

As Per NEP 2020

University of Mumbai



Syllabus for Basket of Open Elective (OE)	
Board of Studies in Culinary Arts	
UG First Year Programme	
Semester -	I
Title of Paper	Credits
I) Food and Beverage Guest Service (PR)	2
From the Academic Year	2024-25

Syllabus

SEM- I

OPEN ELECTIVE (OE)

FOOD AND BEVERAGE GUEST SERVICE (PR)

Sr. No.	Heading	Particulars
1	Description the course : Including but Not limited to :	Two of the core operational areas in hotels are rooms division and food and beverage department. These two divisions contribute to major revenue produced by the establishments. Food and beverage (F&B) division can further be divided into F&B service and food production. Food production department majorly call for skills like preparation and presentation of food, but F&B service personnel should have both technical skills towards the right method of preparation of beverages, service of food and beverages and restaurant operation. This course is designed to impart the basic skills, knowledge, and attitude in students towards the operations in front of the house i.e. restaurants.
2	Vertical	Open Elective (OE)
3	Types	Practical
4	Credit	2 Credits (1 Credit = 30 Hours for Practical in Semester)
5	Hours Allotted	60 Hours
6	Marks Allotted	50 Marks (Internal Exam - 20 Marks,/ External Exam - 30 Marks)
7	OBJECTIVE: The Objective of this course is – 1. To develop basic skills required to serve in a restaurant/ F&B Service Operations 2. To demonstrate planning a five course menu, 3. To set up table for the planned menu 4. To service food in sequence as per order.	

8

COURSE OUTCOME:

After completion of this course student will be able

1. To demonstrate basic principle of menu planning and service skill
2. To set up table and do service for the planned menu as sequence
3. To understand the beverage service and order taking.
4. To demonstrate the skill, technique, method in F& B guest service and able to create avenue for self-restaurant business

9 - Practical	Particulars	Total Hrs 60
1	Introduction to Food & Beverage Guest Service - Food Service Areas – Induction - Ancillary F&B Service Areas – Induction - Familiarization of F&B Service equipment - Care & Maintenance of F&B Service equipment - Mis en place, arranging side-board, - Receiving the Guests & Social - Basic skills required for F&B Service Operations	
2	MEALS AND MENU PLANNING a) Planning and writing table d'hôte menus in harmony with the principles of menu planning for 3 to 6 course meals for lunch and dinner (western food and Indian food) b) Planning table d'hôte menus for Indian, Continental, American and English breakfasts	
3	TYPES OF TABLE SERVICE a) Silver service / English service b) American/ plated c) Semi silver d) Butler	
4	STEP BY STEP DETAILED SERVICE SEQUENCE FROM ORDER TAKING TO PRESENTING THE BILL AND EXITING THE GUEST (including – service of bread rolls, modifying the cover, course by course service of the menu, clearance of soiled ware (emphasizing on the first plate technique of clearance, crumbing down after a main course and service of after meal coffee) incorporating all related tasks and issues taught in semester I	
5	COVER SET UPS AND SERVICE OF BREAKFASTS (Continental, American, English & Indian)	
6	Service of pot tea (leaf and tea bags, lemon tea) & coffee(brewed and espresso)	
7	NON ALCOHOLIC BEVERAGES. Service of carbonated (fresh lime soda & soft drinks), refreshing (juice), nourishing (milk shakes)	

8	TOBACCO- Service of cigars and cigarettes.																						
9	ORDERTAKING How to take an order from a guest. The techniques of suggestive selling and upselling Drawing the format of and writing the manual K.O.T. (including circumstantial KOTs)																						
1	Text Book :- Food And Beverage Guest Service 1. Dining Room & Banquet Management – Strianese & Strianese – Delmar engage Learning 2. Food & Beverage Service, Sudhir Andrews 3. Food and Beverage Management, Bernard Davis																						
11	Reference Books :- :- Food And Beverage Guest Service 1. Professional Food & Beverage Service Management- Brian Varghese 2. The Book Of Wine, Stuart Walton, 3. The New Wine Companion, David Burroughs and Norman Bezzant 4. Waiter and Waitres Training Manual, Sandra J. Dalmer																						
12	Internal 40% & External 60%, Semester End Examination Individual Passing in Internal and External Examination : 40%																						
13	Format for Practical Examination Pattern : for the final examination PRACTICAL EXAMINATION PATTERN :- FOOD AND BEVERAGE GUEST SERVICE (PRACTICAL) Conduct of Practical (50 marks) Assessment will be done as follows – <table><tr><th colspan="3">Internal Evaluation</th><th colspan="3">External Evaluation</th><th></th></tr><tr><td>Journal</td><td>Personal Grooming</td><td>Work Sheets</td><td>Activity 1</td><td>Activity 2</td><td>Viva - Voce</td><td>Total Marks</td></tr><tr><td>05</td><td>05</td><td>10</td><td>10</td><td>10</td><td>10</td><td>50</td></tr></table>		Internal Evaluation			External Evaluation				Journal	Personal Grooming	Work Sheets	Activity 1	Activity 2	Viva - Voce	Total Marks	05	05	10	10	10	10	50
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