

**SYLLABUS FOR FOOD & BEVERAGE OPERATIONS - WAITER**

<b>Course Name</b>	<b>FOOD &amp; BEVERAGE OPERATIONS - WAITER, V2</b>
<b>Course Code</b>	STC-THC/FBOP/3804, V2
<b>Occupation</b>	Waiter, Room Service order taker, Steward
<b>Job Description</b>	Serve the guest food and beverage in different Hospitality Organisations.
<b>Anticipated Volume of Training</b>	720 Hrs (Theory-150 Hrs + Practical- 360 Hrs + Employability Skill-60 + OJT-150)
<b>Trainees' Entry Qualification</b>	Class 8 Pass + ITI (2 Yrs) with 2 years experience, OR Class 10 Pass + ITI (1Yr) after class 10 with 1 year experience, OR Class 10 Pass + ITI (2 yrs) after class 10, OR Class 10 Pass with 2 years experience, OR Class 10 Pass and pursuing continuous regular schooling, OR 3 years diploma after class 10 or Class 12 Pass with 6 months experience, OR Previous Relevant Qualification of NSQF Level 3 with 2 yrs experience.
<b>Trainers Qualification</b>	Diploma in hospitality management / Diploma in food and beverage / Diploma in Hotel Management / ITI in Food Beverage Trade / Bachelor of Hotel Management. 5 years in relevant field / 3 yrs Bachelor of Hotel Management.

**Structure of Course:**

<b>Module No.</b>	<b>Outcome</b>	<b>Theory (hrs)</b>	<b>Practical (hrs)</b>	<b>OJT (hrs)</b>	<b>Total (hrs)</b>
1	Follow elementary first aid training and workplace safety rules along with personal protection and hygiene practices. Explain methods to tackle various unlikely situations at the workplace	10	20		30
2	Handle Cutlery crockery/ glassware, hygienically and observe do's & don'ts while waiting at the table. Carry and balance equipment /food/ beverages on a tray.	20	40		60
3	Arrange & set up tray for room service. Arrange & set up a tray for room service for American/ English/Continental/ Indian breakfast and breakfast layout in coffee shop.	20	70		90
4	Arrange & set up cover for <i>à la carte</i> and <i>table d'hôte</i> menu.	20	40		60
5	Demonstrate sequence of service in a restaurant	10	20		30
6	Plan & set up different themes of Banquets.	10	20		30
7	prepare and Serve nonalcoholic beverage like tea, coffee, mock tails, aerated beverages, milk shakes etc.	10	20		30
8	Serve alcoholic beverage like Red wine, White wine, Sparkling wines etc. Serve Beer/ fermented beverages.	20	70		90
9	Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.	10	20		30

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Module No.	Outcome	Theory (hrs)	Practical (hrs)	OJT (hrs)	Total (hrs)
10	Prepare, serve and dispense mock tails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	10	20		30
11	Explain factors involved with entrepreneurship with reference to F&B service outlets	10	20		30
12	<b>OJT</b>	0	0	150	150
13	<b>Employability Skill</b>	60	0	0	60
<b>TOTAL:</b>		<b>210</b>	<b>360</b>	<b>150</b>	<b>720</b>

**SYLLABUS:**

**Module No-1:**

**Outcome:**

Follow elementary first aid training and workplace safety rules along with personal protection and hygiene practices. Explain methods to tackle various unlikely situations at the workplace

**Theory Content:**

- First-aid for cuts/ burns and its importance.
- Fire hazards, contents of first aid.
- Personal safety and industrial safety.
- Personal hygiene & Care of Skin. Hand, Feet, Food handlers.
- Hygienic protective clothing. Grooming and Etiquettes.
- Working area hygiene and its importance.
- Prepare for emergency situations.
- Waste management.
- Situation handling
- Blind Guest
- Invalid Guest
- Drunk Guest
- Without money
- Spillage

**Practical Content:**

- Practice elementary first aid.
- Demonstrate safety practices to be observed in the kitchen.
- Practice use of personal. protective dresses.
- Practice on hygiene/ cleanliness and procedure to maintain it.
- Practice disposal procedure of waste

Demonstration of situation handling & group activity by the students

**Module No-2****Outcome:**

Handle Cutlery crockery/ glassware, hygienically and observe do's & don'ts while waiting at the table. Carry and balance equipment /food/ beverages on a tray.

**Theory Content:**

- 1 Introduction to Catering industry/hotel industry
2. Different types of catering establishments.
3. Organizational hierarchy of a star hotel and F&B department in different categories of hotels.
4. Attributes of F&B services personals
5. Duties and responsibilities of F&B service personnel.

Preparation for service

Mise- en-place

Mise-en-scene

Different types of services-French service, English service& American service

Gueridon service

Fast foods service

Service of breakfast, brunch, lunch, hi-tea & dinner

**Practical Contents**

- Identifications of service equipment
- Care and upkeep of service equipment
- Rules to be observed while waiting at the table
- Hygienic handling of Cutlery/Crockery/Glassware
- Introduction to Linen-Correct use of Linen -waiter's cloth/Runner/Table cloth/Napkin etc.
- Laying and relaying tablecloth
- Napkin folding (min. 5types)
- Demonstration and practice of laying a Table
- Correct handling and practices of using service spoon and service fork.
- Tray carrying and balancing of equipments / food /beverages on a tray.
- Balancing service tray
- Methods and Techniques of different styles of service-American/French/English/ InsituSetting up of side station
- Mise - en- scène Mise-en-place

**Module No-3:****Outcome:**

Arrange & set up tray for room service. Arrange & set up a tray for room service for American/ English/Continental/ Indian breakfast and breakfast layout in coffee shop.

**Theory Content:****Room Service:**

Types of room service, Room service Hierarchy, setting of room service trays, Trolley Service for

different meals.

**Work flow of room service:**

- Room service order taking
- Setup of tray & trolley as per order
- Food pickup
- Inspection
- Service of different meals
- Billing Clearance
- Types of breakfast
- English
- American
- Continental
- Indian

**Practical Content:**

Setting of room service tray& trolley for tea / coffee /pre-plated food / 3 course meal Practicing room service operations. Setting up tray for room service for English /American / continental /Indian breakfast and breakfast layout in coffee shop

**Module No-4:**

**Outcome:**

Arrange & set up cover for *à la carte* and *table d'hôte* menu.

**Theory Content:**

- Menu Planning.
- Menu Types
- Courses and terminology in French classical menu

**Practical Content:**

1. Setting up cover for *à la carte* and *table d'hôte* menu.
- 2 . Practice on Methods and Techniques of different styles of service - American/French/In-situ

**Module No-5 :**

**Outcome:**

Demonstrate sequence of service in a restaurant

**Theory Content:**

Receiving the Guest and seating at the table

KOT, BOT, Briefing , Menu Handling and presenting the menu to guest, taking order, up selling  
Sequence of service.

**Practical Content:**

1. Receiving the guest, seating at the table and serving water
2. Presenting the menu and taking order

3. Raising KOT, BOT and food pick up service and service of food
4. Presenting the check and accepting the payments
5. Demonstration and practices on Situation handling
6. Inventory of Restaurant.

**Module No 6:**

**Outcome:**

Plan & set up different Themes of Banquets.

**Theory Content:**

Banquets Operations

1. Types of seating arrangements
2. Taking Banquets bookings
3. Banquets functions prospects
4. Setting up of Buffet
5. Different types of Buffets.

**Practical Content:**

Set up different themes of Banquets

**Module No: 7**

**Outcome:**

prepare and Serve nonalcoholic Beverage like tea, coffee, mock tails, aerated beverages, milk shakes etc.

**Theory Content:**

**Beverages; Classification- Non Alcoholic, Alcoholic**

**Nonalcoholic**

Refreshing - water aerated water  
Stimulating - Tea and Coffee  
Nourishing - Milk, shakes & juices  
Tisanes- health drinks

**Coffee-**

Types of coffee preparation  
Faults in coffee making  
Storage of coffee

**Tea -**

Types of tea preparation  
Faults in tea making  
Storage of tea  
Tea types

**Practical Content:**

Services of Nonalcoholic Beverages  
Service of tea  
Service of coffee

**Module NO : 8**

**Outcome:**

Serve Alcoholic Beverage like Red wine, White wine, Sparkling wines etc. Serve Beer/ fermented beverages.

**Theory Content:**

**Alcoholic Beverages:-Fermented beverages Wines;** Definition &description, viticulture, Winegrowing countries  
Special Regions (Name of some important wines from France, California, Italy, Germany, USA and India)  
Alcoholic Beverages: Fermented beverages Beer  
Introduction, Manufacturing, Service of beer, Storage brands

**Wines and food combinations** Manufacturing process of wines  
Classification of wine  
Table wines  
Sparkling wines  
Fortified wines (port wine)  
Aromatized Wines.  
Food and wine harmony  
Matching wines with international menu  
Matching wines with Indian menus

**Practical Content:**

Service of red wines  
Service of white wines  
Service of sparkling wines  
Service of Beer

**Module No-9**

**Outcome:**

Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.etc.

**Theory Content:**

Alcoholic Beverages: Distilled beverages Spirits  
Vodka/Rum/Whisky/Brandy/Tequila – Manufacturing and service brands.

**Practical Content:**

Service of Spirits

**Module No-10****Outcome:**

Prepare, serve and dispense mocktails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.

**Theory Content:**

**Cocktails & Mocktails:** Introduction of Base Blend Garnishes, Whisky based Cocktails, Gin Based Cocktails Vodka Based Cocktails, Rum Based Cocktails, Mocktail.

**Practical Content:**

Preparation, service and dispensing of mocktails

**Module No-11:****Outcome:**

Explain the factors involved with entrepreneurship with reference to F&B service outlets

**Theory Content:**

Entrepreneurship: Specific reference to F&B service operations, Costing, Procurement of License, License issuing Agency  
Types of Bar License  
Inventory control-  
Human resource  
Marketing - 4P's (Product, Price, Place & Promotion)

**Practical Content:**

How to determine profit and loss situations of the outlet by calculating food cost

**Learning Outcome – Assessment Criteria**

<b>Module No.</b>	<b>Outcome</b>	<b>Assessment Criteria</b>
1	Handle Cutlery crockery/ glassware, hygienically and observe do's & don'ts	<b>After completion of this module students will be able to:</b> 1.1 Enlist Different types of catering establishments. 1.2 Draw Organizational hierarchy of a star hotel and

Module No.	Outcome	Assessment Criteria
	while waiting at the table. Carry and balance equipment /food/ beverages on a tray.	F&B department in different categories of hotels 1.3 Assess qualities of employees for the department 1.4 Prepare and serve to guest 1.5 Identify and proper use of equipment
2	Arrange & set up a tray for room service for American/ English/Continental/ Indian breakfast and breakfast layout in coffee shop.	<b>After completion of this module students will be able to:</b> 2.1 Take room service order 2.2 set up tray for room service 2.3 Set up Room service trolley 2.4 To demonstrate table layout for American, English and Indian Breakfast
3	Arrange & set up cover for <i>à la carte</i> and <i>table d'hôte</i> menu.	<b>After completion of this module students will be able to:</b> 3.1 Plan a 3 course menu 3.2 Evaluate different types of menu like <i>à la carte</i> and <i>table d'hôte</i> 3.3 List the courses of menu 3.4 Set up tables according to menu
4	Demonstrate sequence of service in a restaurant	<b>After completion of this module students will be able to:</b> 4.1 Demonstrate welcoming the guest 4.2 Demonstrate taking order 4.3 Show steps of service 4.4 Exhibit special situation handling technique like drunken guest, specially able guest.
5	Plan & set up different themes of Banquets.	<b>After completion of this module students will be able to:</b> 5.1 Draw set up of different Types of seating arrangements like Theatre, Classroom, Herringbone, U Shape, Horse Shoe, Hollow Square, Boardroom. Banquet. 5.2 Demonstrate taking banquet booking 5.3 Set up buffet counter 5.4 Exhibit buffet service
6	Prepare and Serve nonalcoholic beverage like tea, coffee, mock tails, aerated beverages, milk shakes etc.	<b>After completion of this module students will be able to:</b> 6.1 Classify beverages 6.2 List non alcoholic beverages 6.3 Demonstrate preparation of non alcoholic



Module No.	Outcome	Assessment Criteria
		beverages 6.4 Demonstrate service of non alcoholic beverages
7	Serve alcoholic beverage like Red wine, White wine, Sparkling wines etc. Serve Beer/ fermented beverages.	<b>After completion of this module students will be able to:</b> 7.1 Classify alcoholic beverages 7.2 List alcoholic beverages 7.3 Show service of alcoholic beverages 7.4 Distinguish glassware for service of beverages
8	Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.etc.	<b>After completion of this module students will be able to:</b> 8.1 Enlist different types of spirits 8.2 Identify glasswares for serving alcoholic beverage 8.3 Demonstrate Serve different types of spirits like rum, Brandy etc.
9	Prepare, serve and dispense mock tails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	<b>After completion of this module students will be able to:</b> 9.1 List the principles of mocktail preparation 9.2 Exhibit mocktail preparation 9.3 Demonstrate garnishing of mocktails 9.4 Enlist the steps of mocktail service.
10	Follow elementary first aid training and workplace safety rules along with personal protection and hygiene practices. Explain methods to tackle various unlikely situations at the workplace	<b>After completion of this module students will be able to:</b> 10.1 Enlist safety measures for cuts, fires etc. 10.2 Demonstrate safety practices at workplace 10.3 Explain procedures to be followed for unwanted situation
11	Explain factors involved with entrepreneurship with reference to F&B service outlets	<b>After completion of this module students will be able to:</b> 11.1 Plan a business operation. 11.2 List the different types of Bar License. 11.3 Demonstrate inventory control procedure.

**List of Tools, Equipment & Materials needed for 30 Trainees**

SL No.	Name of the Tools and Equipment	Specification	Quantity
1.	Service Tables	36"x 36" x30"	06 Nos.
2.	Wooden Chairs		24 Nos.
3.	Bar Counter		01 No.
4.	Display Unit		01 No.
5.	Refrigerator	(DoubleDoor35 0ltr)	01 No.
6.	Bain Marie		01 No.

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<b>SL No.</b>	<b>Name of the Tools and Equipment</b>	<b>Specification</b>	<b>Quantity</b>
7.	Side Boards		04 No.
8.	Storage cup Boards		02 Nos.
9.	Glass Racks		As Required
10.	Sample preparation Trolley		01 No.
11.	Wash Basin		01 No.
12.	Soap Dispenser		01No.
13.	Electric Geyser		01 No.
14.	Micro oven		01 No.
15.	Table Cloth	54"x54"	12 Nos.
16.	Table Napkins	18"x18"	48 Nos.
17.	Moulton		06 nos.
18.	Tea Urn		01 No.
19.	Cooking Range Fair Burner		01 No.
20.	Trainee Lockers		As Required
21.	Computer with Printer		01 No.
22.	Restaurant Demo Software		01 No.
23.	Rolling white Board		01 No.
24.	Table &Chair		24 Nos.
25.	Instructor cup board, Table &Chair		01 each
26.	Trays		06 Nos.
27.	Round salvers		06 Nos.
28.	Table Accompaniments		06 each
29.	Water Jug		06 Nos.
30.	Chopping Board.		01 No.
31.	Wine Stand		01 No.
32.	Frills		06 Nos

**Marks Distribution**

<b>Outcome</b>	<b>Outcome Code</b>	<b>Total Th Marks</b>	<b>Total Pr Marks</b>
Follow elementary first aid training and workplace safety rules along with personal protection and hygiene practices. Explain methods to tackle various unlikely situations at the workplace	THC/3804/OC1	10	40
Handle Cutlery crockery/ glassware, hygienically and observe do's & don'ts while waiting at the table. Carry and balance equipment /food/ beverages on a tray.	THC/3804/OC2	20	50
Arrange & set up tray for room service. Arrange & set up a tray for room service for American/ English/Continental/ Indian breakfast and breakfast layout in coffee shop.	THC/3804/OC3	20	60
Arrange & set up cover for <i>à la carte</i> and <i>table d'hôte</i> menu.	THC/3804/OC4	20	50
Demonstrate sequence of service in a restaurant	THC/3804/OC5	10	40
Plan & set up different themes of Banquets.	THC/3804/OC6	10	40
prepare and Serve nonalcoholic beverage like tea, coffee, mock tails, aerated beverages, milk shakes etc.	THC/3804/OC7	10	40
Serve alcoholic beverage like Red wine, White wine, Sparkling wines etc. Serve Beer/ fermented beverages.	THC/3804/OC8	20	60
Serve Spirits like Vodka/ Rum/ Whisky/ Brandy/ Tequila etc.	THC/3804/OC9	10	40
Prepare, serve and dispense mock tails, whisky based cocktails, Gin based Cocktails, Vodka based cocktails & Rum based cocktails.	THC/3804/OC10	10	40
Explain factors involved with entrepreneurship with reference to F&B service outlets	THC/3804/OC11	10	40
Work in real job situation with special emphasis on basic safety and hazards in this domain (OJT).	THC/3804/OC12	0	300
Employability Skill-60 Hrs	DGT/VSQ/N0102	50	0