

BASIC FOOD AND BEVERAGE SERVICE**Course Code : 321314**

Programme Name/s : Hotel Management & Catering Technology
Programme Code : HM
Semester : First
Course Title : BASIC FOOD AND BEVERAGE SERVICE
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I. RATIONALE

The food and beverage service industry is witnessing a tremendous growth all over the globe, especially in India with the second largest population in the world. The present day generation depends largely on the food services operations because of 24 X 7 work culture, changing lifestyle and various reasons. This has resulted in steady growth in the food service sector. Food and beverage services are one of the initial operations in accommodation sector and key area in non-residential catering sector. Various small, big eating joints are emerging rapidly; online food delivery apps deliver food at the door step, directly increasing the demand of food industry. Therefore, this course will enable the student to learn various aspects of food service sector, menus, equipment's needed, indirectly will impart the basic knowledge of the course.

II. INDUSTRY / EMPLOYER EXPECTED OUTCOME

The aim of this course is to help the student to attain the following industry identified outcomes through various teaching learning experiences: IEO 1. Plan food and beverage services for a restaurant .

III. COURSE LEVEL LEARNING OUTCOMES (COS)

Students will be able to achieve & demonstrate the following COs on completion of course based learning

- CO1 - Identify different catering sector/restaurants
- CO2 - Plan the organizational structure of food and beverage department
- CO3 - Classify and select different types of service equipment along with sizes/ measurement/ capacities
- CO4 - Apply the principles of planning for menu computation using various menus in appropriate sequence
- CO5 - Implement the type of service to be undertaken in different eating outlets.

IV. TEACHING-LEARNING & ASSESSMENT SCHEME

Course Code	Course Title	Abbr	Course Category/s	Learning Scheme						Credits	Paper Duration	Assessment Scheme										Total Marks
				Actual Contact Hrs./Week			SLH	NLH	Theory			Based on LL & TL				Based on SL						
				CL	TL	LL			FA-TH			SA-TH	Total	Practical		SLA						
							Max	Min						Max	Min	Max	Min	Max	Min			
321314	BASIC FOOD AND BEVERAGE SERVICE	BFB	DSC	3	-	2	1	6	3	3	30	70	100	40	25	10	25@	10	25	10	175	

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Abbreviations: CL- Classroom Learning , TL- Tutorial Learning, LL-Laboratory Learning, SLH-Self Learning Hours, NLH-Notional Learning Hours, FA - Formative Assessment, SA -Summative assessment, IKS - Indian Knowledge System, SLA - Self Learning Assessment

Legends: @ Internal Assessment, # External Assessment, *# On Line Examination , @\$ Internal Online Examination

Note :

1. FA-TH represents average of two class tests of 30 marks each conducted during the semester.
2. If candidate is not securing minimum passing marks in FA-PR of any course then the candidate shall be declared as "Detained" in that semester.
3. If candidate is not securing minimum passing marks in SLA of any course then the candidate shall be declared as fail and will have to repeat and resubmit SLA work.
4. Notional Learning hours for the semester are (CL+LL+TL+SL)hrs.* 15 Weeks
5. 1 credit is equivalent to 30 Notional hrs.
6. * Self learning hours shall not be reflected in the Time Table.
7. * Self learning includes micro project / assignment / other activities.

V. THEORY LEARNING OUTCOMES AND ALIGNED COURSE CONTENT

Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
1	TLO 1.1 Classify catering industry TLO 1.2 Describe types of food service operation TLO 1.3 Compare different food service operation	Unit - I Fundamentals of Food and Beverage Industry 1.1 Classification of food & Catering industry :Transport catering ,Industrial catering , Outdoor catering , Welfare catering 1.2 Section of food service operation : 1) Restaurants -fine dining, casual dining, 2) Fast food- coffee house, snacks bar, cafeteria, kiosk, vending machines, drive through	Improved Teaching Methods Assignment Presentations Chalk-Board Site/Industry Visit
2	TLO 2.1 Outline organization structure of Food & Beverage Sector TLO 2.2 Formulate the hierarchy of restaurant TLO 2.3 Enumerate attributes & attitude of F& B personnel TLO 2.4 Describe the basic etiquettes require by Food and beverage service staff TLO 2.5 Justify interdepartmental relationship of F& B with other department	Unit - II Food and Beverage Service Personnel 2.1 Food and Beverage service organization structure for large and small hotels 2.2 Hierarchy in restaurant (restaurant brigade) 2.3 Attitude & Attributes of Food and Beverage personnel, competencies 2.4 Basic etiquettes - Food and beverage service staff Interdepartmental relationship with – food production, housekeeping, front office, stores, human resource, finance, marketing.	Improved Teaching Methods Presentations Chalk-Board Case Study Assignment

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Sr.No	Theory Learning Outcomes (TLO's) aligned to CO's.	Learning content mapped with Theory Learning Outcomes (TLO's) and CO's.	Suggested Learning Pedagogies.
3	TLO 3.1 Identify various F & Furniture, TLO 3.2 Describe use of various equipment used in Food and Beverage Service TLO 3.3 Discuss the linen used in Food and Beverage Service.	Unit - III Food and Beverage Service Equipment 3.1 Furniture- Table, Chair, Sideboard & Counter – size and use. 3.2 Equipments : 1) Chinaware- Sizes & Capacity 2) Stainless steel & Silverware – Cutlery, Service, equipment 3) Glassware – Capacity & uses 4) Disposable – Types, Advantage & Disadvantage 5) Special equipment – Care & Maintenance 6) New trends in food and beverage service equipment 3.3 Linen – Types & Size	Improved teaching methods Presentations Chalk-Board Audio Visual Aid Assignments
4	TLO 4.1 Explain origin of Menu TLO 4.2 State the functions of Menu TLO 4.3 Enumerate the types of menu TLO 4.4 Describe the principles of menu planning. TLO 4.5 Compile menu of various course for lunch & dinner	Unit - IV Menu Design and Principles 4.1 Origin of menu 4.2 Functions of menu 4.3 Types of menu- Ala carte, Table d hote 4.4 Principle of menu planning 4.5 Menu compilation	Improved Teaching Methods Presentations Chalk-Board Demonstration Assignments
5	TLO 5.1 Explain mis en place & Mis en scene TLO 5.2 Suggest different type of service required for various outlet	Unit - V Types of Service 5.1 5.1 Mis en place & Mis en scene 5.2 5.2 Different types of service : 1) Table service – Silver , English ,American 2) Self service – Buffet & cafeteria service 3) Specialized service – Gueridon, lounge, room service, live counter 4) Single point service – Take away	Improved Teaching Methods Presentations Chalk-Board Demonstration Assignments

VI. LABORATORY LEARNING OUTCOME AND ALIGNED PRACTICAL / TUTORIAL EXPERIENCES.

Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 1.1 Identify different food service sectors	1	Demonstration of service operations of catering and food sectors	2	CO1
LLO 2.1 Imbibe ethics of personal grooming and etiquettes towards the guest	2	Show-off of Personal grooming standards and etiquettes towards the guest service	2	CO2
LLO 3.1 Familiarize various equipment used in food and beverage service sector.	3	Crockery and cutlery and special equipment - various equipment by showing sample equipment	2	CO3
LLO 4.1 Apply proper technique for wiping crockery, Cutlery, glassware and tableware	4	Demonstrate and practice wiping crockery, cutlery, glassware and tableware	2	CO3
LLO 5.1 Handling of sideboards	5	Show-off organizing Sideboard	2	CO3
LLO 6.1 Use of tray and salver.	6	Practice carrying of tray and salver for Guest service	2	CO3 CO5

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Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 7.1 Use various Serviette folds	7	Practice Serviette fold according to the event	2	CO3 CO5
LLO 8.1 Laying of a table cloth	8	Laying of table cloth and relaying of table cloth	2	CO3 CO4
LLO 9.1 Plan a 3 course Menu for lunch and dinner with proper table set up.	9	Compile 3 course lunch and dinner menu as assigned and set a cover for the same.	2	CO3 CO4
LLO 10.1 Plan a 4 course Menu for lunch and dinner with proper table set up.	10	Compile 4-course lunch and dinner menu as assigned and set the cover for the same.	2	CO3 CO4
LLO 11.1 Plan a 5 - course lunch and dinner menu with proper table set up.	11	Compile 5-course lunch and dinner menu as assigned and set the cover for the same.	2	CO3 CO5
LLO 12.1 Handle service gear	12	Handling various service gear holds used in Food and Beverage service	2	CO3 CO5
LLO 13.1 Handling clean plate	13	Carrying clean plate (Practice)	2	CO3 CO5
LLO 14.1 Handling clean cutlery	14	Carrying clean cutlery(Demonstration and Practice)	2	CO3 CO5
LLO 15.1 Handling clean glassware and Change Ashtray.	15	Carrying clean glassware and Changing Ashtray (Demonstration and Practice)	2	CO3 CO5

Note : Out of above suggestive LLOs -

- '*1' Marked Practicals (LLOs) Are mandatory.
- Minimum 80% of above list of lab experiment are to be performed.
- Judicial mix of LLOs are to be performed to achieve desired outcomes.

VII. SUGGESTED MICRO PROJECT / ASSIGNMENT/ ACTIVITIES FOR SPECIFIC LEARNING / SKILLS DEVELOPMENT (SELF LEARNING)**Term work**

- c. Make an Informative chart of Glassware used in Food and Beverage Service Restaurant with its capacity and uses.
- a. Prepare journal of practical.
- b. Make a scrapbook of Furniture used in Food and Beverage Service Restaurant.

Assignment

- a. Make a report on different catering sectors and food service operations in your city.
- b. Visit a specialty restaurants in local area and make presentation on service offered in that restaurant.
- c. Prepare a scrapbook of 25 various serviette folds.
- d. Make Folio of 5 types of Menu from books available in the college library.

Micro project

- a. Prepare a project on the fine dining restaurant menu in your city.
- b. Gather information on railway catering and airline catering services in your city and submit a re
- c. Prepare a function report of various online food delivery apps available in your city.
- d. Use search engines to find out New trends in equipment and crockery cutlery with their brands and
- e. Prepare a project on Types of Service used in Food and Beverage Service Outlets

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VIII. LABORATORY EQUIPMENT / INSTRUMENTS / TOOLS / SOFTWARE REQUIRED

Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
1	a. Wooden Tables: Square shape, 36 inches table top, with baized cloth on top total number 6 b. Wooden Tables: Rectangle shape, 36 inches * 48 inches inches table top, with baized cloth on top total number 6 c. Wooden Tables: Round shape, 48 inches diameter table top, with baized cloth on top total number 6	All
2	a. Wooden Chair : four leg, with arm, foam on seat , and foam on back rest. b. Wooden Chair : four leg, without arm, foam on seat , and foam on back rest	All
3	a. Crockery : various crockery use for the restaurant service.(bone china,) b. Cutlery : various Cutlery use for the restaurant service (stainless steel) c. Glassware : various Glassware use for the restaurant service (Glass / borosil) d. Sideboard : Wooden, with cabinet for storage of cutlery, crockery, and other equipments	All
4	Linen a. Table cloth square shape 54 inches, b. Table cloth Rectangle shape, 54 inches * 66 inches , c. Tables cloth : Round shape, 66 inches diameter . d. Frills (Satin + pleated) 3 foot * 9 foot e. Napkins(cotton) 20 inches *20 inches . F. Slip cloth (square) 54 inches	All
5	a. Other / Special Equipment's : Tray, salver, water jugs, Service gears, tongs, baskets, turin, etc	All

IX. SUGGESTED WEIGHTAGE TO LEARNING EFFORTS & ASSESSMENT PURPOSE (Specification Table)

Sr.No	Unit	Unit Title	Aligned COs	Learning Hours	R-Level	U-Level	A-Level	Total Marks
1	I	Fundamentals of Food and Beverage Industry	CO1,CO2,CO3	9	4	2	2	8
2	II	Food and Beverage Service Personnel	CO1,CO2	7	2	4	6	12
3	III	Food and Beverage Service Equipment	CO1,CO3	10	4	6	6	16
4	IV	Menu Design and Principles	CO1,CO3,CO4,CO5	11	6	4	8	18
5	V	Types of Service	CO1,CO3,CO4,CO5	8	4	4	8	16
Grand Total				45	20	20	30	70

X. ASSESSMENT METHODOLOGIES/TOOLS**Formative assessment (Assessment for Learning)**

- Mid- term tests Rubrics for COs Assignment, Self-learning and Terms Work Seminar/Presentation

Summative Assessment (Assessment of Learning)

- End of Term Examination, Viva-voce, Lab. Performance.

XI. SUGGESTED COS - POS MATRIX FORM

Course Outcomes (COs)	Programme Outcomes (POs)							Programme Specific Outcomes* (PSOs)		
	PO-1 Basic and Discipline Specific Knowledge	PO-2 Problem Analysis	PO-3 Design/ Development of Solutions	PO-4 Engineering Tools	PO-5 Engineering Practices for Society, Sustainability and Environment	PO-6 Project Management	PO-7 Life Long Learning	PSO-1	PSO-2	PSO-3
CO1	3	3	-	-	-	-	2			
CO2	2	2	-	-	1	3	2			
CO3	3	2	3	3	3	-	2			
CO4	2	2	3	-	-	-	3			
CO5	2	3	3	3	1	2	3			

Legends :- High:03, Medium:02,Low:01, No Mapping: -
*PSOs are to be formulated at institute level

XII. SUGGESTED LEARNING MATERIALS / BOOKS

Sr.No	Author	Title	Publisher with ISBN Number
1	R. Singaravelavan	Food and Beverage Service.	Oxford University Press YMCA Library Building, 1 Jai Singh Road, New Delhi 110001, India
2	Dennis Lillicrap, John Cousins and Robert Smith	Food and Beverage Service.	McGraw Hill Education, New Delhi, 1 July 2017, ISBN-3 978-0070655737
3	Sudhir Andrews	Food and Beverage Management	McGraw Hill Education, New Delhi 2013, ISBN: 978- 0070701984
4	Negi Jagmohan	Food and Beverage Service	S Chand & Company, 1 December 2013, ISBN-13 978-8121997607

XIII. LEARNING WEBSITES & PORTALS

Sr.No	Link / Portal	Description
1	https://hmhub.in/	One-stop solution for all Educational resources for Hospitality Courses
2	https://hmhub.academy/	Aim to provide a much better learning experience, started with Old Question Paper for Practice
3	http://nptel.ac.in	NPTEL is a quality Indian e-learning platform