

FOOD & BEVERAGES SERVICE ASSISTANT

NSQF LEVEL - 3

TRADE THEORY

SECTOR: Tourism & Hospitality

(As per revised syllabus July 2022 - 1200Hrs)



Directorate General of Training

DIRECTORATE GENERAL OF TRAINING
MINISTRY OF SKILL DEVELOPMENT & ENTREPRENEURSHIP
GOVERNMENT OF INDIA



**NATIONAL INSTRUCTIONAL
MEDIA INSTITUTE, CHENNAI**

Post Box No. 3142, CTI Campus, Guindy, Chennai - 600 032

Sector : Tourism & Hospitality

Duration : 1 Year

**Trades : Food & Beverages Service Assistant - Trade Theory (NSQF - Level - 3)
(Revised 2022)**

Developed & Published by



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First Edition : March 2024

Copies : 500

Rs.165/-

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FOREWORD

The Government of India has set an ambitious target of imparting skills to 30 crores people, one out of every four Indians, to help them secure jobs as part of the National Skills Development Policy. Industrial Training Institutes (ITIs) play a vital role in this process especially in terms of providing skilled manpower. Keeping this in mind, and for providing the current industry relevant skill training to Trainees, ITI syllabus has been recently updated with the help of Media Development Committee members of various stakeholders viz. Industries, Entrepreneurs, Academicians and representatives from ITIs.

The National Instructional Media Institute (NIMI), Chennai, has now come up with instructional material to suit the revised curriculum for **Food & Beverages Service Assistant - Trade Theory - NSQF Level - 3 (Revised 2022) - in Tourism & Hospitality in Annual Pattern**. The NSQF Level - 3 (Revised 2022) Trade Theory will help the trainees to get an international equivalency standard where their skill proficiency and competency will be duly recognized across the globe and this will also increase the scope of recognition of prior learning. NSQF Level - 3 (Revised 2022) trainees will also get the opportunities to promote life long learning and skill development. I have no doubt that with NSQF Level - 3 (Revised 2022) the trainers and trainees of ITIs, and all stakeholders will derive maximum benefits from these Instructional Media Packages IMPs and that NIMI's effort will go a long way in improving the quality of Vocational training in the country.

The Executive Director & Staff of NIMI and members of Media Development Committee deserve appreciation for their contribution in bringing out this publication.

Jai Hind

Atul Kumar Tiwari, I.A.S

Secretary

Ministry of Skill Development & Entrepreneurship,
Government of India.

March 2024

New Delhi - 110 001

PREFACE

The National Instructional Media Institute (NIMI) was established in 1986 at Chennai by then Directorate General of Employment and Training (D.G.E & T), Ministry of Labour and Employment, (now under Directorate General of Training, Ministry of Skill Development and Entrepreneurship) Government of India, with technical assistance from the Govt. of Federal Republic of Germany. The prime objective of this Institute is to develop and provide instructional materials for various trades as per the prescribed syllabus under the Craftsman and Apprenticeship Training Schemes.

The instructional materials are created keeping in mind, the main objective of Vocational Training under NCVT/NAC in India, which is to help an individual to master skills to do a job. The instructional materials are generated in the form of Instructional Media Packages (IMPs). An IMP consists of Theory book, Practical book, Test and Assignment book, Instructor Guide, Audio Visual Aid (Wall charts and Transparencies) and other support materials.

The trade practical book consists of series of exercises to be completed by the trainees in the workshop. These exercises are designed to ensure that all the skills in the prescribed syllabus are covered. The trade theory book provides related theoretical knowledge required to enable the trainee to do a job. The test and assignments will enable the instructor to give assignments for the evaluation of the performance of a trainee. The wall charts and transparencies are unique, as they not only help the instructor to effectively present a topic but also help him to assess the trainee's understanding. The instructor guide enables the instructor to plan his schedule of instruction, plan the raw material requirements, day to day lessons and demonstrations.

IMPs also deals with the complex skills required to be developed for effective team work. Necessary care has also been taken to include important skill areas of allied trades as prescribed in the syllabus.

The availability of a complete Instructional Media Package in an institute helps both the trainer and management to impart effective training.

The IMPs are the outcome of collective efforts of the staff members of NIMI and the members of the Media Development Committees specially drawn from Public and Private sector industries, various training institutes under the Directorate General of Training (DGT), Government and Private ITIs.

NIMI would like to take this opportunity to convey sincere thanks to the Directors of Employment & Training of various State Governments, Training Departments of Industries both in the Public and Private sectors, Officers of DGT and DGT field institutes, proof readers, individual media developers and coordinators, but for whose active support NIMI would not have been able to bring out this materials.

Chennai - 600 032

EXECUTIVE DIRECTOR

ACKNOWLEDGEMENT

National Instructional Media Institute (NIMI) sincerely acknowledges with thanks for the co-operation and contribution extended by the following Media Developers and their sponsoring organisation to bring out this IMP for the trade of **Food & Beverages Service Assistant - Trade Theory - NSQF Level - 3 (Revised 2022)** - in under the **Tourism & Hospitality** Sector for ITIs.

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NIMI records its appreciation of the Data Entry, CAD, DTP Operators for their excellent and devoted services in the process of development of this Instructional Material.

NIMI also acknowledges with thanks, the invaluable efforts rendered by all other staff who have contributed for the development of this Instructional Material.

NIMI is grateful to all others who have directly or indirectly helped in developing this IMP.

INTRODUCTION

TRADE PRACTICAL

The trade theory manual is intended to be used in workshop . It consists of a series of practical exercises to be completed by the trainees during the 1 year course of the **Food & Beverages Service Assistant** under **Tourism & Hospitality**. Trade supplemented and supported by instructions/ informations to assist in performing the exercises. These exercises are designed to ensure that all the skills in compliance with NSQF Level - 3 (Revised 2022) syllabus are covered.

This manual is divided into Nineteen modules.

- Module 1 - **Handling Cutlery/Crockery/ Glassware Hygienically**
- Module 2 - **Handle Flatware and Hollowware Hygienically**
- Module 3 - **Carry and Balance Food/Beverage/Equipment on Tray**
- Module 4 - **Arrange & Set up Tray for Room Service Breakfast**
- Module 5 - **Arrange and Set up Cover for A' la carte/ Table d' Hote Menu**
- Module 6 - **Plan Five Course Menu and Table Setting / Banquets Themes**
- Module 7 - **Guest Receiving/Seating/ Serving Menu Presentation**
- Module 8 - **Apply Methods of Cooking**
- Module 9 - **Serve Non Alcoholic Beverages**
- Module 10 - **Serve Alcoholic Beverages) (Wine)**
- Module 11 - **Serve Beer**
- Module 12 - **Serve Spirits - (Vodka/ Rum / Gin /Whisky/ Brandy/ Tequila)**
- Module 13 - **Prepare, Serve Mocktail and Cocktail**
- Module 14 - **Serve Cigars and Cigarettes**
- Module 15 - **Serve Cheese**
- Module 16 - **Serve Salads, Ice Cream and Soups**
- Module 17 - **Design the Layout of Restaurant**
- Module 18 - **Perform Group Activity and Handling of Different Guest**
- Module 19 - **Separate the Activites and Maintain Registers**

The skill training in the shop floor is planned through a series of practical exercises centred around some practical project. However, there are few instances where the individual exercise does not form a part of project.

While developing the practical manual a sincere effort was made to prepare each exercise which will be easy to understand and carry out even by below average trainee. However the development team accept that there is a scope for further improvement. NIMI, looks forward to the suggestions from the experienced training faculty for improving the manual.

TRADE THEORY

The manual of trade theory consists of theoretical information for the two years course of the **Food & Beverages Service Assistant** Trade Theory NSQF Level -4 (Revised 2022) under **Tourism & Hospitality**. The contents are sequenced according to the theory exercise contained in NSQF Level - 3 (Revised 2022) syllabus on Trade Theory attempt has been made to relate the theoretical aspects with the skill covered in each exercise to the extent possible. This correlation is maintained to help the trainees to develop the perceptual capabilities for performing the skills.

The Trade theory has to be taught and learnt along with the corresponding exercise contained in the manual on trade practical. The indicating about the corresponding practical exercise are given in every sheet of this manual.

It will be preferable to teach/learn the trade theory connected to each exercise atleast one class before performing the related skills in the shop floor. The trade theory is to be treated as an integrated part of each exercise.

The material is not the purpose of self learning and should be considered as supplementary to class room instruction.

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LEARNING / ASSESSABLE OUTCOME

On completion of this book you shall be able to

S.No.	Learning Outcome	Ref. Ex.No
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3	Carry and balance equipments/ food/ beverages on a tray.THC/Q0301) Adopt methods and techniques of different styles of service – American/ French/ English/ India.THC/Q0301,THC/N0301, Carry out room service operations.THC/N9440	1.3.15 - 1.3.23
4	Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee.THC/N9441	1.4.24
5	Arrange & set up cover for a la carte and table d'hote menu.THC/Q0301)	1.5.25 - 1.5.26
6	Plan a five course menu and set up the table according to the menu. THC/Q0301) Plan & set up different themes of Banquets. THC/Q0401,THC/Q0304,THC/Q0323	1.6.27 - 1.6.29
7	Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT,BOT, food pick up service and service of food. THC/Q0301,THC/N0301) Check & accept the payments and practice situation handling.THC/N9901	1.7.30 - 1.7.35
8	Apply methods of cooking.THC/Q0406,THC/N0415	1.8.36
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14	Serve Cigars, cigarettes and change the ash mag. THC/N9442	1.14.47 - 1.14.48
15	Serve cheese etc.	1.15.49
16	Serve salads, Ice creams and Soups.THC/Q0301,THC/N0301	1.16.50
17	Design the layout of restaurant.THC/Q0301)	1.17.51
18	Perform group activity: Blind Guest, Invalid Guest, Drunken Guest, Without money, Spillage.THC/Q0302, THC/N9902	1.18.52
19	Separate the activities and maintain log books, records, Proformas. THC/N9443	1.19.53 - 1.19.58

SYLLABUS

Duration	Reference Learning Outcome	Professional Skill (Trade Practical) (With indicative hour)	Professional Knowledge (Trade Theory)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Handle cutlery/crockery/glassware hygienically and observe do's & don't while waiting at the table. Following safety precautions. THC/Q0301)	1. Introduction to F & B Service. (3 hrs) 2. Identifications of service equipments. (4 hrs) 3. Setting up of tables - handling of service equipments. (4 hrs) 4. Care and upkeep of service equipments. (5 hrs) 5. Video /Power Point Presentation on grooming, personal hygiene, dos & don'ts by an F&B Assistant. (4 hrs) 6. Rules to be observed while waiting at the table. (2 hrs) 7. Hygienic handling of Cutlery/ Crockery/Glassware. (4 hrs) 8. Demonstration and practice of laying a Table. (4 hrs)	Introduction to Catering industry / hotel industry An orientation programme on the course and related job opportunities by the industry expert and instructor. Different types of catering establishments. Nonprofit & profit making organizations Organizational hierarchy of a star hotel and F&B department in different categories of hotels. Attributes of F&B services personals Duties and responsibilities of F&B service personnel. Inter-departmental coordination. Coordination with front office, Housekeeping, F&B (Kitchen) and other ancillary departments in a Hotel. Grooming, hygiene and etiquettes. (08 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Handle Flatware and Hollowware hygienically and correctly use Linenwaiter's cloth/runner/table cloth/napkin. THC/Q0301)	9. Hygienic handling of Flatware and Hollowware. (6 hrs) 10. Introduction to Linen. (5 hrs) 11. Correct use of Linen - waiter's cloth/Runner/ Tablecloth/Napkin etc. (6 hrs) 12. Laying and relaying table cloth. (5 hrs) 13. Napkin folding (min. 5 types). (3 hrs.) 14. Laying of a cover. (5 hrs) 18. Methods and Techniques of different styles of service - American/	Points to be observed while laying a table. Rules while waiting at the table. Service equipment - Categorization of service equipment and their upkeep and maintenance such as: - • Glassware • Cutlery • Crockery • Silver / White metal ware Kitchen stewarding Role of Kitchen stewarding and duties & responsibilities of kitchen stewarding Different types of dish washing methods. Linen; Types, Sizes, Use & Linen Exchange procedure Care & maintenance of Linen. (08 Hrs)

Professional Skill 72 Hrs; Professional Knowledge 20 Hrs	Carry and balance food/ beverages/equipments on a tray. Adopt methods and techniques of different styles of service – American/ French/ English/ India. Carry out room service operations. THC/Q0301)THC/N	15. Correct handling and practices of using service spoon and service fork. (12 hrs) 16. Tray carrying and balancing of equipments / food / beverages on a tray. (12 hrs) 17. Balancing service tray. (3 hrs) 18. Methods and Techniques of different styles of service - American/French/English/ In situ. (10 hrs) 19. Setting up of side station. (5 hrs) 20. Mise - en – scene. (3 hrs) 21. Mise - en – place. (4 hrs) 22. Setting of room service tray & trolley for tea / coffee / pre-plated food / 3 course meal. (08 hrs) 23. Practicing room service operations in the training restaurant. (15 hrs)	Pantry & Still Room Courses of French Classical Menu and service equipment required for the same. Mise - en - scene, mise - en place, - Different types of services - French services, English service & American service - Guerid on service - Fast food service - Service of breakfast, brunch, lunch, hi-tea & dinner Room Service Types of room service, Room service Hierarchy, setting of room service trays, Trolley Service for different meals. Total No. of shifts, Work flow of room service - Room service order taking - Captain allocation - Setup of tray & trolley as per order - Food pickup - Inspection - Service of different meals - Billing - Clearance (20 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Arrange & set up tray for room service for American/ English/ Continental/ Indian breakfast and breakfast layout in coffee. THC/N9441	24. Setting up tray for room service for English / American / continental / Indian breakfast and breakfast layout in coffee shop. (30 hrs)	Types of breakfast - English - American - Continental - Indian (08 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Arrange & set up cover for a la carte and table d'hote menu. THC/Q0301)	25. Setting up cover for a la carte and table d'hote menu. (10 hrs) 26. Practice on Methods and Techniques of different styles of service - American/ French/ In situ. (20 hrs)	Menu Planning - Menu types - Factors to be taken into consideration while planning the menu - Courses and terminology in French classical menu (08 Hrs)

Professional Skill 50 Hrs; Professional Knowledge 16 Hrs	Plan a five course menu and set up the table according to the menu. THC/Q0301 Plan & set up different themes of Banquets. THC/Q0401, THC/Q0304, THC/Q0323	27. Plan a five course menu and setting up of the table according to the menu. (17 hrs) 28. Theme setting for Banquets. (08 hrs) 29. Demonstration through slides / video etc. for different themes. (25 hrs)	Banquets Operations - Types of seating arrangements - Taking Banquets bookings - Banquets functions prospects - Setting up of Buffet - Different types of Buffets (16 Hrs)
Professional Skill 72 Hrs; Professional Knowledge 20 Hrs	Receive the guest, seating at the table and serving water, present the menu, take order, raise KOT, BOT, food pick up service and service of food. Check & accept the payments and practice situation handling. THC/Q0301, THC/N0301	30. Receiving the guest, seating at the table and serving water. (12 hrs) 31. Presenting the menu and taking order. (12 hrs) 32. Raising KOT, BOT and food pick up service and service of food. (10 hrs) 33. Presenting the check and accepting the payments. (16 hrs) 34. Demonstration and practices on Situation handling. (10 hrs) 35. Inventory of Restaurant. (12 hrs)	Receiving the Guest and seating at the table KOT, BOT, Briefing , Menu Handling and presenting the menu to guest, taking order, upselling Sequence of service (20 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Apply methods of cooking. THC/Q0406, THC/N0415	36. Demonstration on methods of cooking through Power Point / Video. (30 hrs)	Methods of cooking Basic Sauces Accompaniments (08 Hrs)
Professional Skill 50 Hrs; Professional Knowledge 16 Hrs	Serve non-alcoholic Beverages like Tea, Coffee, Aerated Drinks, Milk shakes, Juices, Tisanes etc. THC/Q0302, THC/N0308	37. Services of Non alcoholic Beverages. (10 hrs) 38. Service of tea. (07 hrs) 39. Service of coffee. (08 hrs) 40. (VISIT MARKET - prepare report on tea and coffee) (25 hrs)	Beverages; Classification - - Nonalcoholic - Alcoholic Nonalcoholic - Refreshing - water aerated water - Stimulating - Tea and Coffee - Nourishing - Milk, shakes & juices - Tisanes - health drinks Coffee - - Types of coffee preparation - Faults in coffee making - Storage of coffee

			Tea - - Types of tea preparation - Faults in tea making - Storage of tea - Tea types (16 Hrs)
Professional Skill 72 Hrs; Professional Knowledge 20 Hrs	Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc. THC/Q0302,THC/N0308:	41. Service of red wines. (24 hrs) 42. Service of white wines. (24 hrs) 43. Service of sparkling wines. (24 hrs)	Alcoholic Beverages: - Fermented beverages Wines; Definition & description, viticulture, Wine growing countries Special Regions (Name of some important wines from France, California, Italy, Germany, USA and India) Wines and food combinations Manufacturing process of wines Classification of wine - Table wines - Sparkling wines - Fortified wines (port wine) - Aromatized Wines - Wine terminology (20 Hrs)
Professional Skill 74 Hrs; Professional Knowledge 20 Hrs	Serve Beer /fermented beverages, etc. THC/Q0302,THC/N0308	44. Service of Beer. (74 hrs)	Alcoholic Beverages: Fermented beverages Beer - Introduction - Manufacturing - Service of beer - Storage - brands (20 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc. THC/Q0302,THC/N0308	45. Service of Spirits. (30 hrs)	Alcoholic Beverages: Distilled beverages Spirits - Vodka/Rum/Whisky/ Brandy/ Tequila - Manufacturing and their services Brands (08 Hrs)
Professional Skill 50 Hrs; Professional Knowledge 16 Hrs	Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails. THC/Q0302,THC/N0308	46. Preparation, service and dispensing of mocktails. (50 hrs)	Cocktails & Mocktail: Introduction Base Blend Garnishes Whisky based Cocktails Gin Based Cocktails Vodka Based Cocktails Rum Based Cocktails Mocktail (16 Hrs)

Professional Skill 50 Hrs; Professional Knowledge 16 Hrs	Serve Cigars, cigarettes and change the ash tray. THC/N9442	47. Service of Cigars & cigarettes. (25 hrs) 48. Changing the ash tray. (25 hrs)	Tobacco:- Introduction to Cigars:- Shapes and Sizes of cigar, Brand names, storages of cigar Cigarettes- Brand names, Service of Cigarettes (16 Hrs)
Professional Skill 50 Hrs; Professional Knowledge 16 Hrs	Serve Cigars, cigarettes and change the ash tray. THC/N9442	47. Service of Cigars & cigarettes. (25 hrs) 48. Changing the ash tray. (25 hrs)	Tobacco:- Introduction to Cigars:- Shapes and Sizes of cigar, Brand names, storages of cigar Cigarettes- Brand names, Service of Cigarettes (16 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Serve cheese etc.	49. Service of cheese. (30 hrs)	Cheese: Classification, Selection, Manufacturing, Service (08 Hrs)
Professional Skill 50 Hrs; Professional Knowledge 16 Hrs	Serve salads, Ice creams and Soups. THC/Q0301, THC/N0301	50. Service of Salads, Ice cream & Soups. (50 hrs)	Salads, Ice cream & Soups • Classification • Selection • Preparations • Service (16 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Design the layout of restaurant. THC/Q0301)	51 Drawing layout of Restaurant. (30 hrs)	Restaurant Layout Duty Roaster (08 Hrs)
Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Perform group activity: Blind Guest, Invalid Guest, Drunk Guest, Without money, Spillage THC/Q0302, THC/N9902	52. Demonstration of situation handling & group activity by the students. (30 hrs)	Preparation, pickup & service time of standard international dishes • Situation handling • Blind Guest • Invalid Guest • Drunk Guest • Without money • Spillage (08 Hrs)

Professional Skill 30 Hrs; Professional Knowledge 08 Hrs	Separate the activities and maintain log books, records, Proformas. THC/ N9443	53. Visit to nearby hotels and interact with the purchasing department and the local vendors / suppliers and prepare a report. (Supervisor should supervise the activities and provide all the necessary inputs) (16 hrs) 54. Log Books. (02 hrs) 55. Proformas. (03 hrs) 56. KOT Control. (03 hrs) 57. Record keeping of a restaurant. (03 hrs) 58. Activity on payment. (03 hrs)	Entrepreneurship: Specific reference to F&B service operations, Costing, Licensing Procurement of License License issuing Agency Types of Bar License Inventory control - Human resource Marketing - 4P's (Product, Price, Place & Promotion) F&B Control Food Control and its importance Mode of accepting payment Records to be maintained (08 Hrs)
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Introduction to catering industry/hotel industry/safety, first aid & emergency situation

Objectives: At the end of this lesson you shall be able to

- **acquire the knowledge of origin of hotel/catering industry**
- **explain history of catering**
- **understand different type of catering establishment.**

Catering industry: Whenever people gather together for several hours, they're going to require food and beverages. At business meetings, coffee, tea, and bottled water - at the very least - are made available for attendees. Celebratory occasions such as weddings, christenings, birthday parties, bar and anniversaries call for special food and drink to complete the festivities. These are all prime occasions for catering.

Fig 1



Catering establishment

There are two main categories of catering

Institutional: These caterers at hospitals, universities, and retirement centers provide a wide variety of food and drink to a large number of people on an ongoing basis—usually at the institution itself. The institution usually contracts with a catering company to have this service provided.

Social: These caterers provide food and beverage services to hotels, airlines and civic groups, charities, corporations, businesses, and individuals on premise at a catering or banquet hall or off-premise at a selected location.

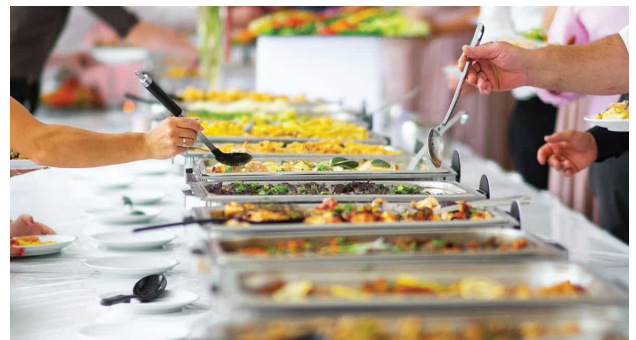
The opportunities for a catering business multiply every year, given the right demographics individuals, groups, or businesses who are able to pay for the service.

Introduction to the hotel industry

Hotel industry

According to the British laws a hotel is a place where a “bonafied” traveler can receive food and shelter provided if he is in a fit condition to receive. Hotels have a very long history, but not as we know today, way back in the 6th century BC when the first Inn / hotel operated around the city of London and hotel business began to develop. The first catered hotels provided them with a mere roof to stay under. This condition of the inns prevailed for a long time. The industrial revolution in England, which brought about new ideas and progress in the business at Inn keeping. The invention of the steam engine made travelling even more prominent, Which had to more and more people traveling not only for business but also for leisure reasons. This lead to the actual development of the hotel industry as we know it today. Hotel today not only cater to the basic needs of the guest like food and shelter provide much more than that, like personalized services etc. Hotels today make the guest to feel “Home away from home”.

Fig 2



Hotel

Personal safety and industrial safety

Objectives: At the end of this lesson you shall be able to

- **acquire skills and knowledge of personal safety and work place safety.**

Individual who work in hotel industry should aware of the following points

- 1 One should know how to clean equipment.
- 2 Use gloves and safety device while cleaning.
- 3 When machinery in operation don't touch internal parts.

- 4 Electrical machines should be unplugged and cleaned.
- 5 Use sharp needle or brush to remove waste from the food processor. Do not use hand or fingers.
- 6 Check whether the power supply switched off or on before starting electrical machines.
- 7 When using electrical appliances don't operate with wet hands.
- 8 Check electrical connection and devices are properly installed.
- 9 Use proper uniform during work.
- 10 Use right machinery for right job.
- 11 large utensils and small utensils should be stacked separately as putting them all in one place will cause them to fall over.

Hotel safety signs



Wash First

Wash the spoon after consuming food wash sterilise and reuse.



2 Hours

Perishable foods should not be kept open after two hours.



Counter Safety

Don't keep the hot foods and beverages at the edge of the table, as it fall.



Wash Often

Wash hands often during the work.

First aid for cuts, burns and its important

Objectives: At the end of this lesson you shall be able to

- state the first aid
- explain the ABC of the first aid
- explain the first-aid treatment for a victim
- state the importance of house keeping explain environment, health and safety
- state the importance of safety and safety signs.

First aid is defined as the immediate care and support given to an acutely injured or ill person, primarily to save life, prevent further deterioration or injury, plan to shift the victim to safer place, provide best possible comfort and finally help them to reach the medical centre hospital. Through all available means. It is an immediate life-saving procedure using all resources available within reach.

Imparting knowledge and skill through institutional teaching at younger age group in schools, colleges, entry point at industry level is now given much importance. Inculcating Such habits at early age, helps to build good healthcare habits among people.

First aid procedure often consists of simple and basic life saving techniques that an individual performs with proper training and knowledge.

The key aims of first aid can be summarized in three points:

- **Preserve life:** If the patient was breathing, a first aider would normally then place them in the recovery position, with the patient leant over on their side, which also has the effect of clearing the tongue from the pharynx. It also avoids a common cause of death in unconscious patients, which is choking on

regurgitated stomach contents. The airway can also become blocked through a foreign object becoming lodged in the pharynx or larynx, commonly called choking. The first aider will be taught to deal with this through a combination of 'back slaps' and 'abdominal thrusts'. Once the airway has been opened, the first aider would assess to see if the patient is breathing.

- **Prevent further harm:** Also sometimes called prevent the condition from worsening, or danger of further injury, this covers both external factors, such as moving a patient away from any cause of harm, and applying first aid techniques to prevent worsening of the condition, such as applying pressure to stop a bleed becoming dangerous.
- **Promote recovery:** First aid also involves trying to start the recovery process from the illness or injury, and in some cases might involve completing a treatment, such as in the case of applying a plaster to a small wound.

Training: Basic principles, such as knowing to use an adhesive bandage or applying direct pressure on a bleed, are often acquired passively through life experiences. However, provide effective, life-saving first aid interventions require instruction and practical

training. This is especially where it relates to potentially fatal illnesses and injuries such as those that require cardiopulmonary resuscitation (CPR); these procedures may be invasive, and carry risk of further injury to the patient and the provider. As any training, it is more useful if it occurs before an acute emergency, and in many countries, emergency ambulance dispatchers may give basic first aid instructions over the phone while the ambulance is on the way. Training generally provided by attending a course, typically leading to certification. Due to regular changes in procedures and protocols, based on updated clinical knowledge, and to maintain skill, attendance at regular refresher courses re-certification is often necessary. First aid training is often available through community organization such as the Red Cross and St. John Ambulance.

ABC of first aid

ABC stands for airway, breathing and circulation

- **Airway:** Attention must first be brought to the airway to ensure it is clear. Obstruction (choking) is a life-threatening emergency.
- **Breathing:** Breathing if stops, the victim may die soon. Hence means of providing support for breathing is an important next step. There are several methods practiced in first aid.
- **Circulation:** Blood circulation is vital to keep a person alive. The first aiders are now trained to go straight to chest compressions through CPR methods.

When providing first aid one needs to follow some rule. There are certain basic norms in teaching and training students in the approach and administration of first aid to sick and injured.

Not to get panic

Panic is one emotion that can make the situation worse. People often make mistakes because they get panic. Thinking may cause mistakes. First aiders need calm and collective approach. If the first aider himself is in a state of fear and panic, gross mistakes may result. It's far easier to help the suffering when they know what they are doing, even if unprepared to encounter a situation. Emotional approach and response always lead to wrong doing and may lead one to do wrong procedures. Hence be calm and focus on the given situation. Quick and confident approach can lessen the effect of injury.

Call medical emergencies

The situation demands, quickly call for medical assistance. Prompt approach may save the life.

Surroundings play vital role

Different surroundings require different approach. Hence first aiders should study the surrounding carefully. In other words, one needs to make sure that they are safe and are not in any danger as it would be of no help that the first aider himself gets injured.

Do no harm: Most often over-enthusiastically practiced first aid viz. administering water when the victim is unconscious, wiping clotted blood (which acts as a plug to reduce bleeding), correcting fractures, mishandling injured parts etc. Would lead to more complications. Patients often die due to wrong FIRST AID methods, who may otherwise easily survive. Do not move the injured person unless the situation demands. It is best to make him lie wherever he is because if the patient has back, head or neck injury, moving him would cause more harm.

This does not mean do nothing. It means to make sure that to do something the care gives confidence through training would make matters safe. If the first aider is not confident of correct handling it is better not to intervene or do it. Hence moving a trauma victim, especially an unconscious one, needs very careful assessment. Removal of an embedded object (like a knife, nail) from the wound may precipitate more harm (e.g. increased bleeding). Always it is better to call for help.

Reassurance: Reassure the victim by speaking encouragingly with him.

Stop the bleeding: If the victim is bleeding, try to stop the bleeding by applying pressure over the injured part.

Golden hours: India has the best of technology made available in hospitals to treat devastating medical problems viz. head injury, multiple trauma, heart attack, strokes etc. But patients often do poorly because they don't gain access to that technology in time. The risk of dying from these conditions is greatest in the first 30 minutes, often instantly. This period is referred to as the Golden period. By the time the patient reaches the hospital, they would have passed that critical period. First aid care comes handy to save lives. It helps to get to the nearest emergency room as quickly as possible through safe handling and transportation. The shorter that time, the more likely the best treatment applied.

Maintain the hygiene: Most important, the first aiders need to wash hands and dry before giving any first aid treatment to the patient or wear gloves in order to prevent infection.

Cleaning and dressing: Always clean the wound thoroughly before applying the bandage. Gently wash the wound with clean water.

Not to use local medications on cuts or open wounds: They are more irritating to tissue than it is helpful. Simple dry cleaning or with water and some kind of bandage are best.

CPR (Cardio-Pulmonary Resuscitation) can be life-sustaining: CPR can be life-sustaining. If one is trained in CPR and the person is suffering from choking or finds difficulty in breathing, immediately begin CPR. However, if one is not trained in CPR, do not attempt as you can cause further injury. But some people do it wrong. This is a difficult procedure to do in a crowded area. Also there are many studies to suggest that no survival advantage

when bystanders deliver breaths to victims compared to when they only do chest compressions. Second, it is very difficult to carry right maneuver in wrong places. But CPR, if carefully done by highly skilled first aiders is a bridge that keeps vital organs oxygenated until medical team arrives

Declaring death: It is not correct to declare the victim's death at the accident site. It has to be done by qualified medical doctors.

How to report an emergency?: Reporting an emergency is one of those things that seems simple enough, until actually when put to use in emergency situations. A sense of shock prevail at the accident sites. Large crowd gather around only with inquisitive nature, but not to extend helping hands to the victims. This is common in road side injuries. No passer-by would like to get involved to assist the victims. Hence first aid management is often very difficult to attend to the

injured persons. The first aiders need to adapt multiple task strategy to control the crowd around, communicate.

To the rescue team, call ambulance etc., all to be done simultaneously. The mobile phones helps to a greater extent for such emergencies. Few guidelines are given below to approach the problems.

Assess the urgency of the situation. Before you report an emergency, make sure the situation is genuinely urgent. Call for emergency services if you believe that a situation is life-threatening or otherwise extremely critical.

A crime, especially one that is currently in progress. If you're reporting a crime, give a physical description of the person committing the crime.

A fire-If you're reporting a fire, describe how the fire started and where exactly it is located. If someone has already been injured or is missing, report that as well.

Preparedness for emergency situation

Objectives: At the end of this lesson you shall be able to

- understand the procedure to be followed during the emergency situation.

Introduction: Hotel personnel should know how to act during emergency situation

Some of the following emergency situations are as follows

- 1 Bomb threat emergency situation.
- 2 Fire hazard emergency situation
- 3 Death of a hotel guest emergency situation

4 Accident emergency situation

5 Communicable disease emergency situation

6 Damage by misbehaving guest or handy social elements

7 Handling drunken guest emergency situation

During such situation hotel personnel should act as per the training guidelines given by human resource department

Different types of catering establishments/non profit organisation

Objectives: At the end of this lesson you shall be able to

- acquire the knowledge about various types of catering establishments.

Generally catering establishments can be divided into following two types.

Primary or commercial catering: These are the establishments whose main aim is to earn profit by providing food and beverage to the guests as per their demand. Hence, they are also referred as commercial catering, some of the establishment are as hotels, restaurants, fast food outlets, bars, pubs, etc.

Secondary or Welfare Catering: These are the establishments that provide food and beverage as a part of another business. Their aim is not to earn money. Instead, the establishments are there to provide welfare services at affordable prices, some establishment are industrial canteens, hospital canteens, school/college canteens, etc. The quality and the quantity of the food should be equally good, and this type of menu offered might be different from another.

The following are some of the catering establishments

Primary or commercial catering

a Hotels/Inn

Hotel or Inn is defined by British law as “a place where a bonafide traveler can receive food and shelter, If he is in a position to pay for it and he is in a fit condition to receive.” Hence the hotel must provide food and beverage and lodging to travelers on payment and has in turn the right to refuse, if the traveller is in disorder, un kept or not in a position to pay for the service

b Restaurant

A restaurant is an establishment that serves the customers with prepared food and beverages to order, and to be consumed on the Premises. The term covers a multiplicity of venues and a diversity of styles of cuisine. Restaurants are sometimes also a feature of a larger complex, typically a hotel, where the dining amenities are provided for the convenience of the residents and for the hotel to maximize their potential revenue. Such restaurants are often open to non-residents also.

c Transport catering

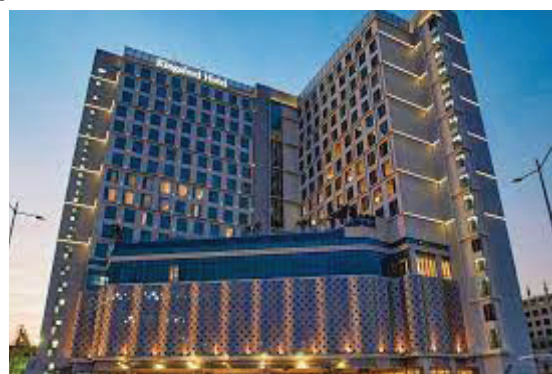
The provision of food and beverages to passengers, , during journey on trains, aircraft and ships and in buses or private vehicles is termed as transport catering.

d Airline catering

Catering to airline passengers on board the air craft, as well as at restaurants situated at airport terminals is termed as airline catering. Modern airports have a variety of food and beverage outlets to cater to the increasing number of air passengers. Catering to passengers en route is normally contracted out to a flight catering unit of a reputed hotel or to a catering

contractor or to the catering unit operated by the airline itself as an independent entity.

Fig 1



Hotel

Fig 2



Restaurant

Fig 3



Airline catering

e Railway catering

Catering to railway passengers both during the journey as well as during halts at different railway stations is called railway catering. Travelling by train for long distances can be very tiring; hence a constant supply of a variety of refreshment choices helps to make the journey less tedious. On-board meal services are also provided on long distance trains.

Fig 4



Railway catering

f Ship catering

Ship catering is catering to cargo crew and cruise line passengers. Ships have kitchens and restaurants on board. The quality of service and facilities offered depends on the class of the ship and the price the passengers are willing to pay. There are cruises to suit every pocket. They range from room service and cocktail bars to specialty dining restaurants.

Fig 5



Ship catering

g Outdoor catering

This catering includes the provision of food and drink away from home base and suppliers. The venue is left to the peoples' choice. Hotels, restaurants and catering contractors meet this growing demand. The type of food and set up depends entirely on the price agreed upon. Outdoor catering includes catering for functions such as marriages, parties and conventions.

Fig 6



Outdoor catering

Welfare catering

Industrial catering

This generally deals with the provision of catering services to employees in an Industrial Organization. Normally large quantities of food are prepared here and fed to the people in large dining areas known as cafeteria. The catering services are generally given out on contract to outside catering agencies. The foods provided to the employees are given on subsidized rates.

Fig 7



Industrial catering

Institutional catering

These catering establishments include schools, universities, colleges and kinder gardens. In some of these establishments foods may be served at no cost or subsidized cost. The foods here have to be of good nutritious content that will be good for the development of the students, both mentally and physically.

Hospital catering

Deals with the production & service of food and beverage in the hospitals primarily for two customer groups: The Patients and the Staff. The food prepared for the patients have to take into consideration the nature of their illness and the dietary requirements. Any raw ingredients that are prohibited in their food intake has to be strictly regulated. All foods prepared should be kept in mind and food should give the improvement of health of the patients. Food & beverage served to the staff will depend on the policies of the hospital management. Nowadays many specialty hospitals have a separate division of food & beverage services.

Fig 8

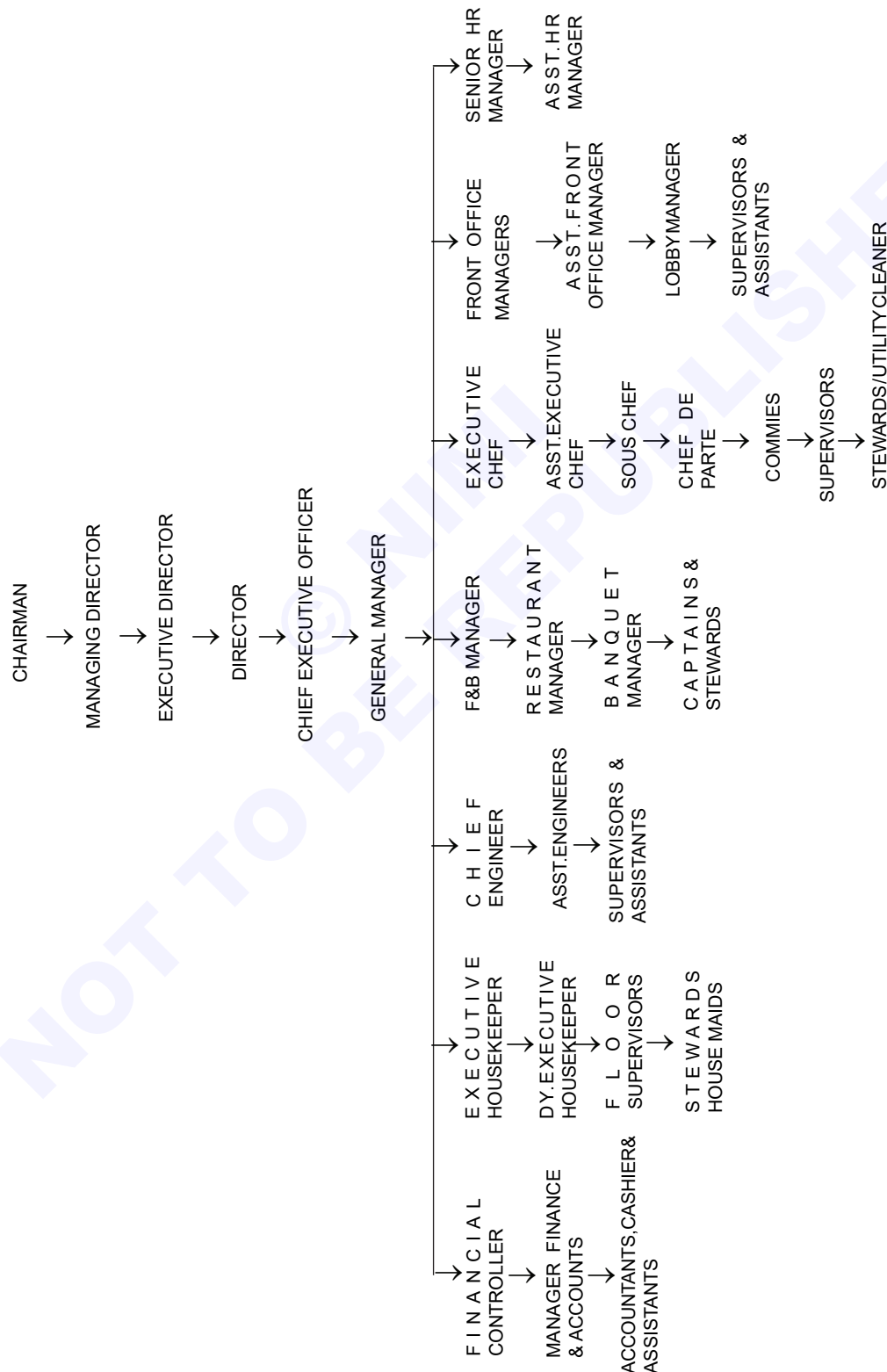


Hospital catering

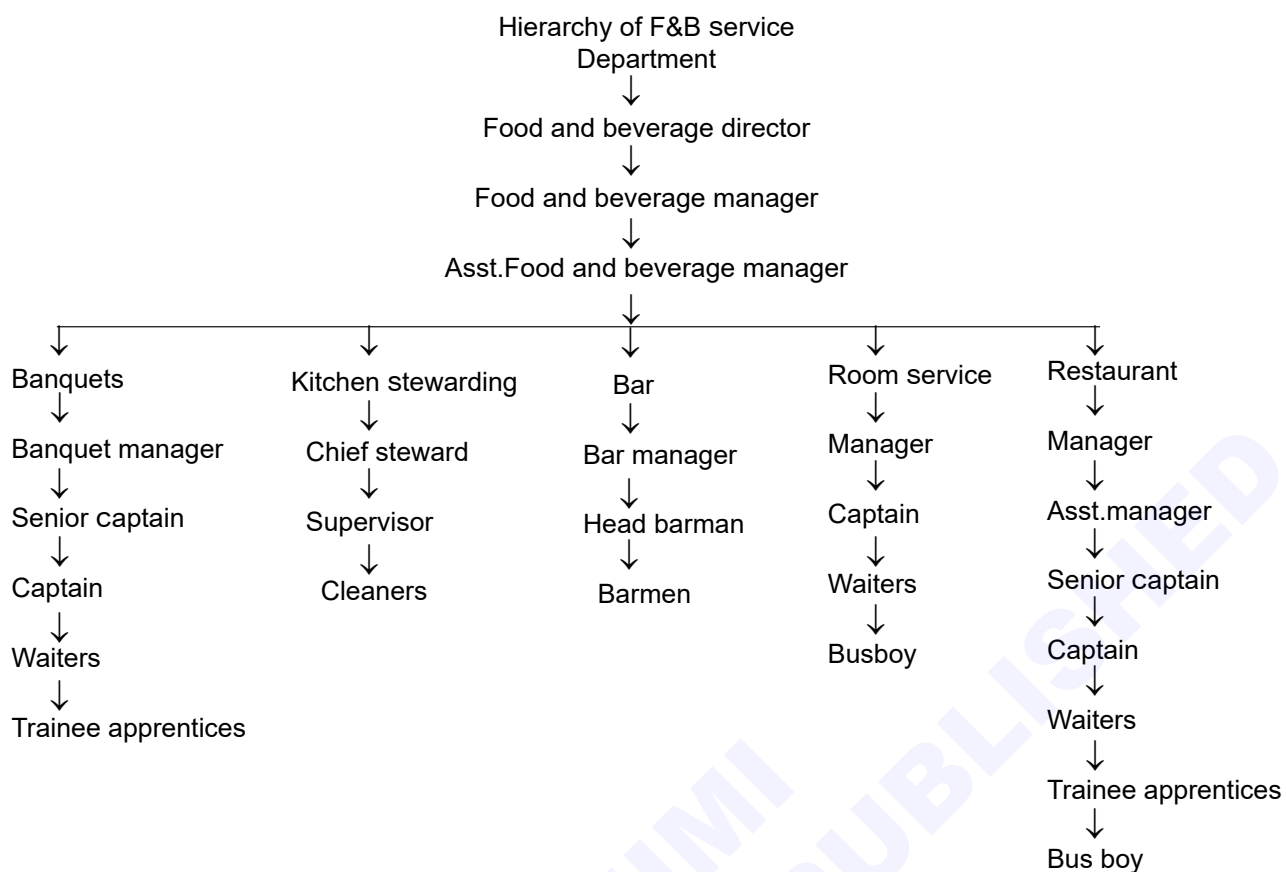
Organizational hierarchy of a star hotel and F&B department in different categories of hotels

Objectives: At the end of this lesson you shall be able to

- understand the organisational structure of star hotels
- organisational structure of F&B service.



Hierarchy of F & B Service department



Attributes of F&B service personnel

Objectives: At the end of this lesson you shall be able to

- understand personal hygiene
 - attributes of F&B service personnel.
-

The food and beverage operation is not just the selling of food and drinks itself. Any members of staff coming into contact with the customer are also part of the product. No matter how good the quality of the food, beverage, décor and equipment, poorly-trained, staff can destroy a customer's potential satisfaction with the product.

How you look, and the first impressions you create, are more often seen as a reflection of the hygiene standards of your establishment and the quality of service to come.

Personal hygienic appearance

- 1 A shower or bath should be taken daily.
- 2 Always use deodorants.
- 3 After shave perfumes should not be too strong (as this may have a detrimental effect on guests' palates).
- 4 Hands are particularly important as they are constantly under the eye of the guest. Finger nails should be trimmed and very clean. A meal may be spoiled for a guest by a waiter with dirty nails.
- 5 Touching your hair or face with your hands should be avoided at all times inside the restaurants.
- 6 Wash your hands with soap after your meal and after using cloak room/ Rest room. Never eat or chew anything inside the restaurant.
- 7 Your uniform should be clean, starched as appropriate and neatly pressed. All buttons must be present.
- 8 Uniform should be clean and fit properly
- 9 Any colds or other possible infections should be reported immediately.
- 10 Waiters should wear comfortable black shoe with lace shoe must be well polished and black socks should be worn.
- 11 Jewellery worn by service staff should be kept to a minimum. A plain finger ring in cases of men and for women, large fancy ear-rings should not be worn with the possible exception of studs.
- 12 Cuts and burns should be covered with the correct dressings

Attitude to work

- 1 Staff working in catering industry should behave in a respectable manner towards guest and senior staff members is necessary. A waiter should not be shy, be proud of his skills particularly, if he is a good waiter.
- 2 A waiter is a technical salesman so he must have a complete knowledge of all the foods and drinks available in his establishment, their correct accompaniments, presentation and service.
- 3 All guest should be treated as VIP'S regardless of who or what they are and every one should be given the same respect.
- 4 Food service personnels should have pleasant manners showing courtesy and tact, even temper and good humor when things go around.
- 5 Honesty is very important while dealing with the guest, the management and the co-workers.
- 6 Assist fellow workers where possible without interfering in his work.
- 7 Never say to guest 'sorry' or that is not my table to serve.
- 8 Punctuality is all important. If the staffs are continually late on duty it. Shows lack of interest in work and a lack of respect for management and customers.
- 9 A second and third language is imperative for anyone working in the catering industry. Take interest to learn another languages as well as a foreign language it will serve as a carrier booster in the future.

Job Satisfaction

- 1 A well done job makes one more efficient and more likely to be promoted.
- 2 The hotel industry is the most perfect opportunity for people who like going places and meeting people. It gives the chance to meet interesting personalities and a pleasant working environment.
- 3 Good service is hardly noticed, bad service is always noticed.
- 4 Developing skills to increase efficiency means that one is able to enjoy one's work and get complete satisfaction.

- 5 All tips should be acknowledged graciously regardless of the size.
- 6 Tips should never be discussed with other members of staff who do not receive them. This tends to bad feelings

Selling and salesmanship

- 1 A waiter is a salesman; he must have knowledge of all types of food, drinks and services.
- 2 Waiters and waitress are the sales staff in an establishment and the chef are the manufactures.

- 3 Waiters must be kept informed by their supervisors or superior about changes and additions of the menu.
- 4 Communication regarding the menu must be accurate and timely, a few minutes briefing everyday is imperative before the start of service.
- 5 A good waiter can sell anything, good co-operation between kitchen and restaurant is necessary at all times

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Duties and responsibilities of F&B service personnel

Objectives: At the end of this lesson you shall be able to

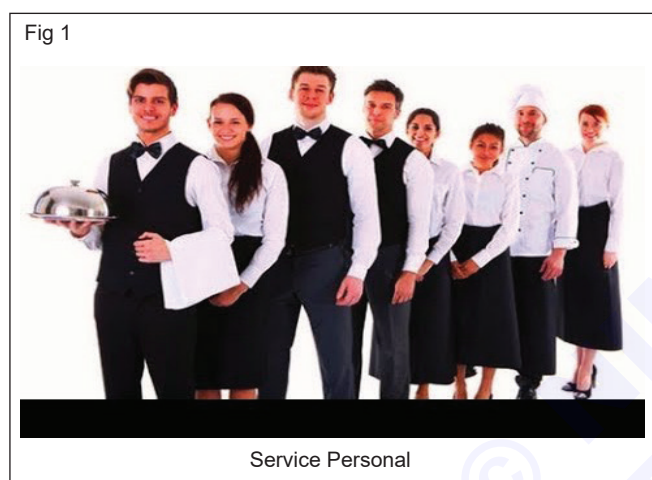
- **understand the duties and Responsibilities of F&B Service Personnel**
- **job Description of F&B Service Personnel.**

Job Description

Job description is a written description of the work to be done in a job position.

Job specification

A job specification specifies the minimum age, qualification for a job and description of educational qualification, prior experience etc.



Food and beverage manager

Job description

A manager is responsible for food and beverage sales for a restaurant's operations. Ensuring that all the food and beverages served in the restaurant are of the highest quality. Some of the main duties of a food and beverage manager are designing unique menus, handling customer complaints, creating company policies and following food and safety regulations and reporting on how the restaurant operates. He has to prepare daily reports and send to the General Manager.

The Food and Beverage Manager must have four years of experience in the restaurant industry and a degree in catering technology. One of the most important skills that a food and beverage manager has is the ability to communicate with customers, as a food and beverage manager can solve any problem that a restaurant may face. He should plan attractive menus and keep good relationship with regular guest. He should follow all food and safety regulations and order necessary items as needed by the department.

He should ensure that customers are satisfied with the food and service and assist with marketing events. He should develop restaurant policies, and hire employees and train new restaurant staff.

Restaurant manager

Main job of restaurant manager is

- 1 Training and supervision of employees.
- 2 Ensure that all food safety procedures are strictly followed as per hygiene regulations.
- 3 Work closely with management to achieve revenue targets.
- 4 Implement appropriate strategies to address adverse trends and improve sales.
- 5 Maintain safe working conditions.
- 6 Follow company policies and procedures regarding handling of cash, property, materials and equipment.
- 7 Audit the food in stock and order the necessary products / Materials.

Maitre D'hotel or Head waiter/Sr. Captain

Job description

- 1 Always greet guests promptly in a warm and friendly manner
- 2 Always thank and send off guests who look forward to their next visit
- 3 The first duty of the captain is to help the guest and book the table and assist the guest during check-in. Ensure that the guest is served within the specified time.
- 4 Must have good knowledge of menu and presentation standards.
- 5 Communicate with guests and staff using clear and professional language.
- 6 Answer phone calls using appropriate phone words.
- 7 Answer any menu related questions and assist with menu selections.
- 8 Always use proper service techniques at all times. And help serve food and drinks with enthusiasm.
- 9 Set schedules according to event type and service standards
- 10 Transactions/orders should be recorded in the point of sales system at the time of order.
- 11 Contact the kitchen for any menu questions, wait and product availability, additional dietary requirements, allergies, and special requests.

- 12 Assist in maintaining cleanliness of work areas, cutlery, crockery etc. throughout the shift.
- 13 Review order targeting to ensure accurate and timely production to order requirements and maximize sales
- 14 To help the guest to pay after they have finished their meal.
- 15 Point of sales terminal and daily collection and credit card settlements to assist staff.
- 16 Ensure that the restaurant is clean and tidy at all times.
- 17 Ensure consistent implementation of hotel brand standards and SOPs.
- 18 Working with colleagues and managers to ensure the restaurant reaches its full potential. Ensure restarting of supplies, turning off lights, restaurant closing duties.
- 19 Monthly checks should be conducted on all machinery and equipment.
- 20 Active participation in training and development of junior staff is key role.

Steward/Waiter/Waitresses

Job description

- 1 Report to senior captain/captain for necessary instructions for shift and any menu changes.
- 2 Attend briefing and presentations conducted by senior captain.
- 3 Set up reserved tables and ensure that the service area is stocked with linens, silverware, glassware, and service utensils.
- 4 In addition to greeting the guest and sometimes assisting the host/hostess in seating the guest. Recommend dishes and wines if the customer wants.
- 5 (KOT) Kitchen order ticket should be written.
- 6 Guests should be served from the service plates to the plate on the guest's table.
- 7 Serve wine, water, butter and bread as needed
- 8 Stand nearby the guest in order to anticipate any additional requests.
- 9 After serving the food to the guests, the waiter must remove all leftover food before the next meal is served
- 10 After taking the food, he should ensure that the table is cleaned and ready for re-use

Assistant steward

Job description : Assist waiters and waitresses, maintain cleanliness and clean service items for dining room. China, glassware, cookware and ice is provided. leftover food should be cleaned and sent to a clean-up area.

Banquet captain

Job description

- 1 He is responsible for all banquet programs and outside catering services
- 2 As per Function Prospectus (FP) or Banquet Event Order (BEO) Sent by the banqueting office Supervise the personnel involved in the performance of banquet service.
- 3 Setting up work schedules as needed
- 4 Consult the banquet manager to resolve issues related operations, equipment required for F&B service.
- 5 Conducting pre-festival meetings
- 6 Maintaining accurate inventories and records
- 7 He should do all reasonable work assigned and fulfill the guest request.

Room service order taker

Job description

- 1 He answer all phone calls from room guest. Calls received from the guest should be responded politely.
- 2 Must have good telephone etiquette.
- 3 Courtesy, efficient and prompt when dealing with guest requests and orders, taking orders and prepare bill as per the food ordered in KOT.
- 4 He/She should aware room service menus and must be familiar with on going promotions at all F&B outlets.
- 5 Must be aware of all the services, facilities and products offered by the hotel.
- 6 Must exhibit excellent communication skills and sales techniques at all times.
- 7 Must pay attention to guest orders and be thoroughly familiar with the menu.
- 8 All information should be written clearly. Special requests should be highlighted.
- 9 The outlet manager shall inform the guest of the approximate delivery time as per the time estimation system provided by the chef.
Apologize to the guest if the order is not delivered on time. The delivery time should be re-evaluated and communicated to the guest.
- 10 Ensure correct system in POS system to communicate with service and kitchen department.
- 11 Always know the guest's experiences and act on his/her advice.
- 12 Coordinate with room service waiter/ Captains and mini bar attender.

- | | |
|---|--|
| 13 Inform positive and creative guest comment to the manager. | 17 Notify immediate supervisor of any maintenance issues |
| 14 Guest queries, complaints all issues are dealt with promptly in a professional manner | 18 Ensure that the work place and surrounding area is always clean and tidy. |
| 15 Have the knowledge and understanding to make recommendations to guests and implement all items to be provided by the venue | 19 Ensure proper appearance and grooming during work. |
| 16 Ensure proper handover is given to next shift and IRD Manager. | 20 He should do other reasonable duty assigned and fulfill responsibilities. |

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Inter-departmental coordination/personal hygiene & sanitation/grooming & etiquettes/work area hygiene

Objectives: At the end of this lesson you shall be able to

- understand interdepartment co-ordination between the departments
- personal hygiene and food handlers sanitation
- hygiene rules to be followed in catering industry
- grooming and etiquettes in work area.

Balance between all departments in a hotel and three important things required for its smooth running

- 1 Co-operation
- 2 Integration
- 3 Communication

The interaction of the F&B service department with other departments of the hotel is very important. The F & B service department will interact with the following departments in the following aspects as mentioned herein

- a Transferring an order from one outlet to another
- b To know and act on various activities related to F&B sector.
- c Integration of various segments of F&B service department with Bar and IRD (In Room Dining) and coordination with other departments.

Coordination with other departments

The food and beverage service department is the selling point of the hotel. In order to enable maximum and efficient selling, other department in a hotel also plays important roles.

Front office

This is a 'front-of-the-house' position and deals with the guest directly. The check-in, check-out, billing, information, reservation, belldesk, telephones, etc. All comes under this department. All communication relating to the status of a guest (VIP, HWC, HG etc.), group staying, company guests, etc. Can be obtained from the front office. The dining room and room service need to coordinate with the front office for guest lists, billing instructions, amenities placement in rooms, problem handling during the night shift and other allied service.

House keeping

The housekeeping department takes care of the general upkeep of the hotel. It undertakes periodic cleaning of all public areas including cleaning of carpets and polishing of fittings. Service personnel may call on housekeeping staff to take care of occasional spillage, accidents, etc. In the event of guest's cloth spoilt, the housekeeping staff will assist in laundering them, thus helping retain the customer. This department also organizes to have

flower arrangements placed in the hotel. The book used in connection with housekeeping is the linen book, which lists all service linen used and exchanged on a 'one to one' basis of the most costly items in the overheads.

Food production

In a service outlet, the F&B production has the most important role to play. Items prepared/dressed here are the ones that the service personnel to sell. In the planning of any restaurant, the first thing comes to mind is the menu. The customer's taste buds, which are to be tickled, depend upon this department.

Kitchen stewarding

This department comes within the administration of the kitchen and is involved in the general cleanliness and up keeping of the kitchen. It usually has a pot wash where large vessels are cleaned and a wash area where service equipment is cleaned, washed and stored.

Engineering

This department takes care of the air-conditioning, lighting, plumbing and general maintenance. Communication is done through the maintenance work order book and reminders are used if required. It is headed by the chief engineer and is assisted by assistant engineer, shift supervisors, plumbers, electricians, carpenters, AC mechanics, lift operators, etc. This department also plays a vital role during renovations and repairs, which are done periodically.

Accounts

The service department does not deal with the accounts department directly but indirectly through various outlet cashiers. The cashiers receive the copy of the KOT and raise bills accordingly. They also have detailed information about credit card hot lists, discount policies, etc. Their parent department or the Income Accounts Department will have detailed information regarding credit policy, blacklisted companies, etc. The general accounts department with payments of the company like employee salaries, payments to various tenders, bill settlement, vouchers, paid-outs, etc. On a day-to-day level, the dining room is in direct coordination with the cashiers, and on a weekly basis with the control of KOT books and discrepancies with regard to entries in the KOTs, bills, authorization of signatures, etc.

Stores

This may be one or divided into separate areas such as food, liquor, perishables, etc. It may get its supplies through the purchase department by floating tenders. The service department gives the stores department its requirements of food items like proprietary sauces and seasonings, and materials like doilies, paper napkins, candles, office materials, etc, through the corresponding indent book.

Personnel department

All areas of staff requirement and employment are dealt by the personnel department in collusion with the concerned head of departments (HODs). Any action to be taken regarding discipline will also be dealt with in

the same way. This department is also in charge of the staff cafeteria, lockers, etc. This department also handles discrepancies in the time card. Recruitment, induction, training, evaluation and personality development programmes are also conducted by this department in the absence of a separate training cell.

Security department

This discreet department handles the safety aspect of the organization. It is required to conduct safety and first aid drills, and fire fighting exercises. Security personnel also look into vehicle parking and are in close contact with the local police to look for known criminals, anti-social elements. Service personnel may use them in case they have to evict unruly persons, drunks, those with unpaid bills, etc.

Personal hygiene and hygiene of food handlers sanitation

Objectives: At the end of this lesson you shall be able to

- understand the importance of cleanliness of the hotel staff and the hygiene of the workplace.

Sanitation

Noise and hygiene

Every person working in the hotel is well aware of cleanliness and hygiene because it offers quality food and accommodation to customers who come to the hotel.

The personal voice of the working person and the cleanliness of his working room are considered very important.

Hygiene in culinary arts

Sanitation is a way of life and a quality of life found in clean homes, clean farms, clean businesses and industries, clean surroundings, and clean communities. Being a living system it must come from people's minds. It is nurtured by experience and grows as a duty and a model in human relations.

Important reasons for our involvement in healthcare

- 1 We serve a wide variety of cuisines to our customers.
- 2 It is the responsibility of every employee engaged in the culinary arts to maintain the highest standards of hygiene in a reasonable and appropriate manner.
- 3 High quality hygiene protects customer and employee health.

- 4 The International public health standards are seen as consistent with the highest standards of health. work area hygiene.

We should observe the following high standards of hygiene

- 1 should bath daily
- 2 Keep fingernails trimmed and clean
- 3 Wear a clean uniform.
- 4 Keep the hair short.
- 5 Avoid wearing rings on your fingers, watches or other ornaments on your wrists.
- 6 Cuts and wounds, should be kept waterproof.
- 7 The food service personal should not eat food, drink, spitting and smoking in the service area.
- 8 Do not sit, lean, lay on the table.
- 9 Do not cough & sneeze in the dining table. Keep hand kerchief for safety and wash hand.
- 10 If you are sick report to supervisor and take leave .
- 11 Wash hands regularly with antiseptic. Work with gloves.

Grooming etiquettes and work area hygiene

Objectives: At the end of this lesson you shall be able to

- know grooming, etiquettes, work area hygiene.

When working in hotels it is important to know about hygiene and sanitation

- 1 Wear proper uniform during work.
- 2 When entering into service area wash hands with proper sanitizer.

- 3 Must work knowing that all the mise-en-place relevant to his work is correct, if the mise-en-place is not correct, he must talk to the restaurant manager and get it.
- 4 Check whether all the cutlery and crockery required for serving the food are ready.

5 After arriving at work, approach the head of the department and get the food serving orders for the day and serve the food as per his requirements.

6 The work place should be kept clean.

7 Serve food hygienically.

Hygiene rules

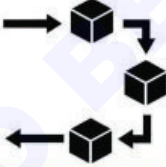
Objectives: At the end of this lesson you shall be able to

- know the food safety standards authority of India - code of health regulations.



Food Safety Standards Authority of India

Code of Health Regulations

Hygiene Rule Codes		Hygiene Rule Codes	
1	Keep vending cart clean and pest free 	 Keep hands clean while handling products	6
2	Proper display of products menu, license no. and cart no. 	 Use water proof bandage to cover cuts or wounds	7
3	Products after expiry date not to be sold 	 Do not handle food when unwell	8
4	Store products at appropriate cool temperature 	 Use clean and separate dusters to clean and wipe	9
5	Wear clean clothes/uniform at the time of handling food products 	 Keep dustbins for waste and dispose the waste on a regular basis	10

Points to be observed while laying a table

Objectives: At the end of this lesson you shall be able to

- **understand the procedure of laying cover on table in the restaurant.**
-

- 1 The table on which a tablecloth is to be spread, should be first covered with a baize base cloth, for the following reasons:
 - a To protect the diner's wrists and elbows from the table's sharp edges.
 - b To keep the tablecloth firmly in place.
 - c To protect the surface of the table and prevent the rattling of crockery and cutlery.
 - d To absorb moisture in case liquid spills on the table.
- 2 Based on the size of the table, appropriate linen should be used. The central fold of the tablecloth should be in the middle of the table and all the four edges should just brush the seats of the chairs. Soiled or torn linen should not be used. Three types of tablecloths namely cotton, linen and damask are used. Of these, damask is the best.
- 3 If a bud vase is used as a central decorative piece, it should not be very large or tall as that obstructs the view of guests sitting opposite each other. Heavily scented flowers should be avoided, as they affect the flavour of the food.
- 4 Each cover should be well-balanced. (A cover is the space required on a table for laying cutlery, crockery, glassware and linen for one person to take of a meal).
- 5 Only the required cutlery, crockery and glassware should be placed on the table. On a normal dining table, the space required for one cover is 60 cm x 38 cm (24 x 18) inches. The cover on the opposite side should be exactly similar, so as to give a well-balanced look.
- 6 Cutlery should always be laid from the inside to the outside of the cover, since the order of sequence in which they are to be used is always from outside to inside.
- 7 Knives and soup spoons should be placed on the right-hand side of a cover, while forks should be placed on the left-hand side. Dessert spoons and forks should be placed on top of the cover. The side knife should be placed on a quarter plate and kept on the left side of the cover. The cutting edge of all knives should face to the left.
- 8 Water tumbler should be kept to the right of the cover, at the tip of the large knife.
- 9 Napkins should be placed in the centre of the cover, in between the cutlery. Normally during a dinner session, napkins are arranged in empty water tumblers.
- 10 Cruet sets, a butter dish, an ashtray, meal accompaniments and a bud vase should be placed in between the covers at the centre of the table.
- 11 Crockery and cutlery should be spotlessly clean and the glassware well polished.
- 12 Chipped or cracked equipment should not be used. The hotel's monogram should be visible to the guest.
- 13 All cutlery and crockery should be placed about an inch from the edge of the table so that they are not accidentally tipped over.

Rules while waiting at the table

Objectives: At the end of this lesson you shall be able to

- understand the procedure of waiting at a table in a restaurant.
-

- 1 Food that needs to be served hot, if it gets too cold, reheat it and always serve it hot
- 2 When filling glasses and cups with water, juice, soup, etc., do not fill more than three-quarters of the glass.
- 3 When carrying a flathead, hold it so that the thumb does not rest on its surface.
- 4 When refilling the glasses with water, hold them down and gently pull them to the edge of the table and then remove them from the table.
- 5 When serving food to a guest, always serve it from the left side so that the guest can receive it with his right hand serve. coffee tea slowly and easily from the right hand side.
- 6 Know the chief guest in the group and serve him first.
- 7 After completing a course, take the tray in the left hand and stand on the left side of the person you are waiting for clearance. Remove spoons, knives and forks with your right hand. Then remove the plate and small utensils and never pile them on top of each other. But install them on Tray or Trolley - one at a time.
- 8 Fill the glass with water before each course.
- 9 Dessert course before serving, remove food particles from the table cloth.
- 10 For family dinner, serve soup, salad, dessert and coffee and a vegetable and accompaniments to the hostess first.

Service equipment, categorization of service equipment and their upkeep and maintenance

Objectives: At the end of this lesson you shall be able to

- know about various types of service equipments
- care and up keep of service equipments
- glassware
- cutlery
- crockery
- silver white metal
- furniture types - sizes.

1 Glassware

F&B service uses different glassware for different types of beverages in different stations. It is the most delicate and expensive of all equipment. So maintenance should

be done accordingly. Glassware is made of glass and other materials. After they are heated to very high temperature and melted, they are blown and molded into different shapes.

Glassware and its capacity

1	White wine glass	5 1/2 OZ	
2	Red wine glass	7 OZ	
3	Port wine glass	5 OZ	
4	Sherry glass	4 OZ	
5	Champagne flute	6 OZ	

6	Champagne saucer	6 OZ	
7	Champagne tulip	6 OZ	
8	Tom collins	12 OZ	
9	Hi-ball glass	8 1/2 OZ	
10	Juice glass	5 OZ	
11	Old fashion glass	9 OZ	
12	Roly poly	9 OZ	
13	Brandy balloon, brandy snifter	9 OZ	
14	Cocktail glass	2 - 3 OZ	

15	Beer goblet	10-12 OZ	
16	Beer tankard	1/2 -1 Pint	
17	Liqueur glass	6 out	

2 Table ware

Tableware is the type and number of items placed on the dining table, including crockery, glassware, cutlery and flatware (knives, forks and spoons) that vary with the food being eaten.

Tableware can be classified as:

Flatware

Flatware is a tabletop appliance that has a flat surface. Examples are spoons, forks, knives, plates, etc.

Hollowware

Hollow wares are accessories such as sugar bowls, carafes, coffee cups, teapots, cup tureens, hot food

trays, water jugs, butter pat plates and other items that go with the flatware at the table. Table cutlery or other flat utensils do not fall under this category. Hollowware Vessels having a hollow shape are called hollowware type.

Cutlery

Cutlery is a tool used to cut and eat food. These include spoons, forks, knives, and soup spoons. Different types of spoons. There are forks and knives. A complete cutlery set includes a butter knife, soup spoon, seafood fork, etc.

Cutlery and its sizes

1	Soup Spoon	7" (18 cms)	
2	Fish Knife	7" (18 cms)	
3	Fish Fork	7" (18 cms)	
4	Joint Knife	8" (20 cms)	

5	Joint fork	8" (20 cms)	
6	Dessert spoon	7 1/2" (19 cms)	
7	Dessert fork	7 1/2" (19 cms)	
8	Side knife	6 1/2" (16 cms)	
9	Coffee spoon	4 " (10 cms)	
10	Tea spoon	5 1/2" (14 cms)	
11	Service spoon	8" (20 cms)	
12	Service fork	8 " (20 cms)	
13	Steak knife		

Special Tableware

1	Asparagus holder	
2	Pastry slicer	
3	Pastry fork	

4	Oyster fork	
5	Lobster pick	
6	Snail tong and snail fork	
7	Snail dish	
8	Skewers	
9	Ice-cream scoop	
10	Nut cracker	

Crockery

Hotel crockery should have a good design and complement the rest of the tableware. A cafe usually

uses crockery with a design. But while some hotels have different sections, each section has a different style. So these are easy to crack as different ovals. will separate.

Crockery and its sizes

1	Joint plate	25 cm (6 in) diameter	
2	Fish plate	20 cm (8 in) diameter	
3	Soup plate	20 cm (8 in) diameter	

4	Sweet plate	18 cm (7 in) diameter	
5	Side plate	15 cm (6 in) diameter	
6	Cereal bowl	13 cm (5 in) diameter	
7	Tea cup and saucer	6 2/3 Floz	
8	Coffee cup and saucer	3 1/2 Floz	

Items of chinaware are as follows

1	Salad crescent	
2	Tea pot	
3	Cream jug	
4	Coffee pot	
5	Hot milk jug	
6	Consomme cup and saucer	

7	Sugar bowl	
8	Butter dish	
9	Ash tray	
10	Egg cup	
11	Soup bowl	

Furniture's used in restaurant

Normally three types of tables are used. They are round, rectangular and square

Tables and Chairs

A Chair seat is 46cm (18in) from the ground. The height from the ground to the top of the back is 1m (39in) and the depth from the front edge of the seat to the back of the chair is 46cm (18in).

Square	To seat 2 people	76cm (2Ft 6in) square 
Round	To seat 4 people	1m (3Ft) square 
	To seat 4 people	1m (3Ft) in diameter 
Rectangular	To seat 8 people	137cm*76cm (4Ft 6in*2Ft 6in) 

Kitchen stewarding role of kitchen stewarding and duties & responsibilities

Objectives: At the end of this lesson you shall be able to

- understand the duties and responsibilities of kitchen stewarding department staffs.

Kitchen stewarding

It is one of the most important supporting departments for the F&B industry kitchen stewarding department is the most important supporting department for the successful operation of the food manufacturing and service industry.

Following are the kitchen stewarding functions

- 1 Wash kitchen large pots and pans (scullery & pot wash)
- 2 Maintenance of kitchen equipment.
- 3 Cleaning and ensuring hygiene of all kitchen equipment.
- 4 Garbage disposal.
- 5 Washing of all service equipment used in banquets
- 6 Polishing of silverware. Sending damaged silverware for silver polishing and buffing.
- 7 Pest Control Transporting heavy goods from one place to another. Receiving by indent for new crockery and cutlery
- 8 Maintenance of gas connections and tandoori oven
- 9 Maintain ppm levels for cleaning of cutting board and knives.
- 10 Replenishment of service items to various service outlets.
- 11 Report any disturbance to kitchen stewarding Supervisor on breakage or shortage of cutleries / crockeries utensils etc.

Kitchen stewarding different types of dish washing methods

Objectives: At the end of this lesson you shall be able to

- understand dishwashing methods
- tank method washing
- machine method washing.

Apart from restaurants, the kitchen stewarding sector is one of the busiest sectors during service hours. Two methods are followed for washing dishes.

- 1 The Tank method
- 2 The Machine method

1 The Tank method

Sink method means washing all dirty crockery and cutlery and glassware in hot water in a sink filled with detergent and water and then stacking them on racks. Then put in another second pot, The water temperature is very high. around 75 degrees celsius. Hence this second tank is called as sterilizing tank. The equipment on the racks remains in the tank for a few minutes. and then taken out. Because the water is so hot, the equipment, especially the utensils, can air dry, which is a very hygienic method.

2 The machine method

Machine method is tank method. It can use less staff. This is mainly because the whole system can wash dishes through automatic machine washing to save time.

Waste management

Introduction: Every employee in the kitchen should be aware of waste management at work. Because waste can be sorted and disposed of only if you know about waste management

Types of waste management

- 1 Solid waste (Recycling)
- 2 Liquid waste (recycling)
 - 1 The following solids and materials can be recycled. Examples are vegetables, fruits, meat, oil and re-food items.
 - 2 The following cannot be recycled. Examples of using solid materials in a manner are plastic bottles and lids.

Colour coded dustbin

- 1 **Green color dustbin:** meat and food waste should be put in this color dustbin. Because it can be recycled.
- 2 **Blue color dustbin:** You can put non-recyclable plastic bottles, cans and plastic covers in the bin.

- 3 **White color dustbin:** Broken glasses and pieces of ceramic plates can be put in this type of dustbin. These can be recycled.
- 4 **Yellow color dustbin:** You can put metal in the dustbin

Fig 1



Dish wash machine

Fig 2

colour coded dustbins



Linen; types, sizes, use, care & maintenance

Objectives: At the end of this lesson you shall be able to

- **know restaurant's different types of linens and upkeep of linens.**

Linen

Linens are fabric goods, such as tablecloths, napkins and slip cloths. Linen is a material made from the fibers of the flax plant. bed sheets and tablecloths, were made of this type of linen.

Today, the term "linen" has come to be applied to all related products even though most are made of cotton, various synthetic materials, or blends.

The main items of linen normally found in a restaurant are: tablecloths; napkins, slipcloths; buffet cloths; waiter's cloths and service cloths.

1 Table cloths

Table linens made from cotton or linen are not only more absorbent but also last longer.

Types of Tables and sizes of Table cloths

- 1 Size of square table, side is 76 cm / 92 cm / 137 cm / 183 cm
- 2 Size of rectangular table 136 x 76 cm 183 x 137 cm
- 3 Size of round table 92 cm diameter / 184 cm diameter

Other linen

- 1 **Slip cloth :** 1 m x 1 m (3 1/4 x 3 1/4 feet)
- 2 **Napkins or serviettes:** 18-20 cm square if linen (45-50 cm)
- 3 **Cover:** 18 x 24 inches
- 4 **Waiter's cloth:** 18" x 18' inches
- 5 **Buffet cloth :** 2m x 2m (6 x 12 feet)

Table cloths should be large enough to cover the top as well as a portion of the legs of a table without interfering with the guest's comfort while he is seated at the table. The size of the table cloth varies according to the size of the table it is required to cover.

2 Slip cloths or naperones

These are designed to be laid over the tablecloth to protect it from spillage and give it a longer life. Using a slip cloth reduces the number of tablecloths used and thus reduces the cost of inventory and laundry. Slip cloths may measure 1 meter square approximately.

3 Napkins or serviettes

A napkin or serviette is a rectangle cloth or paper used at the table for wiping the mouth while eating. It is usually small and folded. Conventionally, the napkin is folded and placed to the left of the place setting, outside the outermost fork. In an ambitious restaurant setting, it may be folded into elaborate shapes and displayed on the empty plate. A napkin may also be held together in a bundle (with cutlery) by a napkin ring. Alternatively, paper napkins may be contained with a napkin holder. Napkins may be of the same Colour as tablecloths, or in a Colour that blends with the decor of the restaurant. Napkins should be spotlessly clean and well-pressed. The ideal size for a napkin is between 46 to 50 cm sq.

4 Buffet cloths

For a buffet table, the minimum size of the tablecloth required is 2 m x 4 m.

5 Trolley cloths and sideboard cloths

These are usually made from tablecloths well worn and not suitable for use on tables, mended by the housekeeping department and folded to fit a sideboard or trolley.

6 Waiter's cloths or service cloths

A service cloth is a very important part of service equipment as well as being part of the food server's uniform. It must be kept clean and ironed at all times and only used as a service cloth for certain activities such as:

- Carrying hot plates
- Final polishing of plates
- Wiping small spills
- Brushing crumbs onto a service plate
- Wiping the undersides of the plates before placing plates on the table.
- Service cloths are also used by every waiter as protection against heat and to keep uniforms clean.

Linen exchange procedure care

Objectives: At the end of this lesson you shall be able to

- know the upkeep of linens used in hotels.

Restaurant linen exchange procedure

- 1 Make sure that the person exchanging linen has come in the stipulated time.
- 2 Check soiled linen received has any damages.
- 3 Count every item, verify with the food & beverage linen exchange form.
- 4 Enter the figures into a linen exchange register especially kept for food and beverage outlets.
- 5 Give the same number of fresh items in exchange and enter the figures in the linen exchange register.
- 6 Forward the soiled linen to laundry for washing.

Maintenance of linen

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of care & maintenance of linen.

Care & maintenance of linen

- 1 Linen must be clean and pleasantly scented.
- 2 It must be starched if required.
- 3 Linen must be placed on the table tidily.
- 4 The staff can fold them and arrange them in decorative shapes or just put them through decorative linen rings to catch guests' eyes and start imparting warm experience to them at the table

Other linen

- 1 Slip cloth : 1m *1m (3Ft*3Ft)
- 2 Napkins or serviettes : 18 - 20 in square if linen (46-50 cm)
- 3 Cover : 18* 24 in
- 4 Waiter's cloth : 18" x 18"
- 5 Buffet cloths : 2m x 4m (6ft x 12 ft)

Linen and its sizes

Table cloth		
Types of tables	Size of tables	Size of table cloths
Square	76 cm sq.	137 x 137 cm
	1 m sq	183 x 183 cm
Rectangular	137 x 76 cm	183 x 137 cm
Round	1 m (dia)	184 x cm (dia)

Pantry & still room

Objectives: At the end of this lesson you shall be able to

- **know about the still room and pantry function.**

Still room / Pantry

This is a service area whose main function is to provide items of food and beverages required for the service of meal and not catered for by other major departments in a hotel such as the kitchen, larder and bakery.

Following are some of the items dispense from the still room

- 1 All beverages such as coffee, tea, chocolate, horlicks, etc.
- 2 Assorted fruit juices/fresh and canned.
- 3 Milk and cream.
- 4 Sugars.
- 5 **Preserves:** Jam, marmalade, honey etc. They are normally pre-portioned for better control.
- 6 Butter – it can curled or pre-wrapped portions.
- 7 Slice and buttered brown, white and malt breads.
- 8 Brioche, croissants.
- 9 Melba toast – these are cut into triangle and put on a toast rack the sides of the slice bread are cut off before service.
- 10 Assorted breakfast cereals- Cornflakes, Rice crispies, Muesli (mixed of all cereals)etc.
- 11 Pastries, Gateaux and sandwiches.
- 12 Porridge and boiled eggs.

Courses of french classical menu and service equipment required for the same

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of french classical menu course order, serving equipment and serving methods.

About French classical menu

A French classical menu is set for lunch and dinner as per the cultural traditions of France. Later, other European countries started following the same, so food was served according to this method in star hotels.

The course number is related to the number of guests and the cost of the meal. The 17 course service mentioned in this is very rarely served nowadays, usually only three or four courses are served for lunch and dinner and seven to ten courses are served for special occasions. French classics are on the menu as follows.

1	Horsd'oeuvre	Appetizer
2	Potage	Soup
3	Oeufs	Egg
4	Farineaux	Rice and pasta
5	Poisson	Fish
6	Entrée	First meat dish
7	Relevé	Main meat dish
8	Sorbet	Flavoured ice water
9	Roti	Roast
10	Legumes	Vegetables
11	Salades	salad
12	Buffet froid	cold buffet
13	Entremets	Sweet
14	Savoureux	Savory
15	Fromages	chesse
16	Dessert	Dessert
17	Beverages	Beverages

1 Horsd'oeuvre- First course

A French classical menu consists of 17 courses at lunch in European and Western countries. Horsd'oeuvre course is served as the first course. Horsd'oeuvre food is sour, salty and salty in small quantities in cold condition. It is a dish served in a variety of ways.

Types of food that can be served in Horsd'oeuvre course

- 1 Types of juice – Sweet lime, Orange, Pineapple
- 2 Types of Salad - green Salad, Russian Salad, Coles La Salad
- 3 Deluxe Horsd'oeuvre - Caviar, Smoked salmon

2 Potage (Soup course) - Second course

A pottage course or a soup course should be served after first course. It should be appetizing to the guests.

Types of soup

- 1 Thin soup - consomme soup, broth soup
- 2 Thick soups – puree soup, cream soup, chowder soup, bisque soup

International Soup - This type of soup is the traditional soup of the countries of the world.

- 1 Minestrone Soup – Italy
- 2 Mulligatawny Soup - Sri Lanka, India
- 3 French onion Soup - French

3 Oeuf

Examples of egg (Oeuf)

- 1 Omelettes espagnole - Flat omelette with onions, peppers and tomatoes.
- 2 Omelet aux tomato - Tomato omelet
- 3 Omelet aux champignons - Mushroom omelet
- 4 Oeuf poche florentine- Egg poached with check sauce coated spinach
- 5 Oeuf brouille au lard– Scrambled eggs with bacon

4 Farinaceous / Farineaux

Farinaceous examples:

Spaghetti Napolatine – Spaghetti in a tomato and garlic flavored sauce.

Ravioli – Pasta filled with various fillings such as chicken, beef and spinach.

Cannelloni – Rolls of ravioli paste filled like ravioli

Gnocchi romaine – Semolina based pasta dumplings.

Spaghetti bologanaise - Made with boiled spaghetti mixed with brown sauce and shredded lean beef.

5 Poisson- Fish and shell fishes

Type of dishes served in poisson courses.

- 1 Fish N chips
- 2 Fish only
- 3 Fish fingers
- 4 Crab fried
- 5 Lobster grilled

6 Entree Course(First sauce meat course)

An entree course is a meat dish that can be served after poisson course for European guests. This dish is boiled in water and not mixed with much oil. In Europe, this type of food is stewed, boiled, steamed and poached.

Example:

- 1 Mutton stew
- 2 Beef stew
- 3 Irish stew

7 Releve course(main course)

Releve course – After European guests have had an entree course meal, the next meal should be a releve course. This is called the main meat course. In this, meat like mutton, beef, pork should be given as main food. Along with this food like potato, boiled vegetable, grilled tomato (tomato) sauce are served as a accompaniment.

example

- 1 Roast lamb with mint sauce and served with boiled potatoes and vegetables.
- 2 Roast beef with horse radish sauce and serve with boiled potatoes and vegetables.
- 3 Roast pork with apple sauce and served with boiled potatoes and vegetables.

8 Sorbet (Rest course /Half frozen wine flavoured drink)

A sorbet is a rest course served after the main course. The following dishes are served

- 1 Champagne alexandra
- 2 Soft drinks - Non-alcoholic (Soft drinks)
- 3 Cigars and cigarettes – types

9 Roti course (Roast game birds)

In roti courses, poultry dishes such as chicken are roasted and served with appropriate sauces. Accompaniments, roast jus roti, steamed vegetables, roast potatoes and bread sauce can be served with this.

Foods cooked by roasting method:

- 1 Roast turkey served with cranberry sauce
- 2 Roast chicken served with bread sauce
- 3 Roast duck served with orange sauce
- 4 Roast crane served with brown sauce

10 Legumes (vegetable course)

Vegetables are served separately in this legumes course. They are asparagus and artichoke. Dishes cooked with vegetables like broccolli, cauliflower, spinach are served in this course. When serving, serve on a hot plate with a small knife and a small fork. Asparagus and artichokes should be served using a special service method.

11Salad

There are two types of salads.

- 1 Simple salad
- 2 Compound salad
 - Simple salad is prepared with only one type of vegetable and it is served with main course.
 - A compound salad is prepared with two or more vegetables. It is often served cold.

12 Buffet froid(cold buffet)

Chicken, kidney on toast, bacon toast, angel on horse back, devils on horse back are cooked and served chilled.

13 Entremet (Sweet course hot or cold)

Food prepared in Continental style like cold pudding, hot pudding, cake, mousse varieties served on dessert plate, with a dessert spoon and fork.

14 Savory Course - Savourex

Tit bites can be served garnished on top of the toasts. Foods like soufflé, cheese soufflé.

15 Cheese - fromage

Serve on a cheese plate or quarter plate with a cheese knife and fork garnished with the cheese of the guest's choice as an accompaniment such as

Accompaniments

- 1 Celery stick
- 2 Watercress
- 3 Boiled eggs
- 4 Cracker biscuits
- 5 Salt and pepper powder

16 Fresh fruits (Dessert)

Fruits, preserved fruits, nuts can be garnished and served with fruit along with dessert fork. If needed finger bowl should be served.

Accompaniments

- 1 Salt
- 2 Pepper powder.
- 3 Castor sugar powdered sugar

17 Beverage course (Cafe course)

A coffee drink to be served as a compliment after a meal can be served with or without milk. Serve these in demi-tasse with coffee spoon and saucers.

Mise - en - scene, mise - en place

Objectives: At the end of this lesson you shall be able to

- understand mis - en - scene work to be carried out before opening the restaurant
 - mis - en - place work to be carried out before service.
-

Mise - En - Scene

Mise - en - scene, the French term means to prepare the environment of the outlet before service in order to make it pleasant, comfortable, safe and hygienic. Before each service session, the restaurant should be made presentable enough to receive the guests. The supervisor or team of waiters should ensure the following mise - en - scene:

- 1 Carpets are well brushed or hovered.
- 2 All tables and chairs are serviceable.
- 3 Table lights or wall lights have functioning bulbs.
- 4 Menu cards are presentable and attractive.
- 5 Doors and windows are thrown open for sometime to air the restaurant. This should be followed by closing the windows and doors and setting the air-conditioning or heating to a comfortable temperature.
- 6 Exchange dirty linen for fresh linen.
- 7 Replace wilted flowers with fresh flowers.
- 8 Prepare mise - en - scene same as above in bar and banquet.

Mise - en - place

Mise - en - place means "putting in place" and the term denotes to the preparation of a work place for ultimate smooth service. To ensure that the restaurant is ready for service the waiter makes sure that this station has been efficiently prepared for service. It is widely used in the food and beverage service department in everyday hotel operations.

Mise - en - place involves:

- 1 Side band be kept with should all necessary cutlery, crockery, glasses, water jug, table cloths, tray and hot plate ready.
- 2 Clean and fill cruet sets.
- 3 Fill the sauce bottles and wipe the lids.
- 4 Lay out the cover on all the tables.
- 5 Keep butter, condiments, side dishes ready.
- 6 The necessary glasses should be cleaned and kept ready in the bar.
- 7 Prepare the cocktail ingredients and garnishes ready.
- 8 Prepare trays ready at room service outlet.

Types of services

Objectives: At the end of this lesson you shall be able to

- acquire skills and knowledge of english service
 - french services
 - silver service
 - american service
 - russian service
 - gueridon service
 - buffet service
 - cafeteria service
 - fast food service.
-

English service

Often referred to as the “Host Service” because the host plays an active role in the service. Food is brought on platters by the waiter and is shown to the host for approval. The waiter then places the platters on the tables. The host either portions the food into the guest plates directly or portions the food and allows the waiter to serve. For replenishment of guest food the waiter may then take the dishes around for guests to help themselves or be served by the waiter.

French services

It is a very personalized service. Food is brought from the kitchen in dishes and salvers, which are placed directly on the table. The plates are kept near the dish and the guests help themselves.

Silver service

In this type of service, the cutlery and crockery is laid on the table. The food is portioned into silver platters at the kitchen itself which are placed at the side board with burners or hot plates to keep the food hot in the restaurant. Then the plates are placed before the guest. The waiter then picks the platters and serves each guest using a service spoon and service fork. All food is served in silver dish with dressings and garnishes.

American service

This is usually called “plate service” because the food is already placed in the plate in the kitchen ready to be served to the guests. This type of service is used in coffee shops where there is a demand for quick and simple service.

Russian service

The basic element of Russian Service is to place food on the side board or on a carving trolley quite visible to the guest before being served. This is then carved, portioned and garnished by the waiters or the guests and served on to the plate. This is a very expensive form of service where skilled labor and specialty equipment are used.

Gueridon service

This is a meal served to guest by the waiter from a trolley or side table. it is the most advanced form of food service and demands dexterity and skill on the part of waiter who in turn must have good organizational ability. This is because he or she has to carry out such procedures as filleting, carving, flambéing, and preparing and cooking specially dishes at the table.

Buffet service

This is also called self service and is normally used in banquet functions and in some restaurants. Food is attractively arranged on a long table, classified and arranged according to proper sequence, from appetizers to desserts. Soup is placed on a soup tureen and the hot entrees in chaffing dishes to keep them warm. Some equipment like dinner plates and saucers are laid down right on the buffet table. Instead of the waiter serving the guests, the guests go to the buffet table pick up plates, china cutlery and napkin and all other items and serve themselves of their own choice.

Cafeteria service

These services exist in industrial canteen, collages, hospitals and cafeteria. To facilitate quick service, the menu is fixed and it is displayed on large boards. The food served is pre plated and the cutlery is handed directly to the guest.

Fast food service

There is a predominant american influence in fast food style of catering. The service of food and beverages in a fast food restaurant is at a faster pace, than at an a la carte restaurant as the menu is compiled with a special emphasis on the speed of preparation and service. To make this type of service financially viable, a large turnover of customers is necessary. The investment is rather large, due to the specialized and expensive equipment needed and high labor costs involved, When compared with other types of services.

Service of breakfast, brunch, lunch, hi-tea & dinner

Objectives: At the end of this lesson you shall be able to

- acquire skills and knowledge of gueridon service
 - buffet service
 - cafeteria service
 - fast food service.
-

1 Breakfast

Breakfast is the first meal of the morning. Two types of breakfast are served in star restaurants.

- 1 Continental break fast
- 2 English break fast

Continental breakfast is simple. English breakfast has a lot of variety dishes. Breakfast is often prepared buffet style or à la carte. Served between 6 am - 10 am

2 French (Brunch) food

A meal served between 10 am and 12 noon is called brunch. For guests who wake up late in the morning. It is perfect for a simple breakfast and lunch. A good staple food during the holidays

3 Lunch

Lunch is often a rich variety of food. This is served as a buffet or a la carte type. Serving time is 12 noon to 3 pm.

4 High tea

High tea is served between lunch and dinner. Serving time is 4 PM to 6 PM. Simple snacks, tea and coffee are served.

5 Dinner

Dinner is the meal served at night. It has many types of food. It is served in buffet style and ala carte style. Timings for dinner are served from 7pm to 10pm.

6 Supper

A dinner meal served between 11 pm to 12 midnight is called Supper.

Types of room service & hierarchy

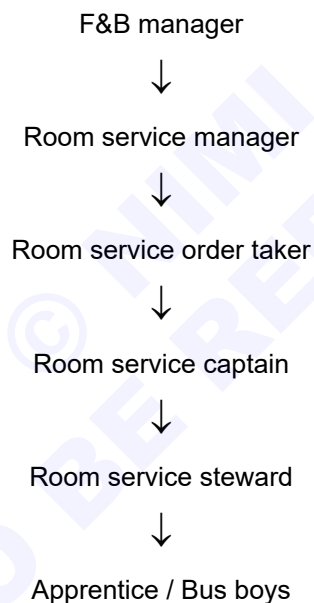
Objectives: At the end of this lesson you shall be able to

- acquire skills and knowledge of buffet service
- cafeteria service
- fast food service.

Room service is a key segment of the F&B industry. The main task of this department is to serve food to all the rooms in the hotel. This department is a 24-hour unit which mostly operates in a glass cabin near the kitchen. The room service orders received by the order taker and cashier in the cabin are taken over the phone, entered in the KOT/BOT and the food is prepared in the kitchen and taken to the room by the attendants and served. All details of the guest should be recorded while

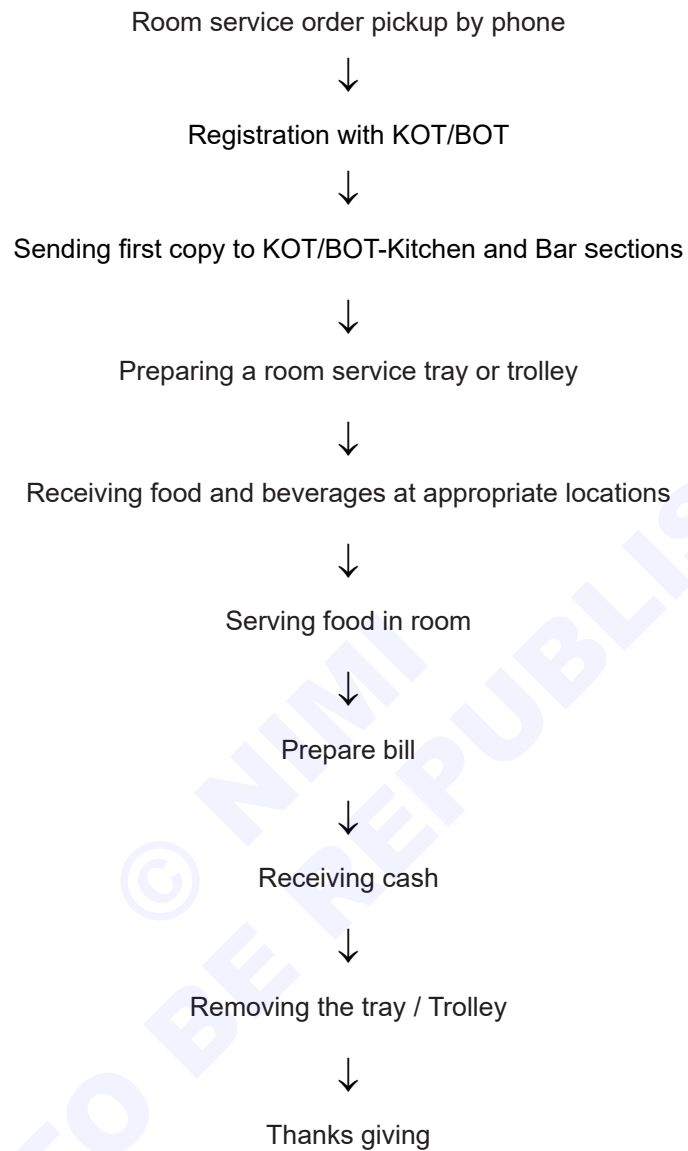
placing the order. Again the meal has to be confirmed by the guest. Then its service time should be clearly informed to the guest in advance before serving in the room by pressing the calling bell to open the door of the room and take permission from the guest to go and then take permission to serve the food in the room. After exchange, signature on bill/section or cash debit / credit card mode of payment should be known and payment should be received accordingly.

Room service hierarchy



Workflow of room service

Room service staff should follow the following sequence of service.



Types of breakfast

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of continental/american/indian breakfast.**

Breakfast is the meal eaten after a long journey that is the staple of every hotel. Breakfast is followed by the people of each country depending on its customs and current temperature

Following are the types of breakfast followed in star hotels

- 1 Continental breakfast
- 2 American breakfast
- 3 English breakfast
- 4 Indian breakfast

1 Continental breakfast

A typical continental breakfast consists of the following.

Canned juice, pineapple juice, tomato juice, orange juice, grape juice any of these above juices served in pony tumblers

Breads

Toast (white bread/brown bread) rolls, croissant, muffins, doughnuts served with jam and butter

Beverages

Tea or coffee

Fig 1



Bony tumbler

Fig 2



Bread

American breakfast

Objectives: At the end of this lesson you shall be able to

- **dishes served - in american breakfast.**

American breakfast

An american breakfast includes the following

Fresh juice

Mango juice, pineapple juice, orange juice, grape juice and tomato juice served in hi ball glass.

Cereals

Oatmeal, corn flakes, wheat flakes, porridge served with cold or hot milk

Eggs

Boiled eggs, fried eggs, poached eggs, scrambled eggs and omelets, served with bacon, ham or sausage.

Breads

Served with toast (white bread / brown bread) rolls, croissants, muffins, doughnuts, danish pastry, jam, honey marmalade and butter.

Beverages

Tea, coffee or any of other hot drinks like bournvita, milo, horlicks, ovaltine are served.

Fig 1



American breakfast

English breakfast

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of english breakfast.**

English breakfast

A traditional english breakfast includes:

Fig 1



English breakfast

Fresh Juice

fresh juices like pineapple, orange, apple, grapefruit, tomato, any of these served in an hi-ball glass.

Stewed Fruits

Apples, figs, pears, etc. are cut into small pieces and cooked in sugar syrup flavored with cloves and cinnamon. it is a served in a cocktail glass with a saucer on the bottom.

Indian breakfast

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of Indian breakfast.**

Indian breakfast

Indian breakfast varies from state to state and is mostly vegetarian. The most popular breakfast in east india (Orissa, Bengal) is idli, puri and upuma. These are (pea curry) or potato churi and rasagula. Served with sweets like chenappoda. The most popular breakfast in south India is idli, vadai dosa and chapati. These are often served in Tamil Nadu with hot sambar and one or two varieties of chutney.

Cereals

Oatmeal (meal), cornflakes, wheat flakes, porridge served with cold or hot milk.

Fish

Fish like herring, haddock, cat cress, sardines are served.

Eggs

Served with boiled eggs, fried eggs, poached eggs, scrambled eggs and omelets, bacon, ham or sausage.

Meats

Meats such as fried or grilled bacon, ham, sausage, salami or liver are served.

Breads

Toast (white bread / brown bread) is served with rolls, croissants, muffins, doughnuts, danish pastry, jam, honey, marmalade and butter.

Fruits

Fresh cut fruits like melon, papaya, mango, orange, grapefruit, pear are served.

Beverages

Tea, coffee or any of these hot drinks like bornovita, milo, horlicks, ovaltine, cocoa are served.

Fig 1



Indian breakfast

Menu planning

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of planning a menu for continental lunch and dinner.**
-

Types of menu

The restaurant has two different types of menus. They differ in terms of delivery and price. It can be an à la carte menu or a table d hote menu.

1 A' la carte menu

An ala carte menu is a type of menu. The cost of food items will be separate. Literary meaning of ala carte is from the menu card (From the Card).

An a' la carte menu is a menu where you have the option to choose a meal. Each meal is priced separately. If the guest wants to place an order, he just selects the food from the menu and pays only for the order he placed. All items on the a la carte menu are cooked to order and served.

2 Table de hote menu or fixed menu

There is little opportunity to choose a table-de hote menu. It usually includes three or five courses at one fixed price. It is also referred to as standard menu. The term is known to caterers as its abbreviated TDH menu. A table-dehote menu is a complete meal at a predetermined price.

Differences between a'la carte menu and table head Menu:

1 A' la carte menu

- Dining room is kept ready.
- food items are served separately. And the guest pays only for what they order.
- There is more opportunity to choose food. The menu is extensive.
- After placing the food order the cover is laid out accordingly. It takes time to serve.

2 Table d'hote menu

- Food is fully prepared and can be served immediately.
- The total price is fixed for the menu. The total price for the menu must be paid in full even if the customer does not eat a meal on the given menu.
- The menu is relatively small. There is less opportunity to choose food.
- The cover layout for the entire menu is pre-set as the menu is known in advance.

Factors to be taken into consideration while planning the menu

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of planning the menu for various F&B outlets.**
-

Factors to be taken into consideration while planning the menu

- 1 Seasons of the year and demand and nature of raw materials.
- 2 Balance food based on taste, color, texture and consistency.
- 3 Use ingredients and cooking methods that preserve the natural nutritional properties of the ingredients.
- 4 Storage facility

- 5 Nature of the occasion (especially party catering)
- 6 space and availability of equipment
- 7 Know and plan kitchen staff availability
- 8 Clear cost and pricing policy of management.
- 9 Menu should be written in English or in all regional languages so as to be easily understood and considered by the customer and plan the menu.

Courses and terminology in french classical menu

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of dishes served in french classical menu.

1 Horsd'oeuvres(Cold appetizer)

Sl.no	French	English
1	Juice de tomato	Tomato juice
2	Le huitre	Oysters
3	Les escargots	Snails
4	Sauman fume	Smoked salmon
5	Caviare	Caviar
6	Le melon frappe	Melon
7	Maize natural	Corn on the cob

2 Potage(SOUP)

Sl.no	French	English
1	Crème de tomato	Tomato soup
2	Soupe a la oignon	Onion soup
3	Consomme julliene	Consomme juliene
4	Potage minestrone	Minestone soup
5	Potage st. germaine	Peas soup

3 OEUF(Egg)

Sl.no	French	English
1	Omlette espagnole	Omelet espagnole
2	Omlette aux tomates	Tomato omelet
3	Omlette aux champignons	Mushroom omelet
4	Oeuf poache florentine	Poached egg with spinach

4 Farianceous dishes(pasta dishes)

Sl.no	French	English
1	Spaghetti nepolitane	Spaghetti cooked with nepolitane sauce
2	Spaghetti bolognaise	Spaghetti cooked with bolognaise sauce
3	ravioli	Stuffed pasta with meat or vegetable
4	Cannelloni	Thin pasta sheets stuffed with filling coated with sauce
5	Hungarian goulash	A brown meat stew

5 poisson(fish course)

Sl.no	French	English
1	Fillet de sole menieure	Fillet of sole fish shallow fried in butter
2	Fillet de pomfert colbert	Fillet of pomfert fish coated with crumbs and deep fried
3	Homard newburg	Lobster cooked with rich newburg sauce
4	Herring grille	Grilled herrings

6 Entree(saucy meat course)

Sl.no	French	English
1	Poulet saute chasseur	Saute chicken with mushroom sauce
2	Eminecee de volaille a'la king	Chicken a'la king
3	Kebab orientale	Kebab cooked in oriental sauce
4	Entre cote bordelaise	Sirlon steak cooked with red wine flavoured bordelaise sauce
5	Fillet de chateaubried grille	Grilled chateaubried steak with pepper sauce

7 Releve(main course)

Sl.no	French	English
1	Contrefilet de boeuf roti a`la anglaise	Roast sirloin of beef
2	Carre de agneau roti	Roast best end of lamb
3	Gigot de agneau roti	Roast leg of lamb
4	Cuisse de porc roti	Roast leg of pork

8 Sorbet(Rest course/cigar)

Sl.no	French	English
1	Sorbet cointreau	Orange flavoured sorbet
2	Sorbet a la citrus	Lemon flavoured sorbet
3	Romeo and juliet	Cigar from cuba

9 Roti(roast game birds)

Sl.no	French	English
1	Boeuf roti	Roast beef
2	Agneau de roti	Roast lamb
3	Canard roti	Roast duck
4	Poulet roti	Roast chicken
5	Dindon roti	Roast turkey

10 Legumes(vegetable dishes)

Sl.no	French	English
1	Pommes au four	Baked potatoes
2	Tomates grille	Grilled tomato
3	Champagnons grille	Grilled mushroom
4	Chouxfleur mornay	Cauliflower with cheese

11 Salad course

Sl.no	French	English
1	Salade francaise	Lettuce,tomato,egg & vinaigrette dressing salad
2	Salade verte	Lettuce water cress,cucumber,green pepper salad
3	Salade parisienne	Ham,cheese,hot boiled egg salad
4	Salade lyonnaise	Onion and potato salad

12 Buffet froid(cold buffet)

Sl.no	French	English
1	Poulet roti froid	Cold roast chicken
2	Jambon froid	Cold ham
3	Mayonnaise de homard	Lobster mayonnaise

13 Entremet (hot or cold sweet)

Sl.no	French	English
1	Crepe suzette	Sweet pan cake flambé with orange juice
2	Melba de peache	Vanilla ice cream served with melba sauce
3	Ananas flambe`s au greece	Pineapple flambe
4	Omlette aux rum	Omlette rum flavoured

14 Savoeux(savoury course)

Sl.no	French	English
1	Welsh rarebit	Cheese toast with ale
2	Canape daïpe	Chicken liver rolled with bacon
3	Champignon sur crouste	Mushroom on toast

15 Fromage(cheese course)

Sl.no	French	English
1	cheddar	Hard cheese
2	Edam	Hard cheese
3	Brie	Soft cheese
4	Demi sel	Soft cheese
5	ricotta	Soft cheese
6	Fromage straw	Cheese straw
7	Fromage fondue	Cheese fondue

16 Dessert(fresh fruits and nuts)

Sl.no	French	English
1	Salade de fruité	Fruit salad
2	Ice cream de vanilla	Vanilla ice cream
3	Des noisettes	Nuts

17 Beverage

Sl.no	French	English
1	breuvages	beverages

Taking banquets bookings

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of handling banquet bookings.**

Banquet introduction & seating arrangement

Banquet is a term used to describe a venue where special events take place in hotels. It is held separately in a separate area without the normal catering system found in various restaurants in the hospitality industry, i.e. pre-selected food and drinks at events for a specific group and at pre-determined times.

Banquet events take place indoors (or outdoors, ie catering). And they are under the supervision of F&B department and its head and other overall responsibility rests with hotel manager or assistant manager. The Banquet Manager is responsible for all activities at Banquet.

Banquet has a function room as well as space for recording and breaks for tea, coffee or food. Meetings, seminars, weddings, anniversaries etc are held at Banquet Hall.

- After taking the basic information the following should be decided depending on the type and budget of the event.
- Chief guest name card
- **Seating Plan** : Consult the host and who wants to sit at which place
- List of toasts they propose and respond to. who is who.

Banquets bookings

A file is opened to record all the details discussed about the particular event in the banquet manager's initial interaction with the customer when booking a show. If the program is not immediately confirmed at the time of registration, please note the details in pencil. After confirmation it should be registered by ink.

Following points should be noted while booking the shows.

- Date and time of event
- Host name, address and his contact numbers
- Any type of show
- Number of people attending the ceremony (expected and guaranteed number of guests, time frame for confirmation of number of guests)
- Registration should be done at the venue (Banquet room name) or off-campus venue.
- Determining price per person.
- If the menu is vegetarian, non-vegetarian or has any special dietary requirements, please note it.

- Serving method.
- Record whether wines are included in the menu or to be paid for separately.
- Additional charges apply for additional requested facilities.
- Requirements for dormitories.
- LCD any special requirements like computers, screen, collar mic, wireless mic, podium, rostrum, return etc.
- Dress and refreshment room.
- Photographer videographers if needed.
- Floral decoration for tables, rooms and reception area.
- Press release.
- Service of securities – if any VIP's
- Internet facilities.
- Special lights.
- Copy, printer.
- Writing material such as paper.
- Car parking.
- Cash bar facilities.
- Music and dance floor.

After taking all the necessary information, the banquet department may communicate the following information to the host.

Deposit: This is collected to confirm the booking. The amount collected varies from hotel to hotel. Some charge 60 percent and others 75 percent. Sometimes if the host is a regular earner or a quick payer, some don't charge any advance.

- Depending on the event and the host, it should be decided clearly whether the bill should be paid immediately on the same day or after two to three days.
- **Mode of payment** : To be finalized either by cash, credit card or bank cheque.
- Cancellation fee applicable in case of event cancellation.
- Date of final inspection by customers.
- Date to finalize the number of guests.
- Paid services and facilities
- How will it be billed if the number of guests exceeds the guaranteed number.

Banquets functions prospects

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of handling banquets function prospects.

The detailed information collected is entered into the function prospectus or contract function sheet and signed by the banquet responsible and the host.

Fig 1

Banquet Event Order

Organization:		Event Date:	
Post Address:		Event Time:	
Address:		Booked By: Tina Hoang	
Contact:		Revised Date:	
Phone:		Cell:	
Fax:		On-Site Contact:	
Email:			

Event Type	Date	Event Time	Meeting Room	Set	GTD	Rental
						Parking
Parking is based on availability						Deposit
Deposit is due with contract						
Deposit is refundable after a complete inspection of the function space, room returned clean and undamaged.						
Deposit will be forfeited if client failed to make Final Payment 14 days prior to function date.						
Cancellation: Deposit is non refundable is cancelled 3-29 days prior to function date.						

ROOM SETUP REQUIREMENTS

Quantity	Description	Notes	Pricing
Set-up time:			
Total Rental: include			
(See Diagram for placement)			

AUDIO VISUAL REQUIREMENTS

Quantity	Description	Notes	Pricing
Total Rental: include			
Client will bring their own Audio/Visual Equipment			
Client will secure seating arrangements in the hotel			

SPECIAL REQUIREMENTS

MENU SELECTION

Food and Beverage will be served?	Yes	No
Alcohol will be consumed?		
Client may bring their own food		
If Alcohol to be consumed, client must provide the hotel with a copy of an alcohol permit.		

Food & Beverage, Audio/Visual Prices are subject to a 20% Service Fee and 10% Sales Tax.

To confirm these arrangements on a definite basis, please carefully review and sign the Banquet Event Order and Terms & Conditions then return to your sales representative. The hotel reserves the right to relocate your function(s) to another room to best accommodate the function. The hotel reserves the right to change rates and terms & conditions without notice. A contract is not ratified until signed by the hotel general manager.

Please return signed contract with deposit no later than xxx or this contract is no longer valid.

Authorized Signature _____

Date _____

Sales Representative Signature/Date _____

General Manager Signature/Date _____

Banquet event order

Copies of function prospectus will be sent to the following departments.

Front office

As it is the first point of contact for party invitees, they also inquire at the front office about the venue or party related information. If any free rooms are offered to the host, it must be booked by the front office.

House keeping

Cleaning and decorating the function room and cleaning the cloth room, making floral arrangements, washing Banquet cloths, for function

Maintenance

All electric gadgets, A.C. The maintenance team is responsible for ensuring that the AV equipment is working properly and ensuring that its staff are present at the venue to attend to any emergency.

Kitchen

It should ensure adequate and timely supply of menu items. The kitchen crew helps plan it in advance. It will also accommodate any special dietary requirements the host may have.

Security

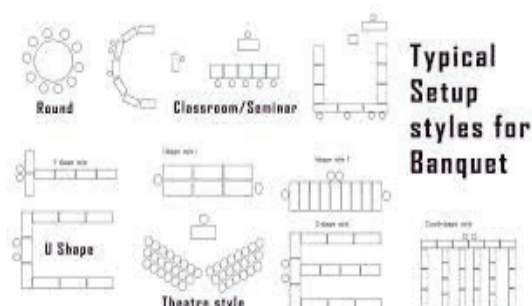
Security should be notified to ensure adequate security, and help plan ahead for heavy traffic and traffic control.

The details received from the host will be written on the function prospectus sheet and signed by both the Banquet manager and the host. Overwritten with terms and conditions. Hotel format may vary from hotel to hotel. However the basic information remains the same.

Types of Banquet seating arrangements

- 1 Theatre style
- 2 Class room style
- 3 Boardroom style
- 4 T shape
- 5 Round table
- 6 Hollow square
- 7 T shape

Fig 2



Buffet set up & different types of buffets

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of setting buffet.

Buffet

Buffet is called self service. It is commonly used for serving food at events held in hotels and a few restaurants.

In this, the dishes are placed on chaffing dishes and arranged attractively on a long table, from appetizers to desserts. A soup tureen keeps soup and other hot foods warm in a chafing dish. Place food plates and knife, fork. Instead of being served by a waiter, guests can go to the buffet table, pick up plates, cutlery, napkins and serve themselves, or have the help of a waiter standing behind.

Benefits

- 1 It is a fast service
- 2 Less staff required to provide the required service.
- 3 display of assorted food on buffet attract and increase the appetite.

Disadvantage

- 1 It can cause food shortages. Especially when the guests who arrive first take it for themselves Late guest may not get some food. Or it is possible that only a limited food is available.

Types of buffet

- 1 Sit down buffet
- 2 Fork buffet
- 3 Finger buffet
- 4 Cold buffet

1 Sit down buffet

- Space requirement is high.
- The food is placed in a long line on the chaffing dish.

Fig 1



- The guests take what they need and sit down to eat.
- This applies to both informal and formal events.
- This buffet is popular at wedding receptions.

2 Fork buffet

- This type of buffet is ideal where space is limited.
- It is not convenient to use a knife when people are eating while standing. So the fork is convenient to use.

3 Finger buffet

- No cutlery required
- This type of buffet is best for Indian cuisine.
- This buffet is ideal for small establishments and outdoor catering.

4 Cold buffet

- Cold non-vegetarian dishes, hors doeuvres etc. are displayed.
- It is popular in western countries

BUFFET MENU

MONDAY TO FRIDAY - LUNCH & DINNER
SATURDAY & SUNDAY - DINNER

SOUPS

VEGETARIAN

SWEET CORN VEG SOUP

NON VEGETARIAN

CHICKEN HOT & SOUR SOUP

STARTERS

VEGETARIAN

LAAL MIRCH KA PANEER TIKKA

HARA BHARA KEBAB

CRISPY CORN CHILLI PEPPER

CAULIFLOWER MANCHOW

ALOO MUKKI WITH MAYO DIP

NON VEGETARIAN

MURGH ANGARA TIKKA (BONELESS)

GOSHT RAUNAK-E-SEEKH (MUTTON)

SCHEZWAN FISH

PRAWN BUTTER GARLIC

CUMIN CHILLI EGG

MAIN COURSE

VEGETARIAN

PANEER LABABDAR

KADAI SUBZI

SHAHI DAL TADKEWALI

VEGETABLE PULAO

STEAMED BASMATI RICE

NON VEGETARIAN

BUTTER CHICKEN MASALA

MUTTON ROGAN JOSH

CHICKEN BIRYANI & RAITA

INDIAN BREADS

ROTI / NAAN / KULCHA

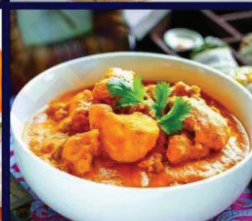
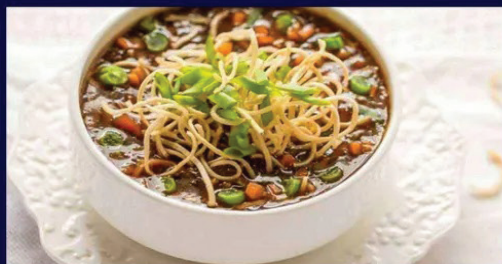
DESSERTS

GULAB JAMUN

GAJAR HALWA

CHOCOLATE BROWNIE

VANILLA ICE CREAM



Receiving the guest, KOT, BOT, briefing , menu handling and presenting the menu to guest, taking order, upselling sequence of service

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of handling guest and flow of service.**
-

Receiving the guest and seating at the table

The procedure for service to a guest from the moment he/she enters the establishment until he/she leaves is listed in point form to make it easier to follow.

On the guests arrival the following procedures should take place

- 1 Guest enter and are greeted by reception head waiter-check to see if they have reservation if not; see if a table is available.
- 2 Reception head waiter asks if the guests would like an aperitif in the lounge or reception area or prefer to have one at the table.
- 3 Guests are taken to their table reception head waiter indicates who is the host to the station waiter and then hands over to him/her station waiter passes the time of day with guests and helps to seat them.
- 4 Station waiter unfolds each guest's serviette and places it over his/her lap and turns wine glass up the correct way.
- 5 Sommelier comes to table to offer wine list for choice of aperitifs takes order.
- 6 Rolls and Melba toast are offered and butter placed on the table.
- 7 Menus are presented to host and guests. Allow time for the party to make their choice.
- 8 Recognition of the host is most important.
- 9 Station head waiter takes order of party through he/she stands to the left of host and should be ready to offer suggestions and advice on the menu of translate any items of necessary.
- 10 Sommelier comes to table to see if any wine is required with the meal, taking order, through host. He/she should be able to advice suitable wines to accompany certain dishes.
- 11 Waiters change cover where necessary for the service of the first course. 2 Accompaniments placed on the table.
- 13 Lay plates and serve first course.
- 14 Clear first course used plates and serve next course as soup if required by guest.
- 15 Lay covers for fish course place any accompaniments required on the table.
- 16 If wine is to be served with fish course, the correct glasses should be placed on the table.
- 17 Wine presented to host and opened, host to taste guests served, ladies first, host last.
- 18 Remembers that approximately three glasses of wine can be obtained from a half bottle and six glasses from a bottle. White wine should be served chilled and red wine at room temperature.
- 19 Lay fish plates and serve fish course.
- 20 Clear fish course.
- 21 Lay covers for main course, place any accompaniments required on the table.
- 22 If a wine is to accompany the main course, the correct glasses should be placed on the table, clear dirty wine glasses.
- 23 Wine presented to host, opened and then tested by host serve guests, ladies first, host last.
- 24 Lay main plates and serve main course. The station head waiter must ensure every thing required is on the sideboard before commencing service of this course. Other wise can disrupt the service and may mean the food is getting cold.
- 25 Under plates should be used under vegetable dishes and sauce boats. All hot food been served should be piping hot and served onto hot joint plates. The meat should be served first and placed on that part of the plate near the guest or at the bottom of the cover, i.e. six O'clock. This should be followed by the potatoes, vegetables and any hot sauce and accompaniments that have to be offered.
- 26 Sommelier to top-up the wine glasses when necessary, station head waiter to offer more rolls, Melba toast and butter as required.
- 27 Clear main course to include side plates and side knives, cruets, butter dish, gristicks, accompaniment. Every thing should be cleared in the approved manner.
- 28 Crumb down.
- 29 Change ashtrays if necessary.
- 30 Offer menu for guest to choose a sweet dish. Take order.
- 31 Lay sweet covers and accompaniments.
- 32 Sommelier to dear wine glasses and wine bottle.

- 33 Serve sweet course. Cold dishes served before hot dishes.
- 34 Clear sweet course.
- 35 Take coffee course.
- 36 Sommelier to present liqueur trolley. Serve liqueurs are required.
- 37 Coffee serviced on the table.



- 38 Presentation of the bill payment to waiter who has bill receipt by cashier and it is then returned with any change to host.
- 39 Station head waiter sees guests out of restaurant.
- 40 Clear down table. Re-lay if necessary.



Methods of cooking, basic sauces and accompaniments

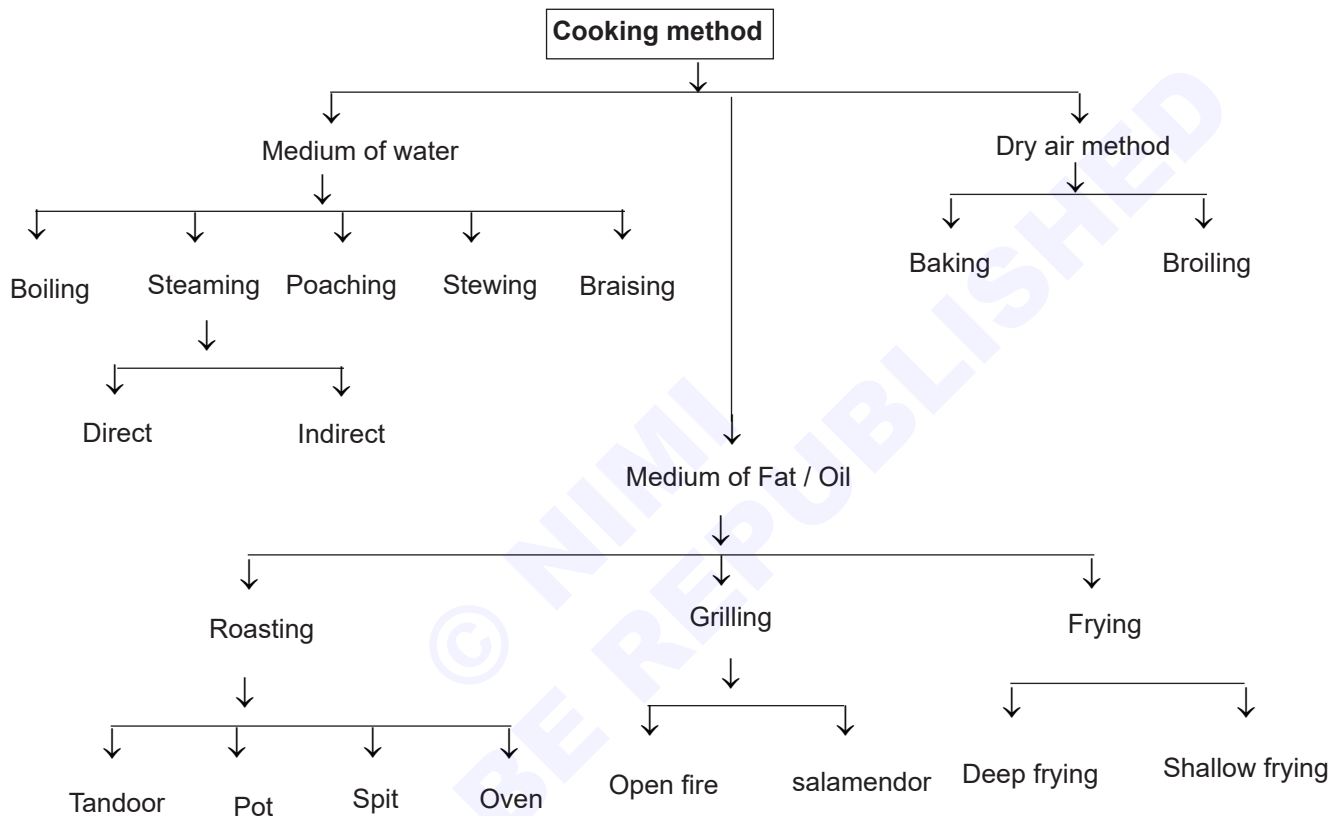
Objectives: At the end of this lesson you shall be able to

- acquire skills and knowledge of cooking methods .

Methods of cooking food

Cooking is the preparation of food. Various cooking methods are there to prepare food

Selecting right it method of cooking, depends on nature of raw materials and food to prepare. Chart is given to understand.



Other cooking methods

Infra red cooking

Dry heat cooks meat, fish and other items best. When the food to be cooked is cooked over or under the hot rods, the heat is even and the food is cooked. Heating of this type of food is by convection and radiation. There are They are determined by the nature of the food, diet.

Cooked method. Food is cooked due to the heat rays emitted by the hot rods. The heat emitted by infrared rays is slightly longer and shorter than radio waves and microwaves.

Red rays are the most rapid exposure. And food is cooked faster with these rays. Meat, fish, cheeses, pulses and eggs can be easily cooked with red rays.

Fig 1



Conventional and unconventional cooking methods

Cooking Methods

1 Method of cooking using water (Water Medium)

- Boiling
- Poaching
- Steaming
- Stewing
- Braising

2 Dry medium of cooking

- Baking
- Broiling

3 Cooking using oil (Fry medium)

- Roasting
- Grilling
- Frying

Method of cooking

Boiling

It is a method of cooking with water, milk or stock court bouillon. The prepared ingredients can be cooked using the water mentioned above. Boiling food makes it fragrant, soft and easily digestible. When cooking meats, the tough fibers in them become soft and tender when heated. Ingredients on low heat. Boiling makes more of the soluble gelatin in tough meat available. The heat will then tenderize the meat. Cooking meats at low temperatures preserves the protein content of the meat without hardening.

Fig 2



Advantages of boiling

Less expensive meats and poultry that are tougher will cook more easily and be more flavour.

This method can cook and serve large quantities of food. The cost of fuel is also low.

Nutrient stock produced by this method does not require much labor.

Foods can be cooked comfortably using low heat.

Poaching

This method can be cooked in two ways.

- Shallow poaching
- Deep poaching

Shallow poaching

Sliced fish and poultry can be made using this method using a small amount of water stock or milk. Under no circumstances should the water reach boiling point.

Fig 3



Deep poaching

In this method the eggs can be made using a special utensil. Apart from this, chicken eggs and fish can be cooked in this way. By cooking in this way, the fibers in the meat are cooked easily.

Shallow poaching also uses low heat to cook food items on the stove or in the oven. Deep poaching involves cooking water at a very low temperature without boiling.

Fig 4



Stewing

This method uses a small amount of water or stock to cover whole meats or tough parts of the meat and cook them easily at low temperatures.

In this method, by cooking in a closed vessel at a low temperature, (Connective Tissues) in the meat are heated and a chemical change takes place and turns into sticky gelatins. In this process, the protein material changes from hard to soft due to heating. A temperature of at least 82°C is required for cooking in the stewing method.

Fig 5



Steaming

Food items can be cooked in two different ways in this method.

- Direct steaming
- Indirect steaming

Benefits of cooking with steam cooking with high temperature steam causes food to burn easily. It is better to cook in this way because of the need to cook a large amount of food for those staying in factories and student hostels. Food cooked in this way is nutritious, flavorful and easily digestible. For cooking in this method separate boilers are found in the factory. Heat the water in these well and reach the boiling point and if the reading on the meter exceeds 100°C, once the required amount of steam is available, open the valve and cook the steam through the pipe.

The water or milk is gradually heated as the layers are placed on top. This method of food preparation is good for patients.

Braising

It is a mixture of water and oil. A separate vessel can be covered and cooked for this. Meat and vegetables can be cooked.

Food cooked in this way will be delicious and fragrant.

Fig 6



Dry Heat Methods

1 Baking

In this method, food is cooked over dry air heated in a baking oven. You can make cakes, biscuits and bread in this way. During the baking process of bread

and biscuits, the yeast and baking powder contained in it are heated and a chemical change takes place, turning the raw food mixture into an edible food. Both sweet and savory dishes can be cooked in this method.

Fig 7



Bakery foods prepared get good appearance, aroma and taste. In this method, food should be cooked at the right temperature with the right amount of ingredients. The oven needs to be at different temperatures to make buns, biscuits and cakes.

2 Broiling

It is a dry cooking method. This method involves heating (in ovens) with wires or iron plates and cooking the meat directly on the wire or plates with very little oil. This method can cook tender meats and fish.

Fig 8



Cooking using oil (Medium of fat)

1 Grilling

This method uses gas or logs as fuel while cooking on hot oiled rods. This method preserves the flavors and cooks the meat well while cooking small tender pieces of meat. Do not use whole mutton or beef in this method. Grilling does not release much of the juices from the meat. Thus the cooked food is tasty and fragrant.

2 Frying

- Shallow fat frying
- Deep fat frying

Fig 9



The hot heat is directed directly over the already seasoned meat. By doing so, the inside and outside of the meat will be well cooked. For the meat to be cooked well, a little oil should be applied on top of the meat.

Tandoori roasting

Fig 11



Seasoned small cuts of meat, particularly chicken, fish and game birds, are cooked this way. Special pot-shaped stoves with firewood or a method of cooking meats on a long skewer, heated over coals, at a high temperature. This way the food will be delicious.

Oven roasting

Large meats with spices can be cooked in this way. Place the meat on a tray in a hot oven and roast it along with the nuts. When the meat is roasted in a hot oven, the fat and juices in the meat are heated and the meat is cooked.

Fig 12



When roasting beef, mutton and wild fowl, a little more oil and split roast Beef, mutton and wild fowl cooked medium rare If you poke the meat, a little deep pink blood will ooze out of it, and if you do a medium rare roast, if you poke the meat, a little pale pink blood will come out. While cooking in the roasting method, you should make sure that the meat does not lose too much juice. Once the roasted meat is taken out of the oven, remove the threads from the stuffing and then serve.

Fig 10



Shallow fat frying using less oil

Cooking with less oil In this method, heat a hot pan or an iron plate, add a small amount of oil and fry the food once it is hot, saute, in which oil added to the food cannot be extracted.

Deep fat frying using large amounts of oil

Cooking using too much oil. In this method, by pouring the required amount of oil in a pan or pan, heat the fried foods and fry them in bread crumbs or flour. Frying food in this way makes it look colourful and smell good. You can fry already prepared foods in this method.

Vegetables, eggs, meat and fish can be fried by keeping the oil at the required temperature. Currently there are deep fat fryers that can be used for frying food. Every time used oil should be kept separately in filter pans after work.

Roasting

Meat, poultry, game, and fish can be cooked using less oil. A method in which the meat is skewered on a hot long wire and the heat of the charcoal is placed directly on top of the meat.

Roasting method can be divided into four types.

- Spit roasting
- Tandoori roasting
- Oven roasting
- Pot roasting
- Spit roasting

It is better to keep it in place and cut it in front of the guest.

Sauces to serve with roasted meats Heat the sauces in a roasting pan and serve the meats. Drippings can be heated in a roasting pan and poured over meat to serve as a sauce.

pot roasting

This method can be done using small thick brass or aluminum pans with little oil and vegetables. Small types of chicken and wild fowl can be prepared in this way. Vegetables that can be used while roasting foods that can be cooked in this way can also be used as a sauce.

Advantages

- This way the aroma is preserved while cooking.
- This method preserves the nutrients while cooking.
- Inexpensive ingredients can be used to cook this way.
- Vegetables cooked in a pot roasting method can also be served as a sauce.

Disadvantages

- This is a very slow cooking method.

Microwave cooking method

When cooking food in the oven, first an electric current is generated inside the oven. Due to that vibration, the molecules of water, fat and sugar vibrate and generate heat. Glass and ceramic vessels are not affected by this wave. Only use microwave-safe utensils. In the current situation of human society, if both husband and wife are working, reheat the food made in the morning.

Fig 13



Does cooking in the microwave cause nutrient loss?

- 1 The magnetron device inside the microwave oven helps in heating the food items placed in the oven. It also takes less time to cook and the nutrients in the vegetables do not escape.
- 2 Microwave cooking of vegetables, white meat and lean meats does not cause significant loss of nutrients.

- 3 Heating milk in a microwave oven breaks down the lactose in milk. In this method of cooking, if the food is cooked at the right temperature, there is no loss of nutrients or discoloration of the vegetables.

Disadvantages of microwaves

Nutrients of food items are reduced. As our body is not familiar with the different molecules, they remain in the body without being able to digest them.

Various disorders occur in the body.

- 1 The amount of hemoglobin in the blood decreases.
- 2 Decreases HDL cholesterol which is beneficial for the body.
- 3 The amount of white blood cells increases.
- 4 Leukocytes (leukocytes) in the immune system, which are responsible for the immune system, are reduced.
- 5 Eating foods that have been penetrated by radio rays increases the risk of cancer.
- 6 Stomach and bowel cancer can lead to cancer cells in the blood.
- 7 Decreased immunity.

Solar cooking

Solar ovens are devices use sunlight that are harmless for cooking.

Major components in a solar oven

Outer box

The exterior of the solar oven is made of G.I or aluminum plate or some kind of plastic material.

Internal cooking compartment

It is made of aluminum plate. The inner cooking compartment is smaller than the outer compartment. Painted with black paint. Black color attracts sunlight. Thus attracting sunlight sends the heat to the cooking dolly.

Two strands of glass

This double glass fiber inner cooking compartment is like a lid. This fiberglass is slightly larger than the inner cooking compartment. Two strands of glass are mounted on an aluminum frame. There should be a gap of 2 cm between the two glass strands. There is air in this space which prevents the internal heat from escaping. And the side of the lid is fitted with a rubber box to keep the heat from escaping.

Heat compartment

The outer compartment is placed between the inner cooking compartment and the bottom of the plate. In Class 2, pellets are used as heat insulators.

Glass

These intense light rays pass through the glass fiber to the curving box. These reflected rays speed up cooking Solar ovens with glass to increase radiation Solar ovens with glass on the inside of the lid so that life from the sun is reflected in the glass

Basic sauces

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of basic sauces .

Basic sauce

An important ingredient in the preparation and serving of continental food and chinese food is the variety of sauces.

Types of basic and main sauces

The liquid mixed with roux results in a smooth texture.

Amount of recipe required to make 1 liter of different types of sauce and instructions to be followed while making sauce.

Fig 1

NAME OF SAUCE	TEMP.	COLOUR	THICKENING AGENT*	OTHER DETAILS
Béchamel sauce	Hot	White	White roux	Butter + Flour + Milk in the ratio of 1:1:10
Veloute sauce	Hot	Blonde	Blonde roux	Blonde roux + chickenstock Ratio of 1:1:10 Used for chicken dishes
Espagnole sauce	Hot	Brown	Brown roux	Used for meats and sometimes white meats also Brown roux + Mutton brown stock
Hollandaise sauce	Warm	Yellow	Emulsion	Egg yolk + Oil + Lemon juice over a double boiler Ratio - 1: ½: 1/10 Used for fish and baked veg
Tomato sauce	Hot	Red	Puree or Flours	Tomatoes + garlic + bayleaf (Main Ingredients only) Used for pastas, fish and meats
Mayonnaise sauce	Cold	Cold yellow	Emulsion	Egg yolk + mustard powder + salt + Sugar + salad oil + lemon juice Used for salad dressing and an accompaniment for cold food. # 1 egg yolk takes about 120ml – 150ml of oil

Description of sauce

A sauce is a kind of liquid substance. Sauces, smell, taste, color, character. Adding these to food enhances their character and taste.

Classification of Basic mother Sauces

- 1 Bechamel sauce
- 2 Tomato sauce
- 3 Veloute sauce
- 4 Espagnole sauce
- 5 Hollandaise sauce
- 6 Mayonnaise Sauce

Bechamel

It is a white colored sauce. Milk, butter and maida flour are required to make this sauce. After melting butter in a pan, add maida and finally boil it and add milk to make Bechamel sauce.

Espagnole sauce

It is a brown sauce. Brown roux is required to make this sauce, heat the pan and add the butter, then add the maida and once it gets well browned, add the brown stock.

Veloute

It is a sauce that can be made between a white and brown color. This requires a Blond roux mixture. White chicken, meat or fish stock within it is called as veloute sauce.

Tomato sauce

Tomato sauce is called tomato sauce if you remove the tomato skin and cut it into fine pieces and add onions and garlic to it.

Hollandaise

It is a hot sauce. A sauce made with egg yolks and melted butter.

Mayonnaise

It is a chilled sauce. To make this, egg yolk and salad oil need to be mixed together in a proper way, add salt, sugar, pepper powder and mix it with a wooden spoon, and if you gradually add salad oil, egg yolk it becomes emulsified. This type of mayonnaise sauce is used to make dressing for all types of salad. Once the mayonnaise sauce is prepared, derivative sauces can be made with it.

Espagnole sauce

The following ingredients are required to make Espagnole sauce

Mirepoix- 100 gm, (mixture of Onion, Carrot, Celery, Leek)

Butter - 50mg, maida - 50g, tomato sauce 50g, bay leaves, thyme, parsley lightly roasted calf bone and boiled.

Method

Take a pan and heat it, add butter and then fry the Mirepoix pods. Then mix the required amount of maida and mix it with the required amount of brown stock and boil it for two hours in gentle heat, then mix tomato sauce and sugar and finally strain and prepare.

The following derivative sauces can be made from Espagnole sauce.

- 1 Demi glaze
- 2 bordelaise
- 3 Robert sauce and many other sauces.

Hollandaise sauce

This is a important hot sauce. Served with meat, fish, and legumes. The following raw materials are required to prepare the above sauce. Hot clarified butter- 150g, egg yolk - 2 No, salt, pepper and a little vinegar.

First the butter should be heated and cleaned keep ready.

Then add salt, whole pepper and vinegar in a vessel and heat it a little.

Boil the required amount of water in a vessel and put the egg yolk in another vessel and beat it well. When the yolk becomes creamy, take it out from the hot range and mix it with the prepared butter liquid. At the end add a small amount of vinegar and pepper already prepared. Now the Hollandaise sauce is ready. Many derivative sauces can be prepared after making this mother sauce. For example Sauce Bearnaise, mustard sauce.

Tomato sauce

This sauce is made using tomatoes. Boil the tomatoes and remove the skin and seeds then finely chop them, heat oil in a pan add carrots, onions and garlic saute. Then add required amount of tomato puree and mixed with white roux and it is called tomato sauce.

Raw materials required

peeled tomatoes, carrots, onions, garlic, butter, maida, beef stock, salt, pepper and sugar as needed.

Veloute

It is a basic mother sauce. chicken, meat, and fish bones are essential for making this sauce. The ingredients required to make this mother sauce are white meat stock 1 liter, butter 60 grams, maida 100 grams, onion 50 grams, leek 1 number, bay leaf 1 number, pepper 5 grams.

Method

Heat the pan and add butter and then add required amount of maida and mix it for a while when the maida and butter changes color slightly, add required amount of meat stock, add chopped vegetables and then boil it at least for half an hour. Then strain, use to make derivative sauce. Derivative sauces made with this mother, Derivative sauces made with fish, stock, Shrimp, Normandy, Poulet, Capper, Supreme, chivery, ravigotte

Butter sauces

This butter sauce can be made by adding some ingredients like melted butter and hard butter. For example, garlic sauce, parsley sauce, fish sauce, brown butter sauce.

Accompaniments

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of food and accompaniments to be served in continental menu.

Accompaniments

In french classical courses of menu food is accompanied with variety of dishes. All kinds of foods are compulsorily served with accompaniments. food servers should know which food is served with which accompaniment. The following are the European and French classical menus accompaniment

Fig 1



Sl. No		Dishes	Accompaniments
i	Hors d'oeuvre		
	1	Tomato juice	Worcestershire sauce, castor sugar & lemon wedge
	2	Oyster	Oyster cruet Cayenne pepper Pepper mill Chilli vinegar Tobasco sauce Half a lemon Brown bread and butter
	3	Snails	Brown bread and butter
	4	Smoked salmon	cayenne pepper Pepper mill Half a lemon Brown bread and butter
	5	Caviare	Toast Butter Half a lemon Finely chopped onion Boiled egg yolk and White of the egg
	6	Chilled melon	Grated ginger, castor sugar
ii	Potage		
	1	Cream of tomato soup	Croutons
	2	Onion soup	Parmesan cheese
	3	Consomme julliene	Strips of vegetable
	4	Cream of mais soup	Croutons
iii	Poisson		
	1	fried fish	Lemon wedges and tartare sauce
	2	grilled fish	Lemon wedges and tartare sauce
	3	poached fish	Lemon wedges and hollandise sauce
	4	grilled herrings	Mustard sauce
	5	poached salmon	Hollandaise sauce
	6	cold lobster	Mayonnaise
	7	cray fish	Mayonnaise
iv	Roast course		
	1	Roast pork	Apple sauce, roast gravy
	2	Roast beef	Horseradish sauce, roast gravy, Yorkshire pudding
	3	Roast lamb	Mint sauce, roast gravy
	4	Roast mutton	Onion sauce, roast gravy
	5	Boiled mutton	Caper sauce
	6	Roast chicken	Bread sauce, roast gravy
	7	Roast duck	Apple sauce, roast gravy
	8	Roast wild duck	Orange sauce, cream dressing
	9	Roast turkey	Cranberry sauce, bread sauce, roast gravy
	10	Roast venison	Cumberland sauce, red currant jelly

Serve non alcoholic beverages

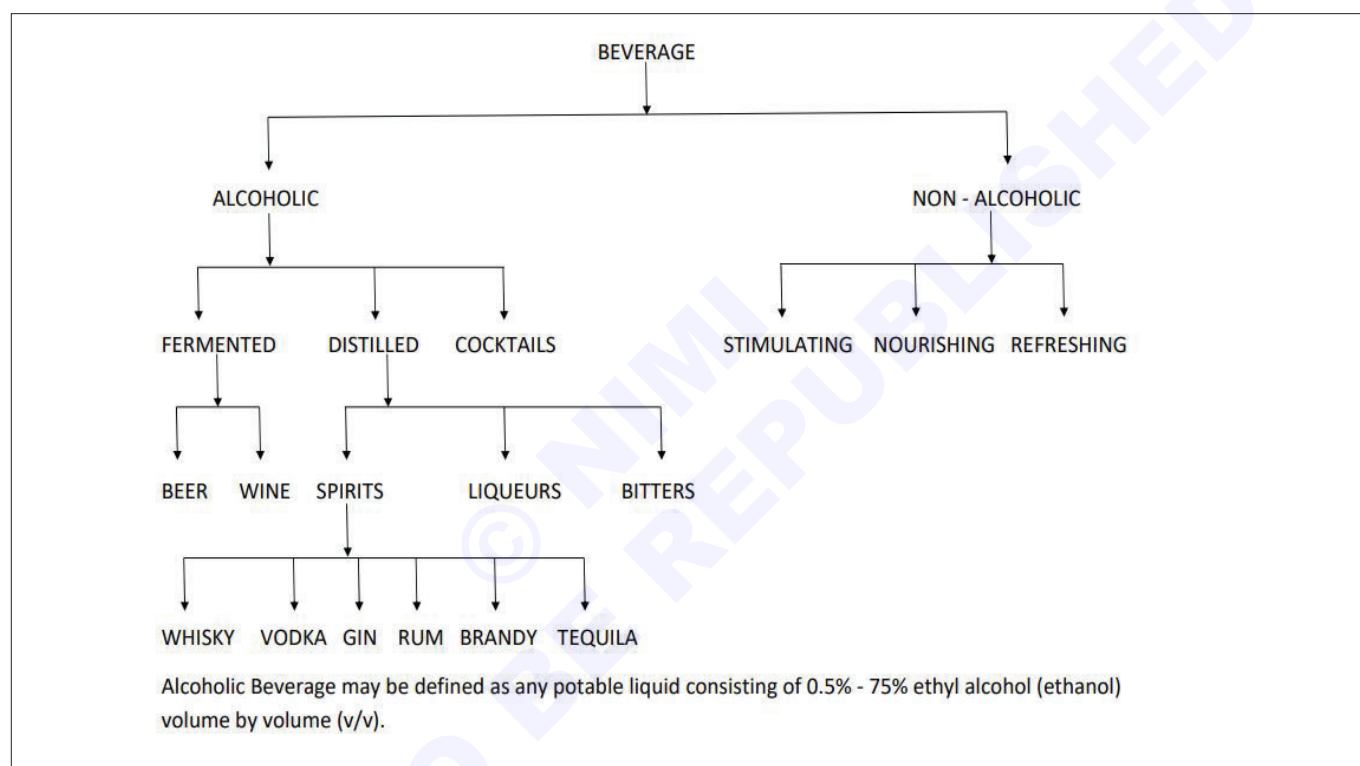
Objectives: At the end of this lesson you shall be able to

- acquire the knowledge of non alcoholic beverages .

Non alcoholic beverages

Any portable liquid that can quench the thirst are called beverage. Beverage is specially prepared for human consumption. In addition to the basic needs beverage must be a part of culture of human society. Beverage are divided into alcoholic and non alcoholic.

An alcoholic beverage will normally contain ethyle alcohol. An non-alcoholic beverage often signify drink with no alcohol in it.



Types of waters

1 Carbonated water/sparking water/soda water

also known as sparkling/soda water ordinary water to which CO_2 gas has been injected with under pressure

2 Club soda

Ordinary water that has been filtered and then has been artificially carbonated and in most cases is salt free.

3 Distilled water

A process by which minerals are removed from ordinary water by distillation.

4 Drinking water

It is bottled water that comes from a governmental approved source is then filtered to treated in some manner before bottling.

5 Mineral water

There are naturally still or sparkling water that come from the earth the water must have at least 1500 mg/ of minerals per liter some of the mineral that might be found in the water are aluminium ammonia bicarbonate phosphorous potassium fluoride iodine etc.

6 Spring water

This is term used to indicate water from a deep underground source/ or mountain/hillflows naturally to the surface.If the water remains unprocessed or unchanged the term natural may be added and the product may be called as natural spring water.

Other types of non alcoholic beverages

1 Crushes

They are roughly crushed fruits from where we get juice the whole crushed fruit is bottled with some preservatives ex : strawberry

2 Syrup

“ These are concentrated sweet, fruit, flavoured liquids for eg. grenadine (pomegranate) (assio) (black current) from bois (raspberry)

3 Squash

These are made by extracting juices from fresh and adding sugar to it ex: orange squash

4 Aerated water

These are charged or aerated with carbonic gas. The flavourings found in different aerated water are imported from various essence example tonic water quinine flavoured dry ginger or ginger ale golden straw clour with ginger flavouring



Tea/ aerated water/stimulated/nourishing juices

Objectives: At the end of this lesson you shall be able to

- **acquire skills and knowledge of history of tea**
- **types of tea leaves**
- **tea production and storage .**

Tea

The most universally consumed beverage made by infusing and dried leaves of an asiatic herb called *Camellia sinensis*. There are two main varieties of tea plant, that of China and that of India with numerous local varieties & hybrids. India is the largest producer of tea followed by Sri Lanka, China, Japan, Indonesia, East Africans, Latin America & Russia. In France & Britain tea has become the national beverage with the most popular varieties being Ceylon teas. Tea contains half the amount of caffeine as compared to coffee.

Main tea producing countries

India the best known tea, and the world's largest producer. Assam tea, Darjeeling tea is known as the champagne of tea.

China is the oldest growing region and is known for its delicately perfumed tea. For example orange pekoe, jasmine, lapsang souchong, rose, pouchong.

Sri Lanka (Ceylon) these teas have a light lemon flavoured and are regarded as afternoon teas. They also tend to be light & refreshing.

Other types of tea

Early Grey this is a blend of Darjeeling and Facing Ten & is flavoured with oil of bergamot.

Green tea

Green tea makes approx 10% of the world teas. The leaves are picked, rolled, dried before they can go brown. Green tea has a distinctive aroma and has a slight astringent taste.

Tisane

These are fruit flavoured & herbal teas. For eg. Georgia teas flavoured with citrus fruit flowers.

Oolong

This tea from Taiwan is made from semi-fermented leaves, which means leaves are immediately processed after picking. It has a fruity taste.

Storage

Teas stored inside a vacuum sealed bag can be stored up to 2 years depending on the quality and grade of the tea and you can know from the aroma of tea and tea leaves. Should be stored in an airtight container and kept in a dry and dark place. Black teas will last longer than the green and oolong teas but all teas need to be stored in ideal conditions.

Coffee

Objectives: At the end of this lesson you shall be able to

- **acquire skills and knowledge of history of coffee**
- **method of making coffee**
- **types of coffee .**

Coffee

The coffee tree, native to the Sudan and Ethiopia but now widely cultivated bears small red berries that contain the seed (coffee beans). The word is said to have been derived from the Italian word *caffè*. Brazil is the world's largest producer of coffee.

Nowadays 2 species of coffee tree provides 95% of the total coffee produced worldwide. They are

- 1 Coffee arabica
- 2 Coffee robusta

Arabica coffees have been those that are elongated oval and flat they are mild aromatic and are generally considered to be the best.

Robusta coffee beans are smaller and have an irregular convex shape. The beans contain 2 1/2 times more caffeine than Arabica coffee beans and yield more full bodied and bitter drink.

Method of making coffee

The fruits of the coffee tree are treated to remove the pulp and the yellowish grey, beans are husked and bagged. In this form the beans are known as green coffee which keeps for a long time provided that it is protected from damp.

Roasting is the second step where the coffee beans release various complex volatile constituents which are responsible for the characteristic flavour. The beans are continuously stirred during the roasting process at 200°C they are light brown and double in volume.

Well roasted coffee should be fairly dark reddish brown. Insufficient roasting produces a harsh, colourless, tasteless infusion whereas excessive roasting yields a very bitter and bitter.

The final operation is grinding. The fineness of the ground depends on which method is used to brew the coffee. It is a wise preference to grind only enough coffee for once immediate need as ground coffee.

The stimulating effect the coffee has on the body is due to caffeine.

Types of coffee

Instant coffee

This coffee which has been made by dehydrating it is reconstructed by adding boiling water.

Cold coffee

Regular black coffee served cold.

Filter/drip coffee

This uses a fine to medium grind coffee. This method involves pouring boiling water into a container which holds coffee inside a filter paper. Hot water is poured over this and then the coffee drips through to a lower container.

Decaffeinated coffee

This is from which caffeine has been removed.

Vacuum infusion

Using a medium grind this method is characterised by the double or glass bowl and filter which may people know by the trade mark. The company who makes the glass equipment.

Espresso

Using a fine grind of forcing steam through a fine filter containing coffee it is usually very strong.

Cafeteria

Using a medium grind the coffee is made in a custom designed jug which has a plunger to act as a filter.

Cappuccino

Using a fine grind this is express coffee to which heated by steam is added. Grated cardamom and chocolate powder is sprinkled on the top.

Turkish/ Egyptian coffee

Using powdered coffee is made from dark roasted coffee in a special copper pot. Sometimes included as additional flavouring.

The best serving temperature are 82°C for coffee and 68°C for milk.

Storage of coffee

Coffee loses aroma, flavour with storage. As the volatile components evaporate. It should be roasted and ground immediately before brewing for the best possible drink. Roasted coffee beans can be stored for some time, and can be roasted briefly immediately before use. Ground coffee should be used within 2 or 3 days of grinding. Vacuum packing extends storage life. Roasted coffee, whether ground or not can be kept in an airtight container in an airtight pack to lengthen the shelf life. Fresh coffee is the best so buy quantities to last not more than a week.

Fermented beverages - wine types

Objectives: At the end of this lesson you shall be able to

- **acquire skills and knowledge of history and origin of wines**
- **type of wines - wine making**
- **grape varieties and countries.**

Wine

Wine is an alcoholic beverage obtained from the fermentation of juice of freshly gathered grapes. The fermentation takes place in district of origin, accounting to local tradition and practice.

Only a relatively small area of the world is wine producing. This is because the grape will only provide juice of the quality necessary for conversion into a drinkable wine where two climatic conditions prevail :

The must be enough sun to ripen the grape.

The winter must be moderate, yet sufficiently cool to give the vine a chance to rest and restore its strength for the growing and fruiting season.

These climate conditions prevail in two main wine producing zones which lie between latitudes 50 north and 30 south of the equator.

History/origin : Julius Caesar favored wine and wherever he went he planted wine. The vineyards of France were initially planted by the Roman.

Wine producing countries

The wine producing areas lie between latitudes 30 degree and 50 degree north and south of equator. The quantity wine production takes place in Italy and quality in France. The wine producing countries of Europe are Portugal, Germany, Austria, Poland, Switzerland etc.

Mediterranean countries are : Spain, Turkey, Cyprus, Tunisia, Algeria, Morocco. Other wine producing countries are : South Africa, Australia, United Kingdom, United States, South America, Chile, Brazil etc.

Classification of wine

1 Table wine

This include Red, white & rose wine they are also referred as still as there is no carbonation. This wine are further classified into dry & sweet wines. Dry means that there is a very little sugar content and usually accompany a meal. Dry to natural means dryness is achieved where sugar is converted into alcohol or by stopping fermentation when alcoholic contents 14 %.

2 Sparkling wine

All champagne are sparkling wine. But all sparkling wine cannot be champagne. Sparkling wine has CO₂ to make it fizzy. Champagne is monarch in this category. Champagne comes from the champagne region of

France hence it is called champagne. Other are sparkling wine.

3 Fortified wine

These wines fortified by addition of brandy either during or after fermentation this increase the alcoholic percentage of wine from 14% to 22% fortified wine are further classified into port, Marsala, Malaga, Madeira, Tarragona.

4 Aromatized wine

These are wines made like fortified wine. In this wine making herbs, spices, fruits, natural flavours are added to increase the taste and aroma.

5 Viticulture

Vine growing is known to man since ancient times and since the 17th century it has been on a like any other product grown viticulture is highly influenced by climate and soil.

Soil

Grapes grown in poor soil in difficult to cultivate areas yield better quality of wines than those grown in richer soil. The vineyards on the slopes of hillsides is the most favorable for good quality grapes. The most favorable is that which is composed of gravel, limestone, pebbles. This soil is favorable to allow air and moisture reach the roots and allow drainage of water.

Climate

A favorable climate is one where the winters are short and cold but not severe. Rains in winters and spring mature the vines and the heat of the summers develops the sugar in the grapes and minimize the acidity. Too much sun produces sour wines. Table wines are generally best produced in cool viticultural climates, to the full bodied, sweet fortified wines that needs warm and very sunny climates.

Temperature

During ripening strongly influence potential wine style within the range of 15-11°C the natural styles vary from light, fresh and aromatic at the cooler end, to full bodied & full flavored at the warmer end.

Sunlight

Sunlight duration works mainly for controlling sugar in the grapes and therefore potential wine alcohol at the later stage.

Rain fall

For vines depending directly on rainfall, there needs to be enough rain at the right time.

Vintage (harvest)

The literal meaning is "plucking of grapes". This is done when grapes have reached a certain stage of maturity or ripeness.

Wine making process

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of wine making process.**

The grape cycle

Winter

The grapes are already harvested.

Spring

After the cold, new shoots from the grape plant will appear. The soil should be loosened.

Summer

The grapes grow and start to ripen.

Autumn

Grapes ripen and harvesting takes place. Harvesting is done by hand machine

Wine making process

1 Destemming

Separate the grapes from the stem

2 Grading

Grapes are graded according to the quality

3 Weighing

Grapes are weighed to determine the quality required for fermentation

4 Removal of stalks

The stalks should be removed as it gives a bitter taste due to the presence of tannin which should not come in contact with the juice.

5 Crushing/Pressing

The process of breaking the skin of the grapes by crushing them slightly so as to free the juice from the grape. Grapes are traditionally crushed by hands in some regions.

6 Sulphuring

Sulphur dioxide is added earlier in the fermentation process, sulphuring is put on the top of a liquid as a form.

It doesn't allow the outside to come in contact with the liquid and eats the air present in the liquid and hence it protects the wine from getting converted to vinegar.

Vintage year

This term refers to a particular year where the quality of grapes is exceptionally good due to ideal weather conditions. Every year may not be a vintage year. Sometimes inferior quality wines are mixed with superior quality to maintain a good standard quality without any fluctuations.

7 Fermentation

The grapes are then sent to the fermentation containers. These containers are made of steel, oak or cement.

During fermentation the yeast and sugar change into alcohol and CO₂, coloring element from the grapes are dissolved into the juice. Skin of dark grapes gives rose colour if kept for little time and to obtain red wines it is kept for longer time.

8 Cellaring

Once fermentation is completed the running wine is run off into the cask for maturation. The filled cask is put into cellars for maturation; this is called cellaring.

9 Second pressing :

The residue of pips and skin left behind in the fermented vats is sent for second pressing.

10 Racking

The wine now must be separated from the dead yeasts which decompose and give an odd flavor to the wine. During the process the wine is carefully pumped into another cask without disturbing the wine at the bottom.

11 Finning & filtration

Here cloudy wine is converted into refrigerator.

12 Refrigeration

To stabilize the wine it is pumped into refrigerator

13 Blending

This art requires experience, judgement, and sensitivity. Blending is done with wines from different years.

14 Aging

This can take place naturally by allowing the wine to rest in the oak barrels for one or 3 years. During aging wine picks up soft mellowness character from the oak wood.

15 Bottling

This has to be done before blended wine loses its bouquet, finesse, color & quality. Bottles are washed, cleaned & dried with hot air. Cool & dry weather is preferred for bottling.

Champagne wine

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of origin and production of champagne wine.**

History/Origin

Champagne was first discovered by Dom Perignon, a monk in the district of champagne of France situated 170km. North East of Paris. Champagne district lies between two 2 main valleys, Reims and Epernay.

Almost all champagne manufactured is a blend and white grapes in the ratio of 3:1. The black being Pinot Noir and Pinot Meunier. The white grape variety is Chardonnay. Also manufactured is pink champagne "Rose and champagne purely made from the chardonnay grape, referred to as Blanc de Blanc."

Production

Harvest/Pressing

The vintage takes place in late september or early October.

First fermentation

Fermentation lasts from several days to weeks depending on the sugar content of the must. Vats are made of cement or stone. Fermentation is maintained between 18-20C. Carbon dioxide produced at this stage is allowed to escape. After fermentation blending is carried out, this is done to produce a standard quality of wine.

The blending of wines within the district is called Assemblage. Blending is carried out between different region of champagne this is Coupage.

Second fermentation

This process is also known as Methode Champenoise. The principle is to allow the second fermentation in the bottle where the wine gets its characteristic sparkle.

Before the second fermentation the sugar content of the same is checked, if too low then more sugar is added this calculated quantity is Dosage de tirage., which is cane sugar in old wine the wine is then filtered and a calculated amount of yeast is added. During second fermentation the bottles are at 50F in underground cellars for 3-10 yr. The bottles are placed in racks called Pupitre.

This is best carried out at 10-12C and will take three to six months. The yeast turns the sugar into alcohol and carbon dioxide which dissolves into the wine thus creating the desired stream of bubbles known as mousse. Along slow fermentation produces a very fine lasting mousse. The gas formed inside the bottle exerts an extremely high pressure and hence the bottles used are extremely strong ones.

Due to second fermentation sediments are formed in the bottle, this is removed from the bottle by a method called degorgement which is letting the pressure blow out the sediments, skillfully, done by freezing the neck of the bottle where the sediments form a lump and removed by a skillful remuer. The wine is sweetened as required by the addition of liqueur d'expedition which is sugar dissolved in old champagne of the same quality.

The bottles are rested for a minimum of 3 months again to blend wine and liquer before packaging. The wine is bottled in specially designed for bottles which can withstand pressure. Once the second fermentation is over this bottle is labeled. After filling this bottles with wine the cork is first put in the bottle and then fastened with a metal clip called Agrafe.

Wine terminology

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of wine terminology and international wines .**

- **Acidic:** A sharp taste caused by acids in the grapes. The amount of acidity makes a wine fresh and crisp tasting.
- **Aroma:** The smell of a young, fresh wine. Sometimes also referred to as nose.
- **Bitter:** A disagreeable taste that may wear off in time as the wine matures.
- **Body:** The feel of the wine in the mouth. The feel of the wine with body is often described as chewy. A lightbodied wine is referred to as a light wine and is low in one or more of the body components (alcohol, sugar, and glycerin) formed during fermentation. A Full bodied wine is typically high in those components and normally has a higher alcoholic content.
- **Clean:** A natural fresh flavor with no negative smell or taste.
- **Corked:** Refers to a wine that has declined in quality because of a rotten cork whose smell affects both the taste of the wine and its bouquet.
- **Dry:** Refers to wine with almost no residual sugar, that is, less than 1%. No absolutely dry would taste very good.
- **Dull:** Without character Earthly: A flavor and smell derived from the wine's soil
- **Fine:** Light & delicate
- **Finish:** The aftertaste of a wine. A good wine should have a pleasant aftertaste.

- **Flat:** Insipid, lacking character and acidity
- **Flowery:** Leaves an impression of a flower smell
- **Fruity:** The fresh flavor of grapes, especially the particular grape variety used.
- **Full:** Rich
- **Grapey:** A smell typical of certain grape varieties
- **Green:** Acidic and either made too young or from unripe grapes.
- **Light:** Low in alcohol, acid content, and body. This may be a good characteristic for a young wine, but is not desirable in a quality wine.
- **Mellow:** The opposite of astringent, that is, softened with age.
- **Musty:** A moldy smell or flavor resulting from unclean casks or the use of rotten grapes.
- **Oaky:** An aroma, reminiscent of vanilla, derived from aging in oak casks.
- **Ripe:** At the peak of maturity, mellow & perfect.
- **Rough:** A hard, harsh tannin taste.
- **Sharp:** A high acid content, typical of a tart wine.
- **Silky:** A good soft feel, found in mature quality wines
- **Spicy:** A predominantly fragrant smell & taste of herbs sweet. A high residual sugar content, characteristic of some dessert wines, but should be balanced with acidity & alcohol content.
- **Tannic:** Refers to the tannin (an astringent element derived from the skins, stalks, & seeds of grapes), which is necessary for a wine that needs long aging.
- **Weak:** Low in alcohol
- **Well balanced:** A harmonious blend of taste & smell. Fruit, acid, tannin, & alcohol are all in balance.
- **Woody:** A detrimental flavor derived from the oak barrel in which the wine has matured.

Wines from france

- 1 Chateau la tour – (Medoc france)
- 2 Chateau montrose- (Medoc-france)
- 3 Chateau lafleur -france

- 4 Chateau canon - (St. Emilion - france)
- 5 Chateau couhins - (Cravels france)
- 6 Bougros- (France)

Wines from Italy

- 1 Vaitellina - Italy
- 2 Barolo - Italy
- 3 Chanti- Italy
- 4 Galestro- Italy
- 5 Martini and rossi- Italy
- 6 Capri- Italy

Wines from germany

- 1 Bernkastler- Germany
- 2 Kaseler- Germany
- 3 Kabinett - Germany
- 4 Kurpfenberg gold- Gujarat
- 5 Buehler- Germany

Wines of U.S.A

- 1 Robert Pepi - USA
- 2 Mercer - U.S.A
- 3 Wood Bridge - USA

California wines

- 1 Sonoma - California
- 2 Livermore - California
- 3 Santa Clara - California
- 4 San Diego Escandido - California

Wines from india

- 1 Syrah- India
- 2 Vallet Sailo - India
- 3 Sailo Rio- India
- 4 Sauvignon Blanc- India
- 5 Shiraz rose - India
- 6 Sula Brut – India

Beer-introduction-manufacturing-service of beer-storage-brands

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of production of beer**
- **types of beer**
- **service of beer**
- **beer producing countries brands and storage .**

Beer

Beer is an alcoholic beverage made by brewing & fermentation malted barley, and sometimes other cereals, with hops added to flavor and stabilize it. The alcoholic content of beer generally ranges from 4% - 8% by volume.

Ingredients to Make Beer: Water, grain, hops, and yeast

Water

- Constitutes about 90% of beer volume
- Curves bulks and body, should be free from minerals and treated.

Grain

- Barely, wheat; however, barley provides the best beer.
- The barley is first malted by steeping it in water until it begins to sprout or germinate.
- This turns the starch in the grain into soluble sugar, which is later fermented by the addition of yeast.
- Once sprouted it is heated to stop the process.
- The malt is mixed with other cereals such as rice or corn, frequently referred to as adjuncts.

Hops

- Dried flowers of the hop vine
- Provides the characteristic bitterness found in beer but also act as an antiseptic during the brewing process.
- Hop tannins also help clarify & preserve the beer.
- Used mainly for flavor, aroma, presentation, antiseptic, clarification and filtration.

Yeast

- Responsible for primary fermentation, a process that produce alcohol and carbon dioxide.
- Unlike wine, when beer is fundamentals the carbon dioxide is retained and reintroduced in the beer at a later stage. This is what provides the carbonation or fizz in beer.

Manufacturing process of beer

1 Malting

Barley is brought and shocked in water and then allowed to germinate for 3 to 5 days. Malting causes the formation of enzymes for breaking down starches in barley into sugar. The malt is dried.

2 Mashing

The malted barley is crushed in the mills and the liquid comes out is known as "Grist". The Grist is mixed with hot water to produce "Mash" adjust if required are added at this point and cooked several hours. The enzymes are broken down into starch and then into sugar. After cooking the grain are filtered and the liquid is known as "Wort".

3 Hoping

Hops are now added to the Wort in kettle and boiled for an hour or two. The hops impart bitterness to beer. After boiling it is passed to whirlpool to remove spent hops. Finally it is cooled in the cooler at the right temperature for fermentation.

4 Fermentation

Yeast is added to the cooled or chilled wort, which converts the sugar in the wort into alcohol & carbon dioxide is collected and stored under pressure so that it can be added back at a later point.

5 Lagering

After fermentation, the beer is then aged or lagered. Lagering takes place at a temperature close to freezing. This matures the beer and mellows its flavor. This is done in stainless steel or glass-lined tanks. Once it is matured, the carbon dioxide is re-introduced and the beer is put into barrels, kegs (half-barrels), bottles or cans.

6 Pasteurizing

This is the process of heating the beer in its final container to 140 degrees to 150 degrees F for at least twenty minutes. This kills any bacteria in the beer as well as any remaining yeast, which might allow the fermentation to continue, thereby exploding the bottles or cans.

7 Pasteurization

It gives the beer a longer shelf life. It also removes much of the taste and 6 natural co2 and makes the beer flat. Finally co2 is injected into it the beer.

Types of beer

Lager

- Originated from germany meaning resting or storing.
- Bottom fermentation where the yeast settles to the bottom of the tank after it has finished its work.
- Usually light bodied and less alcoholic than ale.

Types of lager beer

- **Pilsner:** Originated from a town of pilsner in czechoslovakia; a lively, mild, and thirst quenching beer.
- **Malt Liquors:** are larger beer with higher alcohol content than pilsner.
- **Light beer:** are variants of the pilsner style. It has one third to one-half less alcohol and calories.
- **Black beer:** are traditionally strong, heavy, dark layer with high alcohol content and a rich matly flavor.
- **Steam beer:** A style of beer developed in California during gold rush day and is interesting hybrid of ale & lager.

Ale

- Top fermentation where the yeast rises to the top of the liquid
- Normally requires less aging than larger does and can be sold within days after its fermentation is complete.
- Has more defined taste and a stronger hop flavor than larger does.

Fig 1



Types of Ale Beer

- **Stout:** Has a high hop content and a strong malt taste; the malt is roasted which gives a dark color
- **Porter:** Has a milder hop flavor higher in alcoholic content. Its a british style ale when is dark, bitter sweet brew.

- **Cream ale:** Is a one popular North American beer style developed by ale brewers to complete with dolden layers. It is a golden in color mild and sweet in taste with alcoholic content of 4% to 5%.

Fig 2



- **Pale ale:** Is copper colored and stronger in flavor year and loppier than cream Ale
- **Biliter:** Is a pale, amber-colored pale ale high in flavor and low in alcohol.
- **Draught beer:** Also spelt draft, this beer is served from cask or key rather than from the bottle or can. It is brewed and stored intreditional way maturing naturally in the cask.

Fig 3



Beer producing countries

The top ten beers producing countries

- 1 U.S.A
- 2 Germany
- 3 China
- 4 Japan
- 5 United kingdom
- 6 Brazil
- 7 Mexico
- 8 Spain,
- 9 South america
- 10 Canada

Other brand names

- 1 Amstel
- 2 Budweiser
- 3 Bud light
- 4 Becks beer
- 5 Cobra
- 6 Carona
- 7 Fosters
- 8 Miller Germine Drafts
- 9 Newcastle brown ale

Popular indian brand names

- 1 Kingfisher
- 2 Haywards
- 3 Kings,
- 4 Royal challenge
- 5 Belo
- 6 kalyani black label
- 7 God father
- 8 Knock out
- 9 Thunder bolt

Storage of beer

- 1 Store beer in correct position that is store beer in upright instead of putting it on its side during storage.
- 2 Storage beer away from light, choose a dim or dark location for storage of beer.
- 3 Get the storage temperature light, heat spoil the beer one time so beer is best kept cool but not frozen temperature. Ideal temp for storage is 10°C to 12°C but make sure the temperature is constant.
- 4 Check the expiry date to know how long you can store the beer.

Brand names of beer**Popular beers from different countries**

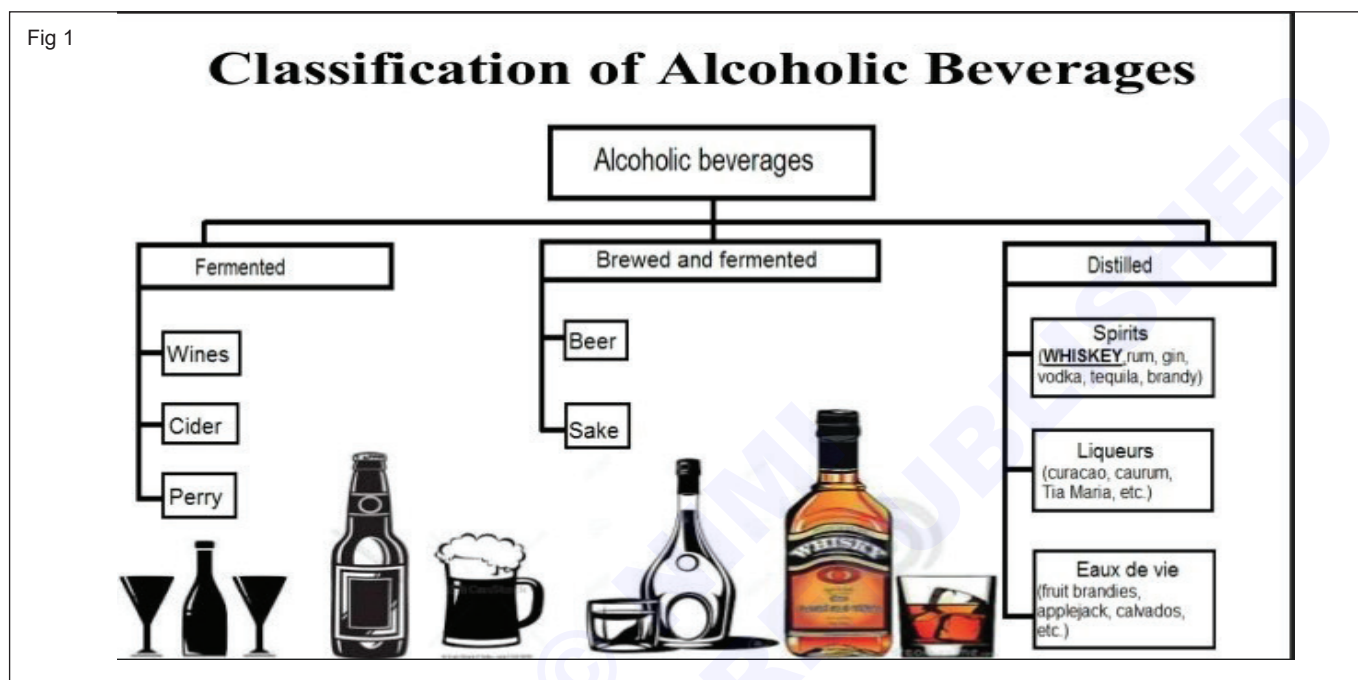
Sl. No	Beers	Country
1	Cerveza Quilmes	Argentina
2	Bintang beer	Indonesia
3	Gold star	Israel
4	Peroni	Italy
5	Red stripe	Jamaica
6	Asahi	Japan
7	Tusker	Kenya
8	Medelo	Mexico
9	Heineken	Netherlands
10	Ringness	Norway
11	Murree beer	Pakistan
12	San miguel pale pilsan	Phillippiens
13	Zywiec	Poland
14	Ursus	Romania
15	Baltika	Russia
16	Tennent's layer	Scotland
17	Tiger beer	Singapore
18	Castle layer	South Africa
19	Singha	Thailand
20	Efes pilsner	Turkey
21	Cerreza polar	Venezuela
22	King fisher	India

Alcoholic, distilled spirits

Objectives: At the end of this lesson you shall be able to

- acquire skills and knowledge of definition and content of alcoholic beverages
- production of distilled alcoholic beverage
- patent and still pot method .

Classification of alcoholic beverages



Alcoholic distilled beverage

Liquor is an alcoholic distilled beverage.

An alcoholic beverage is a colorless beverage prepared by fermentation and spirit.

The drink contains between 3%-75% ethyl alcohol.

Derived from the words (ALKOAL KOHL) in Arabic. Meaning from pulverized particles Prepared by distillation.

Alcohol measurement methods

- 1 Alcohol content of 1 proof spirit.
- 2 US Proof: 0-200 contains twice the alcohol.
- 3 Canada and UK : 0-175 proof scale or 80% proof.
- 4 Gay-Lussac % of measurement.

To prepare the spirit, the fermentation of grains is done by yeast - yeasts into alcohol. The conversion of sugars releases carbon dioxide. It is evaporated to form spirit.

Fermentation

It is prepared by fermenting sugar from fruit or grain into alcohol. Fermentation

Sugar + yeast - alcohol + CO₂

Grape juice - wine

Alcohol content can be controlled by the fermentation process during wine making.

At normal temperature - fermentation - 10-28 days at warm temperature - fermentation - 4-8 days

Spirit

Evaporation of the alcohol content during its preparation is controlled.

Alcohol has a boiling point of -173°F

Boiling point of water - 212°F

Preparation of spirit

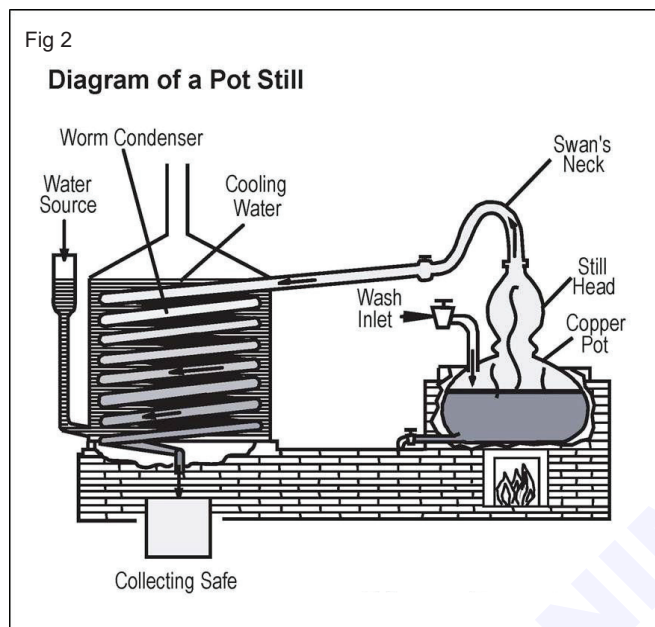
Spirits are prepared by evaporating fermented beverages.

Ethyl alcohol evaporates at 78°C according to evaporation theory. Water evaporates at 100°C.

Pot still method

The pot still method was called Albuquerque still because it originated earlier. It is prepared at low temperature and low heat. Cognac, malt, scotch, jarish, whisky, tequila, dark rum, gin, liqueurs are made using this pot still method.

When the pot is heated in the still equipment and reaches a temperature of 78°C, the resulting steam is distilled off through a cooling pipe. It contains 30% alcohol. It can be reduced to 80% alcohol by re-evaporation.

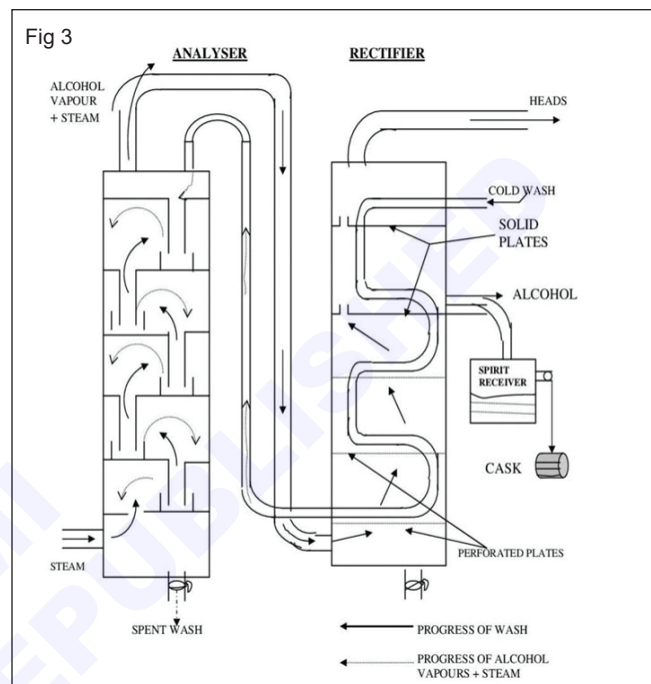


Patent still method

In 1826, Albert Stein's family introduced this method and patented it, so we call it the patent still method.

The patented system consists of two cylinders of 18m height.

Evaporation takes place in the first boiler and separation takes place in the second boiler. Its internal structure is arranged so that the spirit can flow to the next cells due to the copper environment.



Whisky

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of whisky types and international whiskies.

Whisky

Whisky is a spirit made from distilled of fermented mash grains usually barley with wheat or maize or mix of two which is then aged in woods. Flavor in whisky comes from malted grain peat fuels other factors like the climate, storing etc.

History/Origin

The earliest record of whisky being distilled in the British Isles is the barely based spot ale, of the Irish religious establishments. It is likely that the art of distillation reached Ireland from Spain and travelled with the Irish monks when they settled in western Scotland. The scots developed a taste for the product and literature abounds with reference to the gaelic for water of life. In 1831 an Irish distiller Acneas cofeey registered the patent for a new design of still this was the continuous still which revolutionized whisky making.

Scotch whisky

Scotland produce two very different styles of whisky

- Malt Whisky: The star product, which may be sold as it is or used for blending.
- Grain Whisky: used almost always to be blended with the malt product.

Barley and water

Barley is malted by soaking in water for 48 hours then spread to germinate. Barley secretes the enzyme diastase which makes it soluble and capable of producing sugars which can be converted to alcohol. Germination is stopped by drying the green malt over peat fires, the smoke of which adds character and flavor to the final whisky.

Extraction

The crushed dried malt is put in a mash tun with boiling water and churned to reactivate the enzymes. Now it is termed as wort.

Fermentation

The wort goes into steel vessels and cultured yeast is added. Yeast tacks sugar and after three days converts it to crude alcohol now called wash.

Distillation

Wash is put in a wash still and heated to a point where alcohol vapourises through the condenser and precipitates as low wines of 30-40% alcohol the process is now repeated in a smaller spirit still, first the foreshots (the first flows of vapor), then the potable spirit is channeled off. The last running feints (the last flow of vapors). The fore shots and feints are again redistilled.

Maturation

The spirit is reduced to 68% alcohol and piped into storage casks. The minimum legal storage period is 3 yrs.

Casks

The traditional casks are made oak. These are from the region of jerez and have earlier been used to mature sherry. Sherry takes much of the tannin or woodiness, from the oak and leaves its characteristic, in the wood which contribute to the mellowness, color and taste of matured whisky.

Blending

The blenders skill lies in the ability to combine whiskies from different distilleries as well as combine malt and grain. Caramel is added for color. Water is added to reduce the alcoholic strength, then it is filtered and bottled.

Styles

- Blended whisky
- Single malt

Types of malt scotch whisky

- 1 Single malt-made from one distillery
- 2 Variant malt-made from variable distilleries and produced

Grain whisky

The cereals used to make grain whisky are maize, wheat, millet, some barely plus a little malted barley. Maize is usually the main ingredient. The maize is mixed with hot water and a little green malt. Wort is extracted, yeast is added, and after fermentation "low wines" result, which have slightly lower alcohol strength than the wash used in the pot still product. The patent or Coffey still is used to make a grain whisky, where the continuous process removes most of the congeners, and resulting in much milder, less assertive product, ideally suited for blending.

Blended scotch whisky

This accounts for 90% of all scotch sold. Blends of malt and grain whisky are usually on a 50/50 basis. Blends using a higher proportion of malt are known as deluxe whiskies. Examples are Black Label, Old Parr, Red Hackle, Usher's Beluxe.

Irish whisky

There is a common belief that Irish whisky is potato whiskey, it not true. The misconception stems from the fact that Irish refers to illicitly distilled whiskey as "poteen" a term derived from pot still.

Canadian whisky

Canadian whiskey is usually called rye whiskey, while the main ingredients are corn, wheat, and some rye. Canadian whiskeys are light bodied and well suited for mixed drinks.

American whiskey

Irish and Scottish immigrants introduced the art of making whiskey to America when they settled in Pennsylvania, Maryland and Virginia in the middle of the 17th century. The grains used were rye and barley. Transportation of grains to the populous seaboard cities was difficult for the settlers, who found it simpler to distill their grain into whiskey and easier to transport to the cities.

Types of american whiskey

Bourbon whisky

The classic American whiskey was first made in Bourbon Country, Kentucky, and hence the name. It is prepared from a mash containing at least 51% maize (corn) but more usually the mash contains up to 70% maize. It is matured in charred oak barrels for not less than 4 yrs. Sour mash bourbon is a special Southern traditional type of bourbon, owing its individuality to the yeasting-back process of fermentation.

Rye whisky

This is made from a mash of not less than 51% rye, or a combination of such whiskeys. Aged in new charred oak barrels for unspecified period. Rye tends to taste younger than bourbon of the same age.

Corn whisky

A speciality of the south, it is a fiery whiskey made from a mash containing not less than 80% maize. It gets very little aging. Corn whiskey is exempted from char influence lets its accent be impaired.

Whisky brand names

- 1 Jameson Irish Whiskey
- 2 The Glenlivet
- 3 Chivas Regal
- 4 Johny walker (black label)
- 5 JohnyWalker (red label)

Brandy

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of history, origin, production of brandy
- grades of brandy
- international brandies .

Types of brandy

Fig 1



Introduction of brandy

Brandy distilled from the fermented Juice, mash wine of fruit or from its residue at less than 95%. Alcohol by volume (95 proof) having the aroma and characteristic generally attributed to brandy at not less the 40% alcohol by volume (80% proof)

History/ origin

Brandy comes from Dutch word brandewijn which means "Burnt wine". Brandy originated by accident when the wine was distilled to withstand the long sea Journey in the 14th century. This distillation was made with the intention to restore it once it reaches the destination by adding water and bring back the original consistency of wine. The distilled wine was transported in oak barrels. As such it took color, Mellowness, softness for the oak. One reached they discovered that the composition has changed hence soon they retained it as Brandy.

Production of brandy

- 1 Grapes are plucked and crushed
- 2 Allow the juice to ferment for 5 to 6 day as it will the natural yeast present will convert the sugar in to alcohol.
- 3 After fermentation the juice is distilled. Distillation for fine brandies are made into small batches using pot still method.
- 4 Most brandies are double distilled their brandy meaning they concentrate the alcohol twice. First distillation will give alcohol content of 30% to 35% and second around 72% alcohol. The higher the alcoholic content the more neutral (tasteless) the brandy will be. The lower the alcohol content the more under flavoring will remain in brandy.

- 5 After second distillation brandies are placed in oak casks and allowed to mature. Brandy takes color, mellowness, softness from oak cask. Fine brandies are even matured for so long brandy loses 1% alcohol every year during Maturation.
- 6 After maturation brandies are blended from many different barrels over the number of vintage during blending distilled water is added to reduce the alcohol to the traditional blend (40% to 42%) if color is required young brandies along with caramel is added and finally it is bottled.

Grades of brandy

1 Cognac

The ancient city of cognac on the Charente river is in the heart of the district, and has seven subdivisions known by the following appellations or crus:

- 1 Cognac
- 2 Grande champagne
- 3 Petite champagne
- 4 Borderies
- 5 Fins Bois
- 6 Bons Bois
- 7 Bois ordinaires

Cognac brandy speciality

The grapes are picked, pressed, allowed to ferment. The wine is received at the distillery in large, wooden casks, known as demimuids (of 157 gallons capacity), and goes through a series of settling basins, where gravity draws out excess impurities, before entering the stills or alembics - skins, pips and all, which are necessary to give the full character to the brandy. Pot stills are used for brandy. The pot still first gives a distillation of about 30% alcoholic strength, which is then re-distilled to give the brandy. After distillation the young, new brandy is colourless and has a sharp, fruity, coppery bouquet and taste and about 70% of alcohol.

Cognac is aged in casks made of "Limousin Oak" obtained from the forest near Limoges. In the cask the cognac changes by action of the wood and by contact with the oxygen in the air which enters through the pores of the wood, between the staves and by the bung. The raw spirit, by its interaction with the wood, extracts tannin, colour and flavour. In the same way the brandy evaporates and there is a continual loss in volume and in strength, about 1% per year. During this time the brandy gradually changes from a colourless state, taking on a beautiful amber tone and the taste

and perfume also change, to result in a cognac which is a delicate, mellow liqueur with a natural bouquet of grape blossoms. Today the demand is for qualities, which remain the same over a number of years, and hence, judicious blending is required. The various brandies are put into large oaken vats, brought down to shipping strength - 40 - 43% alcohol - by the addition of distilled water. Caramel is added to ensure uniform colour in every bottle. Inside the vats, wooden paddles rotate periodically, thoroughly mixing the brandies.. In several months' time, the blended brandy is bottled and ready to be marketed.

The quality of cognac are generally indicated by stars

- * One star - Matured for 2 years
- ** Two stars - Matured for 2 to 4 years
- *** Three stars - Matured for 5 to 8 years

Apart from the stars, better quality brandies have certain letters on the label to indicate quality. They represent the following:

- E means special
- F means Fine
- V means Very
- O means Old
- S means Superior
- P means Pale
- X means Extra

Rum

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of rum, history origin, types and international brands .

Types of rum

Fig 1



Cognac improves in the wood for roughly 50-55 Years old. Once bottled, it neither varies nor improves. Cognac is best between the ages of twenty-five and forty.

V.S. - Very special

V.O. - Very Old

V.O.P - Very old Pale

V.S.P - Very Superior pale

V.S.O.P. - Very Superior old pale

V.V.S.O.P. - Very Very Superior old pale

2 Armagnac

Brandy made from a region in Gascony. Another worthy french brandy is armagnac. This region has long been known for its fine brandy. Armagnac region has extreme climates. For the purpose of brandy productin it is divided into 3 sub regions.

1 Bas Armagnac

2 Tenarese

3 Haut Armagnac

Brand names of brandy

1 Cognac

2 Calvados

3 Pisco

4 Armagnac

5 Fruit brand

6 Flavoured brandy

Rum

Rum is a spirit resulting from an alcoholic fermentation and the distillation of sugarcane syrup, molasses or other sugarcane by-products at less than 190o proofs. Rum cannot be less than 80o proof.

History / Origin

Sugarcane from which rum is made was first introduced into the West Indies by Colombus and its cultivation spread through the Carribean. By the 17C cane was been distilled to produce a cheap spirit that served as a stimulant, disinfectant and all purpose medicinal aid. The raw spirit was produced in the British West Indies as early as 1647, and was chiefly drunk by the slaves of the plantations. This rumbullion or kill devil was developed into rum. The royal navy used it to warm those at sea. Several french households keep rum in the kitchen as a culinary aid, often used as base for a punch.

Production

Sugarcane is stripped off its leaves and crushed, the juice produced from this process is collected in vacuum pans, where water of the juice is evaporated to leave behind a syrup which eventually granulates. After sufficient granulation, it is placed in huge drums which revolve, thus extracting a thick syrup known as molasses. Molasses is again reboiled producing a lower grade of sugar, and the extract of this second processing is used for the distillation of rum. Rum differs on the type of yeast used, method of distillation and amount of caramel used. For dark rum the fermentation is carried out for 10 - 12 days.

Types of rum

Basically there are 3 types of rum

- 1 Light or amber
- 2 Dark or full bodied
- 3 Aromatic rum

1 Light or amber rum

There are also called white rum & is clear in colour and displays either a very light molasses flavour or the neutrality of vodka. It must aged for minimum of 1 year in either glass or stainless steel container but more traditionally it is aged in uncharred barrels. If it is aged in barrels it is further treated through a carbon filtration system which eliminates any colour that may have been picked from the barrel. Amber or gold rum

is aged in wooden barrels for a minimum of 3 years. It contains more flavour than light rum and is darker in colour because of the addition of caramel colouring.

2 Dark or full bodied rum

This is also called as a dark rum which is sometime pungent in flavour and are famous in Jamaica, Barbados, Trinidad. These rums are normally obtained from slow fermentation of molasses. The mash is distilled twice in pot still and is run off at between 140o & 160o proof. The rum is then aged and blended. At bottling the proof is adjusted by the addition of distilled water. Fully bodied rum is aged from 5 - 7 yrs. in oak barrels. Caramel is added at the time of bottling to obtain the dark colour.

3 Aromatic rum

These rums are obtained in Indonesia and are flavoured by the dry red Javanese rice cakes, which are added to the mash during fermentation. Aromatic rums are usually aged for 3 - 4 yrs prior to blending and bottling.

Brand name of rum

- 1 Bacardi
- 2 Captain morgan
- 3 Hawana club
- 4 Old monk
- 5 xxx rum

Gin

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of gin, history and origin, production, types and international brands .

Types of gin

Fig 1



Gin

A natural spirit distilled from grain reprocessed and redistilled with assorted herbs and spices, primarily juniper berries. It is also known as white spirit because it is clear in colour and usually not aged in wood.

History/Origin

Gin was first produced in Holland. The word gin is derived from the French equivalent of juniper which is genre. Gin is referred to as aquavit in Dutch meaning water of life. It was 1st produced by Dutch professor Franciscans deLa BOE For medicine purpose.

The most common style of gin London dry. In 18C London most gins were sweetened to disguise their rawness. Pioneering distillers experimented with making unsweetened gin, which was smooth in texture with elegant aromatic flavours giving rise to a style of gin known as London dry.

One of the pioneers was Alexander Gordon. Another famous pioneer was Charles Tanqueray who established his distillery in 1830. Tanqueray perfected the art of producing the purest unsweetened gin.

Production

Gin is made from spirit distilled from grains which are usually malted barley or rye or maize. The distillation is carried out in a patent still, to eliminate impurities. The spirit obtained is then redistilled to make sure there are no impurities. Some manufacturers buy pure alcohol and then manufacture gin. The redistilled spirit has a very high alcohol content which is diluted by adding distilled water and flavourings of berries and aromatic roots. Botanical flavourings besides junipers are angelica, cassia, orris root, lemon peel and cinnamon.

The two main methods are

- 1 Cold mixed method
- 2 Heat method

Cold method

The flavourings are steeped in small quantities of spirit and then distilled in a pot still. The distillate is diluted with neutral spirit and then added to the required proportion.

Heat method

Here the flavouring are placed in a mesh cage, which is in the neck of the still for the alcoholic vapours to pass and absorb the flavours, then neutral spirit is added in the right proportion.

Types of gin

Dutch gin

The production of dutch gins is slightly different than that of other gins because the dutch usually begin with a grain mash of equal parts of barley, corn, rye, which is mashed, cooked and fermented in to a beer. The resulting beer is distilled in a pot still and then re-distilled to obtain final spirits known as "malt wine" at around 1000 proof. The malt wine is distilled in a fresh pot still in the presence of juniper berries and botanicals to obtain gin at 940-980 proof. Dutch gins, also known as Holland, Geneva, or Schiedam, are usually full bodied in character. Dutch gins are usually heavy, very complex; they have a pungent and full taste of juniper berries.

Golden gin

These gins are aged in wood for a short period of time and have a light golden brown colour, extracted from the barrels.

Sloe gin

Ripe sweetness, fresh acidity, and sour cherry with the sloe berries imprinting that unique tartness, warmth, and depth of flavor.

Flavoured gins

These gins are gins to which natural flavouring materials (mint, orange juice, and pineapple juice) have been added, in which 600 solid fruit alcohol are present.

Gin brand names

- 1 Bombay gin
- 2 Daiquiri
- 3 Plymouth
- 4 Garden
- 5 Henrick

Rye gin

It is made with powdered malted fermented alcohol, prepared in pot still method in which 1000 fruit alcohol consistency and flavoured with juniper berries. It is made in high quality.

London dry gin

Originally made in London, this unsweetened gin is made from distilling a beer made from fermentation of a grain formula of about 75% corn, 15% barley malt and 10% of other grains. This wort or beer is distilled and rectified in a patent still to obtain rather pure spirit of 1800 proof. This is reduced to 1200 proof by adding distilled water and re-distilled in a pot still in the presence of juniper berries and botanicals. The resultant gin at 1700 to 1800 proofs is reduced to 800 to 940 proof and bottled. English gins have a lightly balanced aromatic juniper bouquet and flavour. They are light, dry, crisp, and clean, with the delicate flavouring of juniper berry. These gins are ideal for drinking straight or mixed in cocktails.

Old tom gin

This is a dry gin usually sweetened by the addition of sugar syrup.

Ply mouth gin

This gin is produced from Plymouth region in England. It is an aromatic gin sometimes pink in colour due to the addition of angostura bitter. Its taste lies somewhere between the Dutch and London dry gins. They are often mixed with lime juice.

Vodka

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of vodka, history, origin, production and international brands .

Vodka

Vodka like gin is distilled from a base of grain and is highly rectified but no flavourings of any kind are added. The finest vodkas are filtered through activated charcoal and fine quartz sand to ensure absolute purity. Vodka is a national drink of Poland & Russia. The final vodka must be without distaste, character, aroma or colour.

History/Origin

Vodka literally means little water. It originated in the 12C Russia and Poland where vodka was the generic term for any spirit drink whether it was distilled from grape, grain, or potato; these potations were frequently highly flavoured and aromatic. In Russia the Czar banned the production of vodka at the beginning of World War I, but a flourishing trade continued and to control this a state monopoly was established in 1925. By 1975 a vodka sale in the United States had the major share of the spirit market and was the first spirit to outsell bourbon in its own homeland. The advantage of neutral vodka which has contributed to its success is its complete lack of flavouring and odour which makes it a good mixer with everything.

Fig 1



Vodka Production

Vodka is made from barley, rye, maize and other grains or from potatoes, sugar beet or a combination of them. It is distilled and rectified in a patent still in to an almost pure spirit and then pass very slowly through vegetable charcoal or activated carbon for a period of not less than 8 hrs, which ensures absolute purity by removing any remaining traces of colour and flavour. Some vodka producers also use fine quartz sand which any is made from pulverized silicon dioxide. The Type of charcoal is used in filtrations, what kind of wood it comes from, the duration of the char process and how long the charcoal was dried will determine the taste or lack of

distinctive taste. It can be stored in containers of stainless steel, porcelain glass etc. but rarely ever wood. Vodkas are normally reduced in strength without maturation. Vodkas are generally bottled between 800-1000 proofs, although higher proof vodkas are also available.

Some vodka names

1 Absolut (Swedish)

The name absolute comes from a phrase which means absolute pure vodka. It is made from wheat.

2 Stolichnaya (Russian)

It produces a super premium vodka call crystal

3 Starka (Russia & Poland)

It is vodka nearest in character to whiskies and it is distilled from rye. It is matured for minimum of 3 years. This is the only type of vodka which is natured

4 Zubrowka

It is flavoured vodka and is flavoured by a type of grass call zubrowka grass. This grass is only found in the forest of eastern Poland. The blade of the grass is kept in the bottle, which gives it a light yellowish green tinge and an aromatic bouquet with some bitterness. This vodka is normally served chilled.

6 Wbisniwoka

It is a sweet vodka flavoured with cherry but it is dry to taste.

5 Jarzabiac

It is vodka flavoured with Rowan tree berries 6 Wbisniwoka It is a sweet vodka flavoured with cherry but it is dry to taste

7 Laksaw

It is triple distilled vodka

8 Smirnoff

"Peter Smirnoff" was the first to make vodka in Russia in 1880. Now an U.S company owns the brand.

Vodka brand names

- 1 Absolut
- 2 Grey house
- 3 Smirnoff
- 4 Morosha
- 5 Soplica

Tequila

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of tequila, production and international brands .

Tequila

Tequila is distilled from a fermented mash (juice or sap) derived primarily from a blue variety of the genus plant Agave Tequilana Weber with or without additional fermented substances. It is bottled than not less than 800 proof. The agave species (actually there are more than 400) occasionally called the magney is often confused with cacti. The agave plant takes 8-10 yrs to mature before it can be used. Only the heart of the plant, often called the "Pina or head" is used. Tequila can only come from a specific geographic area of Mexico known as tequila. If produced outside these geographical limits it is called Me zeal.

Tequila production

The heart or base of the agave plant, often weighing between 70-150 pounds contains what the distiller calls, the sap or alguamiel (honey water). The plant is first split in half than steamed until the starch fibrous pulps turns the mushy brown colour. The pulp goes in to a shredder, which opens up and crushes the fibres allowing the juice to run off. It is then mixed with can sugar or other sugar and yeast and fermented for 2-3 days. The liquid is doubled distilled, sometimes in copper stills between 104-1060 proofs and then filtered through charcoal. Tequila may be aged or unaged and is usually bottled at 80-860 proof. The clear tequila is not aged and is bottled after proof age reduction by distilled water. The brown or gold, tequila is aged in Oak barrels. Amjo is tequila that has been aged for a min of 1yr in Oak barrels. If tequila is aged for 2-5 yrs it may be called Muy Anejo. Pulque is a milky white alcoholic beverage fermented from the juice of agave. The last category of tequila is known as "Crema de tequila" or 'alnendrade', liqueur mixed with almonds.

Varieties of Tequila

Fig 1



Moi aneja

Aged for 2-5 years in oak barrels, they are Moi Aneja tequila.

bulqui

A milky white tequila is called bulqui.

Cream the tequila

This type of tequila is prepared with palm extract.

Tequila brand names

- 1 Don Sileo
- 2 Patiran
- 3 Jose Guerreo
- 4 1800 Texila
- 5 Sousa Tequila
- 6 Gaza Naples

Prepare, serve cocktail

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of cocktail, components, bases of cocktail
- methods and international brands of cocktail .

Cocktail

Introduction

A cocktail is a mixture of two or more beverages either alcohol or non alcohol – (mocktail) two or more mixed drinks. They have been popular since the first quarter of the 20th century. All bars offer a select list of cocktails. However, people have been drinking mixed drinks since the beginning of time. Actually no one can say the origin of the word cocktail.

The first cocktail is a mixture of lemon juice and powder. It was praised by the emperor commodus in the second century AD. The word cocktail was born in 1779 to an innkeeper in the american revolutionary war, Betsy Flannels from virginia. He prepared chicken he had stolen from pro-British neighbours. She then served the French soldiers mixed drinks decorated with bird feathers.

The french guests greeted her with (Vive Le Cocktail). Since then the term cocktail has been used to refer to mixed drinks.

The term cocktail was coined in 1806 in an american magazine, balance, which referred to a mixture of spirits, i.e., a mixture of sugar water and bitters. This cocktail became popular in the United States, especially during Prohibition.

From 1920 to 1933, the production, transportation, and sale of alcohol in the United States and political thinkers were prohibited.

A cocktail is a small drink, usually 3 1/2-4 fluid ounces. The larger amount is called mixed drink or long drink.

It is estimated that there are more than 10 thousand cocktails and mocktails.



Component of cocktail

A cocktail consists of the following components

Base

An important base drink used in cocktail making is called liquor. It's usually a spirit Most cocktails are built around spirits. When two or more liquors are used in a cocktail, the base is higher than the others. If any two liquors are used in the same quantity

Spirit will be considered fundamental in it. If a different FLO is used, one of the spirits should be used as a basis.

Blend

A substance added to cocktails and mocktails to enhance their flavor is called flavoring. Examples are spirits, flavored, oin juices. Like soda, cream, liqueurs and water.

Season to taste. Color it. A few drops of refreshing ingredients are the difference between one drink and another. Cocktails are made without it.

Garnish

Many drinks are garnished. They are part of the product. Some stones do not have a fixed cornice. Some drinks are recommended to be served without a garnish. The true taste and value of Cornish should not be spoiled for any reason.

Some cornish: lemon, orange, cherry, Pineapple, strawberry basil, mint olein etc

whiskey based cocktails

1 Manhattan cocktail

Required ingredients

Blended Whiskey	- 60 ml
Sweet Vermouth	-10ml
SC (Bitters)	-3
Marshino Cherry)	- 1 no

Method of preparation

- 1 Take a mixing glass.
- 2 Add ice.
- 3 Combine all the ingredients.
- 4 Stir well.

- 5 Pour it into a cocktail glass
- 6 Garnish with maraschino cherry serve..

Preparing black jack cocktail

Ingredients

Whisky	- 60 ml
Kahlua	- 30 ml
Cointreau / Triplesec	- 15 ml
Lemon juice	- 15 ml

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half fill it with ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.
- 5 Strain it into a cocktail glass and serve.

Prepare rusty nail

Ingredients

Whisky	- 60 ml
Drambuie	- 30 ml
Lemon twist	- 1 No.

Method

- 1 Take a Old fashion glass.
- 2 Fill it with Ice cubes.
- 3 Pour whisky and drambuie over it.
- 4 Shake well.
- 5 Garnish with lemon twist and serve.

Prepare old fashioned cocktail

Ingredients

Blended Whisky	- 60 ml
Bitters	- 3 dashes
Sugar	- 1 cube
Water	- 1 teaspoon
Orange Slice	- 1 No.
Maraschino cherry	- 1 No.

Method

- 1 Take a old fashion glass.
- 2 Put water along with sugar cube and dissolve.
- 3 Fill glass with ice cubes.
- 4 Pour whisky over it.
- 5 Add dash of bitters to it.
- 6 Stir well.
- 7 Garnish with orange slice , cherry and serve.

Brandy based cocktail

- 1 Between the Sheets

Ingredients

Brandy	- 30 ml
Light rum	- 30 ml
Cointreau/triple sec	- 30 ml
Lemon juice	- 30 ml

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half fill it with ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.
- 5 Strain it into a cocktail glass and serve.

Brandy alexander

Ingredients

Brandy	- 45 ml
Cream-de-cacao	- 30 ml
Heavy cream	- 30 ml
Nut meg grated	- 1/4 teaspoon

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half fill it with ice cubes.
- 3 Combine all the ingredients in a cocktail shaker.
- 4 Shake well.
- 5 Strain it into a cocktail glass
- 6 Garnish with nutmeg powder and serve.

Brandy fizz

Prepare brandy fizz cocktail

Ingredients

Brandy	- 90 ml
lemon juice	- 30 ml
Superfine Sugar	- 1 teaspoon
Soda water	- topup

Method of preparation

- 1 Take a cocktail shaker.
- 2 Add ice cubes.
- 3 Combine brandy, lemon juice and sugar.
- 4 Shake well.
- 5 Strain it into a collin glass.
- 6 Add few ice cubes.
- 7 Finally top up with soda and serve.

Side car

Ingredients

Brandy - 60 ml
Cointreau - 15 ml
Lemon juice - 30 ml

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half fill it with ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.
- 5 Strain it into a cocktail glass.
- 6 Garnish with lime and serve.

Rum based cocktails

1 Pinacoloda

Ingredients

Light rum - 60 ml
Pineapple juice - 150 ml
Coconut cream - 45 ml
Marashino cherry - 1 No.
Pineapple slice - 1 No.

Method of preparation

- 1 Take a blender.
- 2 Combine ice, light rum, coconut cream, pineapple juice.
- 3 Blend it at a high speed.
- 4 Pour it into a brandy ballon glass. .
- 6 Garnish with pineapple, cherry and serve.

2 Cuba libre cocktail

Ingredients

Rum - 60 ml
Lime juice - 15 ml
Cola - 150 ml
Lime wheel - 1 No.

Method of preparation

- 1 Take a highball glass.
- 2 Put Ice cubes in it.
- 3 Pour the rum over it.
- 4 Pour lime juice and stir.
- 5 Top up with cola.
- 6 Garnish with lime wheel and serve.

3 Daiquiri

Ingredients

Light rum - 90 ml
Lime juice - 30 ml

Superfine sugar - 1 teaspoon

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half filled with ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.
- 5 Strain it into a cocktail glass.

4 planter's cocktail

Ingredients

Dark rum - 30 ml
Light rum - 30 ml
Anejo rum - 30 ml
Lime juice - 30 ml
Superfine sugar - 2 teaspoon
Clup soda - top up
Lime wedge - 1 No.

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half fill it with ice cubes.
- 3 Combine all ingredient excluding club soda.
- 4 Shake well.
- 5 Strain it into a colline glass.
- 6 Top up with soda.
- 7 Garnish with lime wedge and serve.

Vodka based cocktails

1 Bloody mary cocktail

Ingredients

Vodka - 90 ml
Tomato juice - 150 ml
Lime juice - 15 ml
Worcester shire sauce - 3 dashes
Tabasco sauce - 1 dash
Salt - 1/8 teaspoon
Pepper - 1/8 teaspoon
Celery stick - 1 No.
Lime wedge - 1 No.

Method of preparation

- 1 Take a cocktail shaker
- 2 Half filled with Ice cubes.
- 3 Combine Vodka, tomato juice, lemon juice, pepper salt, worcetershive and tabasco sauce.
- 4 Shake well.

- 5 Rim the roly poly glass with lime and dip it in salt to coat a rim.
- 6 Pour it into the Roly poly glass.
- 7 Garnish with celery stick and serve.

2 Black russian cocktail

Ingredients

Vodka - 60 ml

Kahlua - 30 ml

Method of preparation

- 1 Take a old fushion glass.
- 2 Almost fill with ice cubes.
- 3 Pour Vodka and Kahlua over the ice.
- 4 Stir well and serve.

3 Blue lagoon cocktail

Ingredients

Vodka - 60 ml

Blue Curaco - 15 ml

7 up or spirit - top up

Maraschino cherry - 1 No.

Orange slice - 1 No.

Method of preparation

- 1 Take a mixing glass.
- 2 Half filed with Ice cubes.
- 3 Combine Vodka and blue curaco.
- 4 Stir well
- 5 Pour it into a high ball glass.
- 6 Top up with u up / spirit and serve.

4 Screwdriver cocktail

Ingredients

Vodka - 60 ml

Orange Juice - 150 ml

Orange Slice - 1 No.

Method of preparation

- 1 Take a Tom collines glass.
- 2 Put Ice cubes in the glass.
- 3 Pour Vodka over it.
- 4 Top up with orange juice.
- 5 Garnish with orange slice and serve

Gin Based Cocktail

1 Martini Cocktail

Ingredients

Gin - 90 ml

Dry vermouth - 30 ml

Cocktail olive - 1 No.

Method of preparation

- 1 Take a mixing glass.
- 2 Fill it with ice cubes.
- 3 Combine all ingredients.
- 4 Stain it into a cocktail glass.
- 5 Garnish with olive and serve.

2 Gimlet cocktail

Ingredients

Gin - 60 ml

Rose lime juice and lime juice - 15 ml

Lime wedge - 1 No.

Method of preparation

- 1 Take a mixing glass.
- 2 Add Ice.
- 3 Pour Gin and Lime
- 4 Stir well
- 5 Strain it into a cocktail glass.
- 6 Garnish with lime wedge an serve.

3 Pink lady cocktail

Ingredients

Gin - 60 ml

Heavy Cream - 30 ml

Grenadine - 1 teaspoon

Cherry Brandy - 1 teaspoon

Egg White - 2 teaspoon

Method of preparation

- 1 Take a cocktail shaker.
- 2 Add Ice cubes.
- 3 Combine all the ingredients in a cocktail shaker.
- 4 Shake well.
- 5 Stain it into a cocktail glass and serve.

4 Singapore sling cocktail

Ingredients

Gin - 90 ml

Cherry Brandy - 15 ml

Soda water - top up

Superfine sugar - 1 teaspoon

Lemon Juice - 30 ml

Marashine cherry - 1 No.

Orange Slice - 1 No.

Lemon twist - 1 No.

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half fill with Ice cubes.
- 3 Combine Gin, Lemon Juice and sugar.
- 4 Shake well.
- 5 Stain it into a pilsner glass.
- 6 Top up with soda. .
- 7 Float the cherry brand on top.
- 8 Garnish with orange slice, lemon twist, cherry and serve

Tequilla based cocktail

1 Margarita cocktail

Ingredients

Tequila - 60 ml
Cointreau - 15 ml
Lime Juice - 30 ml
Salt - 2 teaspoon
Lime wedge - 1 No.

Method of preparation

- 1 Place the salt in a saucer.
- 2 Rim the cocktail glass with lime, dip the glass in salt to coat the rim.
- 3 Take a shaker.
- 4 Half filled with Ice cubes.
- 5 Combine Tequila, cointreau and lime juice.
- 6 Shake well.
- 7 Garnish with lime wedge and serve..

2 Tequila sunrise cocktail

Ingredients

Tequila - 60 ml
Orange juice - 150 ml
Grenadine - 3 teaspoon

Method of preparation

- 1 Take a Pilsner glass.
- 2 Put Ice cubes.
- 3 Pour Tequila in it.
- 4 Pour orange juice and stir well.
- 5 Drop the Grenadine in the center of the drink.

3 Pink Paradise Cocktail

Ingredients

Tequila - 60 ml
Bitters - 3 dashes

Method of preparation

- 1 Take a highball glass.
- 2 Almost fill it with ice cubes.
- 3 Pour Tequila over ice cubes.
- 4 Add 3 dashes of bitter on top.
- 5 Serve it with a stirrer stick.

4 Poker face cocktail

Ingredients

Tequila - 60 ml
Cointreau - 15 ml
Pineapple juice - 120 ml
Lime wedge - 1 No

Method of preparation

- 1 Take a cocktail shaker.
- 2 Half filled with Ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.
- 5 stain it into a highball glass.
- 6 Garnish with lime wedge and serve.

Liqueurs based cocktails

1 B-52 Cocktail

Ingredients

Grand Marnier - 30 ml
Kahlua - 15 ml
Baileys Irish cream - 15 ml

Method of preparation

- 1 Take a liqueur glass.
- 2 Pour Baileys Irish cream in it.
- 3 Float kahlua over it.
- 4 Finally float pour grand marnier.
- 5 It will give you a 3 layer cocktail.
- 6 Serve.

2 Amaretto sour cocktail

Amaretto sour cocktail

Ingredients

Amaretto - 60 ml
Lemon juice - 30 ml
Superfine sugar - 1/2 teaspoon
Orange slice - 1 No.
Cherry - 1 No.

Method of preparation

- 1 Take a Cocktail shaker.
- 2 Half filled with Ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.

5 Strain it into a cocktail glass and serve.

3 Barrow Blues Cocktail

Ingredients

- Blue Curaco - 30 ml
- Light rum - 30 ml
- Pineapple juice - 60 ml
- Coconut cream - 15 ml

Method of preparation

- 1 Take a Cocktail shaker.
- 2 Half filled with Ice cubes.
- 3 Combine all the ingredients.
- 4 Shake well.
- 5 Strain it into a cocktail glass and serve.

Mocktail-non alcoholic beverage

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of mocktails and international famous cocktail recipes .

Mocktail

A mocktail is a non-alcoholic drink made with other drinks. These are very tasty. Knowing these production methods

1 Virgin mary mocktail

Ingredients

- 1 tomato juice - 150 ml
- 2 Worcestershire sauce -1 drop
- 3 Topasco juice - as much as required
- 4 Salt - required quantity
- 5 celery - for garnish
- 6 lemons - 1 slice
- 7 ice cubes - 3 to 4 nos
- 8 Hi ball glass. - 1 no

Method of preparation

- 1 Place all the above ingredients in a cocktail shaker and shake.
- 2 Salt the rim of a highball glass and pour into it from a cocktail shaker.
- 3 Garnish with celery and lime wedges and serve.

2 Cindralla mocktail

Ingredients

- 1 orange juice - 60 ml
- 2 Pineapple juice - 60 ml
- 3 Sour essence - 45 ml
- 4 grenadine syrup - 1 drop
- 5 soda - required quantity
- 6 Maraschino Cherry - 1 no
- 7 Ice cubes - 10 nos

Method of preparation

- 1 Mix all the above ingredients together with ice cubes.
- 2 Take a cola glass and put ice cubes in it
- 3 Strain through a strainer and pour into a cola glass.

- 4 Top with soda and garnish with a cherry.

Sunset cooler mocktail

Ingredients

- 1 Cranberry juice - 120 ml
- 2 orange juice - 75 ml
- 3 Ginger juice - 45 ml
- 4 Ice cubes - 4 to 5 nos

Method of preparation

- 1 Put all the above ingredients add ice cubes, ginger juice and mix well
- 2 Pour into Collin glass and serve garnished.
- 3 Shirley Temple mocktail

Ingredients

- 1 Ginger juice - 60 ml
- 2 grenadine on Syrup - 10 ml
- 3 Maraschino cherries - 1 no

Method of preparation

- 1 Pour ginger juice into 1 hi ball glass.
- 2 Pour grenadine syrup and mix.
- 3 Garnish with cherry and serve.

Virgin mojito

Ingredients

- 1 Juice of 1 lemon - 60 ml
- 2 Honey - 20 ml
- 3 basil leaves - 5 nos
- 4 soda or carbonated water - as needed
- 5 Ice cubes - required quantity

Method of preparation

- 1 Use muddler and mash mint leaves and lemon juice together
- 2 Pour over the honey and mix in the soda or water.
- 3 Garnish with lime slices and mint leaves and serve.

Introduction to cigars/shapes and sizes of cigar, brand names, storages of cigar

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of tobacco, cigarettes international brands and storage.

Cigar and Cigarettes

Tobacco

Fig 1



Tobacco is a plant within the genus nicotine of the solanaceae family. Dried tobacco leaves are mainly smoked in cigarettes, cigar, pipe tobacco and flavoured shish tobacco. They are also consumed as snuff, chewing tobacco and dipping tobacco. Tobacco contains alkaloid nicotine, a stimulant.

Tobacco is used for preparing a variety of products which are divided according to consumable and non consumable. Consumables include loose leaf, pallet, plug, twist etc. Non consumable tobacco is includes cigar, cigarettes etc. The food and beverage department only provide the non consumable tobacco that is cigarettes and cigars.

Cigarettes

Fig 2



Cigarettes are products of tobacco consumed through smoking and manufactured out of cured and finely cut tobacco leaves and re committed tobacco, often combined with other additives then rolled and stuffed onto a paper wrapped cylinder.

International brands of cigarettes

- 1 Benson and Hedges
- 2 Marlboro
- 3 Dunhill
- 4 Rothmans
- 5 Camel
- 6 Viceroy

Method of serving cigarettes

- 1 when the guest order, take out the brand.
- 2 Remove the cellophane wrapper
- 3 Open the packet and remove the outer cover.
- 4 Pull out a few cigarettes partially
- 5 Serve on side plate with cigarette and matches.
- 6 Assist the guest in lighting the cigarette
- 7 A clean ash tray in the center of the table. Make sure there is an Ashtray.

Cigars

Introduction of cigar

It was in 1492 that Christopher accidentally discovered cigars. It could take as long as 3 years to produce a fine Habano. It is for this reason that Habano Cigars are the most exclusive cigars in the world. The best cigar in the world come from Cuba and is called after its capital city, Havana. It is the climate, geology and skill of the people of Cuba that together produce leaves of sun-cured tobacco from the red earth of this Caribbean island. In this unique climate and soil the Cuban tobacco plants grow to about six feet in height with leaves of up to eighteen inches in length. The leaves are cut between February and March, strung over bamboo poles and hung out to dry in huge barns.

Fig 3



They are then stacked in great heaps to dry in the sun. The mysterious fermentation begins to take place within the leaves as they turn to a rich golden brown. The cured leaves are tied in bundles of five, known as hands, put in to bales and stored in warehouses to mature for eighteen months to two years when they are judged to be ready for the cigar maker.

Basically, the cigar consists of the following:

1 Filler

The tobacco that makes up the heart of the cigar and gives it its bulk. This forms the interior and to a large extent determines its flavour.

2 Binder

The tobacco leaf that holds the filler in place. To make a cigar, two to four leaves of filler tobacco are laid end to end and rolled in to the binder, a leaf with good tensile strength chosen from the lower half of the plant. Great skill is required to ensure that the filler is evenly distributed so that the cigar will draw properly.

3 Wrapper

The outside leaf that dictates the cigar's appearance. A whole leaf of the finest quality is chosen for this. It must be smooth, not too prominently veined and of a good colour. It must give a noble flavour and aroma because the wrapper is a vital ingredient in the taste of a cigar. Once this important leaf has been selected, the stalk is stripped from it by hand the top point is nibbed out between thumb and fingernail and stalk wound around the fingers to remove it completely. The half-shaped leaves are cut in to two wrappers with hook-shaped tops facing opposite directions.

Finally, the cylinder of tobacco in its binder leaf is laid at an angle across the cut strip of wrapper. The wrapper is then wrapped carefully around the binder, overlapping at each turn until at the end of the hook. It is stuck down with a pinhead of vegetable gum, forming the rounded closed head of the cigar, which is then guillotined at the correct length.

Shape of cigar

1 Parejos

It is very commonly available in the market. It has a cylindrical body, straight sides. Open at one end and a round tobacco leaf at the other end.

2 Figurados

It is an irregularly shaped cigar but sometimes of good quality. Because it is very difficult to make it, the general form of Figurados.

3 Torpedo

These are like parejos. But its upper part (Cap) is thick.

4 Cheroot

They are long, thin, narrow at the ends and thick in the middle.

Different sizes of cigar

Sl.no	Name of the cigar	size	Ring gauge
1	corolla	5 1/2	42
2	padilla	5	34
3	Lonsdale	6 1/4	42
4	Petit corona	4 1/2	40
5	Petit Corona(siglo II)	4 1/2	40
6	Robusto	5	50
7	Double corona	7 1/2	49
8	Corona grande	6 1/8	42
9	Churchill	7	48

Service of cigar

- 1 A cigar is smoked at the end of the meal in a fine dining restaurant where smoking is permitted.
- 2 Cigars are served from a trolley or humidors. Side plates required in Somalia pushcart. Cigar cutter. Make sure there are matches, ash trays
- 3 Show the humidor from the guest's left side and let them know the preference
- 4 Remove the guest's selection from scratch.
- 5 Ask if guest how to cut the cigars (V-cut or straight)
- 6 Take the cigars to the side board to prepare as desired by the guest.
- 7 Open the closed end of the cigar with a cigar cutter.
- 8 Put the curls on the side plate and serve from the right side of the guest. Help the guest while lighting the embers. Always remember to light them with wooden matches or gas lighters. Gasoline lighters will spoil the flavor of the cigar.
- 9 The coil must be rotated during ignition. A mature cigar is easier to grip than a young cigar.

The size of a cigar is measured by two dimensions its length and its ring gauge the length of cigars measured in inches. Circumference of cigars is one 1/64th of an inch is expressed in terms of its ring gauge. There are countless cigar sizes on the market.

International Brands of Cigar)

Sl.no	Brand	Country
1	Cohiba	Cuba
2	Punch	Cuba
3	Partagas	Cuba
4	Santa claus	Mexico
5	monterrey	Cuba
6	Don diego	Dominican republic
7	Casa blanca	Dominican republic
8	Romeo and juliet	Cuba

Cheese introduction, types and manufacturing

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of cheese, classification, types production and international cheese brands .

Cheese

One of the most loved and a favourite dairy product, cheese is one of the oldest known food products in the world. Cheese is available in various textures soft, semi hard, hard and very hard and flavours ranging from mild to sharp. Cheeses are usually classified according to whether they are started by rennet or lactic acid method. They may also be classified according to ripeness that is unripened, ripened in mould, ripened by bacteria or as soft, hard or blue veined cheese etc. Cheese is prepared by using milk from animals such as cows, buffalo, goat, sheep etc. During production the milk is usually acidified and adding the enzyme rennet causes coagulation. The milk solids are collected and pressed in to form. Some cheeses have mould on the rind or throughout. Most cheese melt at cooking temperatures. For few cheeses, the milk is curdled by adding acids such as vinegar or lemon juice.

The main classes of cheese are

- 1 Unripened soft cheese, e.g. Cottage cheese, Cream cheese, Neufchatel.
- 2 Ripened in mould by bacteria e.g. Brie and Camembert.
- 3 Ripened by bacteria , e.g. Limburger.
- 4 Semi hard, ripened by bacteria is mould e.g. Gorgonzola, Roquefort and stilton.
- 5 Semi hard ripened by bacteria e.g. Brick cheese, Muster.
- 6 Very hard cheese without gas holes e.g. Edam, Gouda and cheddar.
- 7 Very hard cheese with gas holes e.g. Gruyere, Swiss cheese, parmesan.

Warehouse storage

The continuous refrigeration chain must never be broken. Nowadays, cheese shipping is governed by strict regulations, the use of refrigerated or exothermic Lorries and railway wagons being obligatory. A constant temperature of from 40C (390F) to 60C (430F) must be maintained during shipping. Cheese crates must be placed on clean boards, wooden shelving, stainless steel racks or pallets. Staggering the crates ensures their ventilation. Wheels of hard cheese must never be stacked.

During handling these massive "wheels" should never be rolled. Once delivered to the premises of the importer or wholesaler, the natural maturing process must not be interrupted. As soon as the merchandise arrives it should be placed in a dark, ventilated room. Free circulation of air is vital: bulky cheese should be stored on shelves, crates should be separated from one another by wood shims, and stacks of cheeses should be separated from each other and from the walls. It is preferable to have two separate warehouses, one for cheese requiring careful attention, such as soft cheese and blue-veined cheeses, which are fast -ripening, the other for processed and semi hard cheeses which are easier to keep.

Popular cheeses

- i Hard Cheeses
- ii Semi-Hard Cheeses
- ii Semi-Soft Cheese
- iv Soft Cheeses

i Hard Cheeses

1 Anejo enchilado

Country of Origin: Mexico

Milk: Goats Milk

Anejo has a mild and slightly spicy flavour. It has a red, spicy coating with a white interior. Hard and dry texture.

2 Asiago

Country of origin: Italy

Milk: Cow's milk

Asiago is made in the region of Vicenza and Trento. It is a traditional, farmhouse and creamery, unpasteurized hard cheese. Originally made of ewes milk, now is made entirely of cow's milk.

Fig 1



3 Blue

Country of Origin: USA

Milk: Cows/Goats milk

It is a white cheese with blue veins and sometimes-crumbly interior. This cheese usually has tangy, piquant, spicy, and peppery flavour. Use is salad dressings with cream cheese for spreads.

4 Gruyere

Country of Origin: Switzerland

Milk: Cow's milk

Gruyere is named after Swiss village. It is a traditional, creamy, unpasteurized, semi-soft cheese. The natural, rusty brown rind is hard, dry, and pitted with tiny holes. The cheese is darker yellow than Emmental but the texture is more dense and compact.

5 Parmesan (parmigiano)

Country of Origin: Italy

Milk: Cow's milk Named after an area in Italy (Parma). Parmesan is one of the world's most popular and widely enjoyed cheeses.

6 Romano

Country of Origin: Italy

Milk: Cow's milk

Romano is one of the oldest Italian cheeses. It is made by a special method, known as rummaging curd or draining the curd quickly after molding, and then piercing the surfaces slightly before salt is applied. In Europe, Romano is known by its original name Pecorino-Romano. The cheese has a fat content of 27 percent and water content of 32 percent.

7 Smoked Gouda

Country of Origin: Holland

Milk: Cow's milk

Smoked slowly in ancient, brick ovens over smoldering hickory chip embers; this sausage shaped cheese is perfect for impromptu picnics, party platters, or mid night snacks. Sensational with beer, this hard cheese as an edible, brown rind and a creamy, yellow interior.

8 Swiss

Country of Origin: USA

Milk: Cow's milk

Swiss has firmer texture than baby Swiss, and is known for being shiny, pale yellow with large holes. Flavour is mild, Sweet, and nut-like.

ii Semi-hard cheese

1 Brick

Country of Origin: USA

Milk: Cow's milk

Bricks roots lie in Wisconsin at the end of the 1800s. Its name perhaps derived from early moulding techniques, the pressing of the cheese with actual bricks. The cheese has a number of small and irregular holes and an open texture. It suggests a mixture of sweet, spicy, and nutty flavour. Brick tastes delicious with any kind of fruit, crackers, wine, beer, or apple juice.

2 Cheddar

Country of Origin: England/USA

Milk: Cow's milk

Cheddar is the most widely purchased and eaten cheese in the world. Cheddar cheeses were originally made in England. However today they are manufactured in many countries all over the world. Fully cured Cheddar is a hard, natural cheese.

3 Chevre

Country of Origin: France

Milk: Goat's milk

These cheeses are made from goat's milk. They come in many sizes and shapes, such as round patties, logshaped, drum-shapes, pyramids, round loaves, etc; their textures vary from soft, but firm like cream cheese to extremely hard. Chevre are excellent dessert cheeses, often served as snacks or before dinner drinks. Goat cheese is often served as an ingredient in many fine dishes.

4 Edam

Country of Origin: Holland

Milk: Cow's milk

This is a pressed, semi-hard cheese made from cow's milk. It comes in a shape of ball covered with distinctive red wax. Edam is produced from skimmed or semi skimmed milk. It is usually consumed young, when the texture is elastic and supple and the flavour is smooth, sweet, and nutty. Black-wax coating means that Edams has been matured for at least 17 weeks.

5 Gouda

Country of Origin: Holland

Milk: Cow's milk

Named after the Dutch town of Gouda, just outside Rotterdam. It accounts for more than 60 percent of the cheese produced in Holland, and it has a very long history. Gouda is a traditional, creamery, hard cheese. It is round with a very smooth, yellow, waxed rind. The flavour is sweet and fruity.

iii Semi-soft cheese

1 Baby Swiss

Country of Origin: USA

Milk: Cow's milk

Its appearance and texture is ivory to pale yellow. It is a creamy cheese with small holes and it melts well when

shredded. Baby Swiss has a buttery, slightly nutty, and sweet flavour. It goes well with sweet fruits and barriers, croissants and muffins, white and red wine, juices, and even ice-cold milk.

2 Butterkase

Country of Origin: Germany

Milk: Cow's milk

Butterkase is a loaf or wheel-shaped cheese with golden to red, natural rind. It is a creamery, semi-soft cheese made both in Germany and Austria. As the name says, it has a buttery taste and colour. It is very good with a glass of beer.

3 Colby

Country of Origin: USA

Milk: Cow's milk

Traditional, creamery, semi-soft cheese made from cow's milk. The sizes vary, but they are generally block-shaped and free of rind.

4 Havarti

Country of Origin: Denmark

Milk: Cow's milk

Havarti is a traditional, creamy, and semi-soft cheese. It is a simple, Washed-rind cheese with irregular holes throughout. There is an enriched version, with added cream, which is softer and feels more luxurious in the mouth. There is also a version with caraway seeds. Havarti is named after the farm in Denmark where Hanne Nielson first made it.

iv Soft cheeses

1 Brie

Country of Origin: France

Milk: Cow's milk

Brie is the best known French cheese and has a nickname The Queen of Cheeses. In France, Brie is very different from the cheese exported to the United States. Real French Brie is unsterilized and the flavour is complex when surface turns slightly brown. When the cheese is still pure-white, it is not matured.

2 Camembert de Normandie

Country of Origin: France

Milk: Cow's milk

A very famous French cheese, Camembert dates back to the 18th century and is named for a Norman village in which there is a statue of the creator of this particular variety (Marie Harel). Originally, this cheese was dry and yellow-brown, but after a few modifications it became softer and more earthy.

3 Gorgonzola

Country of Origin: Italy

Milk: Cow's milk

Gorgonzola is a traditional, creamery and co-operative, blue cheese. The greenish-blue penicillin mould imparts a sharp, spicy flavour and provides an excellent contrast to the rich, creamy cheese.

4 Limburger

Country of Origin: Belgium

Milk: Cow's Milk

Limburger is creamery, washed-rind cheese. The smooth, sticky, washed-rind is reddish-brown with corrugated ridges. The yellow interior hints at sweetness but the taste is spicy and aromatic, almost meaty.

5 Feta

Country of Origin: Greece

Milk: Cows, Ewe, and Goats milk

Feta is one of the most famous cheeses in Greece. It is made various sizes, often as a loaf shape. Feta is solid, but crumbly with some fissures. Pure white, it has a milky fresh acidity. Feta was originally made with either ewe's milk or a mixture of ewes and goats milk but today most feta is made with pasteurized milk and tastes of little besides salt.

6 Mozzarella

Country of Origin: Italy

Milk: Cow's milk

The plastic, spun-curd buffalo milk cheese Mozzarella.

7 Munster

Country of Origin: France

Milk: Cow's milk

Munster is a creamery, washed-rind cheese made from cow's milk. It has a round shape with sticky, orange, washed skin. The cheese is very smooth, fairly soft and has a mildly piquant flavour that can become pungent with regular washings.

8 Neufchatel

Country of Origin: France

Milk: Cow's milk

Neufchatel is a traditional, soft-white table cheese originating from northern Normandy. It has aroma and taste of mushrooms.

9 Queso Blanco

Country of Origin: Mexico

Milk: Cow's milk

Traditional, creamery, fresh cheese made from cow's milk. The name simply means white cheese. It resembles a cross between mozzarella and salty cottage cheese. Traditionally, it is produced from skimmed milk and whey. Coagulated with lemon juice, although recently some creameries have begun making it with full-cream milk, coagulated with rennet.

Salads-classification-selection-preparations-service

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of salads, components of salads,types of salads and salad dressing.**

Salads

A meal that can be prepared and served cold using nuts, fruits, meat, eggs, legumes, pasta, cheese and grains. And hors de oeuvres is the first serving dish small variety dishes are well decorated and served food called hors de oeuvres

But the salad is the first serving. Can also be served with other dishes. A salad is a meal that can be made using fresh vegetables, fruits and meats. While serving the salad, it should be visually attractive and attractive.

There are four main components required when preparing and serving a salad

1 Base

Salads should not be served on plates,served with leafy vegetables eg lettuce water cress, Cabbage.

2 Body

Body is the ingredient used to make the food, that is called body. For example, the vegetables used in Russian salad are carrots, beans, cabbage and cauliflower. These vegetables are called body.when making mayonnaise sauce egg yolk is the body.

3 Dressing

Dressing is anything that can be used to add flavor and aroma while making a salad.

4 Garnish

Salads are decorated and served as a garnish. Because when serving food in a star hotel, it should be served deliciously and beautifully decorated.

Types of Salads

- 1 Simple salad
- 2 Compound salad

1 simple salad

A salad made using only one vegetable is called simple salad.

2 Compound salad

Combination of two or more vegetables,meat and fruits are called compound salad.

Fig 1



Simple salad



Compound salad

Salad dressing

Dressing is used to make all types of salad dressings add flavor and quality to the salad. Easy to cook, decorate and digest.

A variety of dressings include mayonnaise, Vinaigrette or French, lemon mustard cream, and acidulated cream dressing

Mayonnaise

It is a cooling dressing. Egg yolk and salad oil are required to make this dressing.

Vinaigrette dressing

This dressing can be made in French, English and American style. Vinegar and mustard can be made using pepper and seasonings

French vinaigrette

A dressing made with 3 parts salad oil to 1 part vinegar French mustard and salt and pepper.

American vinaigrette

A dressing made by mixing equal amounts of vinegar and oil with sugar, salt, and powdered sugar.

Acidulated cream dressing

Dressing can be made by adding vinegar or lemon, salt and cream. Examples of Simple Salad are Tomato Salad, cucumber Salad, Carrot Salad Potato Salad

Compound salad

- 1 Tossed salad
- 2 Coleslaw
- 3 Oriental salad

4 Carmen salad

5 Russian salad

6 Waldorf salad

Salads are served as follows

- 1 Appetiser. It stimulates appetite. Can be served as a first course or as a salad course.
- 2 Can also be served as a side dish.
- 3 Served with main courses.
- 4 Fruits are served in dessert course with cream

Ice cream-classification-selection-preparations-service

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of ice cream, types of ice cream.

Ice cream

Ice cream or iced cream as it is originally called is a frozen food unusually made for dairy products, such as milk and cream and combined with flavours of various ingredients and also fruit pulp, sweetening is also added such as sugar, honey etc. Ice cream comes in a variety of flavours after with additive such as chocolate flakes or chips, ribbon of dance such as caramel or chocolate, nuts fruits, small candies etc. Ice cream is generally served chilled on its own or even added to other desserts.

Types of ice cream

Ice cream is a sweet, creamy cold treat that has been around for centuries. It has inspired songs, had Anne of Green Gables (the heroine of Lucy Maud Montgomery's famed novels) dreaming for days in anticipation of tasting it for the very first time, and is always popular at birthday parties and family gatherings. But never, have the options been so varied! Today, you can find a world of flavours and an ice cream to suit every taste.

Hard ice cream

Traditional or regular ice cream made with cream and/or milk, sugar, and may contain eggs, stabilizers and other flavouring ingredients such as vanilla, chocolate, fruit and many other add-ins the options seem endless.

French ice cream

Traditional ice cream made with a custard base containing cream and/or milk, egg yolk or whole eggs, sugar, stabilizers and other flavourings.

Soft ice cream

Ice cream made with milk and/or cream, sugar, stabilizers and flavouring that is frozen at a higher temperature in a

special machine that keeps the mixture smooth, creamy and soft while it's being frozen. It is stored in the machine as a liquid ice cream mix and frozen as it's served in to a cone or bowl. This is available at restaurants and specialty ice cream shops.

Light ice cream

Traditional ice cream made with milk ingredients, sugar, stabilizers and other flavouring that contains at least 25% less milk fat than regular hard ice cream.

Reduced fat ice cream

Made with lower fat milk ingredients, sugar, stabilizer and other flavourings. The amount of fat can vary and is declared on the label.

Fat free frozen dairy dessert

Made with modified milk ingredients, sugar or artificial or natural sweeteners and stabilizers, this ice cream contains about 0.1% fat or 0.5g fat per serving. No Sugar Added Ice Cream or Frozen Dairy Dessert Similar to ice cream, generally made with milk ingredients and stabilizers as well as artificial sweeteners or natural sugar substitutes and other flavourings. These desserts are often lower in fat than regular ice cream.

Lactose-free ice cream

Ice cream made with added lactase enzyme and therefore contains no detectable lactose [link to lactose intolerance article] making it more easily digestible for people with lactose intolerance.

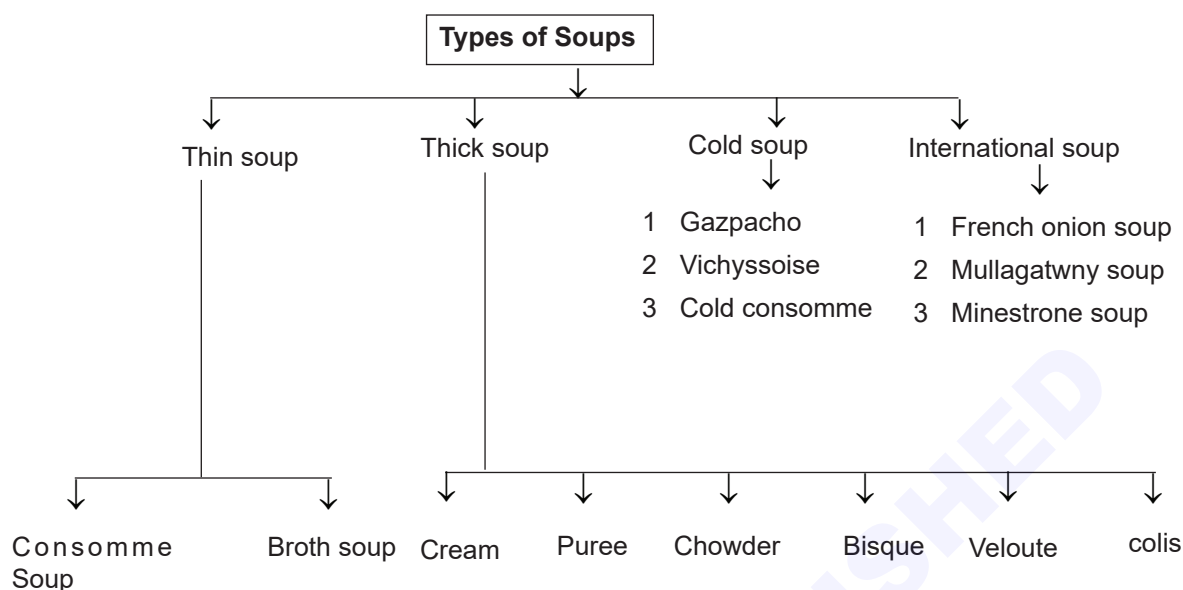
Organic ice cream

Any type of ice cream made with organically produced milk and other ingredients.

Soups classification, making & international soups

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of soups.



Soups

Soup is a liquid or semi liquid mixture that is consumed as a food product. It is prepared by combining together meat, vegetables, stock, water etc and cooked until the water has tenderized the vegetables and meat items, thereby giving us a nutritious, aromatic, flavourful and an appetizing food.

Soups are classified according to their method of preparation. Traditionally soups are classified according to thick and thin or clear soups.

Clear soup

Clear soups are soups that are visibly transparent and so the vegetables and meat items added to them are clearly visible.

Broth

A good flavourful stock made of beef, mutton or chicken, cooked with diced veg, rice or barley and served with solids. eg. Scotch broth.

Consomme

A clear soup made from a well flavoured stock. It is usually prepared with beef, chicken and game stock. Consommés are named according to the garnish placed in them. eg. Consommé julienne.

Example of consommé soups

Consommé julienne

Thinly sliced vegetables are boiled and used as garnish for consommé.

Consommé brunie

Vegetables cut into small dices can be used as a garnish for consommé.

Consommé celestine

Pancakes cut lengthwise are used as consommé garnish.

Consommé bretonne

Celery, onion and leeks, boiled and chopped into julienne.

Consommé dubari

Garnish can be used by cutting the cauliflower along with the stalk and boiling it.

Consommé florentine

Cut the steamed spinach lengthwise. Consommé can be used as a garnish in soup.

Consommé st german

Boiled peas are used as a garnish in consommé.

Consommé cereals

Steamed grains especially rice and pulses can be used as a garnish.

Amount of ingredients required to make 1 liter of Consommé

1 Beef Bones	- 1/2 Kg
2 Golden brown onions	- 4 Nos
3 Beef meat minced (fat removed)	- 250 gms
4 Egg white yolk and shell	- 2 Nos
5 Celery	- 1 No
6 Leek	- 1 No
7 Bay leaves	- 2 Nos
8 black pepper	- 2 grams
9 Vinegar	- 2 tbsps
10 White beef Stock	- 2 litre

Method

In a heavy pot, put the meat bones, vegetables and the stock, allow to boil for few minutes. when the soup boil simmer for 4 hrs.remove cool and strain with muslin cloth.serve the soup hot garnish as desire.

Note : Consomme should not boil for any reason (A consomme boil and consomme spoil).

popular consomme

- 1 Consomme breton is garnished with onion and leek.
- 2 Consomme brunoise - cut the vegetables into small fine dices boil serve hot with clear consomme
- 3 Consomme dubarry - consommé garnished with flowerettes of cauliflower is known as consommé dubary
- 4 Consomme florentine - clear consommé garnished with blanched spinach is called as Consomme florentine
- 5 Consomme madelline-clear consomee garnished with boiled tomatoes and green peas is called as consomme madelline.
- 6 Consomme paysanne - blanched cuts of green vegetables added in clear consomeeis called consomme paysanne.
- 7 Consomme celestine - clear consomme garnished with jullienes of pan cake.
- 8 Consomme dilablatin served with clear consomme and cheese biscuits, these are called Consomme dilablatin.
- 9 Consomme royal- clear consomme garnished with savoury egg custard cubes.
- 10 Consomme topico- clear consomme garnished with pearls of topico

Thick soups

Thick soups include soups made without stock, and are generally thick in consistency.

Cream soups

This soup has a creamy consistency, which is made by vegetable puree mixed sauce or white sauce. eg. Cream de tomato.

Puree soups

The main ingredients of the soup is the puree obtained by passing boiled vegetables through a sieve the consistency of the soup is thick as a cream.

Bisque soup

Thick fish soup mostly prepared by using shellfish and fish stock & thickened with cream. eg. Lobster bisque

Chowders

An American soup made of meat, fish or vegetables with milk, and various seasonings. Garnished with crackers, which is placed on the soup just before serving. eg. Prawn chowder.

Veloute soup

Soup made from white stock and finished with a lison of yolk and cream. eg. Mushroom veloute.

National soups, famous national soups of some countries

Introduction

A native soup is one produced in that country Made of materials and a made in a unique way. So they are called national soups are called There are many types of international soups such as cold and hot thin soup or thick. International soups are soups originating from different places and localities of different countries and these soups do not have a single tradition. That is why they are known in their country. And the menu is in the language of the country of its origin because their names have different countries.

Some popular international soups

The name of the soup and the name of the country

- 1 Minestrone - Italy
- 2 French onion soup - France
- 3 Green turtle soup - England
- 4 Petit marmite soup - France
- 5 Scotch broth - scotland
- 6 Mulligatawny soup - India
- 7 Hotch pot flamb - Belgium
- 8 Camaro - Brazil
- 9 Laborkrodel - Germany
- 10 Paprika soup - Hungary

Method of serving soups

- 1 A standard serving size of 1 soup is 6 to 8 ounces (2.00 to 250 mL).
- 2 Serve hot soups hot soup cups or bowls. Serve chilled soups in chilled cups, or over ice.
- 3 Serve the pre plated cup from the right side of the guest and from the left side when serving on a soup plate

Restaurant layout/ duty roster

Objectives: At the end of this lesson you shall be able to

- understand the layout of restaurant
- duty roster.

Introduction

Layout means plan and positioning of work centers. Work centers are main operational and ancillary areas. The equipment used in this section is divided according to the sequence of operations.

Architectural and infrastructural difficulties should be kept in mind while designing the system eg: drainage facility, fuel supply line. A layout is the first step in implementing plans.

Objectives of a good layout

- 1 To make maximum or optimum use of available area and orderly placement of equipment
- 2 Providing maximum moving space for employees/guests
- 3 Separate laundry and storage areas
- 4 To ensure that service time is kept to a minimum
- 5 To ensure smooth flow of operations
- 6 Minimize unnecessary movements in personnel and equipment
- 7 To provide a suitable working environment for the employees
- 8 To ensure a safe environment.

Restaurant layout

Every restaurant Layout will need a difficult approach varying from organization to organization and on broadly of activities. The basic essential to be kept in mind would be the same. The guidelines to be kept in mind before planning a layout of a restaurant are:-

1 Budget

The most important part is the money; you are willing to spend on it. As per the budget you may decide to purchase land, luxuries furniture and may employ experienced staff.

2 Location

Every decision you make regarding your restaurant is critical. But it's easier to change your location. The better the location the better view the guest can enjoy e.g. a hill view, beach side, river etc.

3 Entrance, Exit & Restrooms

It is always essential that you plan the entrance & exit, because these make small impression, but a lasting impression on the guest. Without restroom or with rest

room that are not clean & hygienic, your guest would not like even to continue eating in your restaurant.

4 Kitchen

The kitchen should be placed close to the service area, and should have adequate space for all the necessary equipments and the ample of staff to work.

5 Food storage area

There must be plenty of room for food storage for e.g. walk in coolers, refrigerators, and cupboard racks etc.

6 Office

The manager's office should be small, but at the same time, should be good enough for proper business to take place.

7 Service area

A service area should have a natural flow, from the lobby for the bar to the dining room to the kitchen.

8 Bar

A great bar space does both, while being visually inviting and highlighting the products the bar hopes to sell.

9 Equipment & furniture

All equipments and furniture's required have to be considered in advance as all these require and occupy space, which when not balanced properly can lead to unwanted problems.

Duty roster

A duty roster is a chart created by the administration or the head of departments in order to make sure that the staffs are working in a well planned manner, the duty roster is generally a time table chart that helps the staff to know at what time they are supposed to join duty, on what shift they need to report and the days when they are off duty. The key things to keep in mind for when making a duty roster are

Divide the work evenly. - Make sure that skilled staff should be placed properly to make sure that there is a skilled staff at all times. Points to be considered while preparing a duty roster.

- 1 Distribute the work load evenly and fairly including your self
- 2 Everyone gets a turn at every duties.
- 3 When assigning tasks, pair experienced staff with less experienced.

4 Give proper information about upcoming events so that the staff may keep themselves ready for taking responsibilities.

5 Do not make duty roster permanent as in case a staff is absent or any problem arise, these will be no chance of solving the problem.

6 Ensure availability of rooms

Fig 1

S.NO	Staff duty rota	31-07-2023	01-08-2023	02-08-2023	03-08-2023	04-08-2023	05-08-2023	06-08-2023
	DAYS	MON	TUE	WED	THU	FRI	SAT	SUN
1	Chef Pandian	AS	OFF	AS	AS	AS	BS	BS
2	Chef Neelamegan	JUNIOR SOUS CHEF	BS	BS	OFF	BS	BS	AS
3	Ragu raman	CDC	BS	AS	AS	BS	AS	OFF
4	Poornachandran	DCDP	AS	NS	OFF	BS	BS	BS
5	Miyan	CDP	BS	BS	BS	BS	OFF	BS
6	Sugumar	COMMI-1	AS	AS	AS	AS	OFF	AS
7	Kali dass	COMMI-1	AS	BS	BS	OFF	BS	BS
8	Roaghti	COMMI-2	OFF	BS	BS	BS	BS	BS
9	Rajesh	COMMI-1	OFF	GS	GS	GS	GS	GS
10	Vijay	COMMI-1	NS	OFF	NS	NS	NS	NS
11	Vignesh	DCDP	OFF	BS	BS	BS	BS	BS
12	Mohamed sithick	DCDP	GS	GS	OFF	GS	GS	GS
13	Sakthi	DCDP	BS	OFF	AS	AS	AS	AS
14	Faizel	COMMI-3	GS	GS	GS	GS	OFF	NS
15	Yasin	CDP	BS	BS	OFF	BS	BS	BS
16	Rihaj	COMMI-2	BS	OFF	BS	BS	BS	BS
17	Asfak	DCDP	BS	BS	BS	OFF	BS	BS
18	Alther Ali	COMM-2	BS	OFF	BS	BS	BS	BS
19	Ansari	CDP	OFF	BS	BS	BS	BS	BS
20	Kiran	Cdp	AS	AS	OFF	AS	AS	AS
21	Gautham	CDP	AS	AS	OFF	AS	AS	AS
22	Madhu	COMMI-3	NS	NS	NS	NS	NS	OFF
23	Mohan	COMMI-1	GS	GS	OFF	GS	GS	GS
24	Raj bahadur	COMMI-1	AS	AS	AS	OFF	AS	AS
25	Ayodhya prasad	COMMI-1	AS	OFF	AS	AS	AS	AS
26	Sakthi balan	DCDP	MS	MS	MS	MS	MS	OFF
27	Kali dass	COMMI-3	OFF	BS	BS	BS	BS	BS
	General Shift (GS)		9.00AM - 6.00PM					
	General Shift1 (GS1)		11.00AM-8.00PM					
	Morning Shift (MS)		7.00AM - 4.00PM					
	Afternoon Shift (AS)		1.00PM- 10.00PM					
	Night Shift (NS)		10.00PM- 7.00AM					
	Break Shift (BS)		7.00AM - 11.00PM					
	Flexible Shift (FS)							

Preparation, pickup & service time of standard international dishes, situation handling, blind guest, invaild, drunken, without money and spillage

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of importance of pick up and service time of national and international dishes.**

A quality good meal served by an average service staff in a timely manner can turn new guests into regular guests. Decor and furnishing of restaurant can make the guest feel happy and comfortable But mainly the way of serving can impress the guests.

A good knowledge of the food, its serving time, method of serving, required service style and side dishes to serve with the main meal are all important to get a regular guest.

Methods of handling guest

Objectives: At the end of this lesson you shall be able to

- **blind guest**
- **handicapped guest**
- **communication difficulty guest**
- **illness guest**
- **without money guest**
- **food returned money guest**
- **spillage of food on the guest**
- **lost property of a guest**
- **drunken guest**

Situation Handling

1 Practice to deal with blind guest

- 1 Talk to blind guests and meet their needs.
- 2 We need to know that blind people know things by looking at them.
- 3 By touching their hand from close to them before taking the order We can get their attention.
- 4 The nature of the food (eg fish meal, etc. is in front of the fish) should be informed and approved on the spot.
- 5 When serving soup, water and liquid foods, care should be taken not to fill glasses and crockery to full capacity.
- 6 If required. Serve in bowls instead of plates.
- 7 Tell the guest where the food is on the plate.

2 Dealing with differently abled guest

- 1 There should be enough space to move the wheelchair near the table in the dining room.
- 2 Seat other guests without disturbing them.
- 3 Persons with disabilities should be seated close to where they have easy access to other emergencies.

- 4 As soon as the guest is seated, they should be served with food and necessities in priority order.
- 5 Do not push a guest's wheelchair without asking.
- 6 Keep a walking stick close to the guest if required

3 To deal with communication difficulty guest

- 1 Stand directly in line of sight while taking orders from guests.
- 2 Speak slowly to the guest in a way that they can understand
- 3 Tell them about the nature of the food and take the food order.
- 4 While serving the food, the permission of the guest should be asked if there is any other information.

4 Method to deal with illness of guest

- 1 If any guest feels unwell, he/she should inform the manager and call immediately.
- 2 The manager knows their situation and makes first aid.
- 3 Transfer the sick guest to another room and help him/her recover.

- 4 Keep their food on a hot plate until they recover.
- 5 If the illness does not improve, it should be sent to the doctor immediately.
- 6 Take care of a female guest accompany with a female staff member
- 7 If necessary, consult a doctor and call an ambulance.
- 8 Record everything that happened in the log book.
- 9 If the guest recovers and comes back, lay out a fresh cover and place the food on the hot plate

5 Method to deal with without money guest

- 1 Ask for guest's identity card and take a photocopy of it.
- 2 Get a written letter from the guest
- 3 Letter and identity card copy should be signed.
- 4 Witness signatures should be obtained from two parties and employees
- 5 Get contact number.

6 Practice methods for return of food by guest

- 1 Apologize to the guest. and cancel the food, if the food taste is complaint or contaminated food.
- 2 If any other reason for return of food by guest transfer the food to the hot plate
- 3 Give the menu list and take the order.
- 4 The new menu order.
- 5 Place the cover layout on the table
- 6 Fresh food should be served hot from a hot plate.
- 7 Inform the Head chef about the food returned to kitchen so that the contaminated food will not be served on the day menu
- 8 The manager shall collect payment from the guest for the returned food. Or he will decide depending on guest and complaint.

7 Practice methods used during spillages

- 1 Apologize immediately when any food item accidentally falls on the guest.
- 2 If the food item falls on the guest, they should immediately help wipe it with a wet cloth.
- 3 When a guest goes to the dressing room his food should be placed on a hot plate.
- 4 Depending on the nature of spillage on the guest's clothing, the management may clean the clothing by laundering.

- 5 If spillage is on the tablecloth, the waiter should immediately change the table cloth.
- 6 Spillage should be removed with a damp cloth or a knife.
- 7 After cleaning the food transferred to the hot plate, a new cover should be laid out on the table and served to the guest.

8 Practice method in case of lost property

- 1 A guest should immediately inform all staff present if his/her wallet is lost.
- 2 If the guest wallet is identified it should be return to guest immediately
- 3 when guests leave the dining area, Inform the reception room and call the guest's room number to give the information
- 4 If the guest leaves the establishment, even if it is a regular guest, the found item should be kept in the Lost and Found.
- 5 If the lost item is not found by the guest, full details should be reported to the Security Officer and Housekeeping Manager.
- 6 If the lost object is found. The manager should give it only after comparing the details given by the guest with the item.
- 7 Valuables eg Jewellery, mobile phone, photography equipment should be kept safe for up to 1 year.
- 8 Ordinary products should be kept safe for up to 3 months.

9 Practice method to deal the drunken guest

- 1 If a guest becomes difficult to handle or disturbs other guests, he/she should be removed from the venue immediately.
- 2 The manager should confirm whether the guest has finished drinking or not.
- 3 Food should be served in normal manner to the guest who is sober after drinking alcohol. But no alcoholic beverages should be served.
- 4 It should be observed that the guest has left the restaurant after drinking and eating quietly.
- 5 If there are any incidents, it should be recorded in the log book and reported to the F&B manager.

Preparation, pickup & service time of standard international dishes

Sl. No.	Menu item	Preparation	Pick up time	Service gear	Condiment	Abbreviation	Guest explanation
1	Roasted corn soup	Roasted corn with white wine, onion, garlic, cream garnished with chopped chives, tomatoes, sour cream and coriander leaves.	Conti 15 min.	Soup spoon	Server assorted bread in bread basket	Roasted corn soup	A while wine flavoured roasted corn soup garnished with chopped chives.
2	Fragrant coconut and prawn soup	Prawn stock flavoured with lime leaves, lemon grass, glangal, chilli fish sauce, lemon juice, tender coconut water, 4 prawns, coconut cream.	Chinese 15 min.	Chinese soup spoon	Serve assorted bread in bread basket	Coconut prawn soup	Prawn soup flavoured with lemon grass and fresh coconut cream.
3	Minutes steak	110 gms of steak on toasted rige bread with mustard, mayonnaise pickled vegetables fresh fries, sliced emmenthal and grilled onions.	Garge manger 20 mins	Dinner knife Dinner fork	Tomato ketchup	Minute steak	Slices of grilled chicken prawns, tomato, lettuce and cheese in a triple decker king size sandwich.
4	Lamb or vegetable samosa	Minced lamb or vegetables along peas and potatoes cooked in Indian spices, filled in coronet shaped crackled mustard casings and deep fried, served with shaved onion and tamarind sauce	Hot kitchen 15 mins.	Starter fork Starter knife	Mint sauce	Veg. samosa Lamb samosa	Coronet shaped casings filled with vegetables or lamb cooked in Indian spices and deep fried.
5	Tender win chicken or lamb burger	Chicken or beef mince shaped into a patties & grilled to guests choice put in between a triangular burger bun. Server French fries as the accompaniment served with coleslaw.	Hot kitchen 15-20 min.	Dinner knife. Dinner fork.	Garlic, mustard, tomato ketchup	Tend burger Chicken burger	Tenderloin mince/chicken patlie grilled & placed between burger bun, along with guests choice of French fries, cheese, bacon, eggs
6	Grilled veg & mozzarella sandwich	Ciabatta (pronounced as chabatta) whole wheat bread with a filling of grilled vegetables such as zucchini, egg plant, tomato, peppers, mozzarella, pasta and fresh basil leaf. Served with French fries.	Conti 15 min.	Starter knife Starter fork	French fries	Veg mozz sandwich	Whole wheat bread with filling of grilled vegetables, besto sauce & mozzarella cheese

7	Spaghetti carbonara	Spaghetti cooked al dente and tossed in a creamy sauce with, cream parmesan cheese and slice bacon. Garnished with rosemary.	Conti 20 min.	AP spoon dinner fork	Crushed pepper	Spaghetti carbonara	Spaghetti with cream sauce and bacon cooked al dente.
8	Spaghetti Bolognese	Spaghetti with roasted garlic, mince meat, celery, leeks, seasoning and extra virgin olive oil, cooked al dente. Garnished with rosemary.	Conti 20 min.	AP spoon dinner fork	Crushed pepper	Spaghetti Bolognese	Spaghetti with minced beef sauce, cooked al dente.
9	Penne with squids and jalapeno	140 gms of squids cooked in white wine, lime juice, diced tomato, chopped garlic and herbs. Mixed with penne pasta.	Conti 20 min.	Dinner knife and fork.	Crushed pepper and parmesan	Penne squids	Penne mixed with squids and jalapeno peppers
10	Norwegian salmon with pesto risotto	140 gms salmon fillet with risotto rice with shredded roucoula, spinach, pesto with veg(spring onions & butter toasted) along with red wine reduction sauce)	Conti 20 min.	Dinner knife and fork.	Parmesan cheese	Salmon Norwegian	Norwegian salmon with pesto risotto.
11	Mustard and pepper crusted tiger prawns with asparagus puree and sautéed mushroom	2 grilled tiger prawn with crushed pepper and mustard seeds crusted with grilled asparagus, creamy asparagus sauce and sautéed mixed mushrooms	Conti 20mins.	Dinner knife Dinner fork	Assorted bread in bread basket	Tiger prawns	Mustard and pepper crusted tiger prawns with asparagus puree and sautéed mushroom
12	Grilled Cajun spice chicken with root vegetables & polenta	Chick breast Cajun marinade (Cajun spice mix) sautéed root vegetables (radish, carrots, baby potato, sweet potato) with grilled polenta triangle.	Conti 20mins.	Dinner knife Dinner fork	Assorted bread in bread basket	spiced chicken	Grilled Cajun spiced chicken with root vegetables and polenta

13	Grilled tenderloin steak with sauteed green vegetables and potato bacon cake	180 gms steak with anteed green (pakchoi, broccoli, snow peas, asparagus, Chinese cabbage, spinach) potato and bacon cake (crushed boiled potatoes, chopped crispy bacon, emmental cheese chopped spirin onion and thyme.	Conti 20 min	Steak knife dinner fork	Mustard sauce	Tenderloin steak	Grilled tenderloin steak with anteed green vegetables and potato bacon cake.
14	Steamed fish in black bean sauce with stir fried peppers and peas	160 bms of snapper fillet, steamed with black beans sauce, served with stir fried pepper and peas (ginger, garlic, oysters sauce, sesame oil, light soya rice wine, red and yellow peppers cubes, green pebs) asian garnish lemon grass stick	Chinese 20 min	Dinner knife dinner fork	Assorted bread in bread basket	Fish black bean	Snapper fillet steamed with black bean sauce.
15	Miso prawns with vegetable sin dashi stock and fried wotons	2 nos tiger prawns, served in dashi stock (chunks of carrots, red pumpkin, radish, pakchoi asparagus miso sauce (dark motta, egg yolk, rice wine, sugar, dashi stock) tossed on wok & garnished with poppy seeds	Chinese 20 min	Dinner knife dinner fork	Assorted bread in bread basket	Miso prawns	Miso prawns with vegetables in dashi stock and fries wotous
16	Stir fried Chinese greens	Snow peas, asparagns, pak choi, broccoli, spinach, Chinese cabbage, green bean cooked with ginger garlic, oyster sauce, light soya, sesame oil	Chinese 20 min	Chop sticks	-	Chinese greens	Chinese vegetables cook in soya and sesame oil
17	Vegetable fried rice	Rice cooked in Chinese style with vegetables	Chinese 20 min	Dinner knife dinner fork	Chinese sauce	Veg. fried rice	Rice cooked with soya and veg like carrot, beans & spicy onions
18	Wok tossed hakka noodles	Noodles cooked in Chinese style with vegetables	Chinese 20 min	Chopsticks	Chinese sauce	Veg noodles	Chinese woodles cooked with juliennes

19	Goan prawns curry	Red chillies, ginger, garlic, cloves cinnamon, pepper corns are ground and used to marinate the prawns. It is pan fried	Indian 15 min	Dinner knife dinner fork	-	-	Goan style spicy prawns curry
20	Chick tikka makdhani	Cubes of tandoori chicken tikkas, marinated in a yoghurt and chilli walsal a and served with tomato ginger and cream sauce	Indian 15 min	Dinner knife dinner fork	Naan/roti suggested	Chicken makkani	Butter chicken
21	Paneer kandhari	Cottage cheese stuffed with mawa (made from condensed milk) Indian spices with onion tomato gravy	Indian	Dinner knife dinner fork	Indian bread/ papad / pickle	Paneer Kandhari	Cottage cheese stuffed with mawa (made from condensed milk) Indian spices with tomato onion gravy)
22	Apricot almond gateau	Rich chocolate cake layered with apricot puree. Served with giotte complete (sour cherry sauce)	Pastry 5 mins.	Pastry 5 mins.	-	Apricot gateau	Chocolate cake layered with apricot puree
23	Pear granite	A mixture of fruit puree and sugar frozen and crushed	Pastry 5 mins.	Dessert spoon Dessert fork	-	pear granite	Frozen blended mixture of pear, sugar & cream
24	Hazelnut parfait	Cold dessert made of hazelnut, cream, eggs, sugar covered with milk chocolate crust	Pastry 5 mins.	Dessert spoon Dessert fork	-	Hazelnut parafait	Chocolate crusted, hazelnut parafait
25	New York cheese cake	Cream cheese(philadelphia) mixed with milkmaid, eggs, flour, lemon juice and folded with eggs white to make a light cheese cake.	Pastry 5 mins.	Dessert spoon	-	Cheese cake	Cheese cake

Entrepreneurship

Objectives: At the end of this lesson you shall be able to

- **acquire skills and knowledge of preparing the project report on budget, marketing for opening a new restaurant**
- **technical knowledge to start a hotel business.**

Entrepreneurship

Planning to start own hotel/Restaurant business investor should know that it is a profitable venture with a lot of opportunity for expansion starting business requires lot of technical knowledge with planning and strategizing.

Point to consider to start a hotel business

- 1 Decide on the type of hotel/restaurant facility you want to open
- 2 Decide the size of hotel/restaurant
- 3 Decide on the location
- 4 Types of Facilities to be offered
- 5 Types of customers to be targeted
- 6 Create a innovative concept that would make your hotel/ restaurant outstanding and remarkable
- 7 Conduct a feasibility study of the area to know it the business will sustain and it is in right location
- 8 Determine your ownership structure as it requires huge capital to start business. Decide if business will be run by one proprietor.
- 9 Decide if your business will run on Franchises
- 10 Prepare kick-ass business plan to show investors how viable the business is and the potential it will have
- 11 Secure funding from savings, bank loan, Investors
- 12 Obtain necessary permit and business license from Government offices for illegal business.
- 13 Staff Recruitment has to be done by employing first manager with Experience and then the staff to follow.

Problem faced while starting Hotel/Restaurant

Business

- 1 Trained & Skills manpower to run business are difficult to find
- 2 Location if not good it's very difficult to run business
- 3 Legal obligation for Hotel/Restaurants are very expensive and time consuming
- 4 Time finding to establish modern amenities
- 5 Economic and political climate such as political instability, riots, bad neighbours

- 6 Lack of power supply or power failure time and again are some of the problem faced while starting a business.

Coasting

Cost is generally defined as a reduction of value of an asset for the purpose of securing benefit costing is done

to give guest value for their money during costing food/ Beverage coast (actual cost in preparing food or cocktail) should not exceed 30% of the selling price at an average.

Example of Beverage (cocktail) cost

Example of fixing selling price of pina colada with Gross profit 100%

$$\rightarrow \frac{74 \times 100}{40} = 185$$

Calculation (selling price)

Example to calculate food cost percentage

Formula

Selling Price

Food / Beverage cost x 100 = Food cost percentage

$$= \frac{74 \times 100}{185}$$

= 40% Profit.

Some of the causes of high food cost

1 Improper menu planning

- 1 Not considering the service time of food day of the week, holiday, low house counts etc.
- 2 Too many or too few items on the menu
- 3 Monotonous menu
- 4 No balance between high & low cost items for high average check
- 5 Poor pricing of menu
- 6 Not considering for the amount of labour which would be required for prepare the items on the menu.

2 Improper purchasing

- 1 Too many raw items purchased at the time No detailed specification governing quality weight, types etc.
- 2 No competitive Purchasing policy
- 3 Poor relationship with the suppliers
- 4 No audit of invoices & payments
- 5 Theft by the receiving staff.
- 6 No cost budget for purchasing

3 Improper receiving

- 1 No check on price, Quality or quantity
- 2 No system to obtain the credit for damaged goods
- 3 No check on receiving policies
- 4 No proper equipment e.g. weighing scale etc
- 5 No record maintained for the good received
- 6 Perishable good left out for too long

4 Improper storing

- 1 No proper storage system followed by perishable items
- 2 Storage at wrong temperature
- 3 No daily inception of food
- 4 Poor sanitation
- 5 Theft in store room
- 6 No periodic report maintained of dead stock
- 7 No physical inventory held
- 8 No policy of one man responsible for store

5 Poor Issuing

- 1 No controls or records of food issued
- 2 No authorized requisitions & issues

- 3 Careless pricing of issue

- 4 No forced issue of clear stock

6 Poor preparing

- 1 Lack of equipments for positioning e.g. slices, carrying trimming
- 2 Excessive trim of vegetables & meat
- 3 No check on raw yield
- 4 No use of end products for production of how costmeal

7 Poor service

- 1 No standard portion size
- 2 No standard procedure for calculating excess and spoiled foods. No care of left over's
- 3 Not following the time of service and right temperature of food
- 4 Carelessness in spillage, waste etc

8 Poor sales

- 1 Cashier theft
- 2 Waiter theft
- 3 Carelessness on duty.
- 4 No food trade mork
- 5 No sales records to detect the trends
- 6 Poor promotion & advertising

9 Poor controls

- 1 No audit of daily sales
- 2 No forecast of sales of cost budget
- 3 No record of price trends
- 4 No use of proper policies & procedure in regards to control
- 5 No accounting for employees & officers meal

Procurement of license

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of procurement of license.**
-

Licenses for opening new restaurant

When you decide to open a restaurant in India, certain licenses and permits are required

Licenses are different types

1 Food safety license

This is obtained by FSSAI (Food Safety and Standard Authority of India) of ministry of Health and family welfare.

2 Health/Trade licenses

This can be acquired from local authorities of that area in case you open a restaurant get register to complete the process. Health with issue Health License and civil authority trade license.

3 Eating house license

This is provided by licensing police commissioner of that city. In case you open a restaurant, you need to go to office of licensing police commissioner and follow the procedures.

4 Liquor licenses

In case your restaurant is serving liquor, you must have this license. This can be obtained from local commissioner of exure

5 Food & Drugs office

A license has to be obtain from food & Drugs restaurant department

6 Fire department

You to ensure the compliance of all the fire safety guidelines. This has to be done before submitting the application for obtaining a Noc, to the chief fire officer the chief fire officer can be contact in case there is a delay in carrying out the inspection or issue of fire safety guidelines, or issue of Noc after the inception has to be carried out etc. The department does not levy any charges for this job for the time being

7 Pollution certificate

State pollution control committee (PCC) is responsible for providing this license

8 Lift clearance

In case of a multi-storey restaurant and requires to install a lift than it should you have clearance from an inspector from electricity department as well as the Labour commissioner of the city.

9 Music license

For playing recorded music or video in restaurant one need to obtain this license phonographic performance Ltd (PPL). They have been functioning as copyright providers for sound recordings of music and creations of its members.

10 Certificate of environment clearance

This permit is form the EMA for certain types of projects and activities. It can be obtain from the ministry of environment and forests after submitting the questionnaire for environmental appraisal.

11 Insurance

Can consult any insurance company for these insurance.

- a Public Liability
- b Product Liability
- c Fire policy
- d Building & Asset

There are other insurance policies also which are not mandatory but useful.

12 Prevention of food and adulteration (PFA) Act, 1954

The PFA Act covers food standards, general procedure for sampling, analysis of food, powers of authorized officers, nature of penalties and other parameters related to food. It protects India against impure. Unsafe, and fraudulently labelled foods.

13 Shops and establishment

We are required to register the restaurant under the shops and establishment act.

14 Signage license

Restaurant will be required to obtain this license from local civil authorities.

Types of license required to serve liquor

1 L-3 License

L-3 licence gives permission to hotels to serve foreign liquor to the guests in their rooms. Only hotels which are holding star classification and approval of Department of Tourism, Govt. of India are eligible to apply for this license.

2 L-5 License

L-5 license permits the hotels to alcohol in the restaurant/ bar which is located in the hotel premises.

3 L-4 License

L-4 License is mandatory to serve liquor in an independent restaurant approved by Department of Tourism, Govt. Of India. The Restaurant can apply in the office of the commissioner of Excise in prescribed form and submit documents as indicated in the application form.

Documents required

L-3 & L-5 License

For L-3 and L-5 license, the hotel is required to submit an application to the commissioner of Excise. The application must be on its letter head accompanied by the following documents:

- 1 Documentary proof regarding legal status of the hotel i.e. whether it is a company, partnership firm etc.
- 2 Whether the hotel is in legal possession of the plot
- 3 Completion certificate in respect of the hotel building
- 4 Trade license from the Local Authority i.e. MCD/NDMC as the case maybe
- 5 Loading House license from the Local Authority
- 6 Certificate of registration of eating House license issued by the DCP (licensing)
- 7 Documentary proof regarding applicant being an Income Tax Assesses and Sales Tax Assesses.
- 8 The applicant is required to submit lay out plan of the hotel, site plan of the license outlets and the liquor stores
- 9 Proof of Department of Tourism. Govt of India indicating the project approval and also recommendation for grant of L-3/L-5 license
- 10 NOC from fire service

L-4 license

For L-4 license, the hotel must submit following documents in addition to the application

- 1 Approval of DOT, Govt. of India
- 2 Memorandum and Articles of Association/Certificate of Incorporation/Partnership deed etc.
- 3 Proof of lawful possession of the premises
- 4 Copy of Income Tax Clearance
- 5 Copy of sales Tax Registration./Latest Asst Order
- 6 Copy of Eating House License from DCP (Licensing)
- 7 Trade License issued by MCD/NDMC
- 8 NOC from Fire department provided the height of the premises is more than 15 meters
- 9 Affidavits in the prescribed Performa.

Process of the application

Post this, the application and documents are verified if they are as per the license requirements. The hotel/restaurant premise is then inspected by the concerned Excise officer from the department to determine if the premises compiles with rule 11 of the Intoxicants License and Sales Rules, Which provide that:- "No liquor shop for consumption 'on' the premises shall be located within a distance of 100 meters from the following, namely:-

- 1 Educational institutions
- 2 Religious places
- 3 Hospitals with fifty beds and above

The Excise officer then submits a report to the license granting authority.

When the officer is sure that the restaurant/public are invited through pasting of notices and other public announcement in the area. They are given a notice of 7 days to file any objections before the licensing authority. If no objection is received, the competent authority goes ahead with approval for grant of license. After approval, the hotel has to deposit the fees as given under the rules. Once it is deposited, license is issued to the hotel

Inventory control & human resource

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of internal control

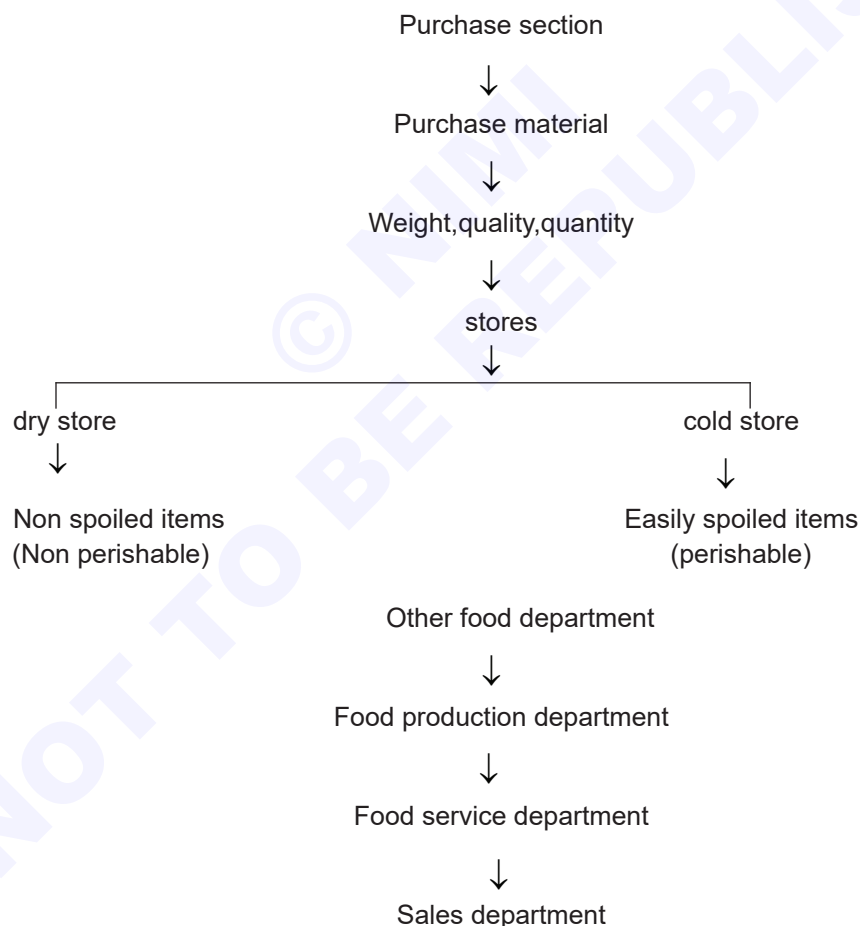
Internal control involves aspect like

- 1 Inventory controls
- 2 Cash controls
- 3 Employee controls

1 Inventory control

Begins at a very starting stage. It begins first during receiving of goods/items. During receiving good items you have to check if you have received it as per your specification. For perishable items check for the

freshness. Check for missing items or broken bottles. Once received it has to be entered in the register of stock received and then store it in a store room with proper temperature and correct storage procedure. Follow FIFO (first in first out) for storage of items. The access to the storeroom should be limited to few personal authorised to do store Jobs. A proper day to day Inventory has to be maintained by the store keeper. Restaurant/bar personal should have correct knowledge of food & drink to avoid wastage and spillage.



2 Cash controls

Cash controls are very important. A cash register may be used to control cash. All posting of daily consumed must be entered in the book and finally compare it with cash received. This will ensure to make sure that all bills are paid.

3 Employee controls

The organisation while hiring staff must hire skilled & trained staff. While hiring staff organisation rules must be explained to the staff. Once staff starts working the manager should have a periodical check on inventory to have effective controls.

Human resources management

HRM is also known as personnel department. HRM is an important department of any organisation HRM basically deals with hiring, firing and managing employees H.R.M also helps people to acquire skills which can be useful for the organisation. It also helps employees to understand their capabilities better so that they can utilize them to fulfil personal and professional exception.

Job analysis

HRM should collect information regarding particular job position. Job Analysis is a process study and job position Job analysis is process of study and collect information regarding operations & responsibilities of a specific job. Job evolution process helps to get data related to job positions. The data further can be divided in to job description & job specification.

Job description

Should contain duties & responsibilities and all the task regarding job position. It also includes reports, working condition, co-ordination with other department position on hierarchy, authourity & control and other information specific to Hotel industry.

Job specification

Should contain skills and quality required for the position. It includes information such as, Education, Technical, Qualification Technical Knowledge, Training, Physical skills and a good communication skills.

Human resources management chart

Human resources planning



Recruitment and selection



Training and development



Job description and training



Performance evaluation



Promotion and salary increment

Marketing - 4 P's

Objectives: At the end of this lesson you shall be able to

- acquire the skills and knowledge of marketing procedures.

Marketing - 4 P's

Marketing is define as a process of planning and executing the product, pricing, promotion and a place to distribute ideas, goods & services that will satisfy individual and organizational objective.

Marketing

Marketing is an action or business for promoting and selling product or services which includes market research & advertising marketing is also management process through which goods and services reactive to the customer. Marketing also includes the co-ordination of 4 elements called the 4p's of marketing.

Product

Products are the goods and services offered by any organisation e.g. clothes, shoes, books, burger, pizza, etc. The organisation should decide what kind of product are they offering product is purchased by the customer to satisfy the individual needs product is purchased by the customer keeping in mind the benefit it will provide. E.g. When we purchase clothes we keep in mind that the benefit it will offer is to cover our body while when we purchase pizza/burger we keep hunger in mind. Product also takes a form of service e.g. Purchase of air, rail, bus ticket, telecommunication etc, and product is offered to the customer for prize.

Place

Goods are manufactured to be sold to the customer thus location attractive and comfortable for public to be considered. It should be easy for the customer to

reach the place; when product is sold any product is manufactured in a large scale in a company and to the customer purchases it from the nearby market so it is necessary that is available in the shops. To make sure it is available in the shop/local market a chain is followed of distributors, wholesalers and retailers which is also called as a channel of distributing product. This is called as a channel of distributing product the manufacture can decide if they want to sell directly to customer or to follow distribution channel.

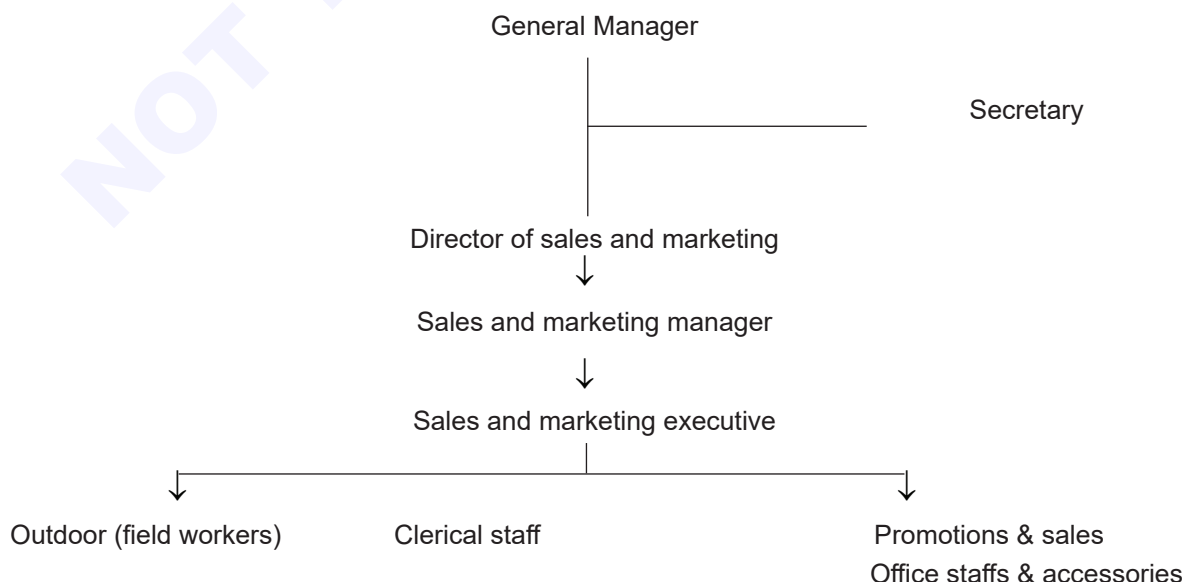
Price

Price is a fixed amount taken for a product or service it is one of the most important element of marketing to fix a price of any product is a trickily job like how good is your product, How good is your customer service, Do you give after sales service. Factors to price a product can also be demand of product, cost involved to make product, customer ability is to purchase after paying Government norms, etc. are to be kept in mind while fixing a product price while pricing decision on demand of product and profit becomes crucial.

Promotion

Promotion Is basically advertising a product so that the customer are aware a product is available in the market promotion can be done by personal selling, advertising, publicity of product or through sales promotion. Promotion will also make customer aware of the price features, availability of the product for Promotion Company should keep enough budget for effective marketing print & electronic media helps a lot in promotion & it is a important feature of marketing.

Sales & Marketing team



F&B control & its importance

Objectives: At the end of this lesson you shall be able to

- **acquire the skills and knowledge of food & beverage its controls and food importance.**
-

Control system

A control system covers all the sales of food & Beverage in a catering establishment. It's essential to maximise returns. The types of control system is used varies from one establishment to another in a larger establishment. Accounts department will be in charge of controls for effective & efficient application of control functioning system.

In a smaller establishment responsibilities may be taken over by manager or asst manager. Who has to personally carry out the daily weekly checks? Control system must be simple as it will make easier for the food & Beverage service staff to operate & controls.

Revenue control system

A control system monitors areas where selling takes place

- 1 There has to be efficient control of all items issued from various departments.
- 2 The system should reduce to minimum wastage
- 3 Management should be provided with all information they required for costing purpose
- 4 The cashier should be able to make out the customer bill correctly so that the customer is neither over charged or under charged
- 5 The system should show a breakdown of sales and income received so that adjustment and improvements can be made.

The main control methods used in catering establishment are

- 1 K.O.T/B.O.T controls
- 2 Sales analysis sheet
- 3 Operational statics

1 K.O.T/B.O.T controls

This is a traditional method of taking orders from the guest. Even the most sophisticated electronic system is based upon either the triplicate or duplicate (K.O.T/B.O.T controls) method even though the actual checks may not be written but communicated electrically to print out units.

a Triplicate method

Order is taken top goes to kitchen for food preparation, second copy goes to the cashier for billing and the third copy is retained by waiter as a means of reference during service.

b Duplicate method

Order is taken from the guest, Top copy goes to the kitchen for food pick up, second copy is retained by the waiter for service & billing purpose.

c Service with order

Order is taken guest is served and the payment received as per his/her order e.g. Take away service.

2 Sales analysis sheet

This is also known as sales summary sheet or bills summary sheet. This sheet will provide the following information.

- The reconciliation of items with gross profit
- Sales information
- Records of popular and unpopular items
- Records for stock control

The basic information required includes:-

- Date
- Name of the outlet/Restaurant
- Period of service
- Bill numbers
- Table numbers
- Number of covers portable
- Bill total
- Sales mix
- Cashier name
- Server name

3 Operational statistics

A variety of performance benchmark also called as operational statics used for monitoring restaurants. Some of these can be

a Sales mix

The information is taken from the sales analysis sheets and may be further broken down to provide sales mix data. This not only reconciles sales of items but also provide information on popular./unpopular items in the menu, records for stocks control, changes in customer interests, where profit/losses are being incurred.

b Seat turnover

This is a pointer to efficiency. It is calculated by dividing the number of covers served by the actual number of seats available per period.

c Average check

Average check is also called spend per head. Average check is calculated by dividing the total sales per department by the number of people or covers served.

d Index of Productivity

Index of Productivity is calculated by dividing total sales by labour costs incurred

e Sales per seat available: - Shows the sales value that can be earned by each seat in a restaurant. This is calculated by dividing total sales by the number of seats available in the dining area.

Foods & its importance

Food is a very important for our life, to stay healthy and active; we should certainly have enough food daily. Food which we consume should be safe and rich in all the nutrients which our body needs. Food should be choosing from a wide variety of foods & eatables and we should eat them regularly, every day of the year. Food should be enjoyed while eating. Food should look appetizing, smell good and also taste good.

Foods help our body to

- Stay alive
- Be active
- Move and work
- Built new cells and tissues for growth
- Stay healthy

- Prevent & fight infections
- Repairs healing of injuries
- Helps our brains to grow and function properly.

• Grains

Contains the nutrients which provide energy and warm to our bodies. Grains should be eaten in large quantities.

• Fruits & Vegetables

Provides many vitamins and minerals to help our immune system

• Proteins

Proteins comes from meats dairy foods, seeds, nuts etc. Which helps us to build muscles

• Fats & Sugar

Are concentrated sources of energy, so should be eaten in much smaller quantities Fats & oil gives lot of energy more than double of the sugar. For people who are involved in doing heavy physical work fats, oil & sugar can be used as sources of energy, however for people with lot of fats (over weight), oil, fats & sugar can make their situation worse and uncomfortable and will make a person less active and can affect the blood circulation & heart.

Payment & records

Objectives: At the end of this lesson you shall be able to

- **acquire skills and knowledge of maintaining the record for payments and bills, cheques, debit / credit cards.**
-

Payment & records

Generally in hotel most of the bills are settled by front office during check out. There are several acceptable mode of payments like foreign currency exchange, currency exchange, Demand draft debit card, credit card.

Foreign exchange

In any country hospitality industry is a major source of foreign exchange. For foreign exchange hotels/ restaurant should have reserve bank of India (RBI) license RBI license are of two types to handle foreign. One for purchase and second one for sale. First license will allow the hotel to purchase the foreign from the guest, and the second license will allow hotel to do the sale of foreign currency. If the guest pay a bill by foreign currency. The amount of the foreign currency is calculated in Indian currency. The bill is settled and the refund amount exceeding bill amount is refunded in Indian currency. Foreign exchange required from to be filled by the person dealing with it and a true procedure to exchange be followed as per the standard procedure of the hotel and by following the RBI rules & regulations.

Cash settlement

It is the most preferred mode of settlement in the restaurant. In this mode the bill is given to the guest. Cash is taken from the guest for bill payment and balance is returned back to the guest.

Travellers cheque (T.C)

Travellers cheque is internationally accepted cheque. Traveller's cheque is issued by countries with specific

currency and can be exchanged when travelled to other country for local currency. The value of T.C is written on it. Traveller's cheque will have 2 signatures. One for issuing authority and the second for encasing while encasing T.C one must make sure that the guest signs the second signature in front of the cash issuing authority and guest should have his/her passport for verification.

Debit card

Debit card is a card which the guest holds for his bank account debit card allow guest to access their funds immediately. Once the guest card is swiped with the machine the amount are directly deleted from the guest account. Debit card work on a pin code. It's a safe mode of accounts settlement as the amount is transferred to guest account.

Credit card

Credit card settlement of bill will not give the hotel/ restaurant payment on that particular day. But it will receive it later. The credit card is swiped with a pin and the guest signs on the receipt. Credit card is most preferred mode of settlement then carrying cash while travelling.

Travel agent vouchers

Travel Agent Vouchers are issued by travel agent or by tour operators. Who books guest accommodation, food & Beverage after they received payments from the guest for tour packages.