

FOOD AND BEVERAGE MANAGEMENT : (4 Credits)

(60 hours)

Objective:

At the end of the course the student will have ability to perform supervisory functions in food service operations, set up a new restaurant and Identify the control process throughout the food and beverage control cycle

Contents:

1. Various aspects for menu planning, compile a la carte and table d hotel menus, Understand how menu works as a sales tool.
2. Menu Engineering
3. Importance of checking systems in the food service operations, preparation of bills and the restaurant sales summary
4. Dealing with various situations in the dining area (spillage, lost property, illness, Alcohol over consumption, Lost children, Unsatisfactory appearance, accidents, dealing with suspicious items, bomb threat, guest with special needs
5. Supervisory functions in food service operations
6. Importance of customer relations and how to develop customer relationships
7. Feasibility study, project planning, facility planning, envisage equipment requirement,
8. Man power planning for setting up a new restaurant
9. The control process throughout the food and beverage control cycle.
10. Identifying thefts, frauds, pilferages and areas of control in Purchase, Receiving, Stores, Issuing, Production & Service.

Pedagogy: The systems thinking will be developed through lectures, tutorials, field work, outreach activities, project work, term papers, assignments, presentations, self-study, Case Studies etc . Sessions will be interactive in nature to enable peer group learning.

Suggested Reading:

1. Food and Beverage Service, R. Singaravelan, Oxford.
2. Sudhir Andrews, Textbook of Food & Beverage Management, Tata McGraw Hill.
3. Food & Beverage Management , John Cousins & David Coskett, Pearson Education.