	School of Hospitality and Culinary Art							
	The Neotia University							
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							

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 wil learn basics of nonalcoholic 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.

Pr. No.	Particulars	Duration
1	Social Skills : 1.Handling Guest Complaints, Telephone manners, Dining & Service	3 Hr 45 Min
2	etimettes Special Food Service :(Cover, Accompaniments & Service) Hors d oeuvre, Cheese and Dessert	3 Hr 45 Min
3	Planning & Operating Food & Beverage Outlets : Class room Exercise: Developing Hypothetical Business Model of Food & Beverage Outlets	3 Hr 45 Min
	Planning & Operating Food & Beverage Outlets :	
4	Case study of Food & Beverage outlets - Hotels & Restaurants	3 Hr 45 Min
5	Function Catering – Banquets : Planning & organizing Formal & Informal Banquets and Outdoor caterings	3 Hr 45 Min
6	Function Catering – Banquets : Planning & organizing Formal & Informal Banquets and Outdoor caterings	3 Hr 45 Min
7	Function Catering – Buffets : Planning & organizing various types of Buffet	3 Hr 45 Min
8	Gueridon Service : Organizing Mise-en-place for Gueridon Service, Dishes involving work on the Gueridon	3 Hr 45 Min
9	Gueridon Service : Organizing Mise-en-place for Gueridon Service, Dishes involving work on the Gueridon	3 Hr 45 Min
10	Tea and Coffee– Preparation & Service	3 Hr 45 Min
11	Juices & Soft Drinks - Preparation & Service Mocktails Juices, Soft drinks, Mineral water, Tonic water	3 Hr 45 Min
12	Mocktails- Preparation and Services	3 Hr 45 Min
13	Cocoa & Malted Beverages - Preparation and Service	3 Hr 45 Min
14	Kitchen Stewarding	3 Hr 45 Min
15	Supervisory Skills : Conducting Briefing & Debriefing - Restaurant, Bar, Banquets & Special events	3 Hr 45 Min

				B.	Sc in Culinary	Art - SEM II				
SUBJECT:	Food and Beverage Servic	e Operation 2	MANUA	L NO:	1	Faculty: Vivek	Anand & Rupam Ghosh			
					HOURS:	3 hours 45 mins				
TOPIC:	Social Skills	5	SEMES	STER:	2	Approved By:	Deputy Director			
LEARNING OU	JTCOME					•				
Students will b	e able to handle calls dea	al with guest q	ueries, lea	rn about di	ining and service	procedure and leas	rn			
various service	e ettiquetes.									
RESOURCES:	Projector, Screen & lap	top etc.								
REFERENCES	: Food and Beverage Se	ervice by R. Si	ingaravela	avan.						
	AL: https://youtu.be/SQv\									
METHODOLO										
	RTICULARS	TIM	E		<u>.</u>		TASK			
Hygiene & Gro	ooming Check up	10 minutes			Students	s have to maintain	high standard Hygiene and Grooming as per SOP			
				· Instruc	ct students about	the various social	skills required for functioning food and beverage outlets			
Briefing		15 minutes	-	Share with them some Presentation ideas						
			-	Groom them about Social distancing and maintain the same inside Practical Lab						
				Role play for handling guest complaints.						
Practical Dem	onstration	2hr 45 minute	es	Demonstration and practice over dining and service etiquettes.						
				Role play over telephone manners.						
Check learning	outcomes	15 minutes		Questions	will be asked rela	ted to the practical	L			
(le che e				Cleaning of all equipments						
Closing		20 minutes		Closing has to be done as per SOP						
POSSIBLE SO	URCES OF ERRORS & R	ECTIFICATIO	N :							
	POSSIBLE ERROR						RECTIFICATION			
There may be s	some issues regarding co	mmunication		Have to tra	iin and guide the	m in proper comm	unication.			
RESULT ANAI	LYSIS									
If the class wil	ll be conducted properly,	the students v	will be able	e to know a	bout the various	social skills				

			B	Sc in Culi	nary Art - S	SEM II				
SUBJECT:	Food and Bevera	-	MANUA	LNO	2	Faculty: Vive	k Anand & Rupam Ghosh			
	Operatio			21101	-	HOURS:				
	Special Food Servic					HOURS:	3 hours 45 mins			
TOPIC:	Cover,Accompanim	ents &	SEMES	TER:	2	Approved By:	Deputy Director			
Service						Арргочей Бу.	Deputy Director			
LEARNING C										
Students show	uld able to understand	d the sequence	and proces	ss of serving	food with pro	oper accompanime	nts			
RESOURCES	: Projector, Screen &	& laptop etc.								
	S: Food and Bevera	• •	P Singara	volovon						
			-							
METHODOL	ORIAL : https://www.y	<u>routube.com/wa</u>	tch?v=uJol8	SgxXY8Q						
	RTICULARS	TIM	F			т	ASK			
	rooming Check up	10 minutes	E	Stude	ents have to m		ard Hygiene and Grooming as per SOP			
i jene a o	rooming encen up	10 minuted		otude		unitum ingli stana				
				Instruct	students abou	it the courses of fre	ench classical menu.			
Duiofing		15 minutes								
Briefing				· Share with them some Presentation ideas						
				· Groom them about Social distancing and maintain the same inside Practical Lab						
			1	Mise-en-scer	ne of the resta	urant including wi	ping of tables,chairs,buffet counters,bar			
		2hr 45 minutes		Mise-en-place for the service of special foods.						
Practical Dei	monstration			Preparation and service of Hors d oeuvre, potage & oeufs along with its accompaniments						
			1							
				Preparation and service of various poisson, Entrée and releve along with its						
				accompaniments.						
		1	İ	-						
Check learnin	g outcom	15 minutes	ľ	Questions wi	ill be asked re	lated to the practic	al.			
Clasing				Cleaning	of all equipm	ents				
Closing		20 minutes		Closing h	as to be done	as per SOP				
POSSIBLE SO	OURCES OF ERRORS	5 & RECTIFIC	ATION :							
	POSSIBLE ERR	ORS				RECTIF	ICATION			
Misplace of c	utlery modification		1	Have to be ca	areful in doin	g proper cutlery me	odifications while service.			
RESULT ANA	ALYSIS									

			B.Sc i	n Culinary Art	t - SEM II					
SUBJECT:	Food and Beverage Operation		MANUAL NO:	3	Faculty: Vivek Anand &	Rupam Ghosh				
TOPIC:	Planning & Operat and Beverage Outl		SEMESTER:	ER: 2	HOURS: Approved By:	3 hours 45 mins Deputy Director				
LEARNING O	UTCOME	I								
Students shou	ıld able to plan variou	s food and be	verage outlets.							
REFERENCE	: Hypothetical models S: Food and Beverag RIAL: https://www.yo	ge Service by	R. Singaravelav							
METHODOLO	DGY :									
PAR	RTICULARS	TIME	2	TASK						
Hygiene & Gi	rooming Check up	10 minutes		Students have to maintain high standard Hygiene and Grooming as per SOP						
Briefing		15 minutes	· Shar · Groc	 Instruct students about practicals and outlets of food and beverage Share with them some Presentation ideas Groom them about Social distancing and maintaing the same inside Practical Lab 						
Practical Den	nonstration	2hr 45 minute	es Calculati	Planning of physical layout of functional and ancillary areas Calculation of space requirement Calculation of materials required						
Check learning	g outcomes	15 minutes	Questio	Questions will be asked related to the practical.						
Closing		20 minutes		Cleaning of all equipments Closing has to be done as per SOP						
POSSIBLE SC	OURCES OF ERRORS	& RECTIFIC	ATION :							
	POSSIBLE ERRO				RECTIFICATION					
	a constraint is determ	ing a food an	d Have to	have a proper ide	a regarding space management	issues.				
beverage outle										
RESULT ANA	LYSIS									

					B.Sc in Cu	ılinary Art - S	EM II			
SUBJECT:	Food and Beverage Operation		MANU	AL NO:	4	Faculty: Vive	k Anand & Rupam Ghosh			
						HOURS:	3 hours 45 mins			
TOPIC:	TOPIC: Planning & Operating Food and Beverage Outlets SEM			STER:	2	Approved By:	Deputy Director			
LEARNING O	UTCOME					·				
Students shoul	d able to visualize by	doing case	studies of	hypotheti	cal models of resta	urant and food a	nd beverage outlets.			
RESOURCES:	F&B model outlets.									
REFERENCES	: Food and Beverag	e Service l	ov R. Sing	aravelava	n.					
	RIAL: https://www.yo									
METHODOLO	GY:									
PAR	PARTICULARS TIME						TASK			
Hygiene & Gr	ooming Check up	10 minute	es Students have to maintain high standard				intain high standard Hygiene and Grooming as per SOP			
				_						
Deter				Instruct students about practicals and giving ideas about various case studies of food and beverage outlets						
Briefing		15 minute	S	Share with them some Presentation ideas Groom them about Social distancing and maintaining the same inside Practical Lab						
Practical Dem	onstration	2hr 45 min	utes	Knowledg	Understanding co ge about business n	-	Hypothetical model of restaurant			
Check learning	outcomes	15 minutes		Questions	s will be asked rela	ted to the practic	al.			
Closing		20 minutes		Cleani	ing of the area.					
closing		20 minutes	, ,	Closing has to be done as per SOP						
POSSIBLE SO	URCES OF ERRORS	& RECTIF	ICATION :	:						
	POSSIBLE ERRO	RS					RECTIFICATION			
The students n	nay not clearly under	stand the la	iyout	We have t	to be very careful v	while going throu	gh the layout.			
RESULT ANA	LYSIS			1						
If the class wil	l be conducted prope	erly, the stu	dents will	be able to	make various food	and beverage ou	tlets.			

			B.Sc in	n Culinary Art	- SEM II					
SUBJECT:	Food and Beverage Operation 2		ANUAL NO:	5	Faculty: Vive	k Anand & Rupam Ghosh				
Function Catering - Formal Banquets TOPIC:		-	EMESTER:	2	HOURS:	3 hours 45 mins				
					Approved By:	Deputy Director				
LEARNING O	UTCOME									
	Ild able to identify and	5	5	5	1 1	operation.				
Students will	be able to explain the	importance and	relevance of ba	inquet operations						
DESOURCES	Panauat aquinmanta									
RESOURCES:	Banquet equipments	·								
REFERENCE	S: Food and Beverag	e Service by R.	Singaravelava	n.						
	RIAL : https://youtu.b		0							
	1									
METHODOLO	DGY:									
PAF	RTICULARS	TIME		TASK						
Hygiene & Gr	rooming Check up	10 minutes		Students have to maintain high standard Hygiene and Grooming as per SOP						
		L		1 . 1		1				
Briefing		15 minutes		Instruct students about the basics of banquet set-up and service Share with them some Presentation ideas						
Differing		15 minutes		Groom them about Social distancing and maintaining the same inside Practical Lab						
			Mise-en-s	Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar						
			counters,	counters,bar display counters etc.						
Practical Den	nonstration	2hr 45 minutes	M ²	Mise-en-place for the setup of formal banquets						
			mise-en-p	Mise-en-place for the setup of formal banquets.						
			Various s	Various style seating arrangement in the banquet.						
Check learning outcomes 15 minutes			Questions	Questions will be asked related to the practical.						
Check learnin _{	g outcomes									
	g outcomes	ao minutos	Clean	ing of all equipme	ents					
	goutcomes	20 minutes		ing of all equipme g has to be done a						
Closing	-		Closin							
Closing	OURCES OF ERRORS	& RECTIFICAT	Closin		as per SOP					
Closing POSSIBLE SC	DURCES OF ERRORS	& RECTIFICAT RS	Closin ION :	g has to be done a	as per SOP REC	FIFICATION ned and systematic way				
Closing POSSIBLE SC	DURCES OF ERRORS POSSIBLE ERROI ed properly , students	& RECTIFICAT RS might not know	Closin ION :	g has to be done a	as per SOP REC	TIFICATION nned and systematic way.				
Closing POSSIBLE SC	DURCES OF ERRORS POSSIBLE ERROI ed properly , students f formal banquets and	& RECTIFICAT RS might not know	Closin ION :	g has to be done a	as per SOP REC					

				B.Sc ii	n Culinary Art	SEM II					
	Food and Beverage	e Service			_						
SUBJECT:	Operation	2	MANU	AL NO:	6	Faculty: Vive	ek Anand & Rupam Ghosh				
TOPIC:	Function Catering -	Banquets -		STER:	2	HOURS:	3 hours 45 mins				
10110	Informal		ULLIL.	01210	_	Approved By	: Deputy Director				
LEARNING O	DUTCOME										
Students shou	uld able to identify an	d rectify the	various c	hallenges o	occurred during se	t-up of Informal	Banquet operation.				
Students will	be able to explain the	importance	and relev	ance of ba	inquet operations.						
RESOURCES	: All f&b equipments	, cleaning a	igents, du	ister etc.							
	RIAL- https://www.		•		0A6JM4&t=107s						
	S: Food and Bevera	-	-								
	Food and Bevera										
METHODOLO											
PAI	RTICULARS	TIN	1E				TASK				
Hygiene & G	rooming Check up	10 minutes	3		Students have to	naintain high st	andard Hygiene and Grooming as per SOP				
				· Instruct students about practicals and the areas of banquet operations.							
Briefing		15 minutes	•	Share with them some Presentation ideas Groom them about Social distancing and maintaining the same inside Practical Lab							
				Mise-en-place for the setup of Informal banquets. Planning and organizing outdoor catering							
Practical Den	nonstration	2hr 45 min	utes	Various style seating arrangement in the banquet.							
Check learnin	g outcomes	15 minutes		Questions	will be asked rela	ted to the praction	cal.				
				Cleani	ng of all equipmer	its					
Closing		20 minutes			g has to be done a						
		1									
POSSIBLE SC	OURCES OF ERRORS	& RECTIFI	CATION :								
	POSSIBLE ERRO	RS				REC	TIFICATION				
Space availab	le and lack of table du	ring setup		Have to b	e careful in doing	he setup correct	ly keeping in mind space .				
RESULT ANA	LYSIS										
If the class w	ill be conducted in a s	systematic w	ay studen	it will be a	ble to do proper in	formal banquet	set up.				

			B.Sc in Culi	nary Art - Sl	EM II				
SUBJECT:	Food and Beverage Operation		MANUAL NO:	7	Faculty: Vive	k Anand & Rupam Ghosh			
					HOURS:	3 hours 45 mins			
TOPIC:	Buffets		SEMESTER:	2	Approved By:	Deputy Director			
LEARNING O	UTCOME								
Students shou	Ild able to identify var	rious styles of	buffet.						
Students will	be able to explain the	handling tech	niques of buffet ope	eration					
RESOURCES:	Buffet table, Food a	nd Beverage	Equipments						
		<u> </u>	D 0' 1						
	S: Food and Beverag		R. Singaravelavan.	•					
VIDEO LINK:	https://youtu.be/9f3nv	v6rQmJ8							
METHODOLO	DGY:								
PAF	RTICULARS	TIME	2		TAS	К			
Hygiene & Gi	rooming Check up	10 minutes	Students have to maintain high standard Hygiene and Grooming as per SC						
				Instruct students about practicals and the areas of buffet service Share with them some Presentation ideas					
Briefing		15 minutes		Groom them about Social distance and maintain inside Practical Lab					
			Mise-en-p	lace for the s	setup of various	types of buffet.			
Practical Den	nonstration	2hr 45 minute		Mise-en-place for the setup of various types of buffet. Calculation of table requirement for the set up of buffet					
			Set up of va	Set up of various types of buffet.					
			0		1 . 1	1			
Check learning	g outcomes	15 minutes	Questions v	viii be asked re	lated to the practic	aı.			
			Cleanin	g of all equipm	ents				
Closing		20 minutes		Closing has to be done as per SOP					
		<u> </u>	•						
POSSIBLE SC	OURCES OF ERRORS	& RECTIFIC/	ATION :						
	POSSIBLE ERRO	RS			RECTIFIC	ATION			
Misplacing of	buffet tables while se	tup	Have to be o	careful in hand	lling buffet tables c	arefully			
	1 2010								
RESULT ANA	11515								
If the close w	ill be conducted prope	anles the stude		1					

		В	B.Sc in Culinar	y Art - SEM	II				
	Food and Beverage	e Service							
SUBJECT:	Operation	2 MA	ANUAL NO:	10	Faculty: Vive	ek Anand & Rupam Ghosh			
TODIC	Gueridon Service			_	HOURS:	3 hours 45 mins			
TOPIC:		51	EMESTER:	2	Approved By:	Deputy Director			
LEARNING O	UTCOME								
Students will	be able to understand	different types o	f food items being	g served in gue	eridon.				
	be able to do specializ	0							
RESOURCES	: Restaurant table, ta	able cloth & baiz	e cloth.						
	S: Food and Bevera	· ·	Singaravelavan.						
VIDEO TUTO METHODOLO	RIAL: https://youtu.bo	e/I3wQNbzj5Ek							
	RTICULARS	TIME			TASK				
	rooming Check up	10 minutes	Students h	ave to maintai		ygiene and Grooming as per SO			
itygiene & o	rooming check up	10 minutes	Students II		in ingri standard in	sygicile and Grooning as per 50			
			· Instruct	 Instruct students about practicals and the areas of Gueridon Service. 					
Briefing		15 minutes		Share with them some Presentation ideas					
			• Groom t	Groom them about Social distance and maintain inside Practical Lab					
						ping of tables.chairs.buffet			
	•		Mise-en-plac	Mise-en-place for the Gueridon service. (Both Preparation & Service)					
Practical Der	nonstration	2hr 45 minutes	Understandi	Understanding food preparation techniques-Tossing,Cooking,carving &					
				flambeing involved in gueridon service.					
			inumbering in	ivoiveu in guei	luon service.				
Check learnin	g outcomes	15 minutes	Questions w	ill be asked rel	lated to the practic	cal.			
			Cleaning and	Cleaning and maintaining of Gueridon trolley					
Closing		20 minutes		Closing has to be done as per SOP					
POSSIBLE SC	OURCES OF ERRORS	& RECTIFICATI	ON :						
	POSSIBLE ERRO	RS			RECTIFICATI	ON			
Dishes might	get spoiled due to imp	proper use of	Have to be c	Have to be careful while preparing the dishes in a gueridon trolley.					
temperature	while preparing dishe	s.							
RESULT ANA	ALYSIS		ł						
RESULI ANA									

			B.Sc in (Culinary Ar	t - SEM II		
CUDIECT.	Food and Beverage	36437			Foundation Minute A	and a Dunnen Chash	
SUBJECT:	Operation 2 M		UAL NO:	9	Faculty: Vivek Anand & Rupam Ghosh		
TOPIC: Gueridon S		rvice SEM	ESTER:	2	HOURS:	3 hours 45 mins	
10110.	Guerraon Ser	LOTLIA	-	Approved By:	Deputy Director		
LEARNING OU	UTCOME					-	
Students will b	be able to understand	l different types of t	rolley being sei	rved in guerid	on.		
Students will b	be able to do specializ	zed gueridon service					
RESOURCES:	Restaurant table, p	lates, service equij	oment, sideboa	ard, gueridor	i trolley.		
	: Food and Beveras		igaravelavan.				
VIDEO TUTOF	RIAL:https://youtu.be	<u>e/I3wQNbzj5Ek</u>					
METHODOLO	GY:						
	PARTICULARS TIME						
		TIME				ASK	
	TICULARS ooming Check up	TIME 10 minutes	SI	tudents have t		ASK lard Hygiene and Grooming as per SOP	
					o maintain high stanc	lard Hygiene and Grooming as per SOP	
Hygiene & Gro		10 minutes	· Instruct	students abou	o maintain high stand it practicals and the b		
Hygiene & Gro			Instruct Share with the second seco	students abou ith them some	o maintain high stand it practicals and the b Presentation ideas	lard Hygiene and Grooming as per SOP	
Hygiene & Gro		10 minutes	Instruct Share with Groom t	students abou ith them some them about So	o maintain high stand it practicals and the b Presentation ideas icial distance and main	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab	
Hygiene & Gro Briefing	ooming Check up	10 minutes	Instruct Share with the second seco	students about th them some them about So ce for the Gue	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab	
	ooming Check up	10 minutes	 Instruct Share with the second s	students abou ith them some them about So ce for the Gue of dishes on C	o maintain high stand it practicals and the b Presentation ideas icial distance and main	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem	ooming Check up oonstration	10 minutes	Instruct Share with Groom to G	students abou ith them some them about So ce for the Gue of dishes on C food properly	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem Check learning	ooming Check up oonstration	10 minutes 15 minutes 2hr 45 minutes 15 minutes	Instruct Share with Groom I Mise-en-place Preparation Handling of Questions w	students abou ith them some them about So ce for the Gue of dishes on C food properly	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s lated to the practical.	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem Check learning	ooming Check up oonstration	10 minutes 15 minutes 2hr 45 minutes	Instruct Share with Groom t Mise-en-place Preparation Handling of Questions w Cleaning	students abou ith them some them about so ce for the Gue of dishes on C food properly ill be asked re	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s elated to the practical.	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem Check learning	ooming Check up oonstration	10 minutes 15 minutes 2hr 45 minutes 15 minutes	Instruct Share with Groom t Mise-en-place Preparation Handling of Questions w Cleaning	students about ith them some nem about so ce for the Gue of dishes on C food properly ill be asked re g of all equipm	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s elated to the practical.	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem Check learning	ooming Check up oonstration	10 minutes 15 minutes 2hr 45 minutes 15 minutes 20 minutes	Instruct Share with Groom t Mise-en-place Preparation Handling of Questions w Cleaning Closing t	students about ith them some nem about so ce for the Gue of dishes on C food properly ill be asked re g of all equipm	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s elated to the practical.	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem Check learning Closing	ooming Check up oonstration g outcom	10 minutes 15 minutes 2hr 45 minutes 15 minutes 2o minutes 8 RECTIFICATION	Instruct Share with Groom t Mise-en-place Preparation Handling of Questions w Cleaning Closing t	students about ith them some nem about so ce for the Gue of dishes on C food properly ill be asked re g of all equipm	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s ilated to the practical. ents as per SOP	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. ntain inside Practical Lab reparation & Service)	
Hygiene & Gro Briefing Practical Dem Check learning Closing POSSIBLE SO	ooming Check up ionstration ; outcom URCES OF ERRORS	10 minutes 15 minutes 2hr 45 minutes 15 minutes 2o minutes 8 RECTIFICATION RS	Instruct Share with Groom to Mise-en-play Preparation Handling of Questions w Cleaning Closing b I :	students abou ith them some them about so ce for the Gue of dishes on C food properly ill be asked re g of all equipm has to be done	o maintain high stand it practicals and the b Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s ilated to the practical. ents as per SOP	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. Intain INSIDE PTACTICAI LAD reparation & Service) service.	
Hygiene & Gro Briefing Practical Dem Check learning Closing POSSIBLE SO	ooming Check up oonstration ; outcom URCES OF ERRORS POSSIBLE ERRO rated properly , stud	10 minutes 15 minutes 2hr 45 minutes 15 minutes 2o minutes 8 RECTIFICATION RS	Instruct Share with Groom to Mise-en-play Preparation Handling of Questions w Cleaning Closing b I :	students abou ith them some them about so ce for the Gue of dishes on C food properly ill be asked re g of all equipm has to be done	o maintain high stand it practicals and the b e Presentation ideas icial distance and main ridon service.(Both Pr Gueridon trolley during the gueridon s elated to the practical. ents as per SOP RECTIE	lard Hygiene and Grooming as per SOP asic types of trolleys used in F&B Service. Intain INSIDE PTACTICAI LAD reparation & Service) service.	

			B.Sc	in Culinary Art - SE	M II					
SUBJECT	Food and Beverage Operation 2		MANUAL NO:	10	Faculty: Vivek Anand	& Rupam Ghosh				
TOPIC:	Tea and Coffee - Pre	eparation	CEMECTED.		HOURS:	3 hours 45 mins				
TOPIC:	and service SEM.		SEMESTER:	4	Approved By:	Deputy Director				
LEARNIN	G OUTCOME									
Students w	vill be able to unders	stand various t	ea and coffee m	naking process						
RESOURC	ES: Tea Cup, Tea Sa	ucers and Tea	Pot.							
REFEREN	CES: Food and Bev	erage Service b	oy R. Singarave	lavan.						
	TORIAL: https://you	utu.be/asCCeiLq	<u>9nc</u>							
METHOD	DLOGY :									
PA	RTICULARS	TIME			TASK					
Hygiene 8	Grooming Check u	10 minutes		Students have to maintain high standard Hygiene and Grooming as per SOP						
			· Inst	· Instruct students about practicals and various types of tea and coffee making						
Briefing		15 minutes	· Shar	Share with them some Presentation ideas						
			· Gro	· Groom them about Social distancing and maintain the same inside Practical Lab						
			Mise-en	Mise-en-place for tea and Coffee (Both preparation and Service)						
Practical I	Demonstration	2hr 45 minutes	s Prepara	Preparation and service of various types of tea						
			Prepara	Preparation and service of various types of coffee						
Check lear	ning outcomes	15 minutes	Questio	Questions will be asked related to the practical.						
Closing		20 minutes	Clea	Cleaning of all equipments related to tea, coffee making						
closing		20 minutes	Clos	Closing has to be done as per SOP						
POSSIBLE	SOURCES OF ERR	ORS & RECTI	FICATION :							
	POSSIBLE ERF	RORS			RECTIFICATION					
If not discu	issed properly , ther	re might be spi	llage. Have to	be cautious while serving	tea.					
RESULT A	NALYSIS									
If the class	s will be conducted a	properly the st	tudents will be	able to know about the va	rious tea and coffee service.					

			B.Sc C	ulinary Art -	SEM II				
SUBJECT:	Food and Beverage Operation 2		NUAL NO:	IAL NO: 11 Faculty: Vivek Anand & Rupam Ghosh					
TODIC	Juices and Soft Drink	S-	MESTED.		HOURS:	3 hours 45 mins			
TOPIC:	FOPIC: SEME Preparation and Service SEME			4	Approved By:	Deputy Director			
LEARNING	OUTCOME:								
Students sh	ould able to understan	d various juices and s	oft drinks along w	vith their prepara	tions.				
Students w	ill be able to explain va	rious aerated beverag	ges						
			6. 1 . 1						
RESOURC	ES: Juice glass and v	arious juices and so	oft drinks.						
DEFEDEN			2						
	CES: Food and Beve		Singaravelavan.						
VIDEO TU	TORIAL: https://you	tu.be/cykOWdiINZI							
METHOD									
METHOD					T 1 0 1				
	ARTICULARS	TIME		TASK					
Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per SOP									
		15 minutes		Instruct students about the basics of non alcoholic beverage.					
Briefing				Share with them some Presentation ideas					
			• Groom t	· Groom them about Social distancing and maintaining the same inside Practical Lab					
	Demonstration		Mise-en-scer	Mise-en-scene of the restaurant including wiping of tables, chairs, buffet counters, bar counters					
Practical I		2hr 45 minutes	Mise-en-plac	Mise-en-place for juices , Mineral water etc. (Both preparation and Service)					
i i uccicui i		45 milues	Preparation a	Preparation and service of various types of juices.					
			Preparation a	Preparation and service of various types Aerated beverage and Mineral water.					
Check lear	ning outcomes	15 minutes		Questions will be asked related to the practical.					
<u>Claster</u>			Cleaning	Cleaning of all equipments					
Closing 20 minutes			Closing h	Closing has to be done as per SOP					
POSSIBLE	SOURCES OF ERRO	ORS & RECTIFICA	FION :						
POSSIBLE ERRORS				RECTIFICATION					
There may be spillage of juices			Have to serve	Have to serve juices in the correct temperature in proper glassware.					
RESULT A	NALYSIS								
If the class	e will be conducted a	roperly the student	te will be able to	know about the	various soft beverages				

e able to serve vario : Bar equipments, S: Food and Beve : https://youtu.be/A	2 MANU ion and SEMI ne various mocktail pro-	*	12	Faculty: Vivek Anar HOURS: Approved By:	nd & Rupam Ghosh 3 hours 45 mins Deputy Director			
ervices JTCOME d able to identify th e able to serve vario : Bar equipments, S: Food and Beve : https://youtu.be/A	e various mocktail pro ous mocktails. non alcoholic bever	eparation	4	-				
JTCOME d able to identify th e able to serve vario : Bar equipments, S: Food and Beve : https://youtu.be/A	ous mocktails. non alcoholic bever	*		Арргонса Бу.	Deputy Director			
d able to identify th e able to serve vario : Bar equipments, S: Food and Beve : https://youtu.be/A	ous mocktails. non alcoholic bever	*						
e able to serve vario : Bar equipments, S: Food and Beve : https://youtu.be/A	ous mocktails. non alcoholic bever	*						
S: Food and Beve https://youtu.be/A		age.						
https://youtu.be/A	erage Service by R.							
https://youtu.be/A		Singaravela	ivan.					
OGY:								
ICULARS	TIME	Τ		TASK				
rooming Check u	10 minutes	S	Students have to maintain high standard Hygiene and Grooming as per SOP					
	1	+						
		· Instruct students about practicals and concepts of various mocktail making						
	15 minutes							
		· Groom	· Groom them about Social distancing and maintaining the same inside Practical Lab					
	1	Mise-en-place for the Mocktais.(Both preparation and Service)						
Demonstration	2hr 45 minutes	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.								
			Cleaning & stacking of all equipments					
Closing 20 minutes		Closing has to be done as per SOP						
URCES OF ERRC	DRS & RECTIFICAT	ION :						
POSSIBLE ERR	ORS			RECTIFICAT	TION			
spillage of drinks	and breakage of	Have to tre	eat very cautious	ly while making mocktai	ils			
LYSIS								
n g	onstration outcom URCES OF ERRO POSSIBLE ERR spillage of drinks	ionstration 2hr 45 minutes ionstration 15 minutes ionstration 20 minutes ionstration 20 minutes URCES OF ERRORS & RECTIFICAT POSSIBLE ERRORS spillage of drinks and breakage of	Image: space spac	Image: space spac	Image: space spac			

			B.Sc	in Culinary	Art - SEM II					
SUBJECT	Food and Beverage Operation 2		UAL NO: 13 Faculty: Vivek Anand & Rupam Ghosh							
TOPIC:	Cocoa & Malted Beve Preparation and Serv	SEME	ESTER: 4 HOURS: 3 hours 45 mins Approved By: Deputy Director							
	Freparation and Serv	vice			Арргочей Ву:	Deputy Director				
	nould be able to prepar	e various malted bever	age and under	stand how to m	ake malt based drinks					
	CES: Bar equipments		uge und under							
	cho. Dai equipinento	•								
REFEREN	ICES: Food and Bev	verage Service by R.	Singaravela	ivan.						
	NK: https://youtu.be/	<u> </u>	0							
METHOD	1	<u> </u>								
	PARTICULARS TIME TASK									
Hygiene 8	& Grooming Check ι	10 minutes		Students have t	to maintain high standa	ard Hygiene and Grooming as per SOP				
50	0				0	50 01				
			Instruct students about the basics of cocoa and malted beverage							
Briefing		15 minutes	Share with them some Presentation ideas							
- 0		5	· 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 lear	earning outcomes 15 minutes Questions will be asked related to the practical.									
			Cleaning	g & stacking of	all equipments					
Closing 20 minutes			Closing has to be done as per SOP							
		1			1					
POSSIBLI	E SOURCES OF ERR	ORS & RECTIFICAT	ION :							
	POSSIBLE ERR	ORS			RECTIFI	CATION				
If not show	wn/discussed proper	ly , students might	Students ha	ve to practise e	every sequence of mock	tail making				
	~ *		ļ	•						
RESULT A	ANALYSIS									
					t the various mocktails					

SUBJECT: Food and Beverage Service Operation 2 MANUAL NO: 14 Faculty: Vivek Anand & Rupam Ghosh HOURS: 3 hours 45 mins TOPIC: Kitchen Stewarding SEMESTER: 2 Approved By: Deputy Director LEARNING OUTCOME Students should able to identify various dish washing methods Approved By: Deputy Director Students should able to identify various dish washing methods Students should able to understand various kitchen stewarding activities. RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc. REFERENCES: Food and Beverage Service by R. Singaravelavan. VIDEO TUTORIAL: https://youtu.be//z. zihlnV4Q METHODOLOGY : PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per ' Instruct students about practicals and the kitchen stewarding areas of F&B Se Share with them some Presentation ideas Practical Demonstration 2hr 45 minutes 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. Cleaning of all equipments Closing has to be done as per SOP OposiBLE SOUR			B.Sc i	in Culinary A	rt - SEM II				
TOPIC: Kitchen Stewarding SEMESTER: 2 HOURS: 3 hours 45 mins LEARNING OUTCOME Students should able to identify various dish washing methods Students should able to identify various kitchen stewarding activities. Deputy Director RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc. REFERENCES: Food and Beverage Service by R. Singaravelavan. VIDEO TUTORIAL: https://youtu.be/J7. zthlnVdQ METHODOLOGY : TASK PARTICULARS TIME TASK Hygiene & Grooming Check up 15 minutes Students have to maintain high standard Hygiene and Grooming as per Share mutual table, and the state of the mestaurant including wining of tables chairs huffer counters have to resonant unmanum misure reactor at manuar misure react		÷							
TOPIC: Kitchen Stewarding SEMESTER: 2 Approved By: Deputy Director LEARNING OUTCOME Students should able to identify various dish washing methods Students should able to identify various kitchen stewarding activities. Students will be able to understand various kitchen stewarding activities. RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc. REFERENCES: Food and Beverage Service by R. Singaravelavan. VIDEO TUTORIAL: https://youtu.be/j7. zthlnVdQ METHODOLOGY : TASK PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per '- ''orom utent arout sourd runstarie and manaar misue rracticar taa Practical Demonstration 2hr 45 minutes Mise-en-scene of the restaurant including wining of tables chairs huffer counters have to maintain fully standard manaar misue rracticar taa Mise-en-scene of tike restaurant including wining of tables chairs huffer counters have mise or sour muteria arout sourd runstarian misue rracticar taa Mise-en-scene of tike restaurant including wining of tables chairs huffer counters have mise or sourd mutarian misue reactical. Cleaning of dishes using pot wash and ware wash method. Check learning outcomes 15 minutes Questions will be asked related to the practical. Cleaning of all equipments	CT: Opera	peration 2 MAN	NUAL NO:	JAL NO: 14 Faculty: Vivek Anand & Rupam Ghosh					
Approved By: Approved By: Deputy Director LEARNING OUTCOME Students should able to identify various dish washing methods Students should able to inderstand various kitchen stewarding activities. Students will be able to understand various kitchen stewarding activities. Students will be able to understand various kitchen stewarding activities. RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc. REFERENCES: Food and Beverage Service by R. Singaravelavan. YIDEO TUTORIAL: https://youtu.be/jrz.zthlaVdQ METHODOLOGY : PARTICULARS TIME PARTICULARS TIME 15 minutes Students have to maintain high standard Hygiene and Grooming as per instruct students about practicals and the kitchen stewarding areas of F&B Se instruct students about practicals and the kitchen stewarding areas of F&B Se instruct students about practicals and the kitchen structura Laor Practical Demonstration 2hr 45 minutes 2hr 45 minutes Questions will be asked related to the practical. Cleaning of dishes using pot wash and ware wash method. Cleaning of dishes using pot wash and ware wash method. Check learning outcomes 15 minutes Questions will be asked related to the practical. Closing has to be done as per SOP Cleaning of all equipments Closing has to be done as per SOP Cleaning of all equipments </td <td></td> <td></td> <td></td> <td></td> <td>HOURS:</td> <td>3 hours 45 mins</td>					HOURS:	3 hours 45 mins			
Students should able to identify various dish washing methods Students will be able to understand various kitchen stewarding activities. RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc. REFERENCES: Food and Beverage Service by R. Singaravelavan. VIDEO TUTORIAL: https://youtu.be/Jr_zhlnVdQ METHODOLOGY : PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes 15 minutes Instruct students about practicals and the kitchen stewarding areas of F&B Se Practical Demonstration 2hr 45 minutes 20 minutes Questions will be asked related to the practical. Closing 20 minutes Cleaning of all equipments POSSIBLE SOURCES OF ERRORS & RECTIFICATION :	PIC: Kitchen S	n Stewarding SEI	MESTER:	2	Approved By:	Deputy Director			
Students will be able to understand various kitchen stewarding activities. RESOURCES: Restaurant table, plates, service equipment, sideboard, glasswaye, water bottle, water jug, napkin etc. REFERENCES: Food and Beverage Service by R. Singaravelavan. VIDEO TUTORIAL: https://youtu.be/j7_zthlnVdQ METHODOLOGY : PARTICULARS TIME PARTICULARS Io minutes Students have to maintain high standard Hygiene and Grooming as per students about practicals and the kitchen stewarding areas of F&B Se Briefing 15 minutes Practical Demonstration 2hr 45 minutes Affected for the stewarding. Cleaning of dishes using pot wash and ware wash method. Check learning outcomes 15 minutes Questions will be asked related to the practical. Cleaning of all equipments Closing has to be done as per SOP Cleaning of all equipments	VING OUTCOME	· · · · · · · · · · · · · · · · · · ·				•			
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VIDEO TUTORIAL: https://youtu.be/J7_2thInVdQ METHODOLOGY : PARTICULARS TIME TASK Hygiene & Grooming Check up 10 minutes Students have to maintain high standard Hygiene and Grooming as per Briefing 15 minutes Instruct students about practicals and the kitchen stewarding areas of F&B Se Practical Demonstration 2hr 45 minutes Mise-en-scene of the restaurant including wining of tables chairs buffet counters bar Practical Demonstration 2hr 45 minutes Questions will be asked related to the practical. Closing 20 minutes Cleaning of all equipments POSSIBLE SOURCES OF ERRORS & RECTIFICATION : Cleaning of all equipments									
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Briefing 15 minutes Instruct students about practicals and the kitchen stewarding areas of F&B Se Share with them some Presentation ideas Groom them about social distance and maintain inside Fractical Lab Practical Demonstration ahr 45 minutes binutes cleaning of dishes using pot wash and ware wash method. Cleaning of dishes using pot wash and ware wash method. Cleaning of all equipments Closing has to be done as per SOP POSSIBLE SOURCES OF ERRORS & RECTIFICATION :									
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Briefing 15 minutes Share with them some Presentation ideas Practical Demonstration 2hr 45 minutes Mise-en-scene of the restaurant including wining of tables chairs buffet counters band Mise-en-place for Kitchen stewarding. Cleaning 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 Closing has to be done as per SOP			. Inst	ruct students ab	out practicals and	the kitchen stewarding areas of F&B Service			
Practical Demonstration 2hr 45 minutes Mise-en-scene of the restaurant including wining of tables chairs buffet counters bail 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 Cleaning of all equipments Closing has to be done as per SOP	ıg	15 minutes							
Practical Demonstration 2hr 45 minutes 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 Cleaning of all equipments Closing has to be done as per SOP	0	0	· 610						
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			Mise-en-scene of the restaurant including wining of tables chairs buffet counters bar counters ba						
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	cal Demonstration	2hr 45 minutes	<u>^</u>	· ·					
Closing Cleaning of all equipments Closing has to be done as per SOP			Cleaning o	of dishes using po	ot wash and ware v	wash method.			
Closing 20 minutes Closing has to be done as per SOP POSSIBLE SOURCES OF ERRORS & RECTIFICATION :	earning outcomes	15 minutes	Questions	Questions will be asked related to the practical.					
Closing has to be done as per SOP POSSIBLE SOURCES OF ERRORS & RECTIFICATION :		ao minutos	Cleaning of all equipments						
	\$	20 minutes	Closing	Closing has to be done as per SOP					
			N.						
POSSIBLE ERRORS RECTIFICATION			DN :						
There may be breakage of crockery while handling Have to show them how to take handle crockeries while managing KST		rockery while handling	Have to sh	now them how to	take handle crock	eries while managing KST			
RESULT ANALYSIS	LT ANALYSIS								
If the class will be conducted properly, the students will be able to understand basics of kitchen stewarding.	class will be conducted J	ed properly, the students v	will be able to	understand basic	cs of kitchen stewa	rding.			

			B.S	c in Culina	ary Art - SEM	A II				
Food and Beverage Service Food and Beverage Service UUBJECT: Operation 2 MANUAL NO: 15 Faculty: Vivek Anand & Rupam										
					2	HOURS:	3 hours 45 mins			
TOPIC:	Supervisory S	kills	SEME	STER:		Approved By:	Deputy Director			
LEARNING OU	JTCOME					·				
Students shoul	d able to identify var	ious skills ı	required to	o lead a team	of food and be	verage professionals				
RESOURCES:	Dummy Telephone,	Register,	Restaura	nt table, Cha	airs etc.					
REFERENCES	: Food and Beverag	e Service l	oy R. Sing	aravelavan.						
VIDEO TUTOR	IAL: https://drive.goo	gle.com/file,	/d/1NfradP	3wT9HioVnK	zkwB-6MZ3ISLF	ARp/view?usp=sharin	g			
METHODOLO	01.									
METHODOLO	GY : TICULARS	TI				TASK				
	ooming Check up	10 minute		Students	Students have to maintain high standard Hygiene and Grooming as per SOP					
78	8 1 1		-				0			
 Instruct students about practicals and the areas of F&B Serv 										
Briefing		15 minutes				Presentation ideas	ntain inside Practical Lab			
							ving videos related to supervisor			
Practical Dem	2hr 45 min	utes	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 SO	URCES OF ERRORS	& RECTIF	ICATION :	:						
	POSSIBLE ERROR	RS				RECTIFICATIO)N			
Lack of proper	role playing of stude	ents		Students ha	ve to understa	nd the basic roles of s	supervisor and act accordingly.			
RESULT ANAI	LYSIS			1						
If the class wil	ll be conducted prope	erly, the stu	dents will	be able to fo	ollow the proce	dure of serving a mea	al.			