

FOUNDATION OF FOOD AND BEVERAGE SERVICE**Course Code : 322320**

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

The demand for food and beverages away from the home has increased and with a broader spectrum of population eating out, customers' needs have diversified so food and beverage operations have to meet the challenging demands being made by increasingly knowledgeable customers. special food, beverage and service like beer require high level of knowledge and competency for effective operations. Therefore this course will enable the students to learn modern food service operations which include various aspects like breakfast service, beverage service and various controlling methods.

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: Develop the concept of service in Food and Beverage Department

III. COURSE LEVEL LEARNING OUTCOMES (COS)

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

- CO1 - Compile different types of meal plans served in hotels.
- CO2 - Plan room service and ancillary area of food and beverage service department.
- CO3 - Classify various Non-alcoholic beverages.
- CO4 - Identify different types of beer, cigar and cigarettes.
- CO5 - Implement the control system of billing in the restaurants.

IV. TEACHING-LEARNING & ASSESSMENT SCHEME

Course Code	Course Title	Abbr	Course Category/s	Learning Scheme						Credits	Assessment Scheme										
				Actual Contact Hrs./Week			SLH	NLH	Paper Duration		Theory			Based on LL & TL		Based on SL		Total Marks			
				CL	TL	LL					Total	Practical		SLA							
							FA-TH	SA-TH				FA-PR	SA-PR	Max	Min	Max	Min				
322320	FOUNDATION OF FOOD AND BEVERAGE SERVICE	FFBS	DSC	3	-	2	1	6	3	3	30	70	100	40	25	10	25#	10	25	10	175

Total IKS Hrs for Sem. : 1 Hrs

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 Describe various types of meal offered in hotel. TLO 1.2 Classify types of breakfast. TLO 1.3 Compile various breakfast menus.	Unit - I Types of Meal 1.1 Types of Meals - Breakfast, Elevenses, Brunch, Lunch, Supper, Dinner. 1.2 Types of Breakfast - English Breakfast, Continental Breakfast, American Breakfast, Indian Breakfast, House Breakfast.	Chalk-Board Presentations Video Demonstrations Site/Industry Visit Flipped Classroom
2	TLO 2.1 Classify room service staff. TLO 2.2 Describe room service procedure. TLO 2.3 Explain role of each ancillary section in food and beverage department.	Unit - II Room Service and Ancillary areas of Food and Beverage Service Department 2.1 Room Service - Staffing, types of order taking, 2.2 Room service procedure. 2.3 Ancillary areas - still room, pantry, silver room, linen store, hot-plate, wash up, dispense bar.	Improved teaching Methods Chalk-Board Presentations Site/Industry Visit

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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 Classify non-alcoholic beverages TLO 3.2 Describe various types of Stimulating Beverages TLO 3.3 Explain various types of Nourishing Beverages TLO 3.4 Illustrate various types of Refreshing beverages	Unit - III Introduction to Beverages 3.1 Introduction to Beverages, Definition of Beverage, Types of Beverages 3.2 Classification of beverages (Chart) 3.3 Stimulating Beverages - Tea - Types of Tea, Making methods of Tea, Tisanes, International and local brand names of Tea, Coffee - Types of Coffee, making methods of Coffee, Speciality coffee, International and Local brand names of Coffee, 3.4 Nourishing Beverages- Introduction, types - Health drinks, Juices, Water and (Brand names) 3.5 Refreshing Beverages - Introduction, Types -Aerated beverages, squashes, syrup,(Brand names.)	Presentations Chalk-Board Site/Industry Visit Improved Teaching Methods
4	TLO 4.1 Describe types of beer TLO 4.2 Illustrate major ingredients and its role in beer manufacturing process. TLO 4.3 Enlist National and International brands of Beer TLO 4.4 Describe cigars and cigarettes TLO 4.5 Illustrate various parts of cigars	Unit - IV Beer and Tobacco 4.1 Beer Introduction and definition of beer, types of beer, major ingredients and its role in beer production, manufacturing process of beer. service and storage of beer, Indian and International brands of beer(along with country of origin) 4.2 Tobacco : Introduction to tobacco, introduction to Cigar and Cigarettes. part of cigar, shape and size of cigar, service and storage of cigar and cigarettes, brand name of cigar and cigarettes.	Presentations Chalk-Board Site/Industry Visit Video Demonstrations
5	TLO 5.1 Illustrate importance of control system used in restaurant. TLO 5.2 Compare types of kitchen order ticket /bar order ticket according to their use. TLO 5.3 Conduct procedure of order taking. TLO 5.4 Demonstrate modes of payment in restaurant.	Unit - V Control System of Billing 5.1 Introduction and Importance of control system 5.2 Qualities required for order taker, Types of Kitchen order ticket / Bar order ticket , duplicate and triplicate checking system. 5.3 Procedure of order taking 5.4 Presenting Bills, Modes of payment in restaurant- Cash, Credit, Debit, mobile wallets, ACH transfers and any eCommerce transaction.	Presentations Chalk-Board Role Play Improved Teaching Methods

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 Plan various types of breakfast menu	1	Demonstrate various types of breakfast and its service*	2	CO1
LLO 2.1 Laying cover for breakfast	2	Laying cover for English, Continental, American, American, Indian, & House Beakfast.*	2	CO1
LLO 3.1 Imbibe service style for service of various breakfast	3	Compile various types of breakfast menu and perform its service *	2	CO1

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Practical / Tutorial / Laboratory Learning Outcome (LLO)	Sr No	Laboratory Experiment / Practical Titles / Tutorial Titles	Number of hrs.	Relevant COs
LLO 4.1 Inculcate skills of room service order taking	4	Practice room service order taking from inhouse guests *	2	CO2
LLO 5.1 Hands-on training of room service tray arrangement	5	Show-off service tray arrangement for room service*	2	CO2
LLO 6.1 Handle room service trolley arrangement	6	Show-off service trolley arrangement for room service	2	CO2
LLO 7.1 Apply Proper Techniques for Tea Service	7	Demonstrate and practice tea service methods *	2	CO3
LLO 8.1 Apply proper techniques for coffee service	8	Perform coffee service methods*	2	CO3
LLO 9.1 Perform service of non-alcoholic beverages. Eg. Juice/ Aerated drinks/ Squash	9	Demonstrate service of non- alcoholic beverages*	2	CO1
LLO 10.1 Carry out cigar and cigarette service	10	Video demonstration and practice of service of cigar and cigarette.	2	CO2
LLO 11.1 Demonstrate service of top fermented beer.	11	Demonstration of service of top fermented beer.	2	CO3
LLO 12.1 Demonstrate service of bottom fermented beer	12	Demonstration of service of bottom fermented beer.*	2	CO3
LLO 13.1 Perform service of bottled, Canned and Draught Beer	13	Demonstration and practice of service of bottled, canned and draught beer	2	CO3
LLO 14.1 Practice order taking by using KOT/BOT	14	Practice order taking using KOT / BOT (Kitchen Order Ticket / Bar Order Ticket) *	2	CO3 CO5
LLO 15.1 Demonstrate use of Duplicate and Triplicate checking system.	15	Demonstrate and practice use of Duplicate and Triplicate checking system and present bills to the guest *	2	CO3 CO5
LLO 16.1 Present bills to the guest	16	Roleplay various stages of Room service procedure *	2	CO3 CO4

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)**Micro project**

- Make a scrapbook of equipment used in ancillary area with its picture, brand name, and price.
- Use search engines to find out new trends of manufacturing process Tobacco with their brands.
- Prepare a project on the Room service menu offered in your city.
- Mark leading beer brands on world map with their country of origin.
- Prepare a function report of various modes of payment available in restaurant of your city.
- Use search engines to find out new trends of manufacturing process of Beer with their brands.
- Prepare a project on Different types of Breakfast service by the hotels in Food and Beverage Service Outlets.

Assignment

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- Make a report on different types of Meal service in the restaurant of the hotel in your city.
- Gather information on Ancillary areas of Food and Beverage Service in your city and submit it.
- Prepare a scrapbook on different control system used for billing in the restaurant.
- Make Folio of 5 types of Meal served in the hotels from books available in the college library.

VIII. LABORATORY EQUIPMENT / INSTRUMENTS / TOOLS / SOFTWARE REQUIRED

Sr.No	Equipment Name with Broad Specifications	Relevant LLO Number
1	Wooden Tables: Square shape- 36 inches table top, with baize cloth on top	All
2	Wooden Tables: Rectangle shape, 36 inches * 48 inches inches table top, with baize cloth on top .	All
3	Wooden Tables: Round shape, 48 inches diameter table top, with baized cloth on top.	All
4	Wooden Chair : four leg, with arm, foam on seat , and foam on back rest	All
5	Wooden Chair : four leg, without arm, foam on seat , and foam on back rest	All
6	Various crockery for Room Service	All
7	Room Service Tray and Room Service Trolley	All
8	Tea and Coffee Service Set	All
9	Various Glasswares for non-alcoholic beverage service and Beer Service.	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	Types of Meal	CO1,CO2	7	6	0	4	10
2	II	Room Service and Ancillary areas of Food and Beverage Service Department	CO1,CO2,CO3	9	2	6	4	12
3	III	Introduction to Beverages	CO3,CO4	8	2	4	6	12
4	IV	Beer and Tobacco	CO4	12	2	6	12	20
5	V	Control System of Billing	CO2,CO5	9	8	4	4	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
- 60% weightage to process and 40% weightage to product

Summative Assessment (Assessment of Learning)

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

XI. SUGGESTED COS - POS MATRIX FORM

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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	2	-	-	-	3				
CO2	3	3	-	-	1	3				
CO3	3	3	3	3	3	3				
CO4	3	3	3	3	3	3				
CO5	3	3	3	3	1	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 ISBN-13:978-0-19-806527-2
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-13978-8121997607

XIII. LEARNING WEBSITES & PORTALS

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

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