

# School of Hospitality and Culinary Art

## The Neotia University

Course Name	Food and Beverage Operation 2
Course Code	CC HAP202
Course Duration	15 weeks
Semester	Second
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 & Mr. Rupam Ghosh

### **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 learn about various social skills, have a wide range of knowledge regarding the supervisory skills, what is a Gueridon Trolley- Its impact and use in Service Industry, What is Kitchen Stewarding and its importance in food and beverage industry. Students will learn basics of non-alcoholic beverage along with set up and functioning of formal and informal catering.

### **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 N	Particulars	Duration
1	<b>Social Skills :</b> 1.Handling Guest Complaints, Telephone manners, Dining & Service etiquettes	3 Hr 45 Mins.
2	<b>Special Food Service :(Cover, Accompaniments &amp; Service)</b> Hors d oeuvre, Cheese and Dessert	3 Hr 45 Mins.
3	<b>Planning &amp; Operating Food &amp; Beverage Outlets :</b> Class room Exercise: Developing Hypothetical Business Model of Food & Beverage Outlets	3 Hr 45 Mins.
4	<b>Planning &amp; Operating Food &amp; Beverage Outlets :</b> Case study of Food & Beverage outlets - Hotels & Restaurants	3 Hr 45 Mins.
5	<b>Function Catering – Banquets :</b> Planning & organizing Formal & Informal Banquets and Outdoor caterings	3 Hr 45 Mins.
6	<b>Function Catering – Banquets :</b> Planning & organizing Formal & Informal Banquets and Outdoor caterings	3 Hr 45 Mins.
7	<b>Function Catering – Buffets :</b> Planning & organizing various types of Buffet	3 Hr 45 Mins.
8	<b>Gueridon Service :</b> Organizing Mise-en-place for Gueridon Service, Dishes involving work on the Gueridon	3 Hr 45 Mins.
9	<b>Gueridon Service :</b> Organizing Mise-en-place for Gueridon Service, Dishes involving work on the Gueridon	3 Hr 45 Mins.
10	Tea and Coffee- Preparation & Service	3 Hr 45 Mins.
11	Juices & Soft Drinks - Preparation & Service Mocktails Juices, Soft drinks, Mineral water, Tonic water	3 Hr 45 Mins.
12	Mocktails- Preparation and Services	3 Hr 45 Mins.
13	Cocoa & Malted Beverages - Preparation and Service	3 Hr 45 Mins.
14	Kitchen Stewarding	3 Hr 45 Mins.
15	<b>Supervisory Skills :</b> Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events Drafting Standard Operating Systems (SOPs) for various F & B Outlets Supervising Food & Beverage operations □Preparing Restaurant Log	3 Hr 45 Mins.

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	1	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>
<b>TOPIC:</b>	Social Skills	<b>SEMESTER:</b>	2	<b>HOURS:</b> 3 hours 45 mins
				<b>Approved By:</b> Deputy Director
<b>LEARNING OUTCOME</b>				
Students will be able to handle calls deal with guest queries, learn about dining and service procedure and learn various service etiquettes.				
<b>RESOURCES: Projector, Screen &amp; laptop etc.</b>				
<b>REFERENCES: Food and Beverage Service by R. Singaravelavan.</b>				
<b>VIDEO TUTORIAL: <a href="https://youtu.be/SQvV4SNeH-U">https://youtu.be/SQvV4SNeH-U</a></b>				
<b>METHODOLOGY :</b>				
<b>PARTICULARS</b>		<b>TIME</b>	<b>TASK</b>	
<b>Hygiene &amp; Grooming Check up</b>		10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP	
<b>Briefing</b>		15 minutes	<ul style="list-style-type: none"> <li>· Instruct students about the various social skills required for functioning food and beverage outlets</li> <li>· Share with them some Presentation ideas</li> <li>· Groom them about Social distancing and maintain the same inside Practical Lab</li> </ul>	
<b>Practical Demonstration</b>		2hr 45 minutes	<ul style="list-style-type: none"> <li>Role play for handling guest complaints.</li> <li>Demonstration and practice over dining and service etiquettes.</li> <li>Role play over telephone manners.</li> </ul>	
<b>Check learning outcomes</b>		15 minutes	Questions will be asked related to the practical.	
<b>Closing</b>		20 minutes	<ul style="list-style-type: none"> <li>Cleaning of all equipments</li> <li>Closing has to be done as per SOP</li> </ul>	
<b>POSSIBLE SOURCES OF ERRORS &amp; RECTIFICATION :</b>				
<b>POSSIBLE ERRORS</b>			<b>RECTIFICATION</b>	
There may be some issues regarding communication			Have to train and guide them in proper communication.	
<b>RESULT ANALYSIS</b>				
If the class will be conducted properly, the students will be able to know about the various social skills				

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	2	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	<b>Special Food Service:</b>	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
	Cover,Accompaniments & Service			<b>Approved By:</b>	<b>Deputy Director</b>

**LEARNING OUTCOME**

Students should able to understand the sequence and process of serving food with proper accompaniments

**RESOURCES:** Projector, Screen & laptop etc.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL :** <https://www.youtube.com/watch?v=uIoISexXY80>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	· Instruct students about the courses of french classical menu.
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintain the same inside Practical Lab
<b>Practical Demonstration</b>	2hr 45 minutes	Mise-en-scene of the restaurant including wiping of tables,chairs,buffer counters,bar
		Mise-en-place for the service of special foods.
		Preparation and service of Hors d oeuvre,potage & oeufs along with its accompaniments
		Preparation and service of various poisson, Entrée and releve along with its accompaniments.
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
Misplace of cutlery modification	Have to be careful in doing proper cutlery modifications while service.

**RESULT ANALYSIS**

If the class will be conducted properly, the students will be able to know about the sequence of french classical menu and ways of servicing them

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	3	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Planning & Operating Food and Beverage Outlets	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should able to plan various food and beverage outlets.

**RESOURCES:** Hypothetical models, 3d models of Restaurant.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL:** <https://www.youtube.com/watch?v=uJoISgxXY8Q>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	15 minutes	· Instruct students about practicals and outlets of food and beverage
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintaing the same inside Practical Lab
Practical Demonstration	2hr 45 minutes	Planning of physical layout of functional and ancillary areas
		Calculation of space requirement
		Calculation of materials required
Check learning outcomes	15 minutes	Questions will be asked related to the practical.
Closing	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
Space can be a constraint is determing a food and beverage outlet	Have to have a proper idea regarding space management issues.

**RESULT ANALYSIS**

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

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	4	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Planning & Operating Food and Beverage Outlets	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should be able to visualize by doing case studies of hypothetical models of restaurant and food and beverage outlets.

**RESOURCES:** F&B model outlets.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL:** <https://www.youtube.com/watch?v=uJolSgxXY8Q>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	<ul style="list-style-type: none"> <li>· Instruct students about practicals and giving ideas about various case studies of food and beverage outlets</li> <li>· Share with them some Presentation ideas</li> <li>· Groom them about Social distancing and maintaining the same inside Practical Lab</li> </ul>
<b>Practical Demonstration</b>	2hr 45 minutes	<p align="center">Understanding concept                      Hypothetical model of restaurant</p> <p>Knowledge about business model</p>
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning of the area.
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
The students may not clearly understand the layout	We have to be very careful while going through the layout.

**RESULT ANALYSIS**

If the class will be conducted properly, the students will be able to make various food and beverage outlets.

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	5	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Function Catering - Banquets- Formal Banquets	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should be able to identify and rectify the various challenges occurred during set-up of Banquet operation.

Students will be able to explain the importance and relevance of banquet operations.

**RESOURCES:** Banquet equipments.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL :** <https://youtu.be/vLjGAWOqxQ>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	15 minutes	· Instruct students about the basics of banquet set-up and service
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintaining the same inside Practical Lab
Practical Demonstration	2hr 45 minutes	Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar counters, bar display counters etc.
		Mise-en-place for the setup of formal banquets.
		Various style seating arrangement in the banquet.
Check learning outcomes	15 minutes	Questions will be asked related to the practical.
Closing	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
If not discussed properly, students might not know the importance of formal banquets and its operation	Have to discuss each and everything in a planned and systematic way.

**RESULT ANALYSIS**

If the class will be conducted in a systematic way, students will be able to do banquet set up properly.



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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	6	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Function Catering - Banquets - Informal	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should be able to identify and rectify the various challenges occurred during set-up of Informal Banquet operation.

Students will be able to explain the importance and relevance of banquet operations.

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

**REFERENCES: Food and Beverage Service by R. Singaravelavan.**

**METHODOLOGY :**

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	15 minutes	· Instruct students about practicals and the areas of banquet operations.
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintaining the same inside Practical Lab
Practical Demonstration	2hr 45 minutes	Mise-en-place for the setup of Informal banquets. Planning and organizing outdoor catering
		Various style seating arrangement in the banquet.
Check learning outcomes	15 minutes	Questions will be asked related to the practical.
Closing	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
Space available and lack of table during setup	Have to be careful in doing the setup correctly keeping in mind space .

**RESULT ANALYSIS**

If the class will be conducted in a systematic way student will be able to do proper informal banquet set up.

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	7	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Buffets	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should be able to identify various styles of buffet.

Students will be able to explain the handling techniques of buffet operation

**RESOURCES: Buffet table, Food and Beverage Equipments**

**REFERENCES: Food and Beverage Service by R. Singaravelavan.**

**VIDEO LINK:** <https://youtu.be/9f3nv6rQmJ8>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	15 minutes	· Instruct students about practicals and the areas of buffet service
		· Share with them some Presentation ideas
		· Groom them about Social distance and maintain inside Practical Lab
Practical Demonstration	2hr 45 minutes	Mise-en-place for the setup of various types of buffet.
		Calculation of table requirement for the set up of buffet
		Set up of various types of buffet.
Check learning outcomes	15 minutes	Questions will be asked related to the practical.
Closing	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
Misplacing of buffet tables while setup	Have to be careful in handling buffet tables carefully

**RESULT ANALYSIS**

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

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	10	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Gueridon Service	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students will be able to understand different types of food items being served in gueridon.

Students will be able to do specialized gueridon service.

**RESOURCES:** Restaurant table, table cloth & baize cloth.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL:** <https://youtu.be/I3wQNbzj5Ek>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	15 minutes	<ul style="list-style-type: none"> <li>· Instruct students about practicals and the areas of Gueridon Service.</li> <li>· Share with them some Presentation ideas</li> <li>· Groom them about Social distance and maintain inside Practical Lab</li> </ul>
Practical Demonstration	2hr 45 minutes	Mise-en-scene of the restaurant including wiping of tables, chairs, buffet Mise-en-place for the Gueridon service.(Both Preparation & Service) Understanding food preparation techniques-Tossing,Cooking,carving & flambeing involved in gueridon service.
Check learning outcomes	15 minutes	Questions will be asked related to the practical.
Closing	20 minutes	Cleaning and maintaining of Gueridon trolley Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
Dishes might get spoiled due to improper use of temperature while preparing dishes.	Have to be careful while preparing the dishes in a gueridon trolley.

**RESULT ANALYSIS**

If the class will be conducted properly, the students will be able to prepare items in gueridon trolley and serve them.

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<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	9	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Gueridon Service	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students will be able to understand different types of trolley being served in gueridon.

Students will be able to do specialized gueridon service.

**RESOURCES: Restaurant table, plates, service equipment, sideboard, gueridon trolley.**

**REFERENCES: Food and Beverage Service by R. Singaravelavan.**

**VIDEO TUTORIAL:** <https://youtu.be/I3wQNbzj5Ek>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	<ul style="list-style-type: none"> <li>· Instruct students about practicals and the basic types of trolleys used in F&amp;B Service.</li> <li>· Share with them some Presentation ideas</li> <li>· Groom them about Social distance and maintain inside Practical Lab</li> </ul>
<b>Practical Demonstration</b>	2hr 45 minutes	Mise-en-place for the Gueridon service.(Both Preparation & Service) Preparation of dishes on Gueridon trolley Handling of food properly during the gueridon service.
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning of all equipments Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
If not demonstrated properly , students might not able to perform gueridon service.	Have to show them how to stock the sideboard.

**RESULT ANALYSIS**

If the class will be conducted properly, the students will be able to do proper gueridon service.

## B.sc Hospitality Administration

<b>SUBJECT</b>	Beverage and Wine Studies	<b>MANUAL NO:</b>	10	<b>Faculty:</b> Vivek Anand & Rupam Ghosh	
<b>TOPIC:</b>	Tea and Coffee - Preparation and service	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

### LEARNING OUTCOME

Students will be able to understand various tea and coffee making process

**RESOURCES:** Tea Cup, Tea Saucers and Tea Pot.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL:** <https://youtu.be/asCCeiLq9nc>

### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	· Instruct students about practicals and various types of tea and coffee making
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintain the same inside Practical Lab
<b>Practical Demonstration</b>	2hr 45 minutes	Mise-en-place for tea and Coffee (Both preparation and Service)
		Preparation and service of various types of tea
		Preparation and service of various types of coffee
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning of all equipments related to tea, coffee making
		Closing has to be done as per SOP

### POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
If not discussed properly , there might be spillage.	Have to be cautious while serving tea.

### RESULT ANALYSIS

If the class will be conducted properly, the students will be able to know about the various tea and coffee service.

## B.sc Hospitality Administration

<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	11	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Juices and Soft Drinks - Preparation and Service	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	<b>Deputy Director</b>

### LEARNING OUTCOME:

Students should be able to understand various juices and soft drinks along with their preparations.

Students will be able to explain various aerated beverages

**RESOURCES:** Juice glass and various juices and soft drinks.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL:** <https://youtu.be/cYKOWdiINZI>

### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	· Instruct students about the basics of non alcoholic beverage.
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintaining the same inside Practical Lab
<b>Practical Demonstration</b>	2hr 45 minutes	Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar counters
		Mise-en-place for juices, Mineral water etc. (Both preparation and Service)
		Preparation and service of various types of juices.
		Preparation and service of various types Aerated beverage and Mineral water.
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

### POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
There may be spillage of juices	Have to serve juices in the correct temperature in proper glassware.

### RESULT ANALYSIS

If the class will be conducted properly, the students will be able to know about the various soft beverages

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<b>SUBJECT</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	12	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Mocktails- Preparation and Services	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	<b>Deputy Director</b>

### LEARNING OUTCOME

Students should be able to identify the various mocktail preparation

Students will be able to serve various mocktails.

**RESOURCES:** Bar equipments, non alcoholic beverage.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO LINK:** <https://youtu.be/A5-FbpigGD8>

### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	· Instruct students about practicals and concepts of various mocktail making
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintaining the same inside Practical Lab
<b>Practical Demonstration</b>	2hr 45 minutes	Mise-en-place for the Mocktails.(Both preparation and Service)
		Preparation and service of various types of Mocktails.
		Preparation and service of various types of Milkshakes.
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning & stacking of all equipments
		Closing has to be done as per SOP

### POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
There may be spillage of drinks and breakage of	Have to treat very cautiously while making mocktails

### RESULT ANALYSIS

If the class will be conducted properly, the students will be able to know about the various mocktails.

## B.sc Hospitality Administration

<b>SUBJECT</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	13	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Cocoa & Malted Beverages - Preparation and Service	<b>SEMESTER:</b>	4	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

### LEARNING OUTCOME

Students should be able to prepare various malted beverage and understand how to make malt based drinks.

**RESOURCES:** Bar equipments.

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO LINK:** <https://youtu.be/A5-FbpigGD8>

### METHODOLOGY :

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	· Instruct students about the basics of cocoa and malted beverage
		· Share with them some Presentation ideas
		· Groom them about Social distancing and maintaining the same inside Practical Lab
<b>Practical Demonstration</b>	2hr 45 minutes	Preparation of malted beverage and cocoa
		Use of various shakes related to non alcoholic making
		Service of beverages
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning & stacking of all equipments
		Closing has to be done as per SOP

### POSSIBLE SOURCES OF ERRORS & RECTIFICATION :

POSSIBLE ERRORS	RECTIFICATION
If not shown/discussed properly , students might	Students have to practise every sequence of mocktail making

### RESULT ANALYSIS

If the class will be conducted properly, the students will be able to know about the various mocktails and its uses.



**B.Sc H.A.H.A - SEM II CC HAP 202**

<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	14	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Kitchen Stewarding	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should be able to identify various dish washing methods

Students will be able to understand various kitchen stewarding activities.

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

**REFERENCES:** Food and Beverage Service by R. Singaravelavan.

**VIDEO TUTORIAL:** [https://youtu.be/J7\\_2thlnVdQ](https://youtu.be/J7_2thlnVdQ)

**METHODOLOGY :**

PARTICULARS	TIME	TASK
<b>Hygiene &amp; Grooming Check up</b>	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
<b>Briefing</b>	15 minutes	<ul style="list-style-type: none"> <li>· Instruct students about practicals and the kitchen stewarding areas of F&amp;B Service.</li> <li>· Share with them some Presentation ideas</li> <li>· Groom them about social distance and maintain inside Practical Lab</li> </ul>
<b>Practical Demonstration</b>	2hr 45 minutes	Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar counters, bar Mise-en-place for Kitchen stewarding. Cleaning of dishes using pot wash and ware wash method.
<b>Check learning outcomes</b>	15 minutes	Questions will be asked related to the practical.
<b>Closing</b>	20 minutes	Cleaning of all equipments Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
There may be breakage of crockery while handling crockeries	Have to show them how to take handle crockeries while managing KST.

**RESULT ANALYSIS**

If the class will be conducted properly, the students will be able to understand basics of kitchen stewarding.

**B.Sc H.A.H.A - SEM II CC HAP 202**

<b>SUBJECT:</b>	Food and Beverage Operation 2	<b>MANUAL NO:</b>	15	<b>Faculty: Vivek Anand &amp; Rupam Ghosh</b>	
<b>TOPIC:</b>	Supervisory Skills	<b>SEMESTER:</b>	2	<b>HOURS:</b>	3 hours 45 mins
				<b>Approved By:</b>	Deputy Director

**LEARNING OUTCOME**

Students should be able to identify various skills required to lead a team of food and beverage professionals.

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

**REFERENCES: Food and Beverage Service by R. Singaravelavan.**

VIDEO TUTORIAL: <https://drive.google.com/file/d/1NfradP3wT9HioVnKzkwB-6MZ3ISLFARp/view?usp=sharing>

**METHODOLOGY :**

PARTICULARS	TIME	TASK
Hygiene & Grooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SOP
Briefing	15 minutes	Instruct students about practicals and the areas of F&B Service.
		Share with them some Presentation ideas
		Groom them about Social distance and maintain inside Practical Lab
Practical Demonstration	2hr 45 minutes	Role Play of students Situation Handling Showing videos related to supervisory skills, Case study of various situations.
Check learning outcomes	15 minutes	Situation Handling
Closing	20 minutes	Cleaning of all equipments
		Closing has to be done as per SOP

**POSSIBLE SOURCES OF ERRORS & RECTIFICATION :**

POSSIBLE ERRORS	RECTIFICATION
Lack of proper role playing of students	Students have to understand the basic roles of supervisor and act accordingly.

**RESULT ANALYSIS**

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