

School of Hospitality and Culinary Art

The Neotia University

Course Name	Food and Beverage Operation 1
Course Code	CC-HAP102
Course Duration	15 weeks
Semester	First
Core/Elective	Core - Hospitality (Food and Beverage Service)
Credit Points	2
Weekly Delivery/ Contact Hours	04 Hours per week
Resource Requirements	Practical lab, Various Food & Beverage service equipments
Class conducted at Building	School of Hospitality and Culinary Art
Prepared by	Mr. Vivek Anand

Course Description

This course will help our students in gaining various service knowledge about the Hospitality industry in depth. Students will learn the basics of food and beverage service techniques which actually follows in a 5* hotel.

Course Outcomes (COs)/ Learning Outcomes (LOs)

After completion of the semester students will be able to perform various types of services followed in the Hospitality Industry. Students will be able to identify F&B service equipments. They must be able to clean and maintain various f&b equipments. Our students should be able to do the various table setup and should be able to identify and rectify various issues occurred during service of food & beverage items.

Prescribed and Recommended Readings:

Required Textbook(s)

Food and Beverage Service by R. Singaravelavan.

Food and Beverage Service by Sudhir Andrews.

Recommended Reading(s)

Food and Beverage Service book by Dennis Lillicrap and Vijay Dhawan

Parameters required from the students: Basic knowledge of food, Non-Alcoholic beverages i.e. Tea,Coffee etc.

Syllabus for practical

Practical No	Particulars	Duration
1	Food Service areas – Induction & Profile of the areas	3 Hr 45 Mins.
2	Ancillary F&B Service areas – Induction & Profile of the areas	3 Hr 45 Mins.
3	Familiarization of F&B Service equipment	3 Hr 45 Mins.
4	Familiarization of F&B Service equipment	3 Hr 45 Mins.
5	Care & Maintenance of F&B Service equipment	3 Hr 45 Mins.
6	Cleaning / polishing of EPNS items	3 Hr 45 Mins.
7	PREPARATION FOR SERVICE (RESTAURANT) Organizing Mise-en-scene and Mise-en-Place Opening, Operating & Closing duties	3 Hr 45 Mins.
8	PREPARATION FOR SERVICE (RESTAURANT) Organizing Mise-en-scene and Mise-en-Place Opening, Operating & Closing duties	3 Hr 45 Mins.
9	Basic Technical Skills : Holding Service Spoon & Fork Carrying a Tray / Salver	3 Hr 45 Mins.
10	Basic Technical Skills : Laying a Table Cloth Changing a Table Cloth during service	3 Hr 45 Mins.
11	Basic Technical Skills : Placing meal plates & Clearing soiled plates Stocking Sideboard	3 Hr 45 Mins.
12	Basic Technical Skills : Service of Water Using Service Plate & Crumbing Down	3 Hr 45 Mins.
13	TABLE LAY-OUT & SERVICE: A La Carte Cover , Table d’ Hote Cover English Breakfast Cover, American Breakfast Cover	3 Hr 45 Mins.
14	TABLE LAY-OUT & SERVICE: Continental Breakfast Cover, Indian Breakfast Cover Afternoon Tea Cover , High Tea Cover	3 Hr 45 Mins.
15	PROCEDURE FOR SERVICE OF A MEAL	3 Hr 45 Mins.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	1	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Food Service areas -	SEMESTER:	1	HOURS:	3 hours 45 mins
	Induction & Profile of the areas			Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify the various areas of F&B department.
 Students will be able to explain the importance and uses of various areas of F&B department.

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: https://youtu.be/r_VPsyXZz2k

LEARNING OBJECTIVES:

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every student, They must wash and sanitize their hands. Hand gloves, face masks should be on. Social distancing has to be maintained while checking at entrance.
		Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Instruct students about practicals. Discussion about the various areas of F&B Service department.
		Do's and Don'ts of Practical
Practical Demonstration	2hr 45 minutes	Videos will be shown to the students of the various areas of F&B.
		Induction - Food & Beverage area. Importance of each and every area.
Check learning outcome	15 minutes	Questions will be asked related to the various areas of F&B department.
Closing	20 minutes	Students must close the windows and Curtains of the area. All the lights and Fans to be switched off. If any Equipments have been used, it should be washed and wiped. All the items to be kept at its place.

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Students may mix-match the functions of various F&B areas	Assignment may be given to the students related to all F&B areas with its functions

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to know about the various f&b areas.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	2	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Ancillary F&B Service areas – Induction & Profile of the areas	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should able to identify the various ancillary areas of F&B department.

Students will be able to explain the importance and uses of various ancillary area of F&B department.

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL:<https://youtu.be/yBHmeng3NqM>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Instruct students about practicals and the ancillary areas of F&B Service.
Practical Demonstration	2hr 45 minutes	Videos will be shown to the students of the various ancillary areas of F&B.
		Induction - Ancillary sections of F&B.
		Functions & Importance of each and every ancillary areas.
Check learning outcome	15 minutes	Questions will be asked related to ancillary areas of F&B.
Closing	20 minutes	Students must close the windows and Curtain of the area. All the lights and Fans to be switched off. If any Equipments have been used , it should be washed and wiped. All the items to be kept at its place.

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
If the Functions of the Ancillary areas has not been performed well , Hurdle may occur during operation. i.e.	All the functions of the ancillary areas has to be carried out perfectly.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to explain, various ancillary areas of F&B department.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	3	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Familiarization of F&B Service equipment	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify the various types of Cutlery and Crockery.
 Students will be able to explain the uses of cutlery and Crockery as per its types.

RESOURCES: Various types of Cutlery & Crockery.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://drive.google.com/file/d/1NvbzV-jt3QrAfBaVUwwt9lA7s7p12Ccy/view?usp=sharing>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every student, they must wash and sanitize their hands. Hand gloves, face masks should be on. Social distancing has to be maintained while checking at entrance.
		Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Instruction will be given related to Cutlery & Crockery.
Practical Demonstration	2hr 45 minutes	Introduction will be given about the various category of Cutlery and Crockery.
		Familiarization with various types of cutlery and crockery.
		Uses of each types of cutlery and crockery.
Check learning outcom	15 minutes	Questions will be asked related to various cutlery and crockery.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in designated areas after the practical is over. Garbage MUST not be thrown in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
While selecting and Identifying various types of Cutlery	Students have to draw various types of Cutlery and Crockery on their journals.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to explain various Cutlery and Crockery alongwith its uses.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	4	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Familiarization of F&B Service equipment	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify the various types of Furniture and Glassware.

Students will be able to explain the uses of various Furnitures and Glasswares.

RESOURCES: Various types of Furniture & Glassware

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://drive.google.com/file/d/1NvbzV-jt3QrAfBaVUwwt9lA7s7p12Ccy/view?usp=sharing>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will explain about the practical in which he/she will cover various Furniture & Glasswares which will be explained during the practical.
Practical Demonstration	2hr 45 minutes	<u>Introduction to Glassware and Furniture.</u>
		Familiarization of Various types of glassware and Furnitures.
		Uses of each types of furniture and glassware..
Check learning outcom	15 minutes	Questions will be asked related to furniture and glassware.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
For a human being it is very hard to remember every thing, After the practical students may forget the size, types and uses of various glassware and furniture.	Students have to draw each category of glasswares and Furnitures on their journals.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to explain, various glasswares and furniture alongwith its uses.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	5	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Care & Maintenance of F&B Service equipment	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify the various cleaning & maintaining procedure of f&b equipments .

RESOURCES: Various F&B equipments like:- Furniture, Cutlery, Crockery, Hollowware etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://www.youtube.com/watch?v=bO4d7V8Vcuo>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and sanitize Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will give explanation on care & maintenance of various F&B equipments.
Practical Demonstration	2hr 45 minutes	Instruction to be given regarding care and maintenance of f&b equipments. Cleaning of various f&b equipments.
Check learning outcom	15 minutes	Questions will be asked related to care and Maintainance of various f&b equipments.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in designated areas after

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
F&B equipments may got damaged while cleaning.	Have to explain the handling and cleaning techniques during the practical.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to clean various f&b equipments.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	6	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Cleaning / polishing of EPNS items	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify the various challenges occurred during cleaning silverware items.

Students will be able to explain various methods of silverware cleaning .

RESOURCES: Silverware, cleaning agent etc.S

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://youtu.be/OHqRuol5Qf4>

LEARNING OBJECTIVES:

1	Students should be able to list down the various cleaning procedure of silverware.
2	Students should be able to list down the profile of various ancillary areas of F&B Service department.

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Instruction will be given by faculty for Cleaning and Polishing of EPNS items.
Practical Demonstration	2hr 45 minutes	Polish the silverware by using a dry glass polishing cloth and wipe them dry. Take a container and pour boiling water and add small amount of vinegar into it for cleaning purposes.
Check learning outcom	15 minutes	Questions will be asked related to the Cleaning/polishing silverware items.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
The chemical reaction may damage the silver if it is not properly used.	We have to follow the guidelines properly while cleaning Silverware items.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to clean and polsh various types of silverware.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	7	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	PREPARATION FOR SERVICE (RESTAURANT) Organizing Mise-en-scene and Mise-en-Place	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify and rectify the various challenges occurred during mise-en-place and mise-en-scene.

Students will be able to explain the importance of doing mise-en-place and mise-en-scene.

RESOURCES: All f&b equipments, cleaning agents, duster etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://youtu.be/b49JdHQT8hM>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every student, They must wash and
		Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will brief the students about mise-en-place and mise-en-scene.
Practical Demonstration	2hr 45 minutes	Take utmost and great care while washing and stocking of the service
		Maintain all service tools, trolley, and equipment clean and in order all
		Clean your working area and the surroundings properly and keep away
Check learning outcome	15 minutes	Questions will be asked related to mise-en-place and mise-en-scene.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
While doing the mise-en-place breakage or damage of equipments may take place	While doing the mise-en-place we have to handle all the equipments carefully.

RESULT ANALYSIS

If the class will be conducted in a systematic way student will be able to differentiate between mise-en-place and mise-en-scene, and they'll be able to know about the purpose of doing this.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	8	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	PREPARATION FOR SERVICE (RESTAURANT) Opening, Operating & Closing duties	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify and rectify the various challenges occurred during opening, operating and closing of F&B Outlet.

Students should be able to list down the duties to be followed during opening, operating and closing .

RESOURCES: All f&b equipments, cleaning agents, duster etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO LINK:<https://youtu.be/RBcsy62wqtc>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Briefing will be given related to opening, operating and closing duties of F&B service staffs.
Practical Demonstration	2hr 45 minutes	Expalnation of the Opening and Closing checklist. As per the Opening and Closing checklist - Inspect all service tools, trolley, and While operating hours Cleaning of buffet counters,stacking of various
Check learning outcom	15 minutes	Questions will be asked related to the opening, operating and closing duties of F&B staffs.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
service will get affected if the opening, operating and closing procedures will not be followed in the	All the tasks should be performed as per the procedure. Checklist has to be maintained on daily basis

RESULT ANALYSIS

If the class will be conducted in a syatematic way student will be able to explain the opening, closing and operating procedure of F&B department.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	9	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Basic Technical Skills : Holding Service Spoon & Fork Carrying a Tray / Salver	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify and rectify various challenges occurred during holding the service gear.

Students will be able to explain the handling techniques of service gear and salver.

RESOURCES: Service spoon, fork & salver.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://drive.google.com/file/d/1NRe7CznS8El7HQ89ipnWO5fSlfRXl-2J/view?usp=sharing>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and sanitize their
		Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will explain about service gear and various types of trays used in F&B service department.
Practical Demonstration	2hr 45 minutes	Demonstration and practice of holding a service gear.
		Demonstration and practice of carrying a tray/salver.
Check learning outcom	15 minutes	Questions will be asked related to handling service gear and holding a tray/salver.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in designated areas after the practical

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Food items may fall on the guest table if service gear or	Have to practice more and more to become an expert in terms of handling service gear and

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to hold/carry service gear/tray or salver.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	10	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	BASIC TECHNICAL SKILLS :	SEMESTER:	1	HOURS:	3 hours 45 mins
	Laying a Table Cloth Changing a Table Cloth during service			Approved By:	Deputy Director

LEARNING OUTCOME

Students will be able to show how to change the table cloth during service.

Students should be able to identify and rectify various challenges occurred during laying a table cloth.

RESOURCES: Restaurant table, table cloth & baize cloth.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL -<https://youtu.be/iVpaczaAluQ>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools Faculty will explain about the laying of table cloth and changing a table cloth during service.
Briefing	15 minutes	
Practical Demonstration	2hr 45 minutes	<u>Demonstration and practice of holding the table cloth.</u> Demonstration and practice of laying baize cloth & table cloth on the table. Demonstration and practice of changing a table cloth during service.
Check learning outcom	15 minutes	Questions will be asked related to the laying table cloth. i.e. steps involved in laying it. Etc.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Laying may not be done properly if the tablecloth is not	Tablecloth has to be well ironed and should have starch in it.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to lay and change the table cloth properly.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	11	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	BASIC TECHNICAL SKILLS :	SEMESTER:	1	HOURS:	3 hours 45 mins
	Placing meal plates & Clearing soiled plates			Approved By:	Deputy Director
	Stocking Sideboard				

LEARNING OUTCOME

Students should be able to identify and rectify various challenges occurred during placing and clearing the plates.

Students will be able to show how to stock the sideboard.

RESOURCES: Restaurant table, plates, service equipment, sideboard.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: https://drive.google.com/file/d/1NRMnQORLyTVIyrqpxIgr2cdemZeL_wfr/view?usp=sharing

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will explain about the practical in which he/she will brief about the placing of plates and clearance of soiled plates from the guest table.
Practical Demonstration	2hr 45 minutes	Demonstration and practice of holding the plates.
		Demonstration and practice of placing fresh and clearing soiled plates .
		Demonstration and practice of stocking sideboard.
Check learning outcom	15 minutes	Questions will be asked related to the placing of plates, clearance of plates and stocking of sideboard.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Students might place or clear the equipment from	Have to explain and practice in the correct manner.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to place & clear the plates. They will also be able to stock the sideboard.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	12	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	Basic Technical Skills : Service of Water Using Service Plate & Crumbing Down Napkin Folds	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should able to identify and rectify various challenges occurred during service of water.

Students will be able to show how to do the crumbing.

Students should be able to fold the napkins in different ways.

RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL- <https://youtu.be/nX4d1xYeNgU>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and
		Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will brief the students about the practicals in which they'll be doing service of water, crumbing, various napkin fold etc.
Practical Demonstration	2hr 45 minutes	Demonstration and practice of serving water from water jug & from bottle.
		Demonstration and practice of crumbing and changing of Ashtray.
		Demonstration and practice of napkin folds.
Check learning outcom	15 minutes	Questions will be asked related to service of water, crubing techniques, various napkin folds etc.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Spillage of water may happen on the guest table while pouring it to the glass.	Will have to follow the methods, practice more and more with bottle of water and with the jugs.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to serve the water and do the crumbing properly.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	13	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	TABLE LAY-OUT & SERVICE: A La Carte Cover , Table d' Hote Cover English Breakfast Cover, American Breakfast Cover	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify and rectify various challenges occurred during doing the various set ups

Students will be able to explain and do the various set ups.

RESOURCES: Crockery, Flatware, glassware, Budvase, cruet set etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL-<https://youtu.be/WBGbuCCovrc>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Briefing will be given given related to various types of set-ups
Practical Demonstration	2hr 45 minutes	Practice for the set up of Ala carte & Table d' hote.
		Practice for the set up of English breakfast.
		Practice for the set up of American breakfast.
Check learning outcom	15 minutes	Questions will be asked related to various types of set-ups.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Students may not be able to do it properly if they'll not follow the techniques and sequence of setups.	Have to understand the concept of doing the set up in different ways.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to do the various set ups.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	14	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	TABLE LAY-OUT & SERVICE: Continental Breakfast Cover, Indian Breakfast Cover Afternoon Tea Cover , High	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify and rectify various challenges occurred during doing the various set ups.

Students will be able to explain and do the various set ups.

RESOURCES: Crockery, Flatware, glassware, Budvase, cruet set etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL:-<https://youtu.be/WBGbuCCovrc>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will brief the students about the setup guidelines which they have to perform during their practical under the proper guidance of him/her.
Practical Demonstration	2hr 45 minutes	Practice for the set up of continental breakfast.
		Practice for the set up of Indian breakfast.
		Practice for the set up of Afternoon tea & High tea.
Check learning outcom	15 minutes	Questions will be asked related to the set ups which has been done during the practicals.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Students may not be able to do it properly if they'll not	Have to understand the concept of doing the set up in different ways.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to do the various set ups.

B.Sc in H&HA

SUBJECT:	Food and Beverage Operation 1	MANUAL NO:	15	Faculty: Vivek Anand & Rupam Ghosh	
TOPIC:	PROCEDURE FOR SERVICE OF A MEAL	SEMESTER:	1	HOURS:	3 hours 45 mins
				Approved By:	Deputy Director

LEARNING OUTCOME

Students should be able to identify and rectify various challenges occurred during following various procedure involved in serving a meal and also understand the step by step process of serving a meal to the guest.

RESOURCES: Dummy Telephone, Register, Restaurant table, Chairs etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.

VIDEO TUTORIAL: <https://drive.google.com/file/d/1ND4qUWzTAbc63gPh6aEOHKB4X7ojOsrY/view?usp=sharing>

METHODOLOGY :

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Check the body temperature of each and every students, They must wash and Check hair cut, nails, shaving, shoe polish, uniform and service tools
Briefing	15 minutes	Faculty will explain the entire service procedure which has to be performed via role play during the practical.
Practical Demonstration	2hr 45 minutes	Taking Guest Reservations Receiving & Seating of Guests Order taking & Recording Order processing (passing orders to the kitchen)
Check learning outcom	15 minutes	Questions will be asked related to the procedure of serving a meal.
Closing	20 minutes	Students MUST wash and wipe each & every equipment as well as the area they have used during their practical. The garbage MUST be disposed in

POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
Students might not be able to follow each and every procedure involved in serving a meal.	Have to practice in proper sequence.

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to follow the procedure of serving a meal.