



Food And Beverage Service - Steward

QP Code: THC/Q0301, L-4

Module 1: Introduction to Hotel Industry 16 hrs

- Introduce the hotel industry
- Introduce types of Restaurants
- Introduce food and beverages sector in India

Module 2: Introduction To Food And Beverage Sector 16 hrs

- Adhere to the grooming standards for food and beverage attendant
- Know the organization structure of F & B department along with roles and responsibilities of F&B staff

Module 3: Food Service Equipment And Styles Of Food Service 32 hrs

- Identify the food service equipment along with appropriate storage method for equipments
- Identify ancillary sections and recognise different styles of food service

Module 4: Menu, Cover And French Culinary Terms 8 hrs

- Know the meaning and functions of menu
- Understand the basic types of menu, and their features
- Define cover and accompaniments for the dishes

Module 5: Menu Planning 32 hrs

- Identify the points considered while planning a menu
- Compile a menu

Module 6: Preparing The Restaurant Before And After The Service 16 hrs

- Know the procedure of laying covers prior to guests arrival and during the service
- List down the activities to be done at the end of the day's operation in the restaurant
- Understand the term mise en scene and mise en place and identify activities involved in it

Module 7: Order Taking And Billing Methods 40 hrs

- Appreciate the importance of checking system (good order taking system) in the food service operations
- Understand different types of order taking and billing methods

Module 8: Non-Alcoholic Beverages 24 hrs

- Define and classify non alcoholic beverages
 - Learn the service of non alcoholic beverages
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Module 9: Alcoholic Beverages

16 hrs

- Define and classify alcoholic beverages
 - Explain fermentation and distillation process
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Module 10: Cocktails And Mocktails

8 hrs

- Know the equipments and tools required for making mixed drinks
 - List the various cocktails and mocktails and know their preparations
 - Know the meaning Cocktails and Mocktails
 - Understand the various methods of making cocktails and mixed drinks
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Module 11: Service Of Alcoholic Beverage

16 hrs

- Use right type of glassware
 - Understand the service temperature of various alcoholic beverages
 - Know how to serve various styles of wines, beers and spirits
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Module 12: Handling Situations

32 hrs

- Know how to deal with various situations and guests in the dining area
 - Know how to handle differently abled guests
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Module 13: Phraseology & Customer Relationship Management

8 hrs

- Communicate with your guests by applying correct phrases in the given situations
 - Understand the importance of customer relations and know how to develop customer relations
 - Apply the standards while taking orders and serving the guests
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Module 14: Health, Hygiene And Safety At Workplace

8 hrs

- Adopt security measures to prevent terrorist attacks and prevent theft in hotels
 - Define food poisoning and know the types and reasons of food poisoning
 - Prevent accidents by adhering to safety rules and regulations
 - Describe the methods to prevent fires and handle fire extinguishers to fight fire during emergencies
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Module 15: Youth Development Module

168 hrs

- Self Discovery
- Values
- Digital Literacy
- Communication Skills
- Numeric Literacy
- Financial Literacy
- Work Place Preparedness
- Life Skills