

**FURTHER DETAILS REGARDING MAIN TOPICS OF
PROGRAMME No. 05/2021 (Item No: 24 & 25)**

**JUNIOR INSTRUCTOR (FOOD AND BEVERAGES GUEST SERVICE
ASSISTANT)**

INDUSTRIAL TRAINING DEPARTMENT

Category Numbers: 160/2018 & 199/2020

MODULE I - HOTEL AND FOOD SERVICE INDUSTRY

- Hotel Introduction – Growth and Role of Hotel Industry – Sectors of the Food service Industry
- Classification of Food Service establishment – Commercial-hotels, restaurants, fast food operations, clubs, take aways, function catering; Welfare – schools, hospitals, industries, defence services catering, prison catering, youth hostels; Transport catering-railway catering, airline catering, marine catering and motorway catering.
- Scope and Career prospects in the catering industry.
- Co-ordination of Food and Beverage with other departments – food production, kitchen stewarding, front office, housekeeping, engineering department, HR/Personel department, stores, food and beverage controls, finance, marketing, security, training and development, system department.
- Organization of Food and Beverage department – duties and responsibilities of food and beverage staff-food and beverage manager, restaurant manager, head waiter, chef de rang/captain, Commis de rang/steward, Commis de barmen/bus boy, Sommelier, trancheur, hostess, lounge staff, banquet staff and buffet waiter.
- Attributes of food and beverage personnel – personal hygiene, menu knowledge, punctuality, local knowledge, personality, right attitude towards guest, memory, honesty, loyalty, salesmanship, guest satisfaction, handling of complaints, sense of urgency etc.

**MODULE 2 – TYPES OF FOOD AND BEVERAGE OUTLETS AND FOOD AND
BEVERAGE SERVICE EQUIPMENTS**

- Types of Food and Beverage outlets – multicuisine restaurant, speciality restaurants, coffee shops, grill rooms, discotheque, bar, lounge, room service, banquets, cafeteria, night clubs, fast food restaurants, pubs, snack/milk bar, kiosks etc.
- Food and Beverage service equipments-Classification of equipments, familiarization of equipment – Criteria for selection and requirement – Crockery – Tableware – Glassware – Linen including furnishing – Other equipments – Care and maintenance including silver polishing; Tables-coffee shop tables, banquet tables, lounge tables-chairs-restaurant chairs, crib chairs, coffee shop chairs, banquet chairs, lounge chairs-hostess desk-side board-types of trolleys – Horsd'oeuvre trolley, Gueridon trolley, carving trolley, dessert trolley, cheese trolley, wine trolley etc – Tableware – flatware, cutlery, hollowware -Crockery-glassware-linen (types, sizes and uses)-personal

equipments.

MODULE 3 – MENU PLANNING AND TYPES OF SERVICES

- Menu Planning: Origin of menu-functions of menu-Types of menu-a la carte, Table d'hote, carte du jour, plat du jour, cyclic menus; Menu planning-factors to be consider while planning a menu – Courses and terminology in French classical menu- menu sequence – Menu compilation and table set-up. Cover and accompaniments.
- Types of Services : French, English, American, Russian, Gueridon, Buffet, Counter, Rooms etc. Factors influencing the type of service.
- Room service organizaton-job description and responsibilities of room service staff-types of room service-equipments used in room service-room service tray lay out-procedure for service-room service errand card-doorknob menu-service techniques-napkin folds – Taking reservations
- Service Procedures – Mise-en-scene, Mise en-place, Rules for laying a table – cover set up-procedure of operations during lunch and dinner-Service of appetizers, main course, afters and beverages – clearance of ash trays – crumbing the cover-Rules for waiting at the table.

MODULE 4 - REVENUE CONTROL SYSTEM, BANQUET AND BAR OPERATIONS

- Revenue Control System – Introduction – functions of control system-methods of recording order – Triplicate checking method, Duplicate checking method, Single order sheet, Service with order; Kitchen order ticket -Billing-Methods of payment-Sales summary sheet-computerized pre-check system-electronic cash register, point of sale terminal.
- Banquet Operation- Types of banquet – Duties and Responsibilities of banquet brigades – banquet bookings – banquet menus – banquet function prospects – setting up of banquet – different types of buffets -banquet service procedures – Reception – Cocktail parties – convention – Seminar – outdoor catering – Wedding.
- Buffet : Factors in planning buffet – Area equipment – Sequence of food – Organizing and Planning – Types of buffet – Sitting, Standing, Finger buffet, Danish buffet, cold buffet, Breakfast buffet – Equipment required – Checklist – Supervision.
- Bar Operation – Types of bar – Parts of the bar – Bar equipments – Furniture – Linen-bar stock and inventory – bar licensing – bar control system – bar staffing – Stock taking – goods received book – Cellar stock register – Bin card – Overage and shortage.

MODULE 5 - BEVERAGES, COCKTAILS AND MOCKTAILS

- Non Alcoholic Beverages – refreshing, stimulating, nourishing, tisanes – coffee -types of coffee preparation – faults in coffee making, storage of coffee, brand names, service of coffee; Tea-cultivation, tea making process, types of tea, brand names of tea, service of tea, rules in tea making, storage of tea, tea types- Hot chocolate – manufacturing of cocoa, service of cocoa – Refreshing beverages – water, aerated water, soft drinks, ginger ale, tonic water, squashes and cordials, syrups; Nourshing beverages – fruit juices, mocktails, smoothie, malted drinks.
- Alcoholic Beverages – introduction-classification of alcoholic beverages – Fermented alcoholic beverages – fermented and distilled alcoholic beverages – spirits, liqueurs,

- fermentation process distillation process-alcoholic proof.
- Beer – introduction – ingredients of beer – brewing process – types of beer – storage, service and brand names of beer.
- Sake, Cider, Perry and Mead – introduction, process of making, service and brands.
- Introduction, types, production methods, Brand names and services of Whisky, Brandy, Rum, Gin, Vodka, Tequila and Indigenous spirits like absinthe, aquavit, arrack, calvados, eau de vie, fenny, korn, pastis, pomace brandy.
- Cocktails introduction, history, classification, categories; basic bar equipments to make cocktails -different glassware used to serve cocktails-basic tips in making cocktails - cocktail garnishes – cocktail recipes.
- Making cocktails – Whiskey based cocktails, Gin based cocktails, Brandy based cocktails, Rum based cocktails, Vodka based cocktails, Tequila based cocktails etc.
- Mocktails – introduction, mocktail recipes.

MODULE 6 - FOOD AND BEVERAGE SERVICE SEQUENCE

- Basic technical skills: Holding a spoon and fork – Carrying plates – Using a service salver – Using a service plate – Carrying glasses– carrying trays.
- Interpersonal skills : Addressing customers – During service.
- Taking bookings : Procedure of bookings – The booking sheet
- Preparation for service : Introduction – Daily duties – Clothing up – Laying covers for table service and assisted service – Preparation of customer buffets and counters.
- Table Service : Procedure for service of a meal – Reception of guest – Removal of spare covers – Relaying of tables.
- Taking customer food and beverage orders: Methods of order taking – Taking orders for dispense bar beverage service – Taking children's orders – Special needs.
- Service of foods : Introduction – Service of soup – Service from flats (meat/fish) – Service of potatoes and vegetables-Service of accompanying sauces – Service of an omelette – service away from the table – Sweet and cheese trolleys – Buffet and Counters.
- Service of alcoholic bar beverages : Introduction – Service of aperitifs – Service of cocktails – Service of wines – Service of beer - Service of liqueurs.
- Billing methods : Bill as check – Separate bill – Bill with order – Prepaid - Voucher – No-charge-Deferred.

MODULE 7 - WINES, FOOD AND WINE HARMONY

- Wines – Introduction of wine – wine producing countries – classification of wines – Still wine, Sparkline wine, Organic wines, Fortified wines and Aromatized wines; Alcoholic strength of wines – Viti culture – grape varieties-vine pest and diseases-faults in wine-naming of wines-vinification-factors affecting the quality of wine-storage of wine-sparkling wine, fortified wine, aromatized wine, bitters; Tasting of wine-wines of France, Germany, Italy, Spain, Portugal; wine producing regions etc.
- Food and wine harmony-introduction-guidelines for paring wine and food-tips to follow while compiling menu with names.
- Cheese-production, classification-Fresh cheese, Soft cheese, Semi-hard cheese, Hard cheese, Blue cheese; storage of cheese, selection of cheese and service of cheese.

MODULE 8 - CHEESE, TOBACCO, CIGARETTE AND CIGAR

- Tobacco-Introduction of tobacco-cultivation of tobacco-harvesting, curing.
- Cigarette-manufacturing of cigarette-- Brand of cigarette - national and international; service of cigarettes.
- Cigar-manufacturing of cigar, wrapper colours, size of cigar, shapes of cigar, selection of cigar, international brands of cigars-storage of cigar-service of cigar-lighting the cigar-other tobacco products.

NOTE: - It may be noted that apart from the topics detailed above, questions from other topics prescribed for the educational qualification of the post may also appear in the question paper. There is no undertaking that all the topics above may be covered in the question paper