

NIHM Chennai - 107

Affiliated by ALAGAPPA UNIVERSITY

(Accredited with A+ Grade by NAAC (CGPA : 3.64) in the Third Cycle)

DIRECTORATE OF COLLABORATIVE PROGRAMMES



CRAFT CERTIFICATE COURSE IN FOOD AND BEVERAGE SERVICE

Regulations and Syllabus

GENERAL INSTRUCTIONS AND REGULATIONS

1. Eligibility:

A pass in the SSLC Examination conducted by the Government of Tamil Nadu, or an examination accepted as equivalent thereto by the Syndicate for admission to **Craft Certificate course in Food and Beverage Service**.

2. Admission:

Admission is based on the marks in the qualifying examination.

3. Duration of the course:

The course shall extend over a period of one year under non-semester pattern

4. Standard of Passing and Award of Division:

- a. Students shall have a minimum of 40% of total marks of the University examinations in each subject. The overall passing minimum is 40% both in aggregate of Continuous Internal Assessment and external in each subject.
- b. The minimum marks for passing in each theory / Lab course shall be 40% of the marks prescribed for the paper / lab.
- c. A candidate who secures 40% or more marks but less than 50% of the aggregate marks, shall be awarded **THIRD CLASS**.
- d. A candidate who secures 40% or more marks but less than 60% of the aggregate marks, shall be awarded **SECOND CLASS**.
- e. A candidate who secures 60% or more of the aggregate marks, shall be awarded **FIRST CLASS**.
- f. The Practical / Project shall be assessed by the two examiners, by an internal examiner and an external examiner.

5. Continuous internal Assessment:

- a. Continuous Internal Assessment for each paper shall be by means of Written Tests, Assignments, Class tests and Seminars
- b. **25 marks** allotted for the Continuous Internal assessment is distributed for Written Test, Assignment, Class test and Seminars.
- c. Two Internal Tests of 2 hours duration may be conducted during the semester for each course / subject and the best marks may be considered and one Model Examination will be conducted at the end of the semester prior to University examination. Students may be asked to submit at least five assignments in each subject. They should also participate in Seminars conducted for each subject and marks allocated accordingly.
- d. Conduct of the Continuous internal assessment shall be the responsibility of the concerned faculty.
- e. The Continuous internal assessment marks are to be submitted to the University at the end of every year.
- f. The valued answer papers/assignments should be given to the students after the valuation is over and they should be asked to check up and satisfy themselves about the marks they have scored.

- g. All mark lists and other records connected with the continuous Internal Assessments should be in the safe custody of the institute for at least one year after the assessment.

6. Attendance:

Students must have earned 75% of attendance in each course for appearing for the examination.

Students who have earned 74% to 70% of attendance to be applied for condonation in the prescribed form with the prescribed fee.

Students who have earned 69% to 60% of attendance to be applied for condonation in the prescribed form with the prescribed fee along with the medical certificate.

Students who have below 60% of attendance are not eligible to appear for the examination. They shall re-do the semester(s) after completion of the programme.

7. Examination:

Candidate must complete course duration to appear for the university examination. Examination will be conducted with concurrence of Controller of Examinations as per the Alagappa University regulations. **University may send the representatives as the observer during examinations.** University Examination will be held at the end of the each semester for duration of 3 hours for each subject. Certificate will be issued as per the AU regulations. Hall ticket will be issued to the candidates upon submission of the list of enrolled students along with the prescribed course fee.

8. Question Paper pattern:

Maximum: 75 Marks	Duration: 3Hours
Part A - Short answer questions with no choice	: 10 x 02=20
Part B – Brief answer with either or type	: 05 x 05=25
Part C- Essay – type questions of either / or type	: 03 x 10=30

9. Miscellaneous

- Each student possess the prescribed text books for the subject and the workshop tools as required for theory and practical classes.
- Each student is issued with an identity card by the University to identify his / her admission to the course
- Students are provided library and internet facilities for development of their studies.
- Students are to maintain the record of practicals conducted in the respective laboratory in a separate Practical Record Book and the same will have to be presented for review by the University examiner.

- e. Students who successful complete the course within the stipulated period will be awarded the degree by the University.

10. Other Regulations:

Besides the above, the common regulation of the University shall also be applicable to this programme.

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CRAFT CERTIFICATE COURSE IN FOOD AND BEVERAGE SERVICE**CURRICULUM OUTLINE**

S.NO	Subject Code	NAME OF THE SUBJECT	HRS	NO.OF. COURSE	INTERNAL	EXTERNAL	TOTAL
1	11	Food Service	3	1	25	75	100
2	12	Beverage Service	3	1	25	75	100
3	13	Restaurant Hygiene and Work Safety	2	1	25	75	100
4	14	Food Service Practical	9	1	25	75	100
5	15	Beverage Service Practical	9	1	25	75	100
6	16	Communicative English Practical	4	1	25	75	100
		TOTAL	30	6	150	450	600

11 FOOD SERVICE

UNIT I

Objective: This unit helps the students to know more about the food and beverage operation, its outlets and their relation with other departments

- 1.1 Classification of F & B Operations
 - 1.1.1 Commercial – Hotels, Motels, Restaurants, Hospitals, Resorts, Pubs, Snack bars, Fast food restaurants, Airlines, Rail, Sea Catering , Mobile, Theme parks and Food courts.
 - 1.1.2 Welfare (Industrial-Factories, Offshore - Project site, Institutional – Student Hostel, Armed forces catering, Hospitals, Noon meal scheme)
- 1.2 Different F & B Service outlets.
Stand alone Restaurants, Coffee Shop, Room Service, Banquets, Bar-beque, Discotheque, Off premises Catering , Take away, Home delivery, Chain of Restaurants,
Coffee bars & tea boutiques
- 1.3 Staff Hierarchy of the various F & B Service outlets in a star hotel
 - 1.3.1 Duties
 - 1.3.2 Responsibilities
 - 1.3.3 Attributes of Food and Beverage Service Personnel.
 - 1.3.4 Departmental relationship (Within F & B and with other Departments)
 - 1.3.5 Co-operation, Co-ordination, Communication.

UNIT II

Objective : The student will have a good knowledge about the different equipments used in Food& Beverage department.

- 2.1. Classification of Restaurant equipments
 - 2.1.1. Furniture – table, chair , Booster chairs , side board, and reception desk
 - 2.1.2. Linen – table cloth , napkin , waiter’s cloth, satin , slip cloth, frill,
 - 2.1.3. Crockery – plates, bowls , cups and saucers
 - 2.1.4. Cutlery – spoon , fork, knife and tong
 - 2.1.5. Glass ware – Tumbler. Footed ware and stemware
 - 2.1.6. Chaffing dishes – Round , square , Rectangle,
- 2.2. Special Equipments and their use
(Pastry slice, Swizzel stick, Pastry fork, Corn-on-the cob holder, Lobster pick, cheese knife, Caviar knife, crab cracker, Nut Cracker, Grape Scissors, Preserve container, Ice cream scoop, grape fruit spoon, lobster pick, carving fork, Pizza cutter, Asparagus holder sugar sachet container (Low calorie sugar, Brown sugar).
- 2.3 Ancillary section in Food and Beverage Department still room, Silver room, Wash-up area, Pantry, Linen store and dispense bar.

UNIT III

Objective : After the completion of this unit students will have a professional knowledge about the menu and meals of different times of a day.

- 3.1. Origin of the Menu
- 3.2. Basic Types of Menu
 - 3.2.1 Table d'hote
 - 3.2.2 A la Carte
 - 3.2.3 Buffet menu
 - 3.2.4 Cyclic menu
 - 3.2.5 Diet menu
- 3.3. Menu Compiling – Purpose to compile a menu, Factors to be considered while compiling a menu
 - 3.3.1 Menu Sequence
 - 3.3.2 Compiling a South Indian vegetarian and Non-Vegetarian Lunch menu and Dinner menu.
- 3.4. French Classical Menu – Compiling with Accompaniments and Garnishes (17 courses)
- 3.5. Types of Meals
 - 3.5.1. Breakfast – Indian, English, American, Continental and Health Breakfast.
 - 3.5.2. Brunch
 - 3.5.3 Lunch – Working Lunch, Diet Lunch, Buffet Lunch.
 - 3.5.4. High -Tea
 - 3.5.5. Dinner
 - 3.5.6. Supper or Late night meal.
- 3.6. Non-alcoholic Beverages
 - 3.6.1. tea , coffee, milk, juices (Fresh & Canned), aerated drinks

UNIT IV

Objectives : The students will have an indepth study about service and its types

- 4.1. Mis-en-scene & Mis-en-place (definition & procedure)
 - 4.1.1. Briefing
- 4.2. Method of Service
 - 4.2.1. French Service and American Service
 - 4.2.2. English Service and Russian Service
 - 4.2.3. Introduction to Gueridon service and flambe service
 - 4.2.4. Indian Thali Service and South Indian Leaf Service
- 4.3. Room Service
 - 4.3.1. Room service equipment
 - 4.3.2. location
 - 4.3.3 Room service order taking procedures
 - 4.3.4 Tray setups for different services

UNIT V

Objectives : The students will acquire knowledge about Banquets, off- premises catering and Fast food service

5. 1. Introduction to Banquets
 - 5.1.1. Types of Banquets
 - 5.1.2. Function Prospectus
 - 5.1.3. Compiling Banquet Menu
 - 5.1.4. Types Of Buffet (Sitting Buffet, Standing Buffet, Fork Buffet, Finger Buffet)
- 5.2. Off Premises Catering
- 5.3. Fast Food Service
- 5.4 K.O.T & B.O.T – Manual & Electronic

Reference Book:

1. Basic Food and Beverage Service (BHA – 102), written by D. RAJESON PRAKASAM, Published by School of Management studies, Tamilnadu Open University, Chennai.
2. Food and Beverage Training Manual –by Sudhir Andrews
3. The Waiter – by Fuller and Cume
4. Food and Beverage Service – by D.R. Lillicrap
5. Modern Restaurant/Service –by John Fuller

12 BEVERAGE SERVICE

UNIT – I

Objective – After this unit the students will know about wine its types how it is produced and stored

- 1.1 Introduction to the Beverages and classification of Beverages
- 1.2 Introduction to wine
- 1.3 Classification of wines
 - 1.3.1 Table wine
 - 1.3.2 Sparkling wine
 - 1.3.3 Fortified wine
 - 1.3.4 Aromatized wine
- 1.4 Grape
 - 1.4.1 Constituents of grape
 - 1.4.2 Types - Red, White
- 1.5 Production of Wine
Crushing & destemming - Fermentation – Pressing - Ageing - Malalactic fermentation – Filtration & Fining – Blending – Bottling -
- 1.6 Storage and of wines

UNIT – II

Objective - The students will acquire knowledge about the wines from different countries.

- 2.1. Old World Wines
- 2.2. France - History ,Grape Varieties and famous Brand Names
- 2.3. Germany - History ,Grape Varieties and famous Brand Names
- 2.4. Italy- History ,Grape Varieties and famous Brand Names
- 2.5. Wines of other countries - Spain, Portugal, Australia , India.

UNIT – III

Objectives – This unit will help the students to acquire knowledge on food and wine harmony wine terminology and Beer

- 3.1. Food and Wine Harmony
- 3.2. Wine Terminology
(Ageing, Acidity, Bouquet, Corked, Tanin, Must, Remuage, agraffe, Solera, Decanting, Racking, Sediment, Sekt,Vatting, Ullage, Vinsity, Vintage, Viticulture, Vat and oak)
- 3.3. BEER
 - 3.3.1. introduction
 - 3.3.2. Types and Production
 - 3.3.3. Storage
 - 3.3.4. Micro Brewery

UNIT - IV

Objective - After the completion of this unit, the students would acquire knowledge about the production of spirits, their types and their origin.

- 4.1 Introduction of Spirits
- 4.2 Method of Production
 - 4.2.1 Pot Still Method
 - 4.2.2 Patent Still Method
- 4.3 Introduction to the following spirits, their production in brief, types and their origin.
 - 4.3.1. Brandy , Whiskey, Gin , Rum ,Vodka and Tequila

Unit – V

Objective – The students will acquire knowledge about cocktail, Mocktail , Aperitif and Liqueurs

- 5.1 Different Proof for Spirits
 - 5.1.1 American Proof
 - 5.1.2 British Proof
 - 5.1.3 Gay Lussac
- 5.2 Aperitif
 - 5.2.1. Vermouth and Bitter
- 5.3 Liqueurs
 - 5.3.1. Production
 - 5.3.2 Categories and Popular Liqueurs
- 5.4 MOCKTAILS & COCKTAILS
 - 5.4.1. Components of Cocktail
 - 5.4.2. Equipments
 - 5.4.3. Methods
 - 5.4.4. Points to note while making cocktail

13 RESTAURANT HYGIENE AND WORK SAFETY

UNIT-1:

Objective: After the completion of this unit, the students will know the basic concepts of grooming and personal hygiene.

- 1.1 Personal Hygiene: Definition – Positive good health – Care of skin, hair, hand, feet, teeth- Prevention of body odour – Choice and care of clothing including shoes – Importance of health and personality – Cleanliness – Good grooming.
- 1.2 Importance of oral hygiene.

UNIT-2:

Objective: After the completion of this unit, the students understand about the hygiene restaurant and its basic needs.

- 2.1. Establishment Hygiene: Layout of department – Maintenance of floors and walls, good ventilation – Smooth flow of work – Prevention of over crowding- Cleaning of equipment and personal tools immediately after use.
- 2.2. Food service temperatures – Avoiding cross – contamination – Good food display to avoid food spoilage.

UNIT-3:

Objective: After the completion of this unit, the students would have acquired knowledge about the environment sanitation.

- 3.1 Garbage Disposal
- 3.2 Ill effects of garbage
- 3.3 Eco-friendly method of garbage disposal
- 3.4 Pest control measures.
- 3.5 Disease caused by pests.

UNIT-4:

Objective: This unit will help the students to give the basic first aid treatment, and know about the safety rules.

- 4.1 Basic first aid in emergencies – Basic treatment of wounds – Minor burns- Scalds and other minor injuries – General safety rules for restaurant staff.
- 4.2 Fire extinguishers and fire safety.

UNIT-5:

Objective: This unit will enable the students to know various types of dish washing procedures and the principle.

- 5.1 Dish washing – Manual and mechanical procedure with its advantages and disadvantages – Two sink method – Three sink method- Machine dish washing.

REFERENCE BOOKS:

1. Theory of catering – Victor cessarani
2. Preventive medicine – Park and park

14 FOOD SERVICE PRACTICAL

Objectives : This practical (Lab) will help the students to understand what are the various equipments used for Food and Beverage service and the students will also develop basic skills on how to service various dishes and the method of service.

1. Familiarization and handling of Equipments
2. Drawing of various types of spoons, Forks, Sugar pot, Coffee pot, Tea pot and other small equipments.
3. Arrangements of side board (Dummy Waiter)
4. Laying and relaying of table cloth
5. Menu card designing.
6. Setting up of covers for various meals and menus.
7. Different type of Napkin Folding (At least 15 types)
8. Receiving the guest (Procedure)
9. Taking guest orders in the Restaurant.
10. Silver service & Clearance for each course.
11. Service of Non-Alcoholic beverages
12. Presenting & Settling of bills (Cash, Credit, Credit card, Debit cards)
13. Arrangement and Carrying of Room Service Trays
14. Frilling & Buffet counter decorations.
15. Thali meal service and South Indian Authentic Banana Leaf service.

15 BEVERAGE SERVICE PRACTICAL

Objective: students will have the knowledge of service of wines, beer and spirits, Bartending and Barflairing.

1. Identification of bar equipments and glassware used in service of alcoholic and non-alcoholic beverages.
2. Service of Wines – White/Rose Wine, Red Wine, Sparkling Wine
 - a. Taking Order
 - b. Presentation Posture
 - c. Wine Label Reading
 - d. Opening of Bottle
 - e. Decanting
 - f. Serving
3. Taking order for Alcoholic Beverage
 - a. knowledge of popular brands of Brandy , Whiskey, Gin , Rum ,Vodka and Tequila
4. Service of Spirits
 - a. Serving Neat
 - b. On the Rocks
 - c. Long Drinks
5. Service of Aperitif, Liqueur, Beer
6. Mocktail demo
7. Different Liquor Based Cocktails Demo
 - a. Vodka, Whisky, Brandy, Rum, Gin, Beer, Wine &Tequila
8. Barflairing

REFERENCE BOOKS:

1. Food and Beverage Service – Dennis Lillicrap
2. The Beverage Book – Andrew Durkan and John Cousins
3. Wine Appreciation – Richard P Vine
4. The complete guide to cocktails and drinks – Stuart Walton
5. The Hospitality Managers Guide to Wines Beers and Spirits – Albert W.A.Schmid

16 COMMUNICATIVE ENGLISH PRACTICAL

1. Practice of writing essays
2. Practice of letter writing
3. Speech improvement: Pronunciation, Stress, Accent, Common phonetic Difficulties
4. Self introduction
5. Speaking to superiors
6. Speaking to celebrity
7. Speaking to subordinates
8. Long Sentence Formation & Dialogues
 - Dialogues In – Kitchen - Food & Beverage Outlet – Bus Stand – Railway Station – Bank – Airport.
9. Preparing a speech
10. Public speaking
11. Etiquettes and manners
12. Group discussion.

Reference:

1. Business Communication - Rhoda Doctor & Aspi Doctor
2. Communication Media - Angela Wadia
3. Business English - Bal & Nagamia