

Dr. Bhimrao Ambedkar University Agra

Institute of Tourism and Hotel Management, Sanskriti Bhawan, Civil lines, Agra

Value Added Course

Course Title: Basic Skills of Food and Beverage Services

Duration: 30 hours

Nature of Course: Certificate

Course Outcomes: After completing this course a student will be able to understand:

- Understand the concept and classification of catering establishments, grooming & etiquettes, duties and task of F&B Service staff.
- Analyze and evaluate the types of services, sequence of service, table layout, Mise en Place, and equipments used.
- Implement the knowledge of service in serving food, tea, coffee, clearance of table, and handling spillage.
- Analyze and evaluate the buffet service, types, and equipments used.
- Create the managerial skills to lead the team and handle the complaints.

Details of the Syllabus:

UNIT	Topic to be covered	No. of Lectures
I	Food and Beverage Services: - Introduction, Concept, and Classification of Catering Establishments, their importance, Grooming and etiquette and its necessity. Duties and tasks of F&B service staff and conduct briefings.	06
II	Types of Services. Sequence of service. Set up and organize a restaurant, table layout, and Mise en Place. Equipment used in service.	06
III	Serving all food and beverage items, Serving of Water, Tea and Coffee, Food. Handle the table clearance and spillage.	06
IV	Buffets- types, layout, service and equipment used.	06
V	Managerial skills required in F&B service. Dealing with complaints. Emerging trends in Food Services and salient features	06

Note: This value added course has been framed for any stream's student/personal as basic skills of serving various types of food and beverages, service style is essential to know by everyone.

Suggested Readings:

- Sudhir Andrews: F & B Service Trg. Manual
- Denni R. Lillicrap: F & B Service
- John Walleg: Professional Restaurant Service
- Brian Varghese: Professional F& B Service Management
- Brown, Heppner & Deegan: Introduction to F&B Service

