# **School of Hospitality and Culinary Art** The Neotia University Course Name | Food and Beverage Operation 2 CC HAP202 Course Code Course 15 weeks Duration Second Semester Core/Elective | Core - Hospitality (Food and Beverage Service) Credit Points 2 Weekly Delivery/ 04 Hours per week Contact Hours Resource Practical lab, Various Food & Beverage service equipments Requirements Class School of Hospitality and Culinary Art conducted at Building Mr. Vivek Anand & Mr. Rupam Ghosh Prepared by

# **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  |               |
|-----------|---|---------------|
| actical N | Particulars   | Duration      |
| 1         | Social Skills :<br>1.Handling Guest Complaints, Telephone manners, Dining & Service etiquettes  | 3 Hr 45 Mins. |
| 2         | Special Food Service :(Cover, Accompaniments & Service)  Hors d oeuvre, Cheese and Dessert  | 3 Hr 45 Mins. |
| 3         | Planning & Operating Food & Beverage Outlets:  Class room Exercise: Developing Hypothetical Business Model of Food &  Beverage Outlets  | 3 Hr 45 Mins. |
|           | Planning & Operating Food & Beverage Outlets :  | o Ha ta Mina  |
| 4         | Case study of Food & Beverage outlets - Hotels & Restaurants  | 3 Hr 45 Mins. |
| 5         | Function Catering - Banquets : Planning & organizing Formal & Informal Banquets and Outdoor caterings   | 3 Hr 45 Mins. |
| 6         | Function Catering – Banquets : Planning & organizing Formal & Informal Banquets and Outdoor caterings   | 3 Hr 45 Mins. |
| 7         | Function Catering - Buffets :  Planning & organizing various types of Buffet  | 3 Hr 45 Mins. |
| 8         | Gueridon Service :  Organizing Mise-en-place for Gueridon Service, Dishes involving work on the  Gueridon   | 3 Hr 45 Mins. |
| 9         | Gueridon Service :  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<br>Mocktails<br>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        | Supervisory Skills:  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. |

|  |                           |                     | B.S  | c H.A.H.A - SEI   | M II CC HAP 20        | 2   |  |  |  |  |
|--|---------------------------|---------------------|--|---|-----------------------|---|--|--|--|--|
| SUBJECT:   | Food and Beverage Op      | eration 2 MAN       | NUAL NO:   | 1   | Faculty: Vivek        | Anand & Rupam Ghosh                                       |  |  |  |  |
|  |                           |                     |  |   | HOURS:                | 3 hours 45 mins   |  |  |  |  |
| TOPIC:   | Social Skills             | SEM                 | MESTER:  | 2   | Approved By:          | Deputy Director   |  |  |  |  |
| LEARNING O                                       | UTCOME                    | L                   |  |   | L                     |   |  |  |  |  |
| Students will b                                  | e able to handle calls de | al with guest queri | es, learn abou   | it dining and servi   | ce procedure and l    | earn  |  |  |  |  |
| various servic                                   | e ettiquetes.             |                     |  |   |                       |   |  |  |  |  |
|  |                           |                     |  |   |                       |   |  |  |  |  |
| RESOURCES:                                       | Projector, Screen & lap   | otop etc.           |  |   |                       |   |  |  |  |  |
|  |                           |                     |  |   |                       |   |  |  |  |  |
| REFERENCES                                       | : Food and Beverage S     | ervice by R. Singa  | ravelavan.   |   |                       |   |  |  |  |  |
|  | IAL: https://youtu.be/SQv |                     |  |   |                       |   |  |  |  |  |
|  | 2 112                     |                     |  |   |                       |   |  |  |  |  |
| METHODOLO  | GY:                       |                     |  |   |                       |   |  |  |  |  |
| PA   | ARTICULARS                | TIME                |  |   |                       | TASK  |  |  |  |  |
| Hygiene & Gr                                     | ooming Check up           | 10 minutes          |  | Students have to maintain high standard Hygiene and Grooming as per SOP       |                       |   |  |  |  |  |
|  |                           |                     | . In atm   | uat atudonta about  | the venious social    | skills required for functioning food and beyong a outlete |  |  |  |  |
| Briefing   |                           |                     | · Instruct students about the various social skills required for functioning food and beverage outlets · Share with them some Presentation ideas |   |                       |   |  |  |  |  |
| bricing  |                           | 15 minutes          |  | Groom them about Social distancing and maintain the same inside Practical Lab |                       |   |  |  |  |  |
|  |                           |                     | Role play  | Role play for handling guest complaints.                                      |                       |   |  |  |  |  |
| Practical Dem                                    | onstration                | 2hr 45 minutes      | Demonstr   | Demonstration and practice over dining and service etiquettes.                |                       |   |  |  |  |  |
|  |                           |                     | Role play  | Role play over telephone manners.   |                       |   |  |  |  |  |
| Check learning                                   | outcomes                  | 15 minutes          |  |   | ited to the practical | 1.  |  |  |  |  |
|  | ·                         | 1                   | `  | Cleaning of all equipments  |                       |   |  |  |  |  |
| Closing  |                           | 20 minutes          |  | Closing has to be done as per SOP   |                       |   |  |  |  |  |
|  |                           | 1                   |  |   | •                     |   |  |  |  |  |
| POSSIBLE SO                                      | URCES OF ERRORS & F       | RECTIFICATION:      |  |   |                       |   |  |  |  |  |
| POSSIBLE ERRORS                                  |                           |                     |  | RECTIFICATION   |                       |   |  |  |  |  |
| There may be some issues regarding communication |                           |                     | Have to tr   | Have to train and guide them in proper communication.                         |                       |   |  |  |  |  |
|  |                           |                     |  |   |                       |   |  |  |  |  |
|  |                           |                     |  |   |                       |   |  |  |  |  |
|  |                           |                     |  |   |                       |   |  |  |  |  |
|  |                           |                     |  |   |                       |   |  |  |  |  |
| RESULT ANA                                       |                           |                     |  |   |                       |   |  |  |  |  |

|              |                                   | B.Sc H.A.H.A           | - SEM II CO     | HAP 202           |                       |
|--------------|-----------------------------------|------------------------|-----------------|-------------------|-----------------------|
| SUBJECT:     | Food and Beverage Operation 2     | MANUAL NO:             | 2               | Faculty: Vive     | k Anand & Rupam Ghosh |
|              | Special Food Service:             |                        |                 | HOURS:            | 3 hours 45 mins       |
| торіс:       | Cover,Accompaniments & Service    | SEMESTER:              | 2               | Approved By:      | Deputy Director       |
| LEARNING (   | OUTCOME                           |                        |                 |                   |                       |
| Students sho | uld able to understand the sequen | ce and process of serv | ing food with p | proper accompanin | nents                 |
|              |                                   |                        |                 |                   |                       |
| RESOURCES    | S: Projector, Screen & laptop etc | •                      |                 |                   |                       |
|              |                                   |                        |                 |                   |                       |
|              | ES: Food and Beverage Service b   | D. Cin manualarian     |                 |                   |                       |
|              |                                   |                        |                 |                   |                       |

#### **METHODOLOGY:**

| PARTICULARS                 | TIME           | TASK   |  |  |  |  |  |
|-----------------------------|----------------|--|--|--|--|--|--|
| Hygiene & Grooming Check up | 10 minutes     | Students have to maintain high standard Hygiene and Grooming as per SOP                  |  |  |  |  |  |
|                             |                | · Instruct students about the courses of french classical menu.                          |  |  |  |  |  |
| Briefing                    | 15 minutes     | · Share with them some Presentation ideas  |  |  |  |  |  |
|                             |                | · Groom them about Social distancing and maintain the same inside Practical Lab          |  |  |  |  |  |
|                             |                | Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar |  |  |  |  |  |
|                             |                | Mise-en-place for the service of special foods.  |  |  |  |  |  |
| Practical Demonstration     | 2hr 45 minutes | 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.  |  |  |  |  |  |
| Check learning outcomes     | 15 minutes     | Questions will be asked related to the practical.  |  |  |  |  |  |
|                             |                | Cleaning of all equipments   |  |  |  |  |  |
| Closing                     | 20 minutes     | 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

|   |   |               | B.Sc H.A.  | .H.A - SEM II  | CC HAP 202                         |                                  |  |  |  |
|---|---|---------------|--|--|------------------------------------|----------------------------------|--|--|--|
| SUBJECT:  | Food and Beverage C   | peration 2    | MANUAL NO:   | 3  | Faculty: Vivek Anand & Rupam Ghosh |                                  |  |  |  |
| торіс:  | Planning & Operat   | Ŭ             | SEMESTER:  | 2  | HOURS: Approved By:                | 3 hours 45 mins  Deputy Director |  |  |  |
| LEARNING C  | OUTCOME   |               |  | 1  |                                    |                                  |  |  |  |
| Students shou                                     | ıld able to plan variou   | s food and be | verage outlets.  |  |                                    |                                  |  |  |  |
| REFERENCE   | : Hypothetical models S: Food and Beverag PRIAL: https://www.yo | ge Service by | R. Singaravelava   |  |                                    |                                  |  |  |  |
| METHODOLO   |   | ,             | •  |  |                                    |                                  |  |  |  |
|   | RTICULARS   | TIME          |  |  | TASK                               |                                  |  |  |  |
|   | rooming Check up  | 10 minutes    |  | Students have to   | maintain high standard Hygie       | ene and Grooming as per SOP      |  |  |  |
| Briefing 15 minutes                               |   | · Share       | <ul> <li>Instruct students about practicals and outlets of food and beverage</li> <li>Share with them some Presentation ideas</li> <li>Groom them about Social distancing and maintaing the same inside Practical Lab</li> </ul> |  |                                    |                                  |  |  |  |
| Practical Demonstration 2hr 45                    |   | 2hr 45 minute | es Calculation   | Planning of physical layout of functional and ancillary areas Calculation of space requirement Calculation of materials required |                                    |                                  |  |  |  |
| Check learnin                                     | g outcomes  | 15 minutes    | Question   | is will be asked re  | elated to the practical.           |                                  |  |  |  |
| Closing 20 minutes                                |   |               | Cleaning of all equipments Closing has to be done as per SOP   |  |                                    |                                  |  |  |  |
| POSSIBLE SO                                       | OURCES OF ERRORS  | & RECTIFICA   | ATION:   |  |                                    |                                  |  |  |  |
|   | POSSIBLE ERRO   |               |  | RECTIFICATION  |                                    |                                  |  |  |  |
| Space can be a constraint is determing a food and |   | l Have to h   | Have to have a proper idea regarding space management issues.  |  |                                    |                                  |  |  |  |
| beverage outl                                     | et  |               |  |  |                                    |                                  |  |  |  |

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

|                               |   |               |   |  | B.Sc H.A.H.A -        | SEM II CC H    | IAP 202               |  |  |  |
|-------------------------------|---|---------------|---|--|-----------------------|----------------|-----------------------|--|--|--|
| SUBJECT:                      | Food and Beverage O   | peration 2    | MANUA   | L NO:  | 4                     | Faculty: Vive  | k Anand & Rupam Ghosh |  |  |  |
|                               |   |               |   |  |                       | HOURS:         | 3 hours 45 mins       |  |  |  |
| торіс:                        | TOPIC:  Planning & Operating Food and Beverage Outlets  SEI |               | SEMES   | STER:  | 2                     | Approved By:   | Deputy Director       |  |  |  |
| LEARNING OU                   | TCOME   |               |   |  |                       |                |                       |  |  |  |
| Students should               | Students should able to visualize by doing case studie      |               |   |  | cal models of restaur | ant and food a | nd beverage outlets.  |  |  |  |
| RESOURCES: F&B model outlets. |   |               |   |  |                       |                |                       |  |  |  |
|                               | Food and Beverag  |               |   |  |                       |                |                       |  |  |  |
| METHODOLOG                    | GY:   |               |   |  |                       |                |                       |  |  |  |
|                               | TICULARS  | TIN           | ME  |  |                       |                | TASK                  |  |  |  |
| Hygiene & Gro                 | oming Check up  | 10 minute     | S   | Students have to maintain high standard Hygiene and Grooming as per SOP  |                       |                |                       |  |  |  |
| Briefing                      |   | 15 minutes    | S   | <ul> <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> |                       |                |                       |  |  |  |
| Practical Demonstration       |   | 2hr 45 min    |   | Understanding concept Hypothetical model of restaurant   |                       |                |                       |  |  |  |
|                               |   |               |   | Knowiedg   | ge about business mod | aei            |                       |  |  |  |
| Check learning o              | outcomes  | 15 minutes    |   | Questions will be asked related to the practical.  |                       |                |                       |  |  |  |
| Closing 20 minutes            |   | ;             | Cleaning of the area. Closing has to be done as per SOP |  |                       |                |                       |  |  |  |
| DOCCIBLE COL                  | RCES OF ERRORS  | 0 DECTIE      | CATION  |  |                       |                |                       |  |  |  |
| PUSSIBLE SUU                  |   |               | CATION:   |  |                       |                | DECTIFICATION         |  |  |  |
|                               | POSSIBLE ERROR  | KS .          |   | RECTIFICATION  |                       |                |                       |  |  |  |
| The students m                | ay not clearly under  | stand the la  | ayout   | We have to be very careful while going through the layout.   |                       |                |                       |  |  |  |
| RESULT ANAL                   | YSIS  |               | <u> </u>  |  |                       |                |                       |  |  |  |
| If the class will             | be conducted prope  | erly, the stu | dents will  | be able to   | make various food a   | nd beverage ou | tlets.                |  |  |  |

|   |  | B.Sc H.A.            | H.A - SEM II C    | C HAP 202         |                 |  |  |  |
|---|--|----------------------|-------------------|-------------------|-----------------|--|--|--|
| SUBJECT: Food and Beverage Operation 2 MANUAL NO: 5 Faculty: Vivek Anand & Rupam Ghos |  |                      |                   |                   |                 |  |  |  |
| TOPIC:  | Function Catering - Banquets-<br>Formal Banquets | SEMESTER:            | 2                 | HOURS:            | 3 hours 45 mins |  |  |  |
|   |  |                      |                   | Approved By:      | Deputy Director |  |  |  |
| LEARNING O  | UTCOME   |                      |                   |                   |                 |  |  |  |
| Students shou   | ld able to identify and rectify the              | various challenges o | ccurred during se | t-up of Banquet o | operation.      |  |  |  |
| Students will   | be able to explain the importance                | and relevance of bar | nquet operations. |                   |                 |  |  |  |
|   |  |                      |                   |                   |                 |  |  |  |
| RESOURCES:  | Banquet equipments.                              |                      |                   |                   |                 |  |  |  |
|   | 1 11   |                      |                   |                   |                 |  |  |  |

REFERENCES: Food and Beverage Service by R. Singaravelavan.

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

#### 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> <li>Instruct students about the basics of banquet set-up and service</li> <li>Share with them some Presentation ideas</li> <li>Groom them about Social distancing and maintaining the same inside Practical Lab</li> </ul> |  |  |  |  |  |
|                             |                | Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar counters, bar display counters etc.  |  |  |  |  |  |
| Practical Demonstration     | 2hr 45 minutes | 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                     | 20 minutes     | 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 | Have to discuss each and everything in a planned and systematic way. |
| importance of formal banquets and its operation         |  |

#### RESULT ANALYSIS

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

|   |                          |               | B.Sc I          | H.A.H.A -   | SEM II CC         | HAP 202                            |                            |  |  |  |
|---|--------------------------|---------------|-----------------|---|-------------------|------------------------------------|----------------------------|--|--|--|
| SUBJECT:  | Food and Beverage O      | peration 2    | MANUAL NO       | :   | 6                 | Faculty: Vivek Anand & Rupam Ghosh |                            |  |  |  |
| TOPIC:  | Function Catering -      |               | SEMESTER:       |   | 2                 | HOURS:                             | 3 hours 45 mins            |  |  |  |
|   | Informal                 |               |                 |   |                   | Approved By:                       | Deputy Director            |  |  |  |
| LEARNING C  | UTCOME                   | ·             |                 | ·   |                   |                                    |                            |  |  |  |
| Students shou   | ıld able to identify and | d rectify the | various challen | ges occurre   | d during set-     | up of Informal l                   | Banquet operation.         |  |  |  |
| Students will   | be able to explain the   | importance    | and relevance o | of banquet of   | perations.        |                                    |                            |  |  |  |
| RESOURCES   | : All f&b equipments     | , cleaning a  | gents, duster e | etc.  |                   |                                    |                            |  |  |  |
| REFERENCE   | S: Food and Beverag      | e Service by  | v R. Singaravel | avan.   |                   |                                    |                            |  |  |  |
| METHODOLO   |                          | ,             | , <b></b>       |   |                   |                                    |                            |  |  |  |
|   | RTICULARS                | TIM           | IE              |   | TASK              |                                    |                            |  |  |  |
| Hygiene & G   | rooming Check up         | 10 minutes    |                 | Students have to maintain high standard Hygiene and Grooming as per SO  |                   |                                    |                            |  |  |  |
|   |                          |               |                 |   |                   |                                    |                            |  |  |  |
|   |                          |               |                 | Instruct students about practicals and the areas of banquet operations.   |                   |                                    |                            |  |  |  |
| Briefing  |                          | 15 minutes    |                 | <ul> <li>Share with them some Presentation ideas</li> <li>Groom them about Social distancing and maintaining the same inside Practical Lab</li> </ul> |                   |                                    |                            |  |  |  |
|   |                          |               | Mise-           | Mise-en-place for the setup of Informal banquets. Planning and organizing outdoor catering  |                   |                                    |                            |  |  |  |
| Practical Der   | nonstration              | 2hr 45 minu   |                 | Various style seating arrangement in the banquet.   |                   |                                    |                            |  |  |  |
| Check learning outcomes   |                          | 15 minutes    | Quest           | Questions will be asked related to the practical.   |                   |                                    | al.                        |  |  |  |
| Closing   |                          |               | Cl              | Cleaning of all equipments  |                   |                                    |                            |  |  |  |
|   |                          | 20 minutes    | Cl              | Closing has to be done as per SOP   |                   |                                    |                            |  |  |  |
| POSSIBLE SO   | OURCES OF ERRORS         | & RECTIFIC    | CATION ·        |   |                   |                                    |                            |  |  |  |
| 1 COOLDELL OC   |                          |               | 21110111        |   |                   | RFC                                | TIFICATION                 |  |  |  |
| POSSIBLE ERRORS  Space available and lack of table during setup |                          |               | Have            | Have to be careful in doing the setup correctly keeping in mind space .   |                   |                                    |                            |  |  |  |
| Space availab   | ie and lack of table du  | ring setup    | Tiave           | to be carer   | ii iii doilig tii | e secup correcti                   | j neeping in inina epace i |  |  |  |

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

|                 |  |                | B.Sc H.A.H.A         | A - SEM II CC I   | HAP 202                            |                 |  |  |  |  |  |
|-----------------|--|----------------|----------------------|---|------------------------------------|-----------------|--|--|--|--|--|
| SUBJECT:        | Food and Beverage                        | Operation 2    | MANUAL NO:           | 7   | Faculty: Vivek Anand & Rupam Ghosh |                 |  |  |  |  |  |
|                 |  |                |                      |   | HOURS:                             | 3 hours 45 mins |  |  |  |  |  |
| TOPIC:          | Buffets                                  |                | SEMESTER:            | 2   | Approved By:                       | Deputy Director |  |  |  |  |  |
| LEARNING (      | OUTCOME                                  | •              |                      | •   | •                                  |                 |  |  |  |  |  |
| Students sho    | uld able to identify va                  | rious styles o | of buffet.           |   |                                    |                 |  |  |  |  |  |
| Students will   | be able to explain the                   | e handling te  | chniques of buffet o | peration  |                                    |                 |  |  |  |  |  |
|                 | : Buffet table, Food                     |                |                      |   |                                    |                 |  |  |  |  |  |
|                 | S: Food and Bevera                       |                | y R. Singaravelava   | in.   |                                    |                 |  |  |  |  |  |
| VIDEO LINK      | : https://youtu.be/9f3                   | nv6rQmJ8       |                      |   |                                    |                 |  |  |  |  |  |
| METHODOL        | OGY:                                     |                |                      |   |                                    |                 |  |  |  |  |  |
| PA              | RTICULARS                                | TIN            | <b>И</b> Е           | TASK  |                                    |                 |  |  |  |  |  |
| Hygiene & G     | rooming Check up                         | 10 minutes     | S Stuc               | Students have to maintain high standard Hygiene and Grooming as per SOP   |                                    |                 |  |  |  |  |  |
|                 |  |                |                      |   |                                    |                 |  |  |  |  |  |
| Briefing        |  | 15 minutes     |                      | <ul> <li>Instruct students about practicals and the areas of buffet service</li> <li>Share with them some Presentation ideas</li> </ul> |                                    |                 |  |  |  |  |  |
| Ü               |  |                |                      | · Groom them about Social distance and maintain inside Practical Lab  |                                    |                 |  |  |  |  |  |
|                 |  |                |                      | Mise-en-place for the setup of various types of buffet.   |                                    |                 |  |  |  |  |  |
| Practical De    | monstration                              | 2hr 45 min     |                      | Calculation of table requirement for the set up of buffet   |                                    |                 |  |  |  |  |  |
|                 |  |                | Set up of            | Set up of various types of buffet.  |                                    |                 |  |  |  |  |  |
| Check learnin   | ag outcomes                              | 15 minutes     | Questions            | Questions will be asked related to the practical.   |                                    |                 |  |  |  |  |  |
| Clasina         |  | 20 minutes     | Clean                | Cleaning of all equipments  |                                    |                 |  |  |  |  |  |
| Closing 20 m    |  |                | Closin               |   |                                    |                 |  |  |  |  |  |
| D0001D1 F 01    |  | 3 0 DECE:      | CATTON               |   |                                    |                 |  |  |  |  |  |
| POSSIBLE SO     | OURCES OF ERRORS                         |                | CATION:              |   |                                    |                 |  |  |  |  |  |
| Michlacing of   | POSSIBLE ERRO<br>f buffet tables while s |                | Have to b            | e careful in hand   | RECTIFIC<br>lling buffet tables ca |                 |  |  |  |  |  |
| wiispiaciiig 01 | ouriet tables wille s                    | ειαρ           | nave to b            | e carerui iii ildilu  | imig buriet tables c               | arciumy         |  |  |  |  |  |
|                 |  |                | ĺ                    |   |                                    |                 |  |  |  |  |  |
| RESULT ANA      | ALYSIS                                   |                | <u>'</u>             |   |                                    | _               |  |  |  |  |  |

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

|  |                                  | B.Sc H.A.H.A - S  | EM II CC HAI   | P 202  |  |
|--|----------------------------------|---|--|--|--|
| SUBJECT: Foo   | d and Beverage Operation 2       | MANUAL NO:  | 10   | Faculty: Vive  | k Anand & Rupam Ghosh  |
| Guer   | ridon Service                    |   |  | HOURS:   | 3 hours 45 mins  |
| TOPIC:   |                                  | SEMESTER:   | 2  | Approved By:   | Deputy Director  |
| LEARNING OUTCO   | ME                               |   |  | L  | L  |
| Students will be able  | e to understand different ty     | ypes of food items be   | ing served in gu   | eridon.  |  |
| Students will be able  | e to do specialized guerido      | n service.  |  |  |  |
| VIDEO TUTORIAL:  | https://youtu.be/I3wQNbzj        | -Fk   |  |  |  |
| METHODOLOGY:   | I ADC TI                         |   |  | TACV   |  |
| METHODOLOGY : PARTICU  |                                  | ME  | s have to mainta   | <b>TASK</b><br>iin high standard H   | vgiene and Grooming as per St  |
| METHODOLOGY : PARTICU  |                                  | ME  | s have to mainta   |  | ygiene and Grooming as per So  |
| METHODOLOGY: PARTICUL Hygiene & Groomin                                      |                                  | ME s Students  · Instru s Share   | ict students abou  | uin high standard H<br>ut practicals and the<br>Presentation ideas   | e areas of Gueridon Service.   |
| METHODOLOGY: PARTICU: Hygiene & Groomin Briefing                             | ng Check up 10 minute            | S Students  - Instru - Share - Groon  Mise-en-su Mise-en-p  | nct students about with them some in them about So   | ut practicals and the Presentation ideas ocial distance and murant including wi  | e areas of Gueridon Service.   |
| METHODOLOGY: PARTICU: Hygiene & Groomin Briefing                             | ng Check up 10 minute            | S Students  - Instru - Share - Groon  Mise-en-su Mise-en-p  uutes  Understan  | with them some in them about So cene of the resta lace for the Guerading food preparations.  | ut practicals and the Presentation ideas ocial distance and murant including wiridon service.(Both uration techniques-                 | e areas of Gueridon Service.  anintain inside Practical Lab  ping of tables.chairs.buffet  |
| METHODOLOGY: PARTICU: Hygiene & Groomin Briefing                             | ng Check up 10 minute            | S Students  - Instru - Share - Groon  Mise-en-su Mise-en-p  uutes  Understan  | with them some<br>n them about So<br>cene of the resta<br>lace for the Gue   | ut practicals and the Presentation ideas ocial distance and murant including wiridon service.(Both uration techniques-                 | e areas of Gueridon Service.  S BARDING PRACTICAL LAB DING of tables chairs buffet Preparation & Service)  |
| PARTICUM<br>PARTICUM<br>Hygiene & Grooming<br>Briefing<br>Practical Demonstr | 15 minute  15 minute  2hr 45 min | S Students  - Instruction Share - Groom Mise-en-som Mise-en-p Tutes  Understant flambeing                                 | with them some<br>with them some<br>in them about So<br>cene of the resta<br>lace for the Gues<br>ading food prepa                     | ut practicals and the Presentation ideas ocial distance and murant including wiridon service.(Both uration techniques-                 | e areas of Gueridon Service.  anntain inside Practical Lab  ping of tables.chairs.buffet  Preparation & Service)  Tossing,Cooking,carving &      |
| METHODOLOGY:   | 15 minute  15 minute  2hr 45 min | ME s Students  - Instruction - Share - Groon - Mise-en-sum Mise-en-puttes - Understant flambeing - Questions - Cleaning a | with them some<br>with them some<br>in them about So<br>cene of the resta<br>lace for the Guer<br>ading food prepa<br>involved in guer | ut practicals and the Presentation ideas ocial distance and murant including wirridon service. (Both aration techniques-ridon service. | e areas of Gueridon Service.  aintain inside Practical Lab  ping of tables.chairs.buffet  Preparation & Service)  Tossing,Cooking,carving &  al. |

#### POSSIBLE SOURCES OF ERRORS & RECTIFICATION:

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

# RESULT ANALYSIS

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

| B.Sc H.A.H.A - SEM II CC HAP 202   |                  |           |        |                    |                 |
|--|------------------|-----------|--------|--------------------|-----------------|
| SUBJECT: Food and Beverage Operation 2 MANUAL NO: 9 Faculty: Vivek Anand & Rupam Ghosh |                  |           |        | nand & Rupam Ghosh |                 |
|  |                  |           | HOURS: | 3 hours 45 mins    |                 |
| торіс:   | Gueridon Service | SEMESTER: | 2      | Approved By:       | 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  |
|-----------------------------|----------------|---|
| Hygiene & Grooming Check up | 10 minutes     | Students have to maintain high standard Hygiene and Grooming as per SOP                   |
|                             |                |   |
|                             |                | · Instruct students about practicals and the basic types of trolleys used in F&B Service. |
| Briefing                    | 15 minutes     | · Share with them some Presentation ideas   |
|                             |                | · Groom them about Social distance and maintain inside Practical Lab                      |
|                             |                | Mise-en-place for the Gueridon service.(Both Preparation & Service)                       |
| Practical Demonstration     | 2hr 45 minutes | Preparation of dishes on Gueridon trolley   |
|                             |                | Handling of food properly during the gueridon service.                                    |
| Check learning outcomes     | 15 minutes     | Questions will be asked related to the practical.   |
| Closing                     | 20 minutes     | Cleaning of all equipments  |
| Closing                     | 20 minutes     | Closing has to be done as per SOP   |

### POSSIBLE SOURCES OF ERRORS & RECTIFICATION:

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

#### RESULT ANALYSIS

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

| SUBJECT     | Beverage and Wine      | Studies MAN                  | ies MANUAL NO: 10 Faculty:                               |   | Faculty: Vivek Anand 8   | : Vivek Anand & Rupam Ghosh |  |  |
|-------------|------------------------|------------------------------|--|---|--|-----------------------------|--|--|
|             | Tea and Coffee - Pre   | paration                     |  |   | HOURS:   | 3 hours 45 mins             |  |  |
| TOPIC:      | and service            | SEN                          | MESTER:  | 4   | Approved By:   | Deputy Director             |  |  |
| LEARNIN     | G OUTCOME              | •                            | •  |   | 1 1  |                             |  |  |
| Students v  | vill be able to unders | tand various tea a           | nd coffee making <sub>l</sub>                            | process   |  |                             |  |  |
|             |                        |                              |  |   |  |                             |  |  |
| RESOURC     | ES: Tea Cup, Tea Sa    | ucers and Tea Pot            |  |   |  |                             |  |  |
|             |                        |                              |  |   |  |                             |  |  |
| REFEREN     | CES: Food and Beve     | erage Service by R           | . Singaravelavan.  |   |  |                             |  |  |
| VIDEO TU    | TORIAL: https://you    | ıtu.be/asCCeiLq9nc           |  |   |  |                             |  |  |
| METHOD      | OLOGY:                 |                              |  |   |  |                             |  |  |
| PA          | RTICULARS              | TIME                         |  | TASK  |  |                             |  |  |
| Hygiene 8   | k Grooming Check u     | 10 minutes                   | Studer   | Students have to maintain high standard Hygiene and Grooming as per SOP         |  |                             |  |  |
|             |                        |                              |  |   |  |                             |  |  |
|             |                        |                              |  | · Instruct students about practicals and various types of tea and coffee making |  |                             |  |  |
| Briefing    |                        | 15 minutes                   |  | · Share with them some Presentation ideas                                       |  |                             |  |  |
| Difeiing    |                        |                              | · Groom the  | · Groom them about Social distancing and maintain the same inside Practical Lab |  |                             |  |  |
|             |                        |                              |  |   |  |                             |  |  |
|             |                        |                              |  |   | (Both preparation and Service)   |                             |  |  |
|             | Demonstration          | 2hr 45 minutes               | Preparation an   | d service of various  | s types of tea   |                             |  |  |
|             | Demonstration          | 2hr 45 minutes               | Preparation an   |   | s types of tea   |                             |  |  |
| Practical 1 | Demonstration          | 2hr 45 minutes<br>15 minutes | Preparation an   | d service of various  | s types of tea<br>s types of coffee  |                             |  |  |
| Practical l |                        | 15 minutes                   | Preparation an Preparation an Questions will             | d service of various d service of various be asked related to                   | s types of tea<br>s types of coffee  |                             |  |  |
| Practical 1 |                        |                              | Preparation an Preparation an Questions will Cleaning of | d service of various d service of various be asked related to                   | s types of tea s types of coffee the practical. ated to tea, coffee making |                             |  |  |

| RECTIFICATION                          |
|--|
| 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 |           |   |              |                 |
|---|---------------------------------|-----------|---|--------------|-----------------|
| SUBJECT: Food and Beverage Operation 2 MANUAL NO: 11 Faculty: Vivek Anand & Rupam Ghosh |                                 |           |   | m Ghosh      |                 |
| TODIC   | Juices and Soft Drinks -        | SEMESTER: | , | HOURS:       | 3 hours 45 mins |
|   | TOPIC: Preparation and Service  |           | 4 | Approved By: | Deputy Director |

#### LEARNING OUTCOME:

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

| B.sc Hospitality Administration  |                            |           |   |                 |                 |
|--|----------------------------|-----------|---|-----------------|-----------------|
| SUBJECT Food and Beverage Operation 2 MANUAL NO: 12 Faculty: Vivek Anand & Rupam Ghosh |                            |           |   | d & Rupam Ghosh |                 |
| TODIC  | Mocktails- Preparation and | SEMESTER: | , | HOURS:          | 3 hours 45 mins |
| TOPIC: Services  |                            | SEMESTER. | 4 | Approved By:    | Deputy Director |

#### LEARNING OUTCOME

Students should 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   |  |  |
|----------------------------|----------------|--|--|--|
| Hygiene & Grooming Check t | 10 minutes     | Students have to maintain high standard Hygiene and Grooming as per SOP            |  |  |
|                            |                |  |  |  |
|                            |                | · Instruct students about practicals and concepts of various mocktail making       |  |  |
| Briefing                   | 15 minutes     | · Share with them some Presentation ideas  |  |  |
|                            |                | · Groom them about Social distancing and maintaining the same inside Practical Lab |  |  |
|                            | 2hr 45 minutes | Mise-en-place for the Mocktais.(Both preparation and Service)                      |  |  |
| Practical Demonstration    |                | Preparation and service of various types of Mocktails.                             |  |  |
|                            |                | Preparation and service of various types of Milkshakes.                            |  |  |
| Check learning outcomes    | 15 minutes     | Questions will be asked related to the practical.                                  |  |  |
| Closing                    | 20 minutos     | Cleaning & stacking of all equipments  |  |  |
| Closing                    | 20 minutes     | 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 |           |    |                                    |                 |
|--|---------------------------------|-----------|----|------------------------------------|-----------------|
| SUBJECT Food and Beverage Operation 2 MANUAL NO: |                                 |           | 13 | Faculty: Vivek Anand & Rupam Ghosh |                 |
| TOPIC:   | Cocoa & Malted Beverages -      | SEMESTER: | 4  | HOURS:                             | 3 hours 45 mins |
|  | Preparation and Service         | SEMESTER. |    | Approved By:                       | 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   |  |  |
|---------------------------------------|----------------|--|--|--|
| Hygiene & Grooming Check u 10 minutes |                | Students have to maintain high standard Hygiene and Grooming as per SOP            |  |  |
|                                       |                |  |  |  |
|                                       |                | · Instruct students about the basics of cocoa and malted beverage                  |  |  |
| Briefing                              | 15 minutes     | · Share with them some Presentation ideas  |  |  |
|                                       |                | · Groom them about Social distancing and maintaining the same inside Practical Lab |  |  |
|                                       |                | Preparation of malted beverage and cocoa   |  |  |
| Practical Demonstration               | 2hr 45 minutes | Use of various shakes related to non alcoholic making                              |  |  |
|                                       |                | Service of beverages   |  |  |
| Check learning outcomes               | 15 minutes     | Questions will be asked related to the practical.                                  |  |  |
| Closing                               | 20 minutes     | Cleaning & stacking of all equipments  |  |  |
| Closing                               | 20 minutes     | 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         | A.H.A - SEM II   | CC HAP 202          |  |  |
|-----------------|------------------------|------------------|------------------|--|---------------------|--|--|
| SUBJECT:        | Food and Beverage C    | peration 2       | MANUAL NO:       | 14   | Faculty: Vive       | k Anand & Rupam Ghosh                        |  |
|                 |                        |                  |                  |  | HOURS:              | 3 hours 45 mins                              |  |
| TOPIC:          | Kitchen Stewarding SI  |                  | SEMESTER:        | 2  | Approved By:        | Deputy Director                              |  |
| LEARNING OU     | JTCOME                 |                  |                  |  |                     |  |  |
| Students shoul  | d able to identify var | rious dish wash  | ning methods     |  |                     |  |  |
| Students will b | e able to understand   | l various kitche | n stewarding act | ivities.   |                     |  |  |
| VIDEO TUTOR     | GY:                    | e/J7_2thlnVdQ    |                  |  |                     |  |  |
| PAR             | ΓICULARS               | TIME             |                  |  |                     | TASK   |  |
| Hygiene & Gro   | ooming Check up        | 10 minutes       |                  | Students have  | to maintain high s  | standard Hygiene and Grooming as per SOP     |  |
| Briefing        |                        | 15 minutes       | · Sha            | re with them son   | ne Presentation ide | the kitchen stewarding areas of F&B Service. |  |
| Practical Demo  | onstration             | 2hr 45 minutes   | Mise-en-p        | Mise-en-scene of the restaurant including wiping of tables.chairs.buffet counters.bar counters.bar Mise-en-place for Kitchen stewarding. |                     |  |  |
| Check learning  | outcomes               | 15 minutes       |                  | Cleaning of dishes using pot wash and ware wash method.  Questions will be asked related to the practical.                               |                     |  |  |
|                 |                        |                  | Cleani           | ng of all equipme  | ents                |  |  |
| Closing         |                        | 20 minutes       |                  |  |                     |  |  |

### POSSIBLE SOURCES OF ERRORS & RECTIFICATION:

20 minutes

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

Closing has to be done as per SOP

#### RESULT ANALYSIS

Closing

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

|                            |   |                            | B.Sc H.A.H.A - S                         | EM II CC HAI  | P 202  |  |
|----------------------------|---|----------------------------|--|---|--|--|
| SUBJECT:                   | Food and Beverage Ope                                       | eration 2                  | MANUAL NO:                               | 15  | Faculty: Vive  | k Anand & Rupam Ghosh  |
|                            |   |                            |  |   | HOURS:   | 3 hours 45 mins  |
| TOPIC:                     | TOPIC: Supervisory Skills                                   |                            | SEMESTER:                                | 2   | Approved By:   | Deputy Director  |
| LEARNING O                 | UTCOME  | <u>l</u>                   |  |   |  |  |
| Students shou              | ld able to identify vario                                   | ous skills re              | equired to lead a tea                    | ım of food and be   | everage profession   | als.   |
|                            |   |                            |  |   |  |  |
|                            |   |                            |  |   |  | _  |
| RESOURCES                  | Dummy Telephone, F  | Register D                 | Pestaurant table C                       | hairs etc   |  |  |
| ESCURCES.                  | Dummy Telephone, r  | Register, N                | cestaurant table, C                      | nans etc.   |  |  |
|                            |   |                            |  |   |  |  |
|                            |   |                            |  |   |  |  |
|                            |   |                            |  |   |  |  |
| REFERENCES                 | S: Food and Beverage  | Service by                 | y R. Singaravelava                       | n.  |  |  |
|                            |   |                            |  |   | FARn/view?usn=sha  | ring   |
|                            | S: Food and Beverage RIAL: https://drive.googl              |                            |  |   | FARp/view?usp=sha  | ring   |
| VIDEO TUTOI                | RIAL: https://drive.googl                                   |                            |  |   | FARp/view?usp=sha  | ring   |
| VIDEO TUTOI                | RIAL: https://drive.googl                                   |                            |  |   | FARp/view?usp=sha  | ring   |
| VIDEO TUTOI                | RIAL: https://drive.googl                                   |                            | d/1NfradP3wT9HioV1                       |   | FARp/view?usp=shar   | ring   |
| VIDEO TUTOI METHODOLO PAR  | RIAL: https://drive.googl DGY: RTICULARS                    | e.com/file/o               | d/1NfradP3wT9HioV1                       | nKzkwB-6MZ3ISLI   | TASK   |  |
| VIDEO TUTOI METHODOLO PAR  | RIAL: https://drive.googl DGY: RTICULARS                    | le.com/file/o              | d/1NfradP3wT9HioV1                       | nKzkwB-6MZ3ISLI   | TASK   | ring<br>ygiene and Grooming as per SOP   |
| VIDEO TUTOI METHODOLO PAR  | RIAL: https://drive.googl DGY: RTICULARS                    | le.com/file/o              | IE Student                               | nKzkwB-6MZ3ISLI   | T <b>ASK</b><br>un high standard H   | ygiene and Grooming as per SOP   |
| METHODOLO PAF Hygiene & Gi | RIAL: https://drive.googl DGY: RTICULARS                    | le.com/file/o              | IE Student                               | s have to mainta  | TASK un high standard H  | ygiene and Grooming as per SOP<br>e areas of F&B Service.  |
| METHODOLO PAF Hygiene & Gi | RIAL: https://drive.googl DGY: RTICULARS Tooming Check up 1 | le.com/file/o              | IE Student  Instruction Share            | s have to mainta  | TASK un high standard H ut practicals and the e Presentation ideas   | ygiene and Grooming as per SOP<br>e areas of F&B Service.  |
| METHODOLO PAF Hygiene & Gi | RIAL: https://drive.googl DGY: RTICULARS Tooming Check up 1 | TIM TO minutes             | IE Student  Instruction Share            | s have to mainta  | TASK un high standard H ut practicals and the e Presentation ideas   | ygiene and Grooming as per SOP<br>e areas of F&B Service.  |
| METHODOLO PAF Hygiene & Gi | RIAL: https://drive.googl DGY: RTICULARS Tooming Check up 1 | TIM TO minutes             | IE Student  ' Instru  ' Share  ' Groon   | s have to mainta  | TASK un high standard H ut practicals and the Presentation ideas cial distance and m   | ygiene and Grooming as per SOP e areas of F&B Service. s aaintain inside Practical Lab   |
| METHODOLO PAF Hygiene & Gi | RIAL: https://drive.googl DGY: RTICULARS Tooming Check up 1 | TIM TO minutes  15 minutes | IE Student  IE Student  Share  Role Play | s have to mainta<br>act students about<br>with them some<br>in them about so<br>of students Situa | TASK  In high standard H  It practicals and the Presentation ideas I also and matter and | ygiene and Grooming as per SOP e areas of F&B Service. s iaintain inside Practical Lab wing videos related to supervisor                 |
| METHODOLO PAF Hygiene & Gi | RIAL: https://drive.googl DGY: RTICULARS Tooming Check up 1 | TIM TO minutes             | IE Student  IE Student  Share  Role Play | s have to mainta<br>act students about<br>with them some<br>in them about so<br>of students Situa | TASK un high standard H ut practicals and the Presentation ideas cial distance and m   | ygiene and Grooming as per SOP e areas of F&B Service. s iaintain inside Practical Lab wing videos related to supervisor                 |
| VIDEO TUTOI METHODOLO PAR  | RIAL: https://drive.googl OGY: RTICULARS TOOMING Check up 1 | TIM TO minutes  15 minutes | IE Student  IE Student  Share  Role Play | s have to mainta<br>act students about<br>with them some<br>in them about so<br>of students Situa | TASK  In high standard H  It practicals and the Presentation ideas I also and matter and | ygiene and Grooming as per SOP e areas of F&B Service. s naintain inside Practical Lab wing videos related to supervisor ous situations. |

# POSSIBLE SOURCES OF ERRORS & RECTIFICATION:

20 minutes

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

Cleaning of all equipments

Closing has to be done as per SOP

# RESULT ANALYSIS

Closing

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