

SRI VENKATESWARA UNIVERSITY - TIRUPATI
Program: Honours in BACHELOR OF HOTEL MANAGEMENT
(W.e.f. Academic Year 2023 - 24)(MINOR)
SEMESTER-II

COURSE 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE –II

Theory

Credits: 3

3 hrs/week

UNIT-1

TYPES OF FOOD SERVICE: Silver service, American service, French service, Russian service, Gueridon service, Assisted service, Self-service, Single point service, Specialized Service

UNIT-2

MENU PLANNING: Origin of Menu, Objectives of Menu Planning, Factors to be considered while planning a menu, Menu terminology, Types of Menu, Courses of French Classical Menu-Sequence, Examples from each course, Cover of each course, Accompaniments, French Names of dishes

Types of Meals: Early Morning Tea, Breakfast (English, American Continental, Indian), Brunch, Lunch, Afternoon/High Tea, Dinner, Supper

UNIT-3

ROOM SERVICE: Introduction, personnel, taking the order, routing the order, preparing the order, delivering the order, providing amenities, Room service menu, sequence of service, Forms & formats.

UNIT-4

SALE CONTROL SYSTEM: KOT/Bill Control System (Manual)-Triplicate Checking System, Duplicate Checking System, Check and bill system, Service with order, computerized system, circumstantial KOT, Alcoholic Beverage order, Billing

UNIT-5

TOBACCO: History, Processing for cigarettes, pipe tobacco & cigars,
Cigarettes – Types and Brand names, Pipe Tobacco – Types and Brand names
Cigars – shapes, sizes, colours and Brand names, Care and Storage of cigarettes&cigars

REFERENCES:

1. Food & Beverage Service- Bobby George & Sandeep Chatterjee, Jaico PublishingHouse
2. Food & Beverage Service- R. Singaravelavan, Oxford University Press, NewDelhi.
3. Food & Beverage Service - Dennis R. Lillicrap. & John .A. Cousins. Publisher: ELBS
4. Food & Beverage Service Training Manual - Sudhir Andrews, Tata McGrawHill.
5. The Waiter Handbook By Graham Brown, Publisher: Global Books & Subscription

SEMESTER-II

COURSE 1: INTRODUCTION TO FOOD AND BEVERAGE SERVICE –II

Practical

Credits: 1

2 hrs/week

PROCEDURE FOR SERVICE OF A MEAL

Task-01: Taking Guest Reservations

Task-02: Receiving & Seating of Guests

Task-03: Order taking & Recording

Task-04: Order processing (passing orders to the kitchen)

Task-05: Sequence of service

Task-06: Presentation & Encashing the Bill

Task-07: Presenting & collecting Guest comment cards Task-08: Seeing off the Guests

TABLE LAY-UP & SERVICE

Task-01: A La Carte Cover

Task-02: Table d' Hote Cover

Task-03: English Breakfast Cover

Task-04: American Breakfast Cover

Task-05: Continental Breakfast Cover

Task-06: Indian Breakfast Cover

Task-07: Afternoon Tea Cover

Task-08: High Tea Cover

TRAY/TROLLEY SET-UP & SERVICE

Task-01: Room Service Tray Setup

Task-02: Room Service Trolley Setup

Social Skills

Task-01: Handling Guest Complaints Task-02: Telephone manners

Task-03: Dining & Service etiquettes

Special Food Service - (Cover, Accompaniments & Service)

Task-01: Classical Hors d' oeuvre- Oysters, Caviar, Smoke Salmon, Pate de Foie Gras, Snails, Melon, Grapefruit, Asparagus

Task-02: Cheese

Task-03: Dessert (Fresh Fruit & Nuts)

Service of Tobacco

Cigarettes and Cigar

Compiling of a menu in French, Service of Non-alcoholic beverages