table d'hôte</i> menu.	10	50	60
4	Demonstrate sequence of service in a restaurant	8	50	58
5	Plan & set up different themes of Banquets.	10	20	30
6	prepare and Serve nonalcoholic beverage like tea, coffee, mock tails, aerated beverages, milk shakes etc.	20	50	70
7	Serve alcoholic beverage like Red wine, White wine, Sparkling wines etc. Serve Beer/ fermented beverages.	46	120	166
8	Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.etc.	30	60	90
9	Prepare, serve and dispense mock tails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	10	10	20

Module No.	Outcome	Theory (hrs)	Practical (hrs)	Total (hrs)
10	Follow elementary first aid training and workplace safety rules along with personal protection and hygiene practices. Explain methods to tackle various unlikely situations at the workplace	30	50	80
11	Explain factors involved with entrepreneurship with reference to F&B service outlets	10	20	30
TOTAL:		210	600	810

Employability Skill - 90 Hrs

OJT – 300 Hrs

SYLLABUS:

Module No-1

Outcome:

Handle Cutlery crockery/ glassware, hygienically and observe do's & don'ts while waiting at the table. Carry and balance equipment /food/ beverages on a tray.

Theory Content:

- 1 Introduction to Catering industry/hotel industry
2. Different types of catering establishments.
3. Organizational hierarchy of a star hotel and F&B department in different categories of hotels.
4. Attributes of F&B services personals
5. Duties and responsibilities of F&B service personnel.

Preparation for service

Mise- en-place

Mise-en-scene

Different types of services-French service, English service& American service

Gueridon service

Fast foods service

Service of breakfast, brunch, lunch, hi-tea & dinner

Practical Contents

- Identifications of service equipment
- Care and upkeep of service equipment
- Rules to be observed while waiting at the table
- Hygienic handling of Cutlery/Crockery/Glassware
- Introduction to Linen-Correct use of Linen -waiter's cloth/Runner/Table cloth/Napkin etc.
- Laying and relaying tablecloth
- Napkin folding (min. 5types)
- Demonstration and practice of laying a Table
- Correct handling and practices of using service spoon and service fork.
- Tray carrying and balancing of equipments / food /beverages on a tray.

- Balancing service tray
- Methods and Techniques of different styles of service-American/French/English/InsituSetting up of side station
- Mise - en- scène Mise-en-place

Module No-2 :

Outcome:

Arrange & set up tray for room service. Arrange & set up a tray for room service for American/English/Continental/ Indian breakfast and breakfast layout in coffee shop.

Theory Content:

Room Service:

Types of room service, Room service Hierarchy, setting of room service trays, Trolley Service for different meals.

Work flow of room service:

- Room service order taking
- Setup of tray & trolley as per order
- Food pickup
- Inspection
- Service of different meals
- Billing Clearance
- Types of breakfast
- English
- American
- Continental
- Indian

Practical Content:

Setting of room service tray& trolley for tea / coffee /pre-plated food / 3 course meal Practicing room service operations. Setting up tray for room service for English /American / continental /Indian breakfast and breakfast layout in coffee shop

Module No-3:

Outcome:

Arrange & set up cover for *à la carte* and *table d'hôte* menu.

Theory Content:

- Menu Planning.
- Menu Types
- Courses and terminology in French classical menu

Practical Content:

1. Setting up cover for *à la carte* and *table d'hôte* menu.
- 2 . Practice on Methods and Techniques of different styles of service - American/French/In-situ

Module No-4 :

Outcome:

Demonstrate sequence of service in a restaurant

Theory Content:

Receiving the Guest and seating at the table
KOT, BOT, Briefing , Menu Handling and presenting the menu to guest, taking order, up selling
Sequence of service.

Practical Content:

1. Receiving the guest, seating at the table and serving water
2. Presenting the menu and taking order
3. Raising KOT, BOT and food pick up service and service of food
4. Presenting the check and accepting the payments
5. Demonstration and practices on Situation handling
6. Inventory of Restaurant.

Module No 5:

Outcome:

Plan & set up different Themes of Banquets.

Theory Content:

Banquets Operations

1. Types of seating arrangements
2. Taking Banquets bookings
3. Banquets functions prospects
4. Setting up of Buffet
5. Different types of Buffets.

Practical Content:

Set up different themes of Banquets

Module No: 6

Outcome:

prepare and Serve nonalcoholic Beverage like tea, coffee, mock tails, aerated beverages, milk shakes etc.

Theory Content:

Beverages; Classification- Non Alcoholic, Alcoholic

Nonalcoholic

Refreshing - water aerated water

Stimulating - Tea and Coffee
Nourishing - Milk, shakes & juices
Tisanes- health drinks

Coffee-

Types of coffee preparation
Faults in coffee making
Storage of coffee

Tea -

Types of tea preparation
Faults in tea making
Storage of tea
Tea types

Practical Content:

Services of Nonalcoholic Beverages
Service of tea
Service of coffee

Module NO : 7

Outcome:

Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc. Serve Beer/ fermented beverages.

Theory Content:

Alcoholic Beverages:-Fermented beverages Wines; Definition & description, viticulture, Winegrowing countries
Special Regions (Name of some important wines from France, California, Italy, Germany, USA and India)
Alcoholic Beverages: Fermented beverages Beer
Introduction, Manufacturing, Service of beer, Storage brands

Wines and food combinations Manufacturing process of wines

Classification of wine
Table wines
Sparkling wines
Fortified wines (port wine)
Aromatized Wines.
Food and wine harmony
Matching wines with international menu
Matching wines with Indian menus

Practical Content:

Service of red wines

Service of white wines

Service of sparkling wines

Service of Beer

Module No-8

Outcome:

Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.etc.

Theory Content:

Alcoholic Beverages: Distilled beverages Spirits

Vodka/Rum/Whisky/Brandy/Tequila – Manufacturing and service brands.

Practical Content:

Service of Spirits

Module No-9

Outcome:

Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.

Theory Content:

Cocktails & Mocktails: Introduction of Base Blend Garnishes, Whisky based Cocktails, Gin Based Cocktails Vodka Based Cocktails, Rum Based Cocktails, Mocktail.

Practical Content:

Preparation, service and dispensing of mocktails

Module No-10:

Outcome:

Follow elementary first aid training and workplace safety rules along with personal protection and hygiene practices. Explain methods to tackle various unlikely situations at the workplace

Theory Content:

- First-aid for cuts/ burns and its importance.
- Fire hazards, contents of first aid.
- Personal safety and industrial safety.

- Personal hygiene & Care of Skin. Hand, Feet, Food handlers.
- Hygienic protective clothing. Grooming and Etiquettes.
- Working area hygiene and its importance.
- Prepare for emergency situations.
- Waste management.
- Situation handling
- Blind Guest
- Invalid Guest
- Drunk Guest
- Without money
- Spillage

Practical Content:

- Practice elementary first aid.
- Demonstrate safety practices to be observed in the kitchen.
- Practice use of personal. protective dresses.
- Practice on hygiene/ cleanliness and procedure to maintain it.
- Practice disposal procedure of waste
- Demonstration of situation handling & group activity by the students

Module No-11:

Outcome:

Explain the factors involved with entrepreneurship with reference to F&B service outlets

Theory Content:

Entrepreneurship: Specific reference to F&B service operations, Costing, Procurement of License, License issuing Agency

Types of Bar License

Inventory control-

Human resource

Marketing - 4P's (Product, Price, Place & Promotion)

Practical Content:

How to determine profit and loss situations of the outlet by calculating food cost

List of Tools, Equipment & Materials needed for 30 Trainees

SL No.	Name of the Tools and Equipment	Specification	Quantity
1.	Service Tables	36"x 36" x30"	06 Nos.
2.	Wooden Chairs		24 Nos.
3.	Bar Counter		01 No.
4.	Display Unit		01 No.
5.	Refrigerator	(DoubleDoor350ltr)	01 No.

SL No.	Name of the Tools and Equipment	Specification	Quantity
6.	Bain Marie		01 No.
7.	Side Boards		04 No.
8.	Storage cup Boards		02 Nos.
9.	Glass Racks		As Required
10.	Sample preparation Trolley		01 No.
11.	Wash Basin		01 No.
12.	Soap Dispenser		01No.
13.	Electric Geyser		01 No.
14.	Micro oven		01 No.
15.	Table Cloth	54"x54"	12 Nos.
16.	Table Napkins	18"x18"	48 Nos.
17.	Moulton		06 nos.
18.	Tea Urn		01 No.
19.	Cooking Range Fair Burner		01 No.
20.	Trainee Lockers		As Required
21.	Computer with Printer		01 No.
22.	Restaurant Demo Software		01 No.
23.	Rolling white Board		01 No.
24.	Table &Chair		24 Nos.
25.	Instructor cup board, Table &Chair		01 each
26.	Trays		06 Nos.
27.	Round salvers		06 Nos.
28.	Table Accompaniments		06 each
29.	Water Jug		06 Nos.
30.	Chopping Board.		01 No.
31.	Wine Stand		01 No.
32.	Frills		06 Nos