

School of Hospitality and Culinary Art

The Neotia University

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| Course Name | Food and Beverage Operation 2 |
| Course Code | CC CAP202 |
| Course Duration | 15 weeks |
| Semester | Second |
| Core/Elective | Core - Culinary Art |
| 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 | | |
|-------------------------------|--|-----------------|
| Pr. No. | Particulars | Duration |
| 1 | Social Skills : 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. |
| 4 | Planning & Operating Food & Beverage Outlets : 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 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 | Supervisory Skills : Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events Drafting Standard Operating Systems (SOPs) for various F & B Outlets | 3 Hr 45 Mins. |

B.Sc in Culinary Art - SEM II

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|-----------------|---------------------------------------|-------------------|---|---|-----------------|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 1 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Social Skills | SEMESTER: | 2 | HOURS: | 3 hours 45 mins |
| | | | | Approved By: | Deputy Director |

LEARNING OUTCOME
 Students will be able to handle calls deal with guest queries, learn about dining and service procedure and learn various service etiquettes.

RESOURCES: Projector, Screen & laptop etc.

REFERENCES: Food and Beverage Service by R. Singaravelavan.
VIDEO TUTORIAL: <https://youtu.be/SQvV4SNeH-U>

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 various social skills required for functioning food and beverage outlets |
| | | Share with them some Presentation ideas |
| | | Groom them about Social distancing and maintain the same inside Practical Lab |
| Practical Demonstration | 2hr 45 minutes | Role play for handling guest complaints. |
| | | Demonstration and practice over dining and service etiquettes. |
| | | Role play over telephone manners. |
| 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 |
|--|---|
| There may be some issues regarding communication | Have to train and guide them in proper communication. |

RESULT ANALYSIS

If the class will be conducted properly, the students will be able to know about the various social skills

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|-----------------|--|-------------------|---|---|-----------------|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 2 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Special Food Service: Cover,Accompaniments & Service | SEMESTER: | 2 | HOURS: | 3 hours 45 mins |
| | | | | Approved By: | Deputy Director |

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=uJolSgxXY8Q>

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 courses of french classical menu. |
| | | · Share with them some Presentation ideas |
| | | · Groom them about Social distancing and maintain the same inside Practical Lab |
| Practical Demonstration | 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. |
| Check learning outcom | 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 |
|----------------------------------|---|
| 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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|--|---|---|---|---|-----------------|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 3 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Planning & Operating Food and Beverage Outlets | SEMESTER: | 2 | HOURS: | 3 hours 45 mins |
| | | | | Approved By: | 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 mantaing 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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|--|--|--|--|---|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 4 | Faculty: Vivek Anand & Rupam Ghosh |
| TOPIC: | Planning & Operating Food and Beverage Outlets | SEMESTER: | 2 | HOURS: 3 hours 45 mins |
| | | | | Approved By: 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: <u>Food and Beverage Service by R. Singaravelavan</u> | | | | |
| 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 | <ul style="list-style-type: none"> · Instruct students about practicals and giving ideas about various case studies of food and beverage outlets · Share with them some Presentation ideas · Groom them about Social distancing and maintaining the same inside Practical Lab | |
| | Practical Demonstration | 2hr 45 minutes | Understanding concept Hypothetical model of restaurant Knowledge about business model | |
| | Check learning 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 | |
| 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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|---|--|--|---|---|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 5 | Faculty: Vivek Anand & Rupam Ghosh |
| TOPIC: | Function Catering - Banquets- Formal Banquets | SEMESTER: | 2 | HOURS: 3 hours 45 mins |
| | | | | Approved By: 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/vLtgAwOqxQ | | | | |
| 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"> · 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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|--|--|-------------------|--|---|-----------------|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 6 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Function Catering - Banquets - Informal | SEMESTER: | 2 | HOURS: | 3 hours 45 mins |
| | | | | Approved By: | Deputy Director |
| LEARNING OUTCOME | | | | | |
| Students should 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. | | | | | |
| VIDEO TUTORIAL- https://www.youtube.com/watch?v=_b1EVoA6JM4&t=107s | | | | | |
| REFERENCES: Food and Beverage Service by R. Singaravelavan. | | | | | |
| Food and Beverage Service by Sudhir Andrews | | | | | |
| 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"> · 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 | <u>Mise-en-place for the setup of Informal banquets.</u> 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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|-----------------|--|-------------------|---|---|-----------------|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 7 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Buffets | SEMESTER: | 2 | HOURS: | 3 hours 45 mins |
| | | | | Approved By: | 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/gf3nv6rQmJ8>

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"> · 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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| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 10 | Faculty: Vivek Anand & Rupam Ghosh | |
| | TOPIC: | Gueridon Service | SEMESTER: | 2 | HOURS: |
| Approved By: | | | | | 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/l3wQNbzj5Ek | | | | | |
| 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 Gueridon Service. | | |
| | | | · Share with them some Presentation ideas | | |
| | | | · Groom them about Social distance and maintain inside Practical Lab | | |
| | 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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|---|--|--|---|---|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 9 | Faculty: Vivek Anand & Rupam Ghosh |
| TOPIC: | Gueridon Service | SEMESTER: | 2 | HOURS: 3 hours 45 mins |
| | | | | 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 | | |
| Briefing | 15 minutes | <ul style="list-style-type: none"> · Instruct students about practicals and the basic types of trolleys used in F&B 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 Gueridon service.(Both Preparation & Service) Preparation of dishes on Gueridon trolley Handling of food properly during the gueridon service. | | |
| Check learning outcom | 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 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. | | | | |

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|--|--|-------------------|---|---|-----------------|
| SUBJECT | Food and Beverage Service Operation 2 | MANUAL NO: | 10 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Tea and Coffee - Preparation and service | SEMESTER: | 4 | HOURS: | 3 hours 45 mins |
| | | | | Approved By: | 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 | | |
| | Hygiene & Grooming Check u | 10 minutes | Students have to maintain high standard Hygiene and Grooming as per SOP | | |
| | Briefing | 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 | | |
| | Practical Demonstration | 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 | | |
| | Check learning outcomes | 15 minutes | Questions will be asked related to the practical. | | |
| | Closing | 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. | | | | | |

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|---|---|---|------------------------|---|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 11 | Faculty: Vivek Anand & Rupam Ghosh |
| TOPIC: | Juices and Soft Drinks - Preparation and Service | SEMESTER: | 4 | HOURS: |
| | | | | 3 hours 45 mins |
| | | Approved By: | Deputy Director | |
| 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 | | |
| 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 non alcoholic beverage. | | |
| | | · 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 | | |
| | | 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. | | |
| 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 | | |
| 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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| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 12 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Mocktails- Preparation and Services | SEMESTER: | 4 | HOURS: | 3 hours 45 mins |
| | | | | 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 up | 10 minutes | Students have to maintain high standard Hygiene and Grooming as per SOP | | | |
| Briefing | 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 | | | |
| Practical Demonstration | 2hr 45 minutes | Mise-en-place for the Mocktais.(Both preparation and Service) | | | |
| | | Preparation and service of various types of Mocktails. | | | |
| | | Preparation and service of various types of Milkshakes. | | | |
| Check learning outcom | 15 minutes | Questions will be asked related to the practical. | | | |
| Closing | 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 in Culinary Art - SEM II | | | | | |
|--|---|-------------------|--|---|-----------------|
| SUBJECT | Food and Beverage Service Operation 2 | MANUAL NO: | 13 | Faculty: Vivek Anand & Rupam Ghosh | |
| TOPIC: | Cocoa & Malted Beverages - Preparation and Service | SEMESTER: | 4 | HOURS: | 3 hours 45 mins |
| | | | | 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 | | |
| Briefing | | 15 minutes | <ul style="list-style-type: none"> · 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 | | |
| Practical Demonstration | | 2hr 45 minutes | Preparation of malted beverage and cocoa 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 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. | | | | | |

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|---|--|--|--|---|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 14 | Faculty: Vivek Anand & Rupam Ghosh |
| TOPIC: | Kitchen Stewarding | SEMESTER: | 2 | HOURS: 3 hours 45 mins |
| | | | | Approved By: 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 | | | | |
| 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"> - Instruct students about practicals and the kitchen stewarding 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 | <ul style="list-style-type: none"> 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. | |
| | Check learning outcomes | 15 minutes | Questions will be asked related to the practical. | |
| | Closing | 20 minutes | <ul style="list-style-type: none"> 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 | 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 in Culinary Art - SEM II | | | | |
|--|--|---|----|---|
| SUBJECT: | Food and Beverage Service Operation 2 | MANUAL NO: | 15 | Faculty: Vivek Anand & Rupam Ghosh |
| TOPIC: | Supervisory Skills | SEMESTER: | 2 | HOURS: 3 hours 45 mins |
| | | | | Approved By: Deputy Director |
| LEARNING OUTCOME | | | | |
| Students should 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-6MZ3SLFARp/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 | <ul style="list-style-type: none"> · 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 | | |
| 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. | | | | |