

CERTIFICATE IN FOOD & BEVERAGE SERVICE

Eligibility: Pass in Secondary Examination (Class 10 Board Exam.) with English as a subject

Duration: One Year (Six months academics + six months in industry)

Teaching hours per week: 18 Hours

Industrial training: 26 weeks after the Term-end examinations.

TERM – I						
Sl. No.	Subject Code	Subject Name	Hours Per Week		Term Marks	
			Th.	Pr.	Th.	Pr.
1	CFBS1001	Food Service Theory	3	–	100	–
2	CFBS1002	Food Service Practical	–	3	–	100
3	CFBS1003	Beverage Service Theory	2	–	100	–
4	CFBS1004	Beverage Service Practical	–	3	–	100
5	CFBS1005	Bar Operations	1	–	100	–
6	CFBS1006	Hygiene & Sanitation	2	–	100	–
7	CFBS1007	Basic Accounts & Costing	2	–	100	–
8	CFBS1008	Communication Skills	2	–	100	–
TOTAL			12	6	600	200

TERM – II						
Sl. No.	Subject Code	Subject Name	Hours Per Week		Term Marks	
			Th.	Pr.	Th.	Pr.
1	CFPP2001	(24 Weeks, 48 Hours/Week)	–	48	–	200
		Industrial Training Log Book & Training Certificate	–	–	–	100
		Industrial Training Report	–	–	–	100
		Industrial Training Project Presentation & Viva	–	–	–	100
TOTAL			–	48	–	500

Course Code	CFBS1001
Course Title	Food Service Theory
Time Allotted	3 Hours Per Week

1. THE HOTEL & CATERING INDUSTRY

- Introduction to the Hotel Industry and Growth of the hotel Industry in India
- Role of Catering establishment in the travel/tourism industry
- Types of F&B operations
- Classification of Commercial, Residential/Non-residential
- Welfare Catering – Industrial/Institutional/Transport such as air, road, rail, sea, etc.
- Structure of the catering industry – a brief description of each

2. DEPARTMENTAL ORGANISATION & STAFFING

- Organisation of F&B department of hotel
- Principal staff of various types of F&B operations
- French terms related to F&B staff
- Duties & responsibilities of F&B staff
- Attributes of a waiter
- Inter-departmental relationships (Within F&B and other department)

3. FOOD SERVICE AREAS (F & B OUTLETS)

- Specialty Restaurants
- Coffee Shop
- Cafeteria
- Fast Food (Quick Service Restaurants)
- Grill Room
- Banquets
- Bar
- Vending Machines
- Discotheque

4. ANCILLIARY DEPARTMENTS

- Pantry
- Food pick-up area
- Store
- Linen room
- Kitchen stewarding

5. F & B SERVICE EQUIPMENT

- Familiarization & Selection factors of:
- Cutlery
- Crockery
- Glassware
- Flatware

- Hollowware
- All other equipment used in F&B Service

6. MEALS, MENU AND COURSES

- Types of Meals
 - Early Morning Tea
 - Breakfast (English, American Continental, Indian)
 - Brunch
 - Lunch
 - Afternoon/High Tea
 - Dinner
 - Supper
- Origin of Menu
- Objectives of Menu Planning
- Types of Menus
- Basic Courses of a French Classical Menu
 - Service, examples, cover, accompaniments and sideboard requirements for dishes from the different courses

7. PREPARATION FOR SERVICE

- Mise-en-place and Mise-en-scene
- Rules of laying a table

8. FORMS OF SERVICE

- Silver
- American
- Russian
- Trolley
- Buffet
- Cafeteria
- Family
- QSR
- English
- Room Service

9. BREAKFAST SERVICE

- Cover, examples and menu and service of
- Continental Breakfast
- American Breakfast
- English Breakfast
- Indian Breakfast
- Buffet Breakfast

10. KITCHEN STEWARDING

- Role
- Hierarchy
- Equipment

11. TOBACCO

- History

- Cigarettes – Types and Brand names
- Pipe Tobacco – Types and Brand names
- Cigars – shapes, sizes, colours and Brand names
- Care and Storage of cigarettes & cigars

12. SALE CONTROL SYSTEM

- A. KOT/Bill Control System (Manual)
 - Triplicate Checking System
 - Duplicate Checking System
 - Single Order Sheet
 - Quick Service Menu & Customer Bill
- Making bill
- Cash handling equipment
- Record keeping (Restaurant Cashier)

13. PLANNING & OPERATING VARIOUS F&B OUTLET

- Physical layout of functional and ancillary areas
- Objective of a good layout
- Steps in planning
- Factors to be considered while planning
- Calculating space requirement
- Various set ups for seating
- Planning staff requirement
- Menu planning
- Constraints of menu planning
- Selecting and planning of heavy duty and light equipment
- Requirement of quantities of equipment required like crockery, Glassware, Cutlery - steel or silver etc.
- Suppliers & manufacturers
- Approximate cost
- Planning Décor, furnishing, fixture, etc.

14. FUNCTION CATERING

BANQUETS

- History
- Types
- Organisation of Banquet department
- Duties & responsibilities
- Sales
- Booking procedure
- Banquet menus
- Space Area requirement
- Table plans/arrangement
- Misc-en-place
- Service
- Banquet Protocol
- Toast & Toast procedures

INFORMAL BANQUET

- Réception
- Cocktail parties
- Convention
- Seminar
- Exhibition
- Fashion shows

BUFFETS

- Introduction
- Factors to plan buffets
- Area requirement
- Planning and organisation
- Sequence of food placement
- Menu planning
- Types of Buffets
- Display
- Sit down
- Fork, Finger, Cold Buffet
- Breakfast Buffets
- Equipment
- Supplies
- Check list

15. GUERIDON SERVICE

- Definition
- General consideration of operations
- Advantages & Disadvantages of Guéridon service
- Types of trolleys
- Factor to create impulse, Buying – Trolley, open kitchen
- Guéridon equipment
- Guéridon ingredients

Course Code	CFBS1002
Course Title	Food Service Practical
Time Allotted	3 Hours Per Week

1. Familiarization with F&B Equipment
2. Importance of sanitation and hygiene
3. Care, cleaning and polishing of F&B equipment
4. Mise-en-place and mise-en-scene for different meal periods
5. Pantry preparations and service
6. Laying and relaying of table cloth
7. Napkin folding
8. Handling of service spoon and service fork
9. Water service
10. Service using trays and salvers
11. Silver service
12. Clearance
13. Laying and service of special Table d'hôte menu
14. Laying and service of breakfast set up on trays
15. Service Sequence- Greeting, seating, order taking, serving and bill presenting
16. Briefing and de-briefing
17. Organizing buffets
18. Service of Indian food
19. Planning & organizing Formal & Informal Banquets
20. Planning & organizing Outdoor caterings
21. QSR service
22. Service of Cigarettes & Cigars
23. Organizing Mise-en-place for Gueridon Service
24. Dishes involving work on the Gueridon
 - Crepe suzette
 - Banana au Rhum
 - Peach Flambe
 - Rum Omelette
 - Steak Diane
 - Pepper Steak

Course Code	CFBS1003
Course Title	Beverage Service Theory
Time Allotted	2 Hours Per Week

1. NON-ALCOHOLIC BEVERAGES

- Classification (Nourishing, Stimulating and Refreshing beverages)
- Tea
 - Origin & Manufacture
 - Types & Brands
- Coffee
 - Origin & Manufacture
 - Types & Brands
- Juices and Soft Drinks
- Cocoa & Malted Beverages
 - Origin & Manufacture

2. ALCOHOLIC BEVERAGES

- Introduction and definition
- Production of Alcohol
- Fermentation process
- Distillation process
- Classification with examples

3. BEER

- Classification
- Production of Beer
- Service
- Storage
- Brands

4. SPIRITS

- Introduction & Definition
- Production of Spirit
- Pot-still method and Patent still method
- Production of
 - Whisky
 - Rum
 - Gin
 - Brandy
 - Vodka
 - Tequilla
- Different Proof Spirits
- American Proof
- British Proof (Sikes scale)
- Gay Lussac (OIML Scale)

5. WINES

- Definition & History
- Classification with examples
 - Table/Still/Natural
 - Sparkling
 - Fortified
 - Aromatized
 - Production of each classification
- Old World wines (Principal wine regions, wine laws, grape varieties, production and brand names)
 - France
 - Germany
 - Italy
 - Spain
 - Portugal
- New World Wines (Principal wine regions, wine laws, grape varieties, production and brand names)
 - USA
 - Australia
 - India
 - Chile
 - South Africa
 - Algeria
 - New Zealand
- Food & Wine Harmony
 - Matching wines with international menu
 - Matching wines with Indian menus
- Storage of wines
- Wine terminology (English & French)

6. APERITIFS

- Introduction and Definition
- Types of Aperitifs
- Vermouth (Definition, Types & Brand names)
- Bitters (Definition, Types & Brand names)

7. LIQUEURS

- Definition & History
- Production of Liqueurs
- Broad Categories of Liqueurs (Herb, Citrus, Fruit/Egg, Bean & Kernel)
- Popular Liqueurs (Name, colour, predominant flavour & country of origin)

8. COCKTAILS

- Classification
- Rules of making cocktails

- Recipe of 20 classical cocktails

9. BEVERAGE OUTLETS

- Coffee baristas
- Chai Bars
- Pubs
- Juice bars
- Micro-breweries

Course Code	CFBS1004
Course Title	Beverage Service Practical
Time Allotted	3 Hours Per Week

1. Service of Tea and coffee
2. Service of Non-alcoholic beverages
3. Serving from the coffee machine
4. Service of coffee variations
5. Service of different types of beer
6. Service of Spirits
 - Service styles – neat/on-the-rocks/with appropriate mixers
 - Service of Whisky / Vodka / Rum / Gin / Brandy / Tequila
7. Dispense Bar – Organizing Mise-En-Place
 - Wine service equipment
 - Beer service equipment
 - Cocktail bar equipment
 - Liqueur / Wine Trolley
 - Bar stock - alcoholic & non-alcoholic beverages
 - Bar accompaniments & garnishes
 - Bar accessories & disposables
8. Service of Wines
 - Service of Red Wine
 - Service of White/Rose Wine
 - Service of Sparkling Wines
 - Service of Fortified Wines
 - Service of Aromatized Wines
 - Service of Cider, Perry & Sake
9. Service of Aperitifs
 - Service of Bitters
 - Service of Vermouths
10. Service of Liqueurs
 - Service styles – neat/on-the-rocks/with cream/en frappe
 - Service from the Bar
 - Service from Liqueur Trolley
11. Matching Wines with Food
 - Menu Planning with accompanying Wines
 - Continental Cuisine
 - Indian Regional Cuisine
 - Table laying & Service of menu with accompanying Wines
 - Continental Cuisine
 - Indian Regional Cuisine

Course Code	CFBS1005
Course Title	Bar Operations
Time Allotted	1 Hour Per Week

Course Content:

1. INTRODUCTION

- Drinks in the past
- Effect of alcoholic beverages
- Today's beverage service industry

2. PLANNING THE BAR

- Targeting the clientele
- Market research
- Layout & design of bar
- Décor
- Parts of bar

3. BAR EQUIPMENTS AT VARIOUS PARTS OF BAR

- Bar tools
- Glass ware – types, materials, sizes, care, purchase

4. STAFF

- Organization structure
- Posts
- Job description

5. SETTING UP OF A BAR

- Sanitation
 - Bacterial hazards
 - Preventing the spread of microorganisms
 - Washing & handling glassware & bar equipment
- Liquor supplies
- Arrangement for mixed drinks
 - Garnishes
 - Condiments
 - Ice
- Accessories to service
- Cash register

6. OPERATING THE BAR

- Opening the bar
- Behaviour in the bar
- Closing the bar

7. REGULATIONS

- Before starting the bar
 - Regulation in the location
 - Licensing & registration
- What to buy, where to buy, credit limit / facilities, policing the product, records & inspection

Course Code	CFBS1006
Course Title	Hygiene & Sanitation
Time Allotted	2 Hours Per Week

Course Content:

1. FOOD MICROBIOLOGY

- Introduction
- Microorganism groups important in food microbiology - Viruses - Bacteria - Fungi (Yeast & Molds) - Algae - Parasites
- Factors affecting the growth of microbes
- Beneficial role of Micro-organisms

2. FOOD CONTAMINATION AND SPOILAGE

- Classification of Food
- Contamination and cross contamination
- Spoilages of various food with storing method

3. SANITARY PROCEDURE FOLLOWED DURING FOOD HANDLING

- Receiving
- Storage
- Preparation
- Cooking
- Holding
- Service Of The Food

4. SAFE FOOD HANDLER

- Personal Hygiene discussing all the standard
- Hand Washing Procedure
- First Aid definition, types of cuts, wounds, lacerations with reasons and precautions
- HAZARD ANALYSIS CRITICAL CONTROL POINT (HACCP)
 - Introduction to HACCP
 - History
 - Principles of HACCP

5. FOOD SAFETY STANDARDS AUTHORITY OF INDIA (FSSAI)

- Introduction to FSSAI
- Role of FSSAI
- FSSAI compliance

6. GARBAGE DISPOSAL

- Different Methods
- Advantages and disadvantages
- Municipal Laws and Swachh Abhiyan

7. CLEANING PROCEDURES FOR HOSPITALITY PREMISES & EQUIPMENT

- General guidelines for cleaning equipment
- Cleaning and sanitising
- Development and implementation of efficient cleaning programmes
- Cleaning procedures in food preparation & service areas
- Cleaning of premises and surroundings

Course Code	CFBS1007
Course Title	Basic Accounts & Costing
Time Allotted	2 Hours Per Week

Course Content:

1. INTRODUCTION TO ACCOUNTING

- Meaning and Definition
- Types and Classification
- Principles of accounting
- Systems of accounting
- Generally Accepted Accounting Principles (GAAP)

2. PRIMARY BOOKS (JOURNAL)

- Meaning and Definition
- Format of Journal
- Rules of Debit and Credit
- Opening entry, Simple and Compound entries

3. SECONDARY BOOK (LEDGER)

- Meaning and Uses
- Formats
- Posting

4. SUBSIDIARY BOOKS

- Need and Use
- Classification
 - Purchase Book
 - Sales Book
 - Purchase Returns
 - Sales Returns
 - Journal Proper

5. CASH BOOK

- Meaning
- Advantages
- Simple, Double and Three Column
- Petty Cash Book with Imprest System (simple and tabular forms)

6. BANK RECONCILIATION STATEMENT

- Meaning
- Reasons for difference in Pass Book and Cash Book Balances
- Preparation of Bank Reconciliation Statement

7. TRIAL BALANCE

- Meaning
- Methods
- Advantages
- Limitations

8. FINAL ACCOUNTS

- Meaning
- Procedure for preparation of Final Accounts
- Difference between Trading Accounts, Profit & Loss Accounts and Balance Sheet
- Adjustments (Only four)
 - Closing Stock
 - Pre-paid Expenses
 - Outstanding Expenses
 - Depreciation

9. PRICING

- Menu pricing styles
- Types of menus
- Different methods in pricing

10. COSTING

- Importance of food costing
- Methods of costing
- Costing techniques

11. STANDARD RECIPES

- Use of standardized recipes
- Developing standardized recipes
- Adjustment factor

12. MATERIAL COSTING

- Through purchasing
- receiving
- issuing
- production
- sales and accounting

13. CONTROLS

- Food cost
- Labour cost
- Overhead cost
- Miscellaneous cost

14. YIELD

- butchers yield
- cooking yield
- portion control

15. COSTS

- determining standard food cost
- calculating portion cost
- calculating dinner cost

Course Code	CFBS1008
Course Title	Communication Skills
Time Allotted	2 Hours Per Week

Course Content:

1. BUSINESS COMMUNICATION

- Need
- Purpose
- Nature
- Models
- Barriers to communication
- Overcoming the barriers

2. LISTENING ON THE JOB

- Definition
- Levels and types of listening
- Listening barriers
- Guidelines for effective listening
- Listening computerization and note taking

3. EFFECTIVE SPEAKING

- Restaurant and hotel English
- Polite and effective enquiries and responses
- Addressing a group
- Essential qualities of a good speaker
- Audience analysis
- Defining the purpose of a speech, organizing the ideas and delivering the speech

4. NON-VERBAL COMMUNICATION

- Definition, its importance and its inevitability
- Kinesics: Body movements, facial expressions, posture, eye contact etc.
- Proxemics: The communication use of space
- Paralanguage: Vocal behaviour and its impact on verbal communication
- Communicative use of artefacts – furniture, plants, colours, architects etc.

5. SPEECH IMPROVEMENT

- Pronunciation, stress, accent
- Important of speech in hotels
- Common phonetic difficulties
- Connective drills exercises
- Introduction to frequently used foreign sounds

6. USING THE TELEPHONE

- The nature of telephone activity in the hotel industry
- The need for developing telephone skills

- Developing telephone skills

7. BUSINESS CORRESPONDENCE

- Writing an application
- Writing a curriculum vitae
- Writing of letters in handling hotel reservation request, handling guest complaint
- Memorandums
- Notices
- Tenders
- Quotations
- Invoices

8. REPORT WRITING

- Basic format of reports
- Evaluation & appraisal reports
- Reports connected with hotel industry
- Writing project reports

9. PRACTICAL COMMUNICATION SKILLS

- Group discussions
- Quiz contests, elocutions, debates, jam
- Mock interview sessions

Course Code	CFBS2001
Course Title	Internship in the Hospitality Industry
Time Allotted	8 Hours Per Day; 48 Hours Per Week; 26 Weeks

1. Internship or Industrial Training (IT) is an integral part of the curriculum. Objective of industrial training is to provide to students the feel of the actual working environment and to gain practical knowledge and skills, which in turn will motivate, develop and build their confidence. The 26 weeks' industrial training would be divided in the key areas of Restaurants, Bar, Room Service and Banquets.
2. Once the student has been selected / deputed for Industrial Training by the institute, he/she shall not be permitted to undergo IT elsewhere. In case students make direct arrangements with the hotel for Industrial Training, these will necessarily have to be approved by the institute. Students selected through campus interviews will not seek Industrial Training on their own.
3. Students must complete a minimum 120 days of Industrial Training
4. Students must submit IT Log-Book, IT Report and IT Certificate to the Training & Placement Officer, after completion of internship, for assessment.
5. The students will be assessed and marked on the following:
 - Training performance at the IT organization, based on the Feedback Form filled in by the Training Manager of the organization
 - IT Certificate
 - IT Log Book
 - IT Report
 - IT Project Presentation and Viva