

8 FOOD AND BEVERAGE SERVICE

Prerequisite: None

Credits: 4

Overview

The learner will be introduced to the technical skills and psychology of service. Theory, concepts and performance will be emphasized. The various types of services, equipment, furniture and service items used will be examined.

General Objectives

This course is designed to:

- 1 expose students to restaurant and bar service
- 2 enhance the students by developing their technical, practical and professional skills to allow them to function with minimum supervision
- 3 upgrade the sales and marketing skills so that the student may competently and confidently give suggestions to customers which will increase the profit base of the operation
- 4 develop attitudes to quality and value in respect of people, management and customer care

Learning Outcomes

Upon successful completion of this course, the learner will:

- 1 identify and describe the various food and beverage service positions
- 2 describe and demonstrate selling skills required in a food and beverage operation.
- 3 perform various service styles.
- 4 identify types and functions of tableware.
- 5 demonstrate the various service techniques and management techniques.
- 6 calculate customer bills
- 7 demonstrate customer-handling skills.
- 8 prepare and present the check and file restaurant summary sheets.
- 9 outline duties and responsibilities of food and beverage service personnel.

Unit 1 – Basic Food Service

Topics

1.0 Introduction to Food and Beverage Service Operations

Objectives

Upon completion of the topic the student will be able to:

- 1.1 outline the different types of food service organizations
- 1.2 describe staffing structures for various establishments
- 1.3 discuss the qualities of good food service staff and their responsibilities to the customer, management and fellow workers.
- 1.4 describe the importance of teamwork
- 1.5 describe the duties to be carried out by the restaurant staff
- 1.6 compile a job roster
- 1.7 explain the importance of courtesy, tact, patience and good humour in the working situation
- 1.8 describe the inter-relationship of the food and beverage department with other departments within the establishment.

Content

- Types of Service Organization
- Staffing
- Duties of the Restaurant Brigade
- Inter-relationship with other Departments

2.0 Types and Styles of Food Service

Objective

Upon completion of the topic the student will be able to:

- 2.1 describe the types and styles of food service offered by a variety of establishments

Content

- Cafeteria/snacks bars.
- American/Russian/French.
- Combination.
- Hospital and school meals service.

3.0 Equipment

Objectives

Upon completion of the topic the student will be able to:

- 3.1 identify large and small equipment in the food service and ancillary service areas
- 3.2 identify and describe the function and care of hand tools and equipment
- 3.3 explain the safety measures that should be taken when using equipment in the food service area
- 3.4 describe appropriate cleaning procedures for all equipment.

Content

- Large equipment.
- Small equipment.
- Hand tools and utensils.
- Safe equipment usage.
- Care and cleaning of equipment.

4.0 Menu Knowledge

Objectives

Upon completion of the topic the student will be able to:

- 1.1 define the term “menu”
- 1.2 name the different kinds of menus
- 1.3 explain a variety of menu terms
- 1.4 identify foods that may be cooked to order and indicate the cooking times
- 1.5 identify terms that are used to denote the degree of cooking required.
- 1.6 identify and describe the major points that should be considered when compiling a menu.

Content

- Brief history.
- Types of menu:
 - table d’hote
 - a la carte
 - special
- Menu terminology
- Factors affecting menu compilation.

5.0 Menu Composition

Objectives

Upon completion of the topic the student will be able to:

- 5.1 classify and describe a variety of dishes and name their accompaniment
- 5.2 identify the necessary equipment for lay-up and service of particular course.
- 5.3 discuss reasons for the sequence of courses, and give examples of smaller menu compositions.
- 5.4 explain the factors affecting the customer’s choice of a meal
- 5.5 identify the courses that form the menu for breakfast, luncheon, dinner and indicate their usual order.

Content

- Appetizers
- Soups
- Fish dishes
- Poultry and game
- Vegetables
- Salads
- Sweets
- Cheese
- Fresh fruit.
- After dinner candies.

6.0 Preparation and Service of Non-Alcoholic Beverage

Objective

Upon completion of the topic the student will be able to:

- 6.1 classify and describe methods of preparation and service of non-alcoholic beverages.

Content

- Tea and variations.
- Coffee and variations.
- Chocolate and malted milk.
- Mineral waters.
 - natural
 - manufactured
- Syrups.
- Fruit juices.
- Squashes.

7.0 Stillroom Preparations

Objectives

Upon completion of the topic the student will be able to:

- 7.1 describe the correct procedures for preparing pots, pats, and curls of butter
- 7.2 identify a variety of toasts and indicate which dishes they accompany
- 7.3 describe the methods of preparing limes, lemons and oranges for service with tea, etc.
- 7.4 suggest methods of preparing the salt cruet to ensure that the salt flows freely.
- 7.5 define the term “proprietary sauce”.
- 7.6 identify a variety of brands of proprietary sauces
- 7.7 classify and name popular jams and jellies and preserves, and indicate the meals in which they will be served.

Content

- Butter.
- Toasts and breads.
- Milk, sugar (for coffee and tea).
- Sliced lemon and orange.
- Condiments.
- Proprietary sauces
- Jellies, preserves, etc.

8.0 Preparation of the Dining Room for Food Service

Objectives

Upon completion of the topic the student will be able to:

- 8.1 discuss the procedures for preparing the dining room for service.
- 8.2 illustrate suitable table arrangements for the dining room taking into consideration, the room size, type and style of service and space allocation per person.
- 8.3 select the appropriate table linens
- 8.4 describe the appropriate table linens
- 8.5 explain reasons for the careful handling of linens
- 8.6 discuss methods of bundling linen for the laundry.
- 8.7 identify a variety of napkin folds and suggest when they can be best used

- 8.8 describe the reasons for careful handling of napkins
- 8.9 describe a variety of glasses
- 8.10 discuss the use of table decorations/buffet decorations
- 8.11 identify the appropriate crockery, cutlery and flatware for the service of specific meals and describe their functions.
- 8.12 identify the items required for complete table settings for the service of breakfast, luncheon and dinner

Content

- Preparation procedures.
- Table arrangement.
- Linen.
- Napkin folds.
- Glassware.
- Floral arrangements.
- Crockery, cutlery and flatware.
- Table settings: breakfast setting; luncheon setting; dinner setting and special occasions

9.0 The Service Procedures

Objectives

Upon completion of the topic the student will be able to:

- 9.1 describe the service procedure
- 9.2 interpret the daily menus
- 9.3 describe a variety of methods of serving rolls
- 9.4 describe methods of preparing water for service.
- 9.5 outline how to take a customer’s order correctly and discuss reasons why orders should be written clearly.
- 9.6 describe clearing techniques of crockery, cutlery and flatware.
- 9.7 discuss a variety of techniques of serving desserts.
- 9.8 discuss methods of serving tea and coffee.
- 9.9 discuss methods of presenting the bill.

Content

- Greeting and seating.
- Present the menu.
- Offering rolls and butter.
- Pouring water.
- Taking the order.
- Removing excess cutlery and flatware (in the case of table d'hote) or placing cutlery and flatware (in the case of a la carte).
- Service and clearing of all courses up to and including main course.
- Crumbing down.
- Service of dessert.
- Presentation of bills.

10.0 Methods of Payment of Bills

Objectives

Upon completion of the topic the student will be able to:

- 10.1 identify the methods in which customers may pay for their meals
- 10.2 calculate the authorized additional percentages
- 10.3 discuss the correct procedures of handling cash, and the correct use of the cash register.

Content

- Vouchers
- Credit cards
- Cash
- Cheques
- Correct handling of cash

11.0 Social Skills

Objectives

Upon completion of the topic the student will be able to:

- 11.1 discuss the social skills that are necessary for the smooth running of the restaurant.
- 11.2 discuss methods of dealing with customer complaints, and unusual situations.

Content

- Human relations
- Handling customer complaints

Unit 2 – Advanced Food Service

Topics

12.0 Gueridon Service

Objective

Upon completion of the topic the student will be able to:

- 12.1 clear, prepare and light lamp and generally handle the gueridon inside a crowded dining room

Content

- Techniques of preparation used in Gueridon service

13.0 Special Service

Objective

Upon completion of the topic the student will be able to:

- 13.1 prepare dishes for special occasions

Content

- Preparation methods of dishes used for special occasions

14.0 Flambé

Objectives

Upon completion of the topic the student will be able to:

- 14.1 set up trolley
- 14.2 prepare and serve a variety of flambe dishes using recipes

Content

- The trolley
- Preparation methods of flambé dishes

15.0 Service

Objectives

Upon completion of the topic the student will be able to:

- 15.1 Prepare the gueridon and perform the following tasks:
 - peel hard fruit
 - peel citrus fruit
 - peel bananas
 - slice and sugar citrus fruit
 - slice and sugar hard fruit
 - prepare honey-dew melon
 - dress fresh fruit salad with liqueur
- 15.2 make and serve correctly salad dressings from the side table and toss and serve salads
- 15.3 carve cold meat from gueridon or buffet in the correct hygienic method and in a manner acceptable to customers.

Content

- Preparation of various fruits
- Service and preparation of salads
- Carving
- Sanitation

16.0 Function and Outdoor Catering

Objectives

Upon completion of the topic the student will be able to:

- 16.1 set up a variety of buffet table and serve from the buffet
- 16.2 plan, organize and serve at a variety of functions

Content

- Techniques used in setting buffet tables
- Service at buffet tables

17.0 Specialty Liqueurs

Objective

Upon completion of the topic the student will be able to:

- 17.1 serve liqueurs including some that are flamed

Content

- Service methods used for liqueurs

18.0 Cocktail Parties

Objective

Upon completion of the topic the student will be able to:

- 18.1 serve a variety of savouries, canapés and hors d'oeuvres at a cocktail party.

Content

- Service methods utilized at cocktail parties

Instruction Format

Lecture
Discussion
Demonstration
Multi-media presentations

Assessment and Evaluation

The continuous assessment for this course takes the following form:

- Two (2) theory papers which account for 40% of the final mark
- Four (4) practical assessments which account for 60% of the final mark

Recommended Text

Food and Beverage Service, 9th Edition 2014, D Lillicap R Dennis and Cousins a John; published by Hodder and Stoughton.

The Waiter and Waitress Training Manual, 4th Edition, Sandra J Dahmer, Kurt W Kahl.

Fundamentals of Menu Planning, 2nd Edition;
McVety, Ware and Levesque.

The Theory of Hospitality and Catering, 2011, D
Foskett & P Paskins, published by Hodder Education

Practical Cookery: 50 Years of Practical Cookery 12th
Edition 2012, J Campbell (et al), published Hodder
Education

Food and Beverage Service, 9th Edition 2014, J
Cousins, D Lillicrap & S Weekes, published by
Hodder Education

Crazy chef at Benihana in London, UK -
<https://www.youtube.com/watch?v=uOfTC5vTiAs&index=4&list=FL09rnhbNIEKeHNMI SuHDr0w>

Attendance

Students are encouraged to attend all class sessions as all information presented may not be covered in the required text. Participation of students is an integral component of the learning process.

Resources

Remarkable Service, Culinary Institute of America;
published by Wiley and Sons.

Food and Beverage Operation Cost Control and
Systems Management, C Levinson; published by
Prentice Hall.

CTISP Restaurant Server

CTISP Banquet Server

Videos

Tea: A Revolution Brewing - BBC World News TV
Documentary – 2014 -
<https://www.youtube.com/watch?v=aHXkmzikuI4&index=2&list=FL09rnhbNIEKeHNMI SuHDr0w>

Preparing the Table for Formal service -
<https://www.youtube.com/watch?v=5d6BzjhTrZ4&index=5&list=FL09rnhbNIEKeHNMI SuHDr0w>

Making Cherries Jubilee at The Edgewater, Madison,
WI -
<https://www.youtube.com/watch?v=ckBF7JhKkxw&index=11&list=FL09rnhbNIEKeHNMI SuHDr0w>

Bern's Steak House, Caesar salad -
<https://www.youtube.com/watch?v=ku82HPp4Jmo&index=10&list=FL09rnhbNIEKeHNMI SuHDr0w>

Filleting – Dover Sole -
<https://www.youtube.com/watch?v=62kEY5zv6yc&list=FL09rnhbNIEKeHNMI SuHDr0w&index=7>