

अम्बेडकर विश्वविद्यालय दिल्ली



Ambedkar University Delhi

**Certificate Programme:
Food & Beverages Service Assistant**

**School of Vocational Studies (SVS)
Dr. B. R. Ambedkar University Delhi (AUD)
Karampura Campus**

GENERAL INFORMATION

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| 1. Name of the Trade | Food & Beverages Services Assistant |
| 2. Duration of Steward Training | 48 Hours |
| 3. Space Norm | a) Training Restaurant, Karampura Campus b) Class Room (B-1) |
| 4. Entry Qualification | Passed 8 th /10th class examination |
| 5. Objective | Provide an opportunity to interested fresh candidates and those already in service staff to enhance their knowledge and skills in basics of greetings and services to the guests/visitors in organisations/institutions/business firms, etc. |
| 6. Learning outcomes | After successful completion of training, the person will be able to: - <ol style="list-style-type: none">1. To welcome the guests by greeting them as per the standards2. To provide proficient and professional Food & Beverage services to the guests by meeting and also exceeding their expectations.3. Aware of health and hygiene in Food & Beverage |
| 7. Certification | On completion of the training sessions, participants will be awarded the 'Successfully participated certificate'. This would be of equivalent to a 2 credits course in the BVoc programme. |
| 8. Need of the Certificate | <ul style="list-style-type: none">• The course will improve familiarizations about food and beverage among MTS staff in a wider prospective.• It will be an opportunity to enhance the theoretical aspects of food and beverage service.• It will also build up confidence level among all participants and that will lead to better food and beverage service.• The credit attained after completion of course may play a vital role in career advancement.• It will also work an effective tool in job enrichment. |

Syllabus

Certificate Programme in Food & Beverages Service Assistant

Duration: 48 Hours (16 weekend sessions on 3 hours each: 4 weekends- Friday & Saturday)

The programme is designed to as an intense weekend module to enable people who are already working in organisation/institution to be part of the programme. The programme is aimed at offering participants both theory and practical knowledge. It will emphasis on workshop and practical hands-on-learning approach to enhance better learning and practice of the skills.

Trade Theory

| Chapters | No. Of Hours |
|---|--------------|
| 1. The Food & Beverage Service Industry: Introduction to the Food & Beverage Industry Classification and various sectors of Catering Industry | 02 |
| 2. Introduction to F & B Service operations: Restaurant, Coffee Shop, Room Service, Bars, Banquets, Buffet Restaurants, etc. | 02 |
| 3 F & B Service Tools, Equipment and Furnishings: Classification Various Tools and Equipments, Usage of Equipment, Types, Sizes and usage of Furniture, Linen, Napkins, Chinaware, Silverware, Glassware & Disposables, Props, other new concepts of modern furnishings, Care and maintenance. | 04 |
| 4. Food & Beverage Service Personnel: Basic Etiquettes for Catering staff, Attitude & Attributes of a Food & Beverage personnel and competencies, Food & Beverage Service Organization, Job Descriptions & Job Specifications of F& B Service Staff, Interdepartmental Coordination. | 02 |
| 5. Mise-en- Scene and Mise-en- place: In F& B operations/outlets | 02 |
| 6. Food & Beverage Service Methods: Table Service-Silver/English, Family, American/Pre plated, Butler/French, Russian Self Service-Buffet & Cafeteria Specialized Service-Gueridon, ,Trolley,Lounge, Room, etc., Single Point Service-Take Away, Vending, Kiosks, Food Courts & Bars, Automats | 03 |
| 7. Food & Beverage Terminology related to the inputs of the Course | 01 |

Reference Books:

Food & Beverage Service Training Manual-Sudhir Andrews, Tata McGraw Hill

Food & Beverage Service –Lillicrap & Cousins, ELBS

Modern Restaurant Service –John Fuller, Hutchinson

Food & Beverage Service Management-Brian Varghese
 Introduction F & B Service-Brown, Heppner & Deegan
 Professional Food & Beverage Service Management –Brian Varghese
 Food & Beverage Service- Boby George
 Food & Beverage Service- Manoj Yadav

Trade Practical

| | Name of Activity | No. Of Hours |
|-----|---|---------------------|
| 1. | Restaurant Etiquettes | 1 |
| 2. | Restaurant Hygiene practices | 1 |
| 3. | Practicising Mis- En –Scene activities | 3 |
| 4. | Practicising Mis- En –Place activities | 4 |
| 5. | Identification of Tools, Equipments, Cutlery, Crockery, Glass & Chinaware, Flatware, Hollowware, Table Appointments, Linen etc. | 3 |
| 6. | Care and Maintenance of various Tools, Equipments, Flatware's, Hollowware's etc. | 2 |
| 7. | Side board Organization | 2 |
| 8. | Laying & Relaying of Table cloth | 2 |
| 9. | Practicising 7 to 10 Napkin folds | 2 |
| 10. | Rules for Laying a Basic Cover | 1 |
| 11. | Carrying a Salver/Tray | 2 |
| 12. | Service of Water | 1 |
| 13. | Handling the Service Gear | 2 |
| 14. | Carrying Plates, Glasses & other Equipments | 3 |
| 15. | Clearing an Ashtray | 1 |
| 16. | Handling precautions. | 2 |

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- Modern Restaurant Service –John Fuller, Hutchinson
- Food & Beverage Service Management-Brian Varghese
- Introduction F & B Service-Brown, Heppner & Deegan

Faculty:

1. Mr Dinesh Karush, Programme Manager, SVS
2. Mr Ankush Rathore, Programme Manager, SVS
3. Mr Nikhil Singh Charak, Programme Manager, SVS

Pedagogic Approach

Classroom transition: Lecture, Use of ICT and role play and actual hands on experience, learning through practical sessions